

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2289

ANSWERED ON:06.12.2012

COMPLAINTS ON AMENITIES

Gandhi Shri Feroze Varun; Sayeed Muhammed Hamdulla A. B. ; Thakor Shri Jagdish; Veljibhai Jat Poonamben

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have received complaints on lack of sanitation, defective fittings, broken glass panes etc. in rail coaches;
- (b) whether it is also a fact that the coaches are infested with rats, cockroaches and other rodents;
- (c) if so, the details thereof; and
- (d) the steps taken/being taken by the Railways to dealt with this situation?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY)

(a) Yes, Madam.

(b) Coaches are being regularly given pest and rodent control treatment in base depots at scheduled periodicity. Apart from that schemes like Mechanized cleaning of coaches in depots, On Board Housekeeping in important trains, Clean Train Station service and Pest and Rodent control are provided through professional agencies. Therefore coaches are not infested with rats, cockroaches and other rodents, but once in a while some stray cases have been reported.

(c) Does not arise.

(d) Besides, Pest and Rodent control treatment & cleaning of coaches, defective fittings, broken glass panes etc. are being attended during depot maintenance.

Regular Inspections/checks are also carried out at various levels to monitor the quality of services provided to the passengers.