

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:862
ANSWERED ON:26.02.2009
SANITARY CONDITION IN TRAINS
Chaudhary Shri Pankaj;Yerrannaidu Shri Kinjarapu

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways are aware that the Amritsar-New Delhi Shatabdi Express train was delayed on account of chaos created by the passengers due to unsanitary conditions in the train;
- (b) if so, the details thereof;
- (c) whether an inquiry has been conducted in this regard;
- (d) if so, the outcome thereof; and
- (e) the steps taken by the Railways thereon?

Answer

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

(a). Yes, Sir. There has been a case of delayed departure to Amritsar–New Delhi Shatabdi Express on 24.01.2009 on account of delay in cleaning coaches.

(b). Train No.2029 New Delhi – Amritsar Shatabdi Express is scheduled for arrival at Amritsar at 1325 hrs. The same train, after attention, leaves Amritsar as Train No. 2030 Amritsar–New Delhi Shatabdi Express at 1700 hrs

However, on 24.01.2009, the train arrived late at Amritsar. Timely cleaning of the coaches could not be carried out leading to passenger unrest and delay in departure of the train.

(c) & (d): Enquiry has been conducted and concerned official has been taken up for not taking extra efforts to get the coaches cleaned timely.

(e). To improve upon the situation, Railways have initiated action for outsourcing the mechanized cleaning of coaches through professional agencies.