

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3045
ANSWERED ON:10.08.2000
PROBLEM FACED BY PASSENGERS
PRABHUNATH SINGH

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the bedding provided in trains is of very poor quality and not properly washed and ironed;
- (b) whether the coach attendant/A.C. operator is generally not available in the coaches;
- (c) whether the quality of food served to passengers in trains like Rajdhani, Shatabdi is stale and of inferior quality;
- (d) whether majority of the trains are running behind schedule, are dirty both from outside as well as from inside and the cushions in majority of the trains need replacement; and
- (e) if so, the action proposed to be taken to give the passengers the desired services of the money charged from them by way of increased cost of ticket?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVIJAY SINGH)

- (a): No, Sir. Regular steps are taken to ensure supply of good quality, clean, properly washed and ironed linen. Some cases of supply of poor quality linen have come to notice and in such cases appropriate remedial measures including punitive action is taken.
- (b): No, Sir.
- (c): No, Sir. Improvement in standards of catering is a continuous process. Regular inspections are conducted for monitoring the quality of food served. All complaints received are promptly attended to.
- (d): No, Sir. The punctuality of trains is regularly monitored on day to day basis. All trains are cleaned both from inside and outside in the washing line before commencement of journey including regular disinfection against pest control. High-pressure jet plants are also used at stations enroute for quick and effective cleaning. All defective or worn-out cushions are replaced from time to time.
- (e): All efforts are made to offer the best services to the passengers by regularly monitoring the on-board services on trains. Remedial action is promptly taken to rectify the deficiencies.