

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2190
ANSWERED ON:22.08.2013
QUALITY OF BED ROLLS
Wankhede Shri Subhash Bapurao

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the quality of bed rolls and blankets provided to the passengers by the Railways is not up to the mark;
- (b) if so, the details of complaints received during the last one year, zone-wise particularly in Nagpur and Pune Duranto trains; and
- (c) the comprehensive measures taken by the Railways in this regard?

Answer

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

(a) to (c) Indian Railways always endeavor to provide good quality washed bedrolls including blankets to the passengers in trains.

However, some complaints and references are being received on the Railways regarding quality of washing of bedrolls. A total number of 789 references were received during last year (2012-13) against 890 number of references received in the year 2011-12. About 12 references regarding bedrolls were received for Nagpur and Pune Duranto trains during the year 2012-13.

Bedrolls are washed/treated as per prescribed method and frequency. All the items of bedroll (including blankets) are condemned and replaced with new ones on attaining their prescribed life or on condition basis.

Regular Inspections/checks are carried out at various levels to monitor the quality of linen provided to the passengers. Railways have also set up 21 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.