**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 the compartments train.

It is required to appoint more staffs for cleaning purposes. It is already assured previously that increasing manpower is a feasible decision in cleaning section. But proper monitoring is much more needed so that the appointed staffs do their work properly. Because, we observed that most of the staffs are careless about their duties and these activities really lacks monitoring. Moreover, Rail canteens also need proper monitoring so that quality of food is maintained well. So, if sufficient people are appointed as monitors, need of manpower will decrease and an efficient system can be gained.

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.