

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3151

ANSWERED ON:12.08.2010

GENERAL AMENITIES

Muttemwar Shri Vilas Baburao;Viswanathan Shri P.;Wankhede Shri Subhash Bapurao

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 general amenities; and

(d) if so, the steps being taken by the Railways to improve the general amenities in the trains?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI K.H. MUNIYAPPA)

(a) & (b) References and suggestions are received from time to time regarding amenities in AC coaches and acted upon appropriately by Indian Railways.

(c) & (d) The functions of Linen management and On-Board cleaning in trains have since been transferred from Indian Railways Catering and Tourism Corporation (IRCTC) to Indian Railways.

Railways always endeavor to improve upon the standards of cleanliness and amenities in trains. Following efforts have been made in this direction:

Setting up of mechanized laundries at important stations for improvements to the washing of linen.

On Board House Keeping Services (OBHS) in Rajdhani, Shatabdi, Duronto and all important Mail/Express trains for frequent cleaning of coach toilets, doorways, aisles & passenger compartments during run and also for replenishment of liquid soap and spraying of air freshener etc.

Intensive mechanized cleaning of rakes in the coaching depots through professional agencies.

Limited Mechanized cleaning attention to the identified trains during their scheduled stoppage at nominated en route 'Clean Train Stations'.

Comprehensive pest and rodent control in trains through professional agencies.