

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2885
ANSWERED ON:18.08.2011
UNHYGIENIC BED ROLLS LINEN IN TRAINS
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Will the Minister of RAILWAYS be pleased to state:

- (a) whether complaints regarding unhygienic bed rolls/linens in AC coaches of express trains including Rajdhani/ Garib Rath/ Duranto trains have been received by the Railways;
- (b) if so, the details of such complaints received by the Railways during each of the last two years and the current year, zone-wise; and
- (c) the punitive action taken or proposed to be taken against offenders by the Railways in this regard?

Answer

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

(a) to (c): Indian Railways always endeavor to provide good quality linen to the passengers in trains. Bedrolls/linen sets are washed after every use.

However, some complaints and references/suggestions have been received on the Railways regarding quality of washing of bedrolls as under :

2009-10 2010-11 2011- 12 (till June)

1382 961 207

Such complaints/suggestions, whenever received, are acted upon appropriately and suitable penal action is initiated against the concerned contractor/staff responsible for the lapses on their account. Regular Inspections/checks are carried out at various levels to monitor the quality of linen provided to the passengers. Railways are also in the process to set up mechanized laundries at important locations to further improve upon the quality of washing of linen.