

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 441
TO BE ANSWERED ON 12.12.2018**

CLEANLINESS STANDARDS IN TRAINS

†441. SHRI SANJAY HARIBHAU JADHAV:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that the train passengers can lodge complaints regarding cleanliness standards in trains through ratings;**
- (b) if so, the trains in which passengers will be able to lodge complaints regarding cleanliness levels through ratings;**
- (c) the measures taken by the Railways to ensure proper monitoring of the above services;**
- (d) whether any initiative is being taken to spread awareness about cleanliness among railway passengers so that they do not litter in trains; and**
- (e) if so, the details thereof and if not the reasons therefor?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) & (b) No, Madam. Rating is used only as feedback and not for lodging complaints.

Train passengers can lodge complaints regarding cleanliness standards by the following means:

- (i) Through Complaint / Suggestion book with Train Superintendent and Guards of Mail/Express/Passenger Trains.**
 - (ii) Through Web, SMS and App in IR Web portal COMS, Twitter account, CPGRAMS web portal and Help line number 138.**
 - (iii) For immediate assistance of on-board passengers “Coach Mitra” / “Clean My Coach” facility has been provided in more than 1050 pairs of trains having On Board Housekeeping Service (OBHS).**
- (c) Regular inspections are conducted by various officials on trains to monitor cleanliness.**

Suitable action is taken against the contractors who are found wanting in the performance of their duties for maintaining proper cleanliness in trains.

Cleanliness and Awareness Drives are launched from time to time to have wider participation and monitoring.

Passenger feedback is being included in performance evaluation and monitoring of housekeeping contracts.

(d) & (e) Following efforts are made by the Railways to spread awareness about cleanliness among railway passengers :-

- (i) Publicity / awareness campaigns through display of posters, banners, distribution of leaflets, Printing of slogans in tickets, reservation slips, tender notices etc.**
- (ii) Announcements over the Public Announcement system.**

- (iii) Display of notices in trains requesting passengers not to train toilets while the train is stationary at station.**
- (iv) Improving awareness on proper use and Do's /Don'ts of bio-toilets through stickers/ posters, announcements, displaying of models etc.**
- (v) Involvement of scouts and guides, Social / Charitable organisations and other NGOs in cleanliness campaigns.**
- (vi) Arranging 'Nukkad Nataks' (street plays) on cleanliness theme in station vicinity.**
- (vii) "Swachhta-Hi-Sewa" campaign had a major component of involving passengers.**
