### 2.2.9 Poor rail services

The condition of the environment of compartments need to improve to ensure safe and sound journey for the passengers. More staffs need to be appointed for cleaning purposes. Toilets shall be cleaned in regular basis. Supply of soap/hand wash in the toilet must be adequate. Regular monitoring is also needed so that these hygiene measures are ensured properly.

The quality of food should be monitored. Supply of drinking water must be adequate. Price of the food must be reasonable and affordable to all classes of passengers. Train authority must handle this matter with care as it is related to public health issue.

Standing tickets should be banned from any train to improve the environment of compartment. Passengers must be fined if found indulged in any unsocial activities. Beggars, help seekers, Hijras sometimes annoy passenger. Their entry should be restricted on train. If regular monitoring is ensured over these matters, it will keep the environment of the compartments safe and decent. Management system of the compartments need to be improved to avoid chaotic situations inside the compartments. For this the number of staff need to be increased.

Another good approach is to raise consciousness among people about cleanliness through posters, announcements, handbills etc.

**4.2.9 Poor Rail Services**

**Bangladesh Railway needs to improve their quality of service. Poor service from such a major organization brings disappointment as well as distress to the passenger. In initial feasibility study a lot of possible measures to improve the rail service has been proposed. While analyzing them we realized that it is more important to ensure facilities like healthy food, pure drinking water, hygienic toilet etc. than improving the infrastructure of train.**

**It is not a feasible idea to ban standing tickets fully. If standing tickets are banned, a lot of people would not get ticket in local train. The organization will also incur loss. So, banning standing tickets in local train is not a good idea for a populated country like ours.**