

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1873
ANSWERED ON:11.12.2008
COMPLAINTS FOR LACK OF AMENITIES
Botcha Lakshmi Smt. Jhansi;Rajbhar Shri Chandra Dev Prasad

Will the Minister of RAILWAYS be pleased to state:

- (a) whether complaints regarding general amenities in AC coaches such as dirty bed rolls, foul smelling coaches, unavailability of liquid soap in toilets etc. have been reported to the Railways in last three years;
- (b) if so, the details thereof;
- (c) whether inspite of several complaints, Indian Railways Catering and Tourism Corporation (IRCTC) has a casual approach towards this; and
- (d) if so, the action initiated by the Railways in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (DR. R. VELU)

- (a) & (b): Yes, Sir. Some instances of supply of unclean bed rolls, cleanliness in coaches and non-availability of liquid soap in toilets have come to notice. However, no separate statistics is maintained in this regard.
- (c): No, Sir.
- (d): Does not arise.