"Citizen Inputs for Railway Budget 2015-16"

Revised Collective inputs from 75,000 Citizens in Make Railways Better Citizen Community

Community Poll (Over 13,000 votes)

Top priorities for Railway Budget 2015-2016 should be:

1. Cleanliness (43%)
2. Safety Improvement (35%)
3. Reservation Systems Upgrade (13%)
4. Food and Amenities (9%)

Citizen inputs on Railway budget 2015-2016:

1. Top priority should be given to significantly improving Cleanliness and Hygiene of Toilets, Pantry Car, Rail Coaches, Tracks and Railway Stations
2. Provisions for passenger safety should be upgraded in trains and on the platforms
3. Funds should be allocated for upgrading safety- staff augmentation/training needed for Railway Police Force
4. Ways to prevent entry of unauthorized persons on the station and in reserved compartments must be developed and implemented with immediate effect
5. Electronic surveillance should be increased on stations and inside trains. State of the art scanning systems should also be installed at stations
6. Anti-Collision devices should be installed in trains to prevent fatal accidents
7. Railway ticket booking system should be improved; system and server services should be upgraded to the latest technology
8. Process should be made easier for passengers to book tickets, agents should be eliminated and TTE/Counter discretion minimized for last minute cancellations
9. Emergency/VIP quota should be reduced by 50% and it should be accessible for genuine needs of citizens
10. Railways must work on improving tracking of Free Travel Passes issued to it employees
11. An effective citizen helpline (accessible via voice, SMS, web) for train status and safety/security complaints should be instituted and maintained
12. Strengthen catering system to deliver hygienic food and service in trains
13. Modernization of stations needed in terms of facilities, amenities (better water, meal), luggage and passenger management, accessibility for disabled, parking, etc.
14. Number of 2nd and 3rd AC coaches should be increased to keep up with demand
15. Wi-fi facility should be provided at stations
16. Fares must be lowered if additional services are not being introduced

This list is prepared from the responses received in the 75,000 strong Make Railways Better Citizens' Online Community on LocalCircles, about what should be the top priorities for the Railway Budget 2015-2016.