

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1848
ANSWERED ON:08.03.2001
PROBLEMS FACED BY PASSENGERS
PRABHUNATH SINGH

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the compartments are not cleaned for days together from inside and outside;
- (b) whether the windowpanes both metal and glass cannot be closed properly which causes difficulties to the passengers;
- (c) whether the quality and quantity of coffee served in the trains by the dining car is very poor;
- (d) whether the TTEs are checking all these shortcomings and taking action for the comforts of the passengers;
- (e) if not, the reasons therefor;
- (f) whether the beddings provided in the trains is also of poor quality; and
- (g) if so, the measures being taken by the Government to improve the situation and provide necessary desirable facilities to the traveling public who pay for them?

Answer

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

- (a): No, Sir. All compartments are cleaned from inside as well as outside at the base depot prior to commencement of journey. Cleaning services are also provided at nominated stations enroute and on some long distance trains, traveling safaiwalas have been provided. The condition of trains is monitored through special drives and surprise inspections in addition to the regular inspections.
- (b): There are instances of defective latches or damaged windows shutters, which occur due to normal wear and tear and also on account of vandalism by anti social elements but care is taken to repair or replace the window shutter during maintenance at base depot.
- (c) No, Sir. Railways make all endeavor to serve good quality coffee in trains. Railways serve coffee with separate sugar pouch in Rajdhani/Shatabdi Express trains. Frequent and surprise checks are conducted by Officers at various level from Commercial and Health Directorates. Whenever any discrepancies come to light, stringent punitive action is taken to curb complaints of such nature.
- (d) TTEs are recording the deficiencies, if any, in the coaches and are bringing the same to the notice of concerned maintenance staff.
- (e) Does not arise.
- (f) No, Sir. Instructions already exist in Zonal Railways to provide clean good linen to all passengers traveling in AC classes so as to enhance customer satisfaction. Surprise checks are conducted from time to time and suitable action taken against those staff responsible for the lapses.
- (g) The following special measures have been taken by Railway to improve the facilities available to passengers beside ensuring proper upkeep and maintenance attention in Depots and Workshops:

- i) Provision of cushioned berth in second class sleeper coaches.
- ii) Improved 110 Volts lighting in place of earlier 24 volts system.
- iii) Fitment of improved polyvinyl flooring in coaching with stainless steel inlays in the coach toilets.
- iv) Provision of enclosed UIC type vestibules.
- v) Use of fibre reinforced plastic windows shutters to discourage theft and vandalism.
- vi) Regular disinfection of coaches through specialized pest control agencies.
- vii) Mid life rehabilitation of coaches.