

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2545
ANSWERED ON:25.11.2010
ON BOARD HOUSE KEEPING SERVICE
Rajesh Shri M. B.

Will the Minister of RAILWAYS be pleased to state:

- (a) the present status of implementation of On Board House keeping Service (OBHS) in the Indian Railways, including Southern Railways;
- (b) whether inspite of introduction of OBHS the Railways are still receiving complaints regarding cleanliness of linen supplied to the passengers;
- (c) if so, whether any enquiry into this has been conducted particularly in Palakkad and Trivandrum Divisions;
- (d) if so, the outcome thereof and the action taken thereon; and
- (e) the steps taken by the Railways to ensure cleanliness in onboard services?

Answer

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

- (a) Of a total 418 train pairs identified for On Board Housekeeping Services (OBHS), the scheme has so far been implemented in 288 train pairs on Indian Railways. On Southern Railway, the scheme has been implemented in 11 train pairs out of 25 identified train pairs.
- (b) While some complaints are received regarding cleanliness of linen, the function of linen management is not covered under the scope of OBHS, and is handled by independent agencies.
- (c) & (d) Passenger complaints, whenever received, are analyzed and corrective action is taken. On Trivandrum Division, a penalty of Rs.19750/- has been imposed on the contractor against passenger complaints during 2008 -09 & 2009-10. However, no penalty was imposed on the contractor providing the linen services in trains of Palakkad Division.
- (e) Regular Inspections/checks are carried out at various levels to monitor the level of cleanliness in coaches and toilets of trains under OBHS. Regular feedback is obtained from passengers. Traveling passengers are also made aware of the presence of Executive Housekeeper/Train Superintendent, whom they can approach for the requirement of cleaning of compartments, toilets and aisles of coaches during run.