

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:6853  
ANSWERED ON:17.05.2012  
UNHYGIENIC BEDROLLS LINENS  
Mahajan Smt. Sumitra

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether complaints regarding unhygienic bedrolls/linens in AC coaches of express trains including Rajdhani/ Garib Rath/ Duranto 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 mechanism in place regarding treatment of used bedrolls/ linens and the corrective measures proposed in this regard alongwith the punitive action taken or proposed to be taken against such offenders by the Railways?

**Answer**

MINISTER OF 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. Bed sheets, pillow covers and towels are washed after every use.

However, some complaints and references are being received on the Railways regarding quality of washing of bedrolls. A total number of 961 and 890 such references were received during the year 2010-11 and 2011-12 respectively.

Bedrolls are washed/treated as per prescribed method and frequency.

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.

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.