

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:5283

ANSWERED ON:14.08.2014

UNTIDY PASSENGER UTILITY ITEMS

Angadi Shri Suresh Chanabasappa;Radhakrishnan Shri T.

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether certain instances relating to supply of untidy bed rolls, blankets etc. to the passengers have been reported to the Railways;
- (b) if so, the details thereof along with the number of complaints received in this regard during the last three years and the current year, zone-wise;
- (c) whether the Railways have any mechanism for surprise inspection of the items provided to the passengers travelling in trains; and
- (d) if so, the details thereof along with the measures taken by the Railways to ensure that the items provided to passengers are duly checked?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA)

(a) to (d) A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO. 5283 BY SHRI SURESH C. ANGADI AND SHRI T. RADHAKRISHNAN TO BE ANSWERED IN LOK SABHA ON 14.08.2014 REGARDING UNTIDY PASSENGER UTILITY ITEMS.

(a) & (b): Yes, Madam. Some complaints and references have been received on the Railways regarding quality of washing of bedrolls including blankets. The details of complaints in this regard during the last three years and in the current year are as under:

Year	No. of complaints received
2011-12	727
2012-13	794
2013-14	771
2014-15 (till July 2014)	264

(c) & (d): Yes, Madam. Surprise and regular inspections are carried out at various levels to monitor the quality of linen provided to the passengers.

Inspections have been prescribed at laundry premises to check proper washing of linen as per laid down quality. Besides, on board inspections are also carried out to check quality of linen supplied to passengers. Penal action has been prescribed in case of reported deficiencies.