

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

LOK SABHA

**UNSTARRED QUESTION NO. 527
TO BE ANSWERED ON 06.02.2019**

BASIC AMENITIES

527. SHRI M.B. RAJESH:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether complaints have been received about inadequate basic amenities especially in the long distance trains;**
- (b) if so, the details thereof and the action taken thereon;**
- (c) whether the Railways plans to invest more funds in order to provide better amenities to the travelling public especially on long distance trains; and**
- (d) if so, the details there of?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) to (d) : Yes, Madam. Complaints/suggestions regarding inadequate basic amenities such as shortage of water, lack of cleanliness, lack of catering services etc. in coaches are received in trains, including long distance trains. These complaints are forwarded to concerned authority for prompt redressal. However, no separate data is available regarding long distance trains.

Upgradation/augmentation of amenities/facilities is a continuous process and, in general, funds are allocated for betterment of passenger's services in Budget.
