

By Mail Today Bureau
in New Delhi

RAILWAY minister Piyush Goyal has claimed that the Indian railway has registered the best ever safety record in the year 2017-18. He said that train accidents in India have reduced to 62 per cent from 118 in 2013-14 to 73 in 2017-18.

Highlighting the achievements in the four years of the Narendra Modi government, Goyal said a slew of measures have contributed significantly in making railways safer.

“The average annual capital expenditure in last four years has been more than double the average expenditure during 2009-14,” Goyal said.

“There has been an increase of 59 per cent in the average pace of commissioning of new lines from 4.1kms (2009-14) to 6.53kms per day (2014-18),” Goyal added.

The minister said that the railway is seeking foreign investment in areas such as technological upgradation and modernisation as well.

A Rashtriya Rail Sanraksha Kosh (RRSK) fund of ₹1 lakh crore has been allocated for the safety expenditure over five years.

Addressing the issue of unsafe crossings on a war footing, Goyal said that 5,479 unmanned level crossings have been eliminated in the last four years.

About 1.1 lakh safety posts are also being filled-up through recruitment amongst other measures to improve safety, he said.

Goyal said that concerns over the government’s ambitious bullet train project would be resolved soon and that the project was on track.

“The bullet train project is on track. In this country, there are always issues linked to any developmental project and new ideas. But we have to find solutions and move forward,” he said.

The minister also launched two mobile applications — ‘Rail Madad’ to help customers with complaints and ‘Menu On Rails’ through which passengers can see meals on offer on-board trains.

In line with digital initiatives of Prime Minister Modi, Rail Madad App is a completely digitised complaint

management system. Developed by the northern railways, this app will allow rail passengers to register all sorts of complaints using their mobile phones

It also relays real time feedback to passengers on the status of redressal of their complaints.

The Menu On Rails mobile app displays menu served on all type of trains

The passenger gets an instant ID through an SMS on the registration of the complaint, followed by a customised SMS which then communicates the action taken thereafter by the railway. Similarly, the ‘Menu On Rails’ mobile app displays menu served on all

type of trains.

The food items are covered in four categories namely — beverages, breakfast, meals and a-la-carte. The app will also show the rates fixed for food items being served on trains.

The a-la-carte includes a list of 96 food items under the categories of breakfast, light meals, combo meals, non-vegetarian, Jain food, sweets and diabetic foods.



Railway minister Piyush Goyal (right) said that train accidents in India have reduced to 62 per cent from 118 in 2013-14 to 73 in 2017-18.

‘Safest year’ for Railways