

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2954

ANSWERED ON:14.03.2013

CLEANLINESS IN TRAINS

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Will the Minister of RAILWAYS be pleased to state:

(a) the number of complaints received by the Railways pertaining to cleanliness, defective fittings, pests and rodents, dirty linen and water in trains during each of the last three years and the current year, zone-wise and the action taken by the Railways on each of these complaints; and

(b) the steps taken by the Railways to address the issue?

Answer

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

(a)&(b) Indian Railways always endeavour to provide good services to its passengers. However, some complaints and references are being received on the Railways regarding cleanliness, fittings, pest & rodents, linen and availability of water in the coaches. The number of complaints received by the Ministry on these subjects during the last three years and in the current year are appended.

Complaints/suggestions, whenever received, are acted upon appropriately by Railways and suitable corrective action is initiated to prevent its recurrence.

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