



“Collective Citizen Inputs for Railway Budget 2015-16”

Collective inputs from 150,000 Citizens of India via LocalCircles – Make Railways Better circle

Top Priorities

1. 50% refund should be given on Tatkal ticket cancellation 6 hours before departure
2. No limit should be put on number of tickets booked with self as first traveler
3. 50% of the general quota tickets should open at 120 days, remaining 50% at 60 days
4. Creation of a phone based check in process which will give Railways real time seat availability status and minimize TTE discretion
5. Effective maintenance and reporting of malfunctioning train toilet accessories
6. Proactive guarding of trains by RPF with regular rounds within trains
7. Emergency Quota for anyone other than genuine emergencies (death in family , medical, etc.) or travel of elected representatives should be paid at Premium Tatkal rates
8. Systemic process which is online and transparent for submitting Emergency Quota booking requests
9. Accessible and trained RPF and GRP personnel at stations and platforms
10. Minimizing presence of non-ticket or non-platform holders on platform through effective access control and technology

Secondary Priorities

1. Effective and process driven security and luggage check at stations for all
2. More elevators and escalators should be installed for families/elderly/special needs travelers
3. Effective display of train arrival/departure and coach numbers on platforms
4. All assistance/helpline numbers must be displayed in coaches and on platforms
5. Stations and platforms should be monitored through CCTV surveillance
6. Attendants and TTEs should be trained for addressing/escalating safety issues inside trains
7. Utilizing operations research techniques used by large airlines for optimizing train network
8. Enabling effective allotment of lower/middle berths for senior citizens and women with young kids
9. Hassle free Coolie/Porter services for citizens with an online/app based booking option
10. Pest control that addresses cockroaches and bed bugs effectively
11. More phone charging points are needed, especially on side berths.

The above priorities are a result of extensive discussions and polls conducted amongst 150,000 citizens on LocalCircles in India’s largest online Railway community “Make Railways Better”. The circle can be accessed by visiting <http://bit.ly/railway-budget-poll>