

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:834
ANSWERED ON:22.11.2001
SANITATION POSITION AT PASSENGER TRAINS AND RAILWAY STATIONS
SANGEETA KUMARI SINGH DEO

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the complaints about the poor and unsatisfactory conditions of sanitation and cleanliness in the passenger trains and at the railway stations have recently increased;
- (b) if so, the number of such complaints received during the last six months; and
- (c) the action taken/proposed to be taken for providing good conditions of sanitation and cleanliness in the trains and at the railway stations ?

Answer

MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND MINISTER OF STATE IN THE MINIST RAILWAYS (SHRI O. RAJAGOPAL)

- (a) Yes, Sir. Complaints received by Railways on account of poor and unsatisfactory condition of sanitation and cleanliness in the passenger trains and at Railway stations have increased marginally during the recent month.
- (b) Total 355 complaints were received by Railways on these accounts during April, 2001 to Sept. 2001 as compared to 334 complaints during April, 2000 to Sept. 2000.
- (c) The following actions are being taken/proposed to be taken to improve sanitation and cleanliness in trains and Railway stations:
 - (i) Provision of adequate time for unkeep.
 - (ii) Monthly intensive cleaning of coaches.
 - (iii) Use of high pressure jet cleaning plants at coaching depots and mobile jet cleaning machines at Enroute stations.
 - (iv) Use of improved and eco-friendly cleaning agents.
 - (v) Pest control on coaches through specialized agencies.
 - (vi) Deployment of travelling safaiwala on selected trains.
 - (vii) Introduction of pay and use scheme of toilets at stations.
 - (viii) provision of washable aprons, additional dustbins, repairs to drains, removal of garbage etc. at stations.
 - (ix) Frequent announcement to seek cooperation of passengers to keep railway areas and trains clean.
 - (x) Regular inspections and surprise checks to monitor the condition.
 - (xi) Developing identified stations as `Clean trains Stations` to provide effective Enroute cleaning of long distance trains.

