

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 2707
ANSWERED ON 11.08.2023

CLEANING AND HOUSEKEEPING FOR TRAINS

2707 SHRI BINOY VISWAM:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways has completely outsourced cleaning and housekeeping for trains, if so, category-wise details of trains with outsourced on board Housekeeping Service (OBHS) and regular Railway staff cleaning and housekeeping;
- (b) details of the quantity and amount paid for procuring hand-wash liquid soap by Railways since 2019, both to outsourced contractors and procured by itself ;
- (c) details of the tenders floated for the procurement of hand-wash soap across all railway zones by Railways including information on quality control; and
- (d) details of the penalties awarded to contractors and staff after passenger feedback since 2019?

ANSWER

MINISTER OF RAILWAYS, COMMUNICATIONS AND
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a) to (d) Cleanliness and housekeeping of trains is a continuous process and Indian Railways make every endeavour to keep trains in properly maintained and clean condition. Indian Railways, to maintain cleanliness standard in trains, have introduced comprehensive mechanised cleaning at terminal stations, On-Board Housekeeping Service (OBHS) and Clean Train Station (CTS) service during the run of the train. Mechanised cleaning in trains covers all aspect of cleaning in coaches including provisioning of hand wash liquid soap, other toiletries etc. To maintain quality of hand wash liquid soap Railways have approved list of hand wash liquid soap. In case of deficiencies, action is taken as per the provisions/rules in vogue.
