

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:2021

ANSWERED ON:09.03.2015

CLEANLINESS IN TRAINS

Gaikwad Dr. Sunil Baliram;Karunakaran Shri P.;Maadam Smt. Poonamben Hematbhai;Mukherjee Shri Abhijit;Patel Shri Devji Mansingram;Patle Smt. Kamla Devi;Teacher Smt. P.K.Sreemathi

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

(a) the steps taken by the Railways to ensure cleanliness in trains especially in long distance trains;

(b) whether the Railways have received complaints regarding dirty bed rolls, foul smelling coaches, unavailability of liquid soap in toilets etc. in AC coaches and if so, the details thereof;

(c) whether the Railways have recently issued certain complaint number for making complaints directly to the authority concerned and if so, the steps taken by the Railways to give publicity to these complaint numbers;

(d) the steps taken/being taken to improve passenger amenities in the trains during the last three years and the current year particularly in Chhattisgarh; and

(e) whether the Railways and Defence Research and Development Organisation (DRDO) have installed environment friendly bio-toilets on aerobic bacteria and anaerobic bacteria in some passenger trains and if so, the details thereof, train-wise?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA)

(a) to (e): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 2021 BY SHRIMATI P.K. SREEMATHI TEACHER, DR. SUNIL BALIRAM GAIKWAD, SHRIMATI KAMLA DEVI PAATLE, SHRI P. KARUNAKARAN, SHRI DEVJI M. PATEL, SHRIMATI POONAMBEN MAADAM & SHRI ABHIJIT MUKHERJEE TO BE ANSWERED IN LOK SABHA ON 09.03.2015 REGARDING CLEANLINESS IN TRAINS.

(a): Indian Railways always endeavour to improve upon the level of cleanliness and hygiene in coaches. Schemes viz. On Board Housekeeping Services (OBHS), Clean Train Stations (CTS) and Mechanised Coach Cleaning in coaching depots have been launched for ensuring cleanliness in trains. Besides, Regular inspections are conducted at various levels to monitor level of cleanliness and hygiene in all Mail/Express and long distance train services from time to time.

(b): Yes, Madam. A total number of 1541 such complaints have been received by the Ministry on these subjects during current year (upto December 2014).

(c): No, Madam. However, following telephone numbers have been issued:

General complaints - 9717630982  
Security matters - 182  
Other complaints/ - 138  
suggestions

Complaints lodged on these numbers are passed on to concerned authorities.

Publicity to these numbers has been undertaken on Social Media platforms. Chief Public Relation Officers (CPRO) of Zonal Railways have also been advised to give wide publicity to these numbers.

(d): Provision/augmentation/improvement to passenger amenities in trains including those running in Chhattisgarh is a continuous process.

Following amenities have been provided in trains by the Indian Railways in recent past:

# Cushioned seats/berths, toilet & washbasin facilities etc. in mainline coaches.

# Mirrors, Snack tables, Magazine bags, water bottle holders, coat hooks, small luggage racks, luggage securing arrangements,

mobile/laptop charging sockets etc. in reserved coaches (including sleeper class coaches).

# Good quality linen washed in Mechanized Laundries to Air-conditioned class passengers.

(e): Indian Railways {in collaboration with Defence Research and Development Organisation (DRDO)} have developed only anaerobic bacteria based bio-toilets. These anaerobic bacteria based bio-toilets have been installed on coaches of its passenger trains.

So far, more than 17,500 bio-toilets have been fitted in coaches of Passenger Trains. Some of the train numbers in which bio-toilets have been introduced are given below:

12137/12138, 12105/12106, 11093/11094, 11019/11020, 58503/58504,  
58537/58538, 12805/12806, 18519/18520, 13201/13202, 12387/12388,  
12343/12344, 12377/12378, 13153/13154, 12307/12308, 11107/11108,  
11125/11126, 12197/12198, 11101/11102, 12533/12534, 15007/15008,  
15629/15630, 15609/15610, 12415/12416, 14041/14042, 14007/14008,  
12409/12410, 12979/12980, 19707/19708, 12701/12702, 12763/12764,  
17015/17016, 18239/18240, 18215/18216, 18237/18238, 18619/18620,  
12863/12864, 12837/12838, 16315/16316, 12695/12696, 16001/16002,  
16101/16102, 16571/16572, 12649/12650, 16589/16590, 12155/12156,  
22181/22182, 12121/12122, 12919/12920, 19309/19310

In addition to the above trains, some coaches fitted with bio-toilets are running in other trains too.