

Statement

The details of the action taken by Railways on complaints received with regard to the supply of substandard quality food products in trains

Sl. No.	Train	Fined	Fine Amount	Warned	Advised Suitably	Any other	Grand Total
1.	Rajdhani	15	1,10,000	185	151	49	400
2.	Shatabdi	33	2,30,000	87	72	49	241
3.	Duronto	7	65,000	64	64	12	147
4.	Mail/Express	76	6,53,347	167	108	20	371
5.	Tejas Express	2	40,000	2	0	0	4
6.	Vande Bharat	0	0	8	6	6	20
GRAND TOTAL		133	10,98,347	513	401	136	1183

Onboard housekeeping services in running trains

771. SHRI VAIKO:

DR. T. SUBBARAMI REDDY:

Will the Minister of RAILWAYS be pleased to state:

(a) whether Railways have decided to discontinue the onboard housekeeping services and toilet maintenance, in the running trains of Railways, including Southern Railways;

(b) if so, the reasons therefor;

(c) the number of complaints received about poor hygienic conditions in coaches and toilets in Railways in the last three years;

(d) the follow up action taken to improve the conditions;

(e) whether any alternative arrangement has been worked out to ensure cleanliness in the trains, in view of complaints of unhygienic conditions, cockroaches and rats running in the trains; and

(f) if so, the details thereof?

THE MINISTER OF RAILWAYS (SHRI PIYUSH GOYAL): (a) No, Sir.

(b) Does not arise.

(c) and (d) Around 60,000 complaints have been received from various sources regarding poor hygienic conditions in Coaches in the last three years.

Passenger complaints are monitored at different levels and attended promptly. Defaulting agencies are penalised for under-performance as per terms and conditions of the contract.

(e) and (f) Cleanliness is a continuous process and every endeavour is made to keep the coaches including toilets in properly maintained and clean condition. Some of the major initiatives taken by Indian Railways towards improvement of cleanliness of trains are as follows:

- (i) Cleaning of coaches including toilets of trains is done at both ends, including mechanized cleaning.
- (ii) Onboard Housekeeping Service (OBHS) has been provided in nearly 1090 pairs of trains including Rajdhani, Shatabdi and other important long distance Mail/Express trains for cleaning of coach toilets, doorways, aisles and passenger compartments during the run of the trains.
- (iii) 'Coach Mitra' service has been provided in around 1050 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.
- (iv) Clean Train Station (CTS) scheme has also been prescribed for limited mechanized cleaning attention to identified trains including cleaning of toilets during their scheduled stoppages enroute at nominated stations.
- (v) Pest and rodent control of coaches is being done on a regular basis through authorised professional agencies. Fumigation is also done for pest control.
- (vi) Earlier, dustbins were provided in AC Coaches only. Now, provision of dustbin is also being done in Non-AC coaches.
- (vii) Indian Railways is proliferating bio-toilets on its coaching stock so that no human waste is discharged from coaches on to the track.

- (viii) Regular checks are conducted at officers / supervisors levels, and corrective action is taken wherever any deficiency is noticed.
- (ix) Cleanliness drives and awareness campaigns are also carried out from time to time.

Railway station redevelopment in Odisha

772. DR. AMAR PATNAIK: Will the Minister of RAILWAYS be pleased to state:

- (a) the status of the techno-economic feasibility studies of the railway station being undertaken in Odisha for stations redevelopment;
- (b) whether the feasibility studies themselves incorporate Innovative Revenue Models, Public-Private Partnerships and Viability Gap Funding while making their assessment;
- (c) whether the station redevelopment is intended to cover major cities and centres or would it also target stations in lesser developed regions;
- (d) if not, reasons for the same; and
- (e) whether Government has introduced any measures to aid in the development of railway ' stations in the backward areas of Odisha?

THE MINISTER OF RAILWAYS (SHRI PIYUSH GOYAL): (a) Ministry of Railways through various agencies is undertaking tech no-economic feasibility studies of Railway stations. Based on the outcome of these feasibility studies, stations are planned to be taken up for redevelopment in phases, these include the stations located in the State of Odisha. The cost of station redevelopment project is to be met by leveraging commercial development of land and air space in and around the stations.

(b) Yes, Sir. All the possible models are being considered i.e. various modes of Public Private Partnerships (PPP), Modified Bid challenge method, Joint Venture with State Govt. entities/other Public Sector Undertakings, combination of PPP mode and Engineering, Procurement & Consultancy (EPC), standalone EPC (in certain circumstances), or combination of any or all of these modes.

(c) Station redevelopment project is intended to cover Railway stations when it is financially viable to redevelop at no cost to Railways.