

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1305
ANSWERED ON:08.03.2007
IMPROVEMENT OF SERVICES BY RAILWAYS
Yerrannaidu Shri Kinjarapu

Will the Minister of RAILWAYS be pleased to state:

- (a) whether Consumer Courts are receiving large number of cases against poor railway services and have awarded compensation to several cases related to Railways, as appeared in the Times of India dated December 16, 2006 under the caption "Railways must invest profit in facilities";
- (b) whether Consumer Courts have also asked railways to improve the condition of platforms, toilets, sanitary, to provide benches for passengers to sit while waiting for trains etc.; and
- (c) if so, the action taken by Railways in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

- (a) : No, Sir. There has not been any significant increase in the number of Consumer Cases filed against Railways in different Consumer Courts.
- (b) : State Consumer Disputes Redressal Commission, Delhi in one of its orders, has asked Railways to improve the condition of platforms, toilets, sanitary etc.
- (c) : Upgradation / renovation / modernization of railway stations which includes improvement of platforms is a continuous process and the same is undertaken every year in accordance with the laid down norms. A scheme called 'Clean Train Station' has been introduced to improve cleanliness and hygiene in running trains. Some of the measures taken for maintaining the standard of cleanliness at stations are : provision of washable aprons at stations particularly on Platforms where trains stop at morning hours, mechanized means of cleanliness, Pay & Use toilets, provision of good platform surface.