

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 1683
TO BE ANSWERED ON 21.09.2020**

HYGIENE AND SANITATION IN RAILWAYS

1683. SHRI G.M. SIDDESHWAR:

Will the Minister of RAILWAYS be pleased to state:

- (a) the fresh measures undertaken by the Government to provide necessary facilities for comfortable travel alongwith other programmes/schemes introduced to ensure overall hygiene and cleanliness in Railways;**
- (b) whether the Railways has taken note of lack of hygiene and sanitation at the platforms and in running trains; and**
- (c) if so, the details thereof?**

ANSWER

MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY

(SHRI PIYUSH GOYAL)

(a) Some fresh measures undertaken by Indian Railways to provide necessary facilities for comfortable travel are as under:-

- I. Provision of energy efficient LED lights in coaches for better illumination.**
- II. Provision of mobile/laptop charging points in all types of coaches.**

- III. Provision of stainless steel seats and partitions, knurling of door centre grip poles, air suspension bogies for better riding comfort, GPS based Passenger Information System (PIS), bigger windows with polycarbonate panes, automatic sliding door system in Air conditioned EMU rakes etc. in suburban trains.**
- IV. In view of COVID-19 pandemic and related hygiene issues, Indian Railways has stopped service of cooked food and replaced the same with Ready to Eat (RTE) meals in trains. COVID-19 related protective items such as masks, sanitizers, gloves etc. and takeaway bedroll kits/items, have been made available for sale through Multi Purpose Stalls at Stations.**
- V. State-of-the-art Train-set Vande Bharat services have been introduced between New Delhi – Varanasi and New Delhi – Shri Mata Vaishno Devi Katra. These trains have ultra modern features like quick acceleration, On Board Infotainment and Global Positioning System (GPS) based passenger information system, automatic sliding doors, retractable footsteps and Zero discharge vacuum bio-toilets etc.**
- VI. Various premium train services like Humsafar, Tejas, Antyodaya, Utkrisht Double Decker Air-conditioned Yatri (UDAY), Mahamana and coaches like Deen Dayalu and Anubhuti, which have upgraded interiors/exterior and improved passenger amenities, have been introduced in various train services.**

VII. Project Utkrisht has been launched to improve the condition of ICF type coaches running in Mail/Express trains. 416 rakes have been refurbished under Project Utkrisht.

VIII. Under Project Swarn, Rajdhani and Shatabdi train services have been upgraded across various dimensions, which include coach interiors, toilets, onboard cleanliness, staff behaviour, catering, punctuality, security and on-board entertainment. 65 rakes have been upgraded under this initiative.

Some of the major initiatives taken by Indian Railway towards improvement of cleanliness of stations and trains are as follows :

- I. Introduction of mechanized cleaning contracts at around 950 stations and award of rag picking and garbage disposal contracts at around 1300 stations.**
- II. Provision of Concrete washable aprons on platform tracks to facilitate washing with water jets.**
- III. Provision of clean and hygienic toilets including Pay and Use Toilets at around 850 stations.**
- IV. Use of CCTVs has been intensified for monitoring of cleanliness activities at about 700 stations.**
- V. Plastic Bottle Crushing machines have been installed at 370 stations.**
- VI. Bio-toilets have been proliferated on coaching stock so that no human waste is discharged from coaches on to the track. Nearly, 2,44,000 bio-toilets have been fitted in around 69,000 coaches.**

- VII. Cleaning of coaches including toilets of trains is done at both ends including mechanised cleaning.**
- VIII. On Board Housekeeping Service (OBHS) has been provided in nearly 1100 pairs of important long distance Mail/Express trains for cleaning of coach toilets, doorways, aisles and passenger compartments during the run of the trains.**
- IX. 'Coach Mitra' service has been provided in around 1060 pairs of OBHS trains as a single window interface to register coach related requirements of passengers such as cleaning, disinfestation, linen, train lighting, air conditioning and watering of coaches.**
- X. 39 Clean Train Station (CTS) are operational for limited mechanized cleaning attention to identified trains enroute.**
- XI. Pest and rodent control of coaches is being done on a regular basis through authorised professional agencies.**
- XII. Dustbins are provided in AC and non-AC Coaches.**
- XIII. Enforcement of Indian Railways (Penalties for activities affecting cleanliness at Railway Premises) Rules, 2012 has been intensified.**
- XIV. Standard Bid Document (SBD) and General Conditions of Contract for Services (GCCS) have been issued to improve effectiveness of housekeeping / cleaning contracts.**
- XV. Third Party audit cum survey on cleanliness of major stations and trains has been carried out to instil healthy competition for improvement.**

XVI. Cleanliness drives and awareness campaign are also conducted from time to time.

(a) & (c) Cleanliness is a continuous process and every endeavour is made to keep the stations/platforms and passenger carrying trains in properly maintained and clean condition. Regular checks on cleanliness are conducted and corrective action taken wherever any deficiency is noticed. However few complaints are received. All efforts are made by the Railways to address the complaints.

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