

Q. *What are the three changes you'd suggest to make Indian Railways the best railway system in the world?*

– **Lalu Prasad Yadav, India 07/12/07**

Rated: ★★★★★ by 7 Council Members

A. 1 *From: **swapna nair**, Registered Member on [Ammas.com](#)*

Dear sir,

The three basic aspects which prevent Indian Railways from becoming world class are Ageing Infrastructure (operational and administrative), poor safety record (accidents and security) and a dismal record of optimally utilising assets like land, freight and unresponsive staff. I will now elaborate each of these aspects.

Ageing Infrastructure - operational Reasons: Indian Railways may boast of having one of the longest routes in the world in terms of area covered. However, the pertinent point is that these tracks need to be replaced as early as possible and the entire country should be replaced with LWR rails of high quality metallurgy. The persistence with the existing tracks leads to operational constraints like haulage, restricted speeds of trains and an inability to upgrade to newer technologies besides the prohibitive costs due to frequent maintenance. The TTM machines for the track realignment is of course a good introduction, however their numbers are small and the area covered by each is large. More such machines should be procured and used to cut down on manpower and improve the maintenance.

Administrative Reasons By these I mean to bring to your notice the dismal state of administrative facilities while travelling by Indian Railways. Both while travelling in the train and in the premises at the platform, waiting halls, catering staff, cleaning staff for the bath rooms and toilets, and the Retiring Rooms. What I mean to say Sir, is that administratively; the means to be on par with the best exists, implementation for providing high quality services is however sorely lacking.

Safety I refer to safety only from the view point of running operations of trains. The safety record is one of the weak points of our Railways and the only way to improve

it is to resort to modernisation in the signalling, traffic, track maintenance segments and to eliminate the possibility of accidents due to human error. Much of it is already in the process of being procured as is reflected in the news, however, the important thing is that it be put in place at the earliest.

Security Security for the travelling public is of utmost concern, and it should be of such levels that the public feels safe to travel without fear of being robbed or looted. Ideally, the level of safety to be aspired is that women while travelling alone on trains feel safe. This cannot be achieved by placing 3-4 RPF/GRP personnel to look after the security. It has to be a concerted and well coordinated effort between the agencies involved. Case in point is the fear experienced by the public while travelling to certain states in the Northern and Eastern parts of India.

Optimal utilisation of Existing Resources. The Railways has tremendous amounts of assets which can be put to good use without resorting to selling off all holdings. The suggestions I made above are capital intensive and going in for diversification in to retail, real estate and tourism will assist in creating the funds required for modernisation and changes required. By increasing the max permissible load capacity to 90 tonnes for the freight wagons, you have hit two birds with one stone. The proposal for the freight corridor and the possibility of private sector participation should be speed up. After all, freight trade accounts for the bulk of the annual income. So why not give it its due?

As for the staff, it really needs to be indoctrinated with the culture of "Atithi Dewo Bhava". Like in all government institutions, they seem to have an air of haughtiness about the way they conduct with the travelling passengers and the potential freight users. The staff levels seem to be bloated and maybe some amount of restructuring is in place. But then such a move could have severe political repercussions.

Rated: ★★☆☆ by 16 Council Members

A. 2 From: **Bindu P**, Council Member on Ammas.com

Dear Mr. Lalu Prasad ji,

You and your team had already been doing a great job and each and every one accepts the fact that today's railway system has been improved a lot and of course improvisation at the same time can be done to provide more facilities and convenience. But to make it the best in world definitely takes time, effort and money as such. We can only compete after we have all these in this world.... and here are a

few suggestions that come to my mind...

First things that come to mind are cleanliness (both in rails and in those bathrooms) and security. For the railways to be clean obviously we need more staff that clean the bathrooms and put them clean after every travel and if possible between too maybe when the rail stops for a longer time. Providing tissues and soap in the bathrooms. Appointing more staff for cleaning the compartments too at the same time.

Avoid sales of unclean and untidy food supplies in the trains. Allow licenced clean food providers to supply food. If needed privitization can be done and improve the necessary.

Security is one more care takable issue. To avoid any train robberies etc trains need more security ppl. Actually we can think of automatic doors which open only at stops that can avoid robbery to some extent. But this is a challenging one and for the time being providing lockable compartments underneath the berths maybe a good one.

Undelayed, on time and connecting trains are what everyone looks for when coming to long journeys. When on long journeys like the connecting flights its always a plus point to have connecting trains which are no delayed and take to the destination on time. Also any train which come on time is what eveyone looks forward before starting a journey.

Online booking should be more accessible to make the booking easy for young as well as senior citizens. Senior citizens cannot always go to and fro to book tickets and hence booking counters or branches can be spread through out.

Accessibility to the station can be improved in even major cities. Iam not sure if one can dream of escalators one day in railway stations too... instead of all those stairs etc where one cannot even drag their luggage conviniently though the luggages have wheels but for sure they can be improvised to geton to the platform easily for elders as well as ppl with kids and luggages for whom it is abosolutely hard.

Everyone looks forward for more improved trains and train stations.

Rated: ★★☆☆☆ by 15 Council Members

A. 3 *From: **dilip** , Registered Member on Ammas.com*

To make the Indian Railways best in the world ,

It should be made best in the following factors:

(1)MAXIMIZE THE OPERATIONAL CAPABILITY AND EFFICIENCY OF EVERY TRAIN ,

This can be done by (i)using 3 phase a.c. drive engines for all the engines by replacing all the low capacity d.c. series and diesel engines(ii)replacing the heavy weight bogies and creating low weight bogies , making the best possible design for the bogies for passengers and for goods and for

material separately

(iii)using the best signaling and interlocking system so as to reduce the manual operation and preventing the human errors responsible for accidents

(2)ENSURE MAXIMUM UTILIZATION of RAILWAYS for TRANSPORT of goods and material also ensure maximum utilization of railways by commuters and passenger also expand the railway network where traffic is very high , cut-off or dismantle the railway network where traffic is very low ,THIS STEP WILL DEFINATELY HELP THE RAILWAYS TO GENERATE MAXIMUM INCOME.

(3)ticket should be made available very easily to any one and every one , who desires to travel and more bogies should be attached as the number of passengers increases and exceeds the maximum limit of a particular train.and everyone should be given a seat ,also additional bogies and engines should be made available for this,

THIS STEP WILL ENSURE THAT SERVICE TO PASSENGERS AND SERVICE FOR THE TRANSPORT OF GOODS AND MATERIALS , ARE PROVIDED 100% TOTALLY.

Rated: ★★☆☆ by 13 Council Members

A. 4 *From: vaish reddy, Featured Member on Ask Agent*

Hello Lajuji,

Let me first greet you for the fabulous work you are doing to our most renowned railway system.here are a few suggestions I would like to make:

1.Sanitation and upgradation of washrooms:the main fear factor ppl carry while

planning a train travel is the sanitation of toilets and its age old facilities. Toilets are seldom clean in both long and short distance journeys. the whole system needs upgrading. the toilets are still in the 70s standards and it doesn't suit today's lifestyle and pace. Provide both Indian and western system and make sure the water is clean and in ample amount. Most toilets don't have a proper latch or lock system thereby forcing ppl to keep a watch person outside the door to avoid any mishap. this only forms crowd in the already crowded toilet area. provide bath facilities in the long distance trains. this can be introduced atleast in the higher paying classes.

2. Good food: food is hardly tasty and more over never hygienic. They are always stale and never worth for money. this only leads ppl to look for outside food in the stations they pass through or usually people bring food from home. this not only gives u a loss but also messes the compartments as they have huge utensils and improper dining facility makes it dirty all over. Instead good food packed compact and easy to use disposable packets would help a long way.

3. Handicap passengers: handicaps are never considered in our Indian system as major passengers but sad they too use railways and most are even independent. Few ramps could be installed in every stations- in the entrance to the stations besides the stairs, into the trains, facilities like handles and sidestaps for them to hold while seated, separate compartment for them, arranged inside to hold their aids. these are few things you could definitely consider.

You have requested for just three facilities but no harm in giving you a few more suggestions, I guess. Here they are:

4. Provide more RPF members into every compartment and increasing the safety measures. Safety is being a major concern these days and am sure you can look into this area with more accuracy, screening of all luggage, checking of all passengers and those on the platforms (including the staffs), reduce the intrusion of non-passengers into the stations and even more into the compartments, Increase the RPF so as to help and guard passengers.

5. Provision of magazines and newspapers, good music atleast in the AC compartments is a good suggestion.

6. Make sure the website are easy to use. youth these days are more into web booking and its not too easy to use with confusing codes. An easier approach would help in long run.

7. Employ more staffs to help in each compartment. at least one such person in every compartment is absolutely necessary.

I hope I have given u suggestions to the best of my knowledge.

Rated: ★★☆☆ by 16 Council Members

A. 5 From: **C. Raj, United Kingdom**, Council Member on [Ammas.com](#)

Namaskar Lalu Ji,

Indian Railways prides to be the biggest network in the world.

In my opinion, this is what it needs

Modernisation- Modernisation in terms of the trains and carriages. The trains are still in 70s or 80s era and need to be upgraded. The facilities on trains, especially, toilets and food are even more primitive. Toilets are not cleaned properly and on long journeys, the toilets need to be cleaned more frequently.

Foods served on train are not up the standard. Most of the time, they are cold and not tasty. This situation is taken advantage by locals where trains stop by enroute. they bring in fresh warm and tasty food and make a fast buck. It is not a bad idea to handover sections of a journey to various different caterers who can serve delicious food. Train stations needs upgrading. Stations like Chennai and Bangalore still need a lot of upgrade. The access in Bangalore station is still via a overbridge and handicapped and old people struggle to get to any station after the 1st platform. Similiarly, almost all the major stations dont have easy access facilities, forcing people to cross tracks and risk life and limb.

Information - The website for Indian railways needs a lot of work. The information is hard to get. In Simple words, if I didnt know the code of the station, it is a long winded process to get this information. If I put in two stations, it shows all the trains that pass the station, but the recommendations must be interactive, i.e one must be able to change the sequence for search and get the info in the manner the user needs. Though most major cities have advance booking counters in many places, smaller towns lack this. Booking tickets must be made even simpler. SMS messages of train times etc are made possible today, but the facility comes at a cost. This must be made free.

Almost all long distance trains have waiting lists. Why cannot Railways have ad-

ditional stock of carriages in all such stations and just add additional carriages (and additional engines to support additional carriages, if one engine doesnt suffice) This is leading to unscrupulous Ticket collectors to SELL the seats to people who bribe them the most, when there are Cancellations. When the bookings are made,the trains managers will know the number of carriages needed, why not plan and provide such additional carriages.

Indian Railways can benefit a lot more and do well for the society, or else, with falling prices of airtravel,we will have planes whizzing all over the place and the trains will loose their value , like it has happened in most advanced countries.

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A. 6 *From: BALAJI SATHYANARAYANA, Registered Member on Ammas.com*

Respected Railway Mantriji,

My humble Pranams to you.

At the outset, please allow me to congratulate you on the wonderful way in which you are running the Railways and brought them on the right rails with Maximum Speed, Best Safety and with the Humane touch to steer it to the Destination without any hiccups. Sir, your performance has been outstanding and the accolades showered on you by one and all shows why you are not only such a charismatic leader, but a dynamic administrator.

Coming to the three changes that may help the railways, I may with respect submit the samehereunder for your kind consideration.

FIRST PRIORITY to be given to the security of the Passengers on the Railways, as lot has been written about and there is a long felt need for the same as presently long distance travellers are suffering a lot due to lack of security. In this connection, I am of the opinion that without taxing the Railways much and by sharing the burden equally with the Passengers (class-wise)an extra amount in the range of Rs.20 to Rs.50/- along with the ticket. I think it may not be possible to deploy such large number of RPF personnel, hence I am of the opinion that a reputed security agency with all India preence can be hired to guard the Railway coaches and passengers which will also provide employment to a large number of people. Ex-servicemen may be given preference in this aspect and help of Army Associations may also be

taken.

SECONDLY I think a large number of people are not able to enjoy/perform the journey due to non-availability of berths of their choice i.e. Ladies, Senior Citizens, Handicapped persons would like to have a choice berth of theirs and hence it is suggested that Railways can also experiment by earmarking certain number of berths in a coach for a small premium, as they do not mind paying the amount for their choicest berth. This will also generate additional revenue to the railways. This will also prevent unnecessary blocking of berths on the basis of first come first served. A diagram depicting the berth arrangement of the coach class-wise can be depicted to enable the passengers to pick them.

THIRD PRIORITY is to improve the QUALITY OF FOOD being served and cleanliness of stations, toilets, etc.

In the end may I bring to the kind notice that I have heard many a times that the AC Coach attendants are being penalised every month on the number of Hand Towels lost by them and amount is being recovered from their salary. It's better that Railways charge Rs.10/- extra from every passenger and a fresh hand towel is provided for every trip.

Thanking you Sir, and giving me an opportunity to express my humble suggestions.

Balaji S

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A. 7 From: **Pandit. Dakshinamoorthi R**, Registered Member on Ammas.com

Hon'ble Lalu Prasad ji:

YOu are already doing a wonderful job and have shown what focussed application can do to projects by making the hitherto loss making railways into a profitably running institution. As on date, Indian Railways is the best in terms of volume of traffic catered to the citizenry. The services have also been steadily improving....

The following are my suggestions for further improvement:

1) Rail timings should be co-ordinated with linking transport systems. For instance, if a train reaches an important linking station or nodal point from where people have to take other means of transport to reach places of interest, the train timing should

be such that the waiting time for getting other means of transport (bus/ ferry) should not be too much, i.e. the train should let us reach that nodal point at about one hour prior to the departure time of a bus or other means of transport that will take us to our destination. This applies mainly to pilgrim centres which are not covered by rail network due to various practical limitations.

2) Bathing facilities should be provided at least in upper classes of railways so that even those who are orthodox and travelling on pilgrimages will be encouraged to undertake train journey (I personally have avoided taking long distance train journeys of more than one day duration due to this limitation and currently I would prefer air journey for long distances though the fares are almost comparable).

3) Punctuality is still the bug-bear of railway system....trains should run on schedule as much as possible. Professionalism breeds success, and punctuality is a basic trait of a professionally run organization. Trains should never be running unnecessary late except in the case of emergencies like accidents on the way.....

Blessed be.

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A. 8 *From: sathia priya, Registered Member on YeRite Answers!*

Hello sir,Welcome to this Ammas answers.You are doing a good job.Nowadays the railway system is improving a lot.

To make it still better,

1.Everywhere the railways ticket buying and canceling should be made easier by online and on phone also.It is there but it should be made to allover India. Becoz getting tickets inperson

is a difficult since there is a long queue mostly.

2.The engines of the trains should be changed completely inorder to increase the speed of the train.Also introduce bullet trains in more nos.Only quickest transport would attract the passengers the most.

3.The important one is,every one is getting bored to travel in the train without any videos.In every compartment the video facility or atleast the radio facility should be there to entertain the people.

4.I personally had a bad experience with my 4 yrs old kid when travelling from coimbatore to chennai by eating the dosai which was made with the bad oil in the pantry.The quality should be improved very much.Atleast you can give the food department alone to the private reputed food makers.Everybody has this concern.Please consider this seriously.

5.Traveling with money and valuable things in the luggage cannot be avoided.We cannot sleep with those things in the bag.In the train itself you can introduce some safety lockers.you charge for that in a affordable way to increase the railway income.

6.Long distance train has no proper facility in the bathroom to take bath and moreover it is not neat.Appoint a person to clean it frequently.

7.Dont give licence to any of the shops inside the station. CLEAR all the shops and in that place arrange seating to the public.It is very much painful to stand for along time with all the luggage and kids.

These all the important areas where we are frustrated.

Thankyou.

Rated: ★★☆☆ by 16 Council Members

A. 9 *From: **Geetha Gopakumar**, Council Member on Ammas.com*

Dear Sir,

We welcome you and express our thanks to the interest you have shown in this site. As a responsible and a management leader and a minister for an important portfolio in Union Cabinet your works, the challenging job of improving the quality and service of one of the biggest Railways in world- the Indian Railways.

I think - The Signalling system with hightech facilities/technology - to improve the smooth Running of Trains without delay and to avoid accidents - a challenge in the way of improving the quality service- the security of life to the passengers should be given utmost importance.

Electrification of all lines to cut down shunting timings at stations.

Quick and stern actions and disciplinary actions in the field of administration from top to bottom, Reduce the waiting in ques for Ticket for journey/Reservation tickets

etc. Ticket Selling Agents should be avoided.

Use of Sleepers/seats etc. in economic coaches should be strictly executed, Misuse of sleepers without considering co-passengers i mean timing for using sleepers etc. should be controlled.

Cleaning both in coaches and also particularly in Railway platforms, Waiting Sheds should be carried out strictly. Also i request your goodness to the encroachment and staying for days by preparing food and sleeping in waiting sheds non-passengers/outside and anti social elements must be banned strictly.

Give Duty in each train - a general Trained Doctor with maximum first aids and common first aid medicines and simple equipments to manage incidental diseases should be kept with him.

Even now in economic classes - which are being used by 70-80% of the train passengers have cover up night journey in fears and worries - due to the attack and robbery almost in all routes. Strict vigil and enough armed force is required.

The vigilance department of Indian Railways should be modified and make them capable and disciplined to do their duties every where in the department - from Ministry office/Railway H.Qs to even Railway Waiting Sheds. I think controlling accidents and black marketing of tickets, commission mediators, signalling, Separate routes/lines for Goods transporting etc. must be improved.

Also now a days - sorry to say that - there are rumors of - non-maintenance of coaches for than a year or more - as a part of your economic management to highlight the - profit earning Railway under your leadership- and the installation of more and more Train and Routes if so, then the non-maintenance of coaches which are running without rest and bearing wear and tear, depreciation - damages - it will certainly affect the running of bogies/coaches, may invite major accidents etc. Definitely i can say that with the installation of new trains and routes the quality of bogies/coaches reduced very much- may be due to the scarcity of coaches as per requirement. This side should also be improved.

Sir, you have done many things in the way of management-economic and high tech - in Indian Railways but we expect more from you - economic improvement should not be negotiated with quality of train coaches/bogies and rail line maintenance in look out to reduce operating cost.

Rated: ★★☆☆ by 15 Council Members

A. 10 From: **Ram K**, Registered Member on [Ammas.com](#)

First of all, I am really not sure if it is Lalu Prasad himself who posted this question. Apologies for being skeptical as this is quite possible in this electronic world. How do we know?

Assuming that it IS from himself, my suggestions would be the following:

1. By improving the catering service in the train, by offering quality food, which really is subjected to hygienic tests will be most welcome.
2. Concessions for the poor, challenged and those who wants to appear for exams is already there. It would be nice if they are reduced a bit more, especially for the poor people.
3. Please introduce new technology in the train engines, than depending on the age old platforms, engines and the way the trains are running. A slight improvement here and there in terms of technology, such as introducing the bullet train, in selective cities where unmanned level crossings are avoided/restricted, will be of great help to the public.

Still hoping that you ARE the real Lalu ji who posted this question ;-). Thanks for the wonderful job you did Sir.

Regards,

Ramesh

Rated: ★★☆☆☆ by 15 *Council Members*

A. 11 From: **Hari Sevugan**, Registered Member on [Ammas.com](#)

1. Increase the number of Electronic Ticket vending machines with option to use Prepaid Cards of Indian Railways.
2. Indian Railways manages huge funds, and for you to make more money from international market, get in tie up with VISA or Master cards, and issue, Prepaid cards that have the power to use the cards any where Indian Railways customer wants to use.
3. Create Effective Online itenary planner, with good search facility.

4. Make a well networked database [grid computing] system that allows any one on the internet to easily search for real time updates about train schedules of their choice.
5. Make sure how much the currently existing lines are used, and does each of the lines pay the investment cost. If they dont try methods that will improve the utility on those lines.
6. Existing lines are good enough, but optimize those to itz best.
7. Bring up high speed trains, on those routes where in you can earn the investment in next few years.

Rated: ★★☆☆ by 16 *Council Members*

A. 12 From: **Malleeswari GVN**, Council Member on *Ammas.com*

Hello Mr.Lalu,

Good to see you also hear.

As our railway system is too old it is very difficult and time consuming to make it the best railways in the world. However nothing is impossible when we try and work dedicatedly.

The most important three changes I would suggest are:

1. Maintaining cleanliness. It's very very much required in most of the railway stations. Even though there are so many employees for that purpose we need to educate passengers and also see that the workers do their work properly.
2. More number of enquiry counters in big stations. Because it is very difficult and painfull to run for enquiry counters in emergencies.
3. Improving the food quality both on platform and in trian itself. Even though it is costlier the food provided is not of good quality. It's completly depended on the passengers luck to get some good food during the jurney.

Above all dedication of the employees is important. They should always remember that they are paid for assisting the passengers.

Hope you consider ammas advises and improve railways.

Rated: ★★☆☆ by 15 Council Members

A. 13 From: **mini nathan**, Registered Member on [Ammas.com](#)

Hi Mr.Lalu,

Happy to see u here.

The three major needs to improve our Railways are,

1. Cleanliness: As it is widely used by all ranges of people, we know it is hard to maintain cleanliness. However, strict rules are needed atonce. Whoever seen to do untidy works should be punished on the spot. The securities should be dedicated to this. Until the train starts, the washrooms should be kept with a system of automatic locking. Only if the train starts, it should be opened. Or the wastages should be colcted and drained somewhere in any outer parts with out disturbing the public. If it is handled atonce, it is really a great gift to our Railways.

2. Safety and Security: It is not enough safety to travel in our Railways yet. Y such robberies happen again and again. The doors should be automatically locked once the train stards. And eventhough the train stops somewhere in the outer area, the doors should be remained locked.Everyone should have their ID card to board in to the train. No one other than the passengers should be allowed into the railway station. The ID card, need not be a passport, it could be a ration card, election card or a citizen card like that. In this whole Government should take care like taking a plan to issue Citizen card to the people. It takes time, but it is applicable too.

Reachability: As the world has developed a lot and amidst the busy schedules, people cant be able to visit railway stations and get tickets booked or so in the long line. If there is possibility to book e- tickets, it is a great boon to the people. Let all the details be reachable in one click on the computer. This makes even the government to save lots of money and time.

Eventhough, it takes time to apply all this, lets try with major cities and major linking rails first. Then we can see how it is responded.

Morevoer, it is in the hands of the public to join hands with the Government to build our Railways one among the best in the world.

Thank u for ur interest in listening the ideas of public thru ammas. Goodluck.

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A. 14 From: **Indumukhi A.**, Council Member on [Ammas.com](#)

As someone who loves trains, lives in the U.S. but has also traveled in Europe, Russia, and India, I would like to offer my opinion that India Railways already is a fantastic system– and that I’m concerned that sometimes when India attempts to care more about ”best in the world” than ”best for India” that it might make mistakes.

First, although other rail systems I’ve traveled in may (MAY) be more commodious, like with a/c for all, cleaner, etc– they often reach the level to where they’re no longer affordable. My first request thus would keep an eye on keeping train travel the best, most affordable option for long-distance travel in India– not for those who can afford to travel in luxury, but also for the majority who have to ”penny” (rupee?) pinch.

I think the two greatest priorities should be maintaining tracks and keeping trains running on time. Beyond that, continue having various trains and classes within trains so that all can continue to travel in the manner most comfortable and affordable to them.

I love Indian trains and think the U.S. could take a lesson from you, sir. I still remember when my best friend, some years ago, and I were traveling for her birthday celebration to a place she’d always wanted to see. It was an overnight train, and the second day was her birthday. I secretly informed our conductor that her birthday was coming and in the morning, when he brought us our breakfast, he very cheerfully agreed to wearing the silly hat I brought and helping me sing to her. There is something lively and fun in the atmosphere on trains that no longer exists in the sterile atmosphere of Amtrak (U.S.) and some European trains. Don’t get rid of it in an urge to become ”world-class”, please!

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A. 15 From: **Chilukuru Seshagiri Rao**, Council Member on [Ammas.com](#)

Ohm Namah Shivaya

Respected Railway Minister ji,

Pranams

It is really nice to see your brainstorming question, and it is indeed a great help to the Indian Public who use the Railway day and night throughout the year, provided there is a strong will to adapt the changes suggested by various distinguished personalities of this forum. In this context, personally I would suggest the following points for your consideration.

1. Punctuality: Strict following of train-time schedules, come what may come. All concerned Officials should be thoroughly motivated for this purpose.
2. Motivation: This is one area which is lacking in Indian Railway system. I fervently feel that there should be thorough motivational training programmes for all levels of officials, and inculcate the feeling of oneness and ownership amongst them, instead of doing things desk to work without any accountability.
3. Cleanliness: This is another area, where our Indian Railways lack and suffer from it. The best living example for Indian context, is the Delhi Metro Rail Corporation who are thorough in their job. Similar attitudes and procedures should be adapted by the greater Indian Railways, to give a best account of themselves, to the world at large.

With kind regards,

C.S.RAO

Rated: ★★★★★ by 16 Council Members

A. 16 From: **Mohana Varma**, Registered Member on *APOnline*

Namaskar Rail Mantri ji,

Indian Railways is the largest rail Network by any country in the world. But due to some political obstacles and following are the suggestions that can be considered to improve Indian Railways further:

- 1 Railway premises to be made free from agents, beggars
- 2 Rail way premises to be equipped with abundant seating facilities for travelers as well as visitors considering the total tickets being sold in the particular stations.
- 3 Platform Ticket prices to be increased
- 4 Compartments to be provided with station information, schedule time, delay,

importance of the station.

5 Reservation facility to be removed for Inter city trains and frequency to be increased enabling spontaneous and compulsory passengers to make their journey.

6 Railways to promote the need of mass surface transportation helping the world to cut the global warming(incidentally Rail transportation is one of the cheapest and green mode of transportation).

7 Provide long distance and super-fast trains only with chair car basis to accommodate more passengers and to bring down the train running cost.

8 Keeping the trains clean is the responsibility of the citizens and not alone of the railways.

9 Advanced Reservation to be limited to 15 days from 60 days. Tatkal reservation to be issued only 12 or even 6 Hrs before the commencement of the journey

10 More intercity trains to be introduced (this will reduce the road traffic)

11 Waiting hall and amenities if provided over the Platform will accommodate more passengers and visitors in major stations and can avoid the usage of Elevators and steps

1: Railway premises to be free from

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A. 17 *From: gayatri karri, Registered Member on Ammas.com*

Dear Honourable railway ministe

You are doing a wonderful job of bringingback Indian railways to profits and running them very efficiently. I hae always used Indian Railways and have enjoined it, What separtes Inian Railways from others Railways are the following which will not only enhance the profitability of Indian Railways but also improve its image as a world class carrier

1. Improve the safety record of Indian railways by having more visual inspection of the various mechanical elements by the people who run it meaning the guards, drivers and TTC.

2. Improve the security record of the Railways where in any one irrespective of age, sex or socials/ religious status is secure
- 3.Improve hygiene and cleanliness of the railways. Provide good drinking water facilities and first aid along with basic medical facilities.
4. Go green meaning all the human excreta is collected and disposed in a very hygienic manner rather than leaving them on the tracks.
5. I do hope that the passenger trains and goods trains should run on time and utilise full track effectiveness
6. Please ensure that the railway staff are polite and humble in their behaviour with passengers

I am confident that a lot of new ideas from all the participants would help you to find a strategy and bring about improvements in Railways

Rated: ★★★★★ by 16 *Council Members*

A. 18 From: **sandhya** , Registered Member on *Ammas.com*

A lot of other members have provided their valuable suggestions here. I would like to add on a couple of more thoughts for your perusal.

- 1) The doors of the trains should be opened and closed only by the driver/authorized person when it stops in each station. This would prevent a lot of accidents like people falling off when trying to get in after the train started moving, and accidental falls when the train is running in full speed.
- 2) There should be an announcement using a public address system when the train arrives in each and every station. This would help people who are unfamiliar with the area, to identify their destination.
- 3) The windows should have narrow grills so that people can't put their hands/heads outside. Also this would prevent people from throwing out trash (coffee cups, food packets, etc).

Also trash cans should be provided in each compartment and should be emptied promptly.

- 4) Emergency exits and fire extinguishers should be in place and people should be

taught how to use them

I live in the USA and the mass transit here is much more cleaner and efficient.

And Laluji, With your support, I hope we can create an improve the railway standards to great heights in India too.

Thank you for taking the time to seek out for our opinion.

Rated: ★★★★★ by 15 Council Members

A. 19 From: **Rajmi Arun**, Featured Member on [Ammas.com](#)

1. Being an young mother it is very difficult to travel with small kid, if there is a special berth which will be a bit extra wide than the normal berth, that could be allotted to young mothers travelling with the kids, all compartments can have at least 7 or 8 such berths so the kids can sleep peacefully with the mother.

2. In trains like Shadabthi milk is not provided separately, only coffee or tea is offered, while travelling with kids we find it very difficult as they are used to take milk with some chocolate drinks, in fact Boost in coming in a small sachet and it could be provided with milk for the kids specially.

3. In all the compartments below the lower berth, the luggages are kept and they are either tied to the seat using chains, instead they can have closed doors with locks and keys. Or better have a separate space in each compartment for the luggages and the passengers could be allotted separate lockers with keys and when they get down they could take their luggage and hand the keys to the TTE.

4. Foods like Kanji need to prepared only at that particular time for the kids and cannot be prepared in advance and stored, necessary provisions could be provided in the pantry cars.

Rated: ★★★★★ by 14 Council Members

A. 20 From: **Ajay Kukreja**, Featured Member on [Ammas.com](#)

Namaskar Lalu Ji,

I respect you for your good work for indian railways.

My humble suggestions

1. Increase the frequency of trains by introducing new trains or by increasing the speed of trains.
2. Easy availability of tickets so that every person should get the tickets immediately and black marketing of tickets should end.
3. One Lady officer(Railway police) should be there in train so that ladies feel safe and criminal and eye teasers should be handled strictly. Corruption of railway police should end.

I wish you all the best in your endeavors and pray to the almighty to bestow health, happiness,sucess and prosperity on you.

With kind regards

Ajay Kukreja

Astrologer

Rated: ★★★★★ by 16 *Council Members*

A. 21 From: **reeta sood**, Registered Member on Ammas.com

Namaste Lalu ji,

I am pleased to find your query on this website which means you are really thinking of doing something more about railways in India. You have been presented with several good suggestions most of which are necessary requirements and need to be implemented in the near future. According to me, the priority should go to the

- 1- Frequency and punctuality of trains- only that can help reduce the mob-like crowding of the stations
- 2- Cleanliness of the stations as well as the trains which can be achieved by close monitoring of the staff employed to do the job
- 3- Better facilities inside the trains and the stations which again includes seating, toilets, cleanliness, enclosed food cafeterias at cheaper prices and waste disposal mechanisms that can incinerate the waste efficiently and can't be stolen.

Good Luck in your endeavour.

Rated: ★★★★★ by 16 *Council Members*

A. 22 From: **Anoop C S**, Registered Member on *Ammas.com*

At the Station:

- Provide more staffed luggage rooms.
- Provide a lost luggage office for lost luggages to be stored.
- Restrict entries to non travelling persons such as beggers,tresspassers,etc.
- Make railway stations more indoor.i.e, restrict entries to the station through the railway tracks.
- Charge a fine for people using toilets at stations.
- Provide ticket gates at entry and exit to check whether passengers are carrying valid and proper tickets.
- Provide luggage scanners at the stations for better security.

Inside the train

- Avoid entry of non ticket passengers inside reserved compartments as it is very common sight in indian trains.
- Restrict entry of beggers inside the compartments.
- Restrict sales of cool drinks,food,etc. by non licensed people.
- Provide more RPF personnels inside compartments.
- Force passengers to strictly keep the doors locked when the train stops for crossing over.This is the place majority of intruders get into compartments.
- Provide folding side tables which can help the passengers with their dining, reading,etc.

Rated: ★★★★★ by 15 *Council Members*

A. 23 From: **eswaram ng**, Registered Member on Ammas.com

Namaskar.

I live in Switzerland where the train services are excellent. I wish our country's train services should be similar to this.

- 1) Clenliness in side the train as well as in the stations - throwing junk outside should be prohibited. Introduce fining who do not respect the rules. Water supply should be sufficient.
- 2) All trains' doors should be controlled to open and close, by the conductor to avoid any kind of unpleasantness.
- 3) all trains should be climaticised- though it is bit expensive, it is really worth it due to the climatic conditions of our country. In winter it can be cut-off and reduce the price of the ticket

Rated: ★★★★★ by 15 *Council Members*

A. 24 From: **Kalai Vani**, Registered Member on Ammas.com

The security of the Passengers :

The security of the Passengers should be a prime concern. There should be security staffs on board to help passengers in case of any emergency. They should evacuate the passengers in an orderly manner if something goes wrong. As in most accidents, lots of people die and are injured only because of stampede. Providing security guard on board, though expensive, may help people in a long run. They should ban the non-passengers like trespassers, beggars, thieves, petty sellers from boarding the train.

Introduction of Mass Rapid Transport Underground System:

We can adopt the Underground Railway System which have proven successful in several countries. This will be very fast and reliable. And upbring our Railway System to the next level.

Information on Indian railways Website:

Website needs a lot of work. The information is hard to get. Without knowing the code of the station, it is a long winded process to get the information. Though most

major cities have advance booking counters in many places, smaller towns lack this.

Rated: ★★☆☆ by 16 *Council Members*

A. 25 From: **ASHOK KOPARDAY**, Registered Member on *Ammas.com*

font color="0000FF";

For Best Railway System in the world inspiring goal is essential

GOAL: Main PROFIT from TOURISM, not Indian commuters

1. Declare Beauty Queen Award every six months to trains.

External professionals will check for cleanliness & maintenance.

2. Khao/Pioo-Indian Maharaja Style

Drinks: Buttermilk, sugarcane juice, Neera, Tender Coconut water, Fresh lemon/fruit juice.

Eatables: Traditional Snacks and Eatables, Local Seasonal Fruits.

3. [A] Money, [B] Professionalism, [C]Technology is required to make Indian railway the BEST

Money Matters

[A]GOAL: Main PROFIT from TOURISM, not Indian commuters.

[i]Have Railway Adalat. Generate money from penalizing miscreants. At least one railway employee should be sacked every year for corrupt practice. Assure FAIR means to travellers. If weeding out of corruption is difficult then.

[ii]Set up Tatkal.

Sell Tickets at Premium Price and let Indian railway make profit instead of the agents. With this railways will necessarily have to show DEMONSTRABLE up-grading in all aspects of railway travel

[iii]Surcharge (1 INR/ticket) is permissible.

[iv] Half fare pass, no free pass.

[A] Screen Movies Wonderful India Tourism filmed by advertising media professionals and full page ad in newspapers/magazines in railways.

[B] Let trains be named after Indian Brand Leaders eg. Birla, Infosys, Professionalism and finance will be pumped in for the upkeep of trains, facilities to passengers, and staff in competitive record winning spirit.

[C] Techno-development in collaboration [if essential] with advanced country for hi tech commuter solutions for cargo and over crowding commuters is mandatory.

www.mydoctortells.com

Rated: ★★★★★ by 16 Council Members

A. 26 From: **India Vani**, Council Member on Ammas.com

Hello Mr. Lalu Prasad Yadav,

I would like to suggest following three changes to make Indian Railways the best railway system in the world

1. **Food** The quality of food available on the platform as well as in the train should be increased. At many places (platforms) & in many trains, the food available is very taste less & of low quality. And I think this is the first thing to do for making our country railway best.

2. **Cleanliness:** Inside trains as well as on platforms, more importance should be given to cleanliness. Right now we can see so much dirt & uncleanliness on platforms which should be cleaned. Also, in the train (especially in the toilet), its very unclean in some compartments and I know public has an important role there, but there should be made some rules or some measures should be taken to keep platforms as well as inside train very clean.

3. **Unreserved passengers** Many people travel in train without ticket which creates problem to passangers who buy ticket & travel in the train.

Good Luck!

Rated: ★★★★★ by 14 Council Members

A. 27 From: **AK MURALIDARAN**, Registered Member on Ammas.com

Dear laluji,

Indian railways is the pride of our nation. The following are my suggestions to make it a model railways.

1. cleanliness: Privatised cleaning work for trains and also at stations.
2. short dist. trains: In long distance route introduce more trains connecting important stations with 8-10 hrs running time. This will reduce the rush in long distance trains and provide more seats for the long distance stations.
3. Prevent entry of beggars into stations/trains
4. Give incentive to train drivers and concerned staff for maintaining punctuality.
5. Replace obsolete wagons and engines on top priority.
6. Provide security in all trains

Rated: ★★★★★ by 16 *Council Members*

A. 28 From: **NEERAJA NAVEEN**, Registered Member on *Ask Agent*

hi,

Lalu Prasad Yadav ji,

firstly cleanliness should be made in train and in station also.

secondly, time punctuality should be made in train timings.

for taking any reservation tickets, now a days so much queue is there in stations. this should be avoided by computer billing in all stations or putting much people as staff in stations.

food should be neatly served to passengers by railway people only, but not outsiders with uncleanness. and railway gates should be put everywhere in all road routes, for avoiding accidents.

and if possible, if you have more finance in railways, you can construct new model trains which you can attract more people for traveling in trains. and if possible you can run more electric trains in all routes. time will be consumed with electric trains.

Rated: ★★☆☆☆ by 16 Council Members

A. 29 From: **Nisha Danny**, Registered Member on [Ammas.com](#)

Hello to Hon:RAILWAY MINISTER,

I would like to see the following changes in the Indian railways:

1.Clealiness-Yes!This is he most important thing.Place more dustbins and introduce frequent cleaning of trains.Employ more railway staff in doing this.Ban all beggars inside the train.Fine the peopel who make a mess at train throwing all food items.Paint the existing tains and try to maintain it well.A special mention of toilets too.Charge a nominal fee and maintain it clean.

2.Online Internet railway ticket booking:Frequent updating of websittes of Indian railway and show the list of booking and coach positions for all trains online.This can help long journey passangers.

3. Booking for trains should be allowed one week prior to journey and not one month before.This would help people to book trains even if one is outside the country.These days,it is very hard to book and plan a train journey in India as all bookings are done months before the journey.Allow internet booking if possible.

Best wishes.

Rated: ★★☆☆☆ by 15 Council Members

A. 30 From: **karthikeyan yn**, Registered Member on [Ammas.com](#)

1) Increase safety measures for Passangers and department materials

2) Employees & Staffs should be reshuffeled, if neccessary removed and replaced. In total follow BCC (steps taken by BCC after World cup in Indian team) mix Experienced with Fresh and Energetic Blood. Sincere, Honest & Smart talent should be searched, Recognised & Rewarded.

3) Concepts should be imported & manufactrd in India, Suggestion boxes in stations, trains.....will help in getting good Ideas for free. Deserving suggestions to be recognised in public through media & Rewarded to pull more better Ideas.

Rated: ★★☆☆☆ by 16 Council Members

A. 31 From: **Kamala Swaminathan**, Council Member on [Ammas.com](#)

Honourable Sir,

1. Cleanliness - first in maintaining toilets in train. Engage cleaners to clean the toilers in every station; second in the railway station toilets should be cleaned very frequently; third the compartments should be cleaned with anti bacterial materials before every journey.
2. Food - Apart from regular regional foods, vegetable salad and fruit salads neatly packed can be made available. It will help elders and sick or any one who is interested in oil free food.
3. Entry of non-passengers should be strictly avoided. Beggars, petty sellers, ticketless travellers are found in reserved compartments also. This should be checked and prevented before they enter the compartment.

Rated: ★★★★★ by 15 Council Members

A. 32 From: **visa kalyan**, Registered Member on [Ammas.com](#)

1. More counters/Automatic ticket vending machines -To avoid long que
2. Keep the station and trains very clean
3. Both stations and trains must be accessible to disabled people.

Rated: ★★★★★ by 15 Council Members

A. 33 From: **sunitha s**, Registered Member on [Ammas.com](#)

1. Cleanliness: The first impression that comes to mind when we think of indian railways is dirty toilets and tracks. Make sure that these areas are kept clean
2. safety: Can employ armed security gurards to ensure the safety of passengers
3. promptness: waiting is unbearable. even if the train is delayed make sure that it does not cause too much inconvenience to the passengers

Rated: ★★★★★ by 16 Council Members

A. 34 From: **vijayalakshmi ravindran**, Registered Member on [Ammas.com](#)

cleanliness in the stations and the bogies. (if you want charge for the cleanliness of the bathrooms 1Re per head when used)privatise the food and cloakrooms,use the extra land of the railways to develop hotels and resorts in joint venture,customer friendly and helpful staff with pleasing manners (athithi devobhava).

Rated: ★★★★★ by 16 Council Members

A. 35 From: **latha**, Featured Member on [Ammas.com](#)

Good thinking sir,

Plan the train routes so that they have less chance to get late with the crossings

Maintainance of tracks regularly to reduce accident incidents.

Good maintainance of railway stations with less sleeping people on the platforms, so there would be more space for the passengers

Rated: ★★★★★ by 16 Council Members

A. 36 From: **bhaskara ramam g**, Council Member on [Ammas.com](#)

when madhu dandavathe was the rly minister he contrbuted soeme dividend and after that it was only a loss showing organisation.

then he reduced the platform ticket cost from Rs2 to 0.25 paise. then there was a conductor for every sleeper coach and it was Re1 for sleeper charges and 0,25 paise for reservastion charges. after that ever minister charged that class and made it a separate class to make more money. now cost of travelling 700km is Rs 275 by slleprer class and RS 168 by ordinary second class.now we have a conductor for 9 compatments of sleeper class. now you claim as a profit making unit and people beleive it. ok .

first remove free pas holders and if you have ot give any subsidy you can give provided an mp goes to delhi to attend session you can offer free pass. otherwise you need not give any pass.

even minister must buy a ticket. only ticket holders should travel.

Rated: ★★★★★ by 15 Council Members

A. 37 From: **kusum** , Registered Member on *Ammas.com*

three changes to make our own indian railway system the best in the world would be : overall efficiency , security & cleanliness .

Rated: ★★★★★ by 15 *Council Members*

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