

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3838

ANSWERED ON:25.08.2011

PASSENGER FACILITIES AND BASIC AMENITIES

Gowda Shri D.B. Chandre;Kateel Shri Nalin Kumar;Punia Shri P.L. ;Ramshankar Dr. ;Ray Shri Rudramadhab ;Singh Shri Jagada Nand

Will the Minister of RAILWAYS be pleased to state:

- (a) the criteria laid down for providing different passenger facilities at railway stations and trains;
- (b) the system of monitoring the passenger facilities and public amenities such as drinking water and clean toilets at railway stations and trains;
- (c) the details of the complaints received by the Railways for the poor maintenance of services at railway stations and trains during the last three years, zone-wise; and
- (d) the details of action taken by the Railways on the complaints received, zone-wise including those at Barabanki, Agra Cantt., Mangalore Junction and Mangalore Central stations?

Answer

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

- (a) to (d): A Statement is laid on the Table of the House.