

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:4580  
ANSWERED ON:17.12.2009  
INSTRUCTIONS TO GENERAL MANAGERS  
Agarwal Shri Jai Prakash

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

- (a) whether in September,2005 an instruction was issued directing the General Managers of all Railway Zones to make foolproof arrangements to totally improve the overall condition of trains and railway stations as well as redressal of public complaint within the stipulated time period;
- (b) if so, the details thereof;and
- (c) the details of action taken against those officials who did not follow the said directions,zone-wise?

**Answer**

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

(a) to (c): Instructions were issued in September,2005 directing the General Managers to effect improvement in amenities and facilities provided to the passengers in trains and at stations. These include improvement in cleanliness standard, lighting, circulating area, signages, announcement system, quality of food & bed roll, upgradation of waiting rooms, waiting halls, retiring room, booking & enquiry offices etc. Redressal of public complaints speedily on priority basis was also instructed.

The officials in the Zonal Railways have been taking necessary corrective action with respect to the deficiencies noticed to avoid inconvenience to the travelling public. The progress on these fronts is monitored and reviewed at various levels. No instance of any railway official disregarding these instructions has come to notice.