

SHRI A. RAJA: How can you say that he is not accountable? ...*(Interruptions)*... The question of accountability does not arise simply because the Minister is not in the House. ...*(Interruptions)*... The question is being answered by the MoS. ...*(Interruptions)*...

MR. CHAIRMAN: No; No, Mr. Raja, please sit down. ...*(Interruptions)*...

SHRI TIRUCHI SIVA: He is replying. ...*(Interruptions)*...

MR. CHAIRMAN: Please. ...*(Interruptions)*... Please. ...*(Interruptions)*... We are on the Question Hour. ...*(Interruptions)*...

SHRI PRITHVIRAJ CHAVAN: Sir, we are on the Question Hour. The question is being replied by the Minister. ...*(Interruptions)*... It is perfectly as per the rules. ...*(Interruptions)*... I don't know why so much uproar is there? ...*(Interruptions)*...

MR. CHAIRMAN: No; no, I am afraid....*(Interruptions)*... No, I have not given you the permission. ...*(Interruptions)*...

DR. V. MAITREYAN: Sir, that is not my point. My point is this. Did the Minister seek your permission before going on a private tour? ...*(Interruptions)*...

MR. CHAIRMAN: No; no. ...*(Interruptions)*... Please sit down. ...*(Interruptions)*... Dr. Subbarami Reddy, please put your question. ...*(Interruptions)*...

DR. T. SUBBARAMI REDDY: Sir, my question is this. In which year was there better production and sales turnover as compared to previous years? As per the reply, the net profit had dropped. The reply is very vague. In any business, if the turnover goes up, the profit must also go up. So, the reply given by the hon. Minister is not satisfactory. How do you account that because of accounting restructuring benefits, which include income, the profit has gone down? It is not convincing. So, I would like to know from the hon. Minister why the profit has gone down.

SHRI SRIKANT JENA: Sir, the simple fact is that in the year 2005 and 2006, the profit of **Rs. 21.41** crores, included one-time non-operational additional income of **Rs. 32.40** crores. It is because of the writing off of interest on Government loans, accounting provision for depreciation on project, and making provisions for the doubtful loans and advances. The written off of interest on loan was added to the profit. This is the accounting procedure which my friend must know. Therefore, this has been shown as a profit, and in the next year the actual came.

SHRI P. RAJEEVE: The Minister has stated that the company had achieved a higher level of production and had posted an operational profit of Rs. 5.66 crores. I would like to know whether the Ministry is ready to settle the pending demands of the workers in the HIL, including that of retirement age.

SHRI SRIKANT JENA: The company is, now, out of the BIFR. Whatever be the demands of the workers, those will be looked into as per the norms and rules.

#### **Quality of food served in trains**

\* 405 SHRI SHADILAL BATRA: Will the Minister of RAILWAYS be pleased to state:

- (a) whether her Ministry is aware of the poor quality of food served in trains and at railway stations by Indian Railways Catering and Tourism Corporation (IRCTC);
- (b) if so, the details thereof;
- (c) the number of complaints received by her Ministry during 2009-10, till date, zone-wise;
- (d) the action taken by Railways on such complaints, zone-wise; and
- (e) the steps taken to improve the quality of food served by IRCTC in trains and at railway stations?

The MINISTER OF RAILWAYS (KUMARI MAMATA BANERJEE): (a) to (d) A Statement is laid on the Table of the Sabha.

**Statement**

- (a) There have been complaints regarding quality of food.

(b) to (d) It is the endeavour of the Indian Railways to provide good quality food to passengers on trains and in railway premises. However, during 2009-10, Indian Railway Catering and Tourism Corporation (IRCTC) received 1405 complaints regarding quality of food in mobile and at static units and action taken thereto are as under:—

*Zone-wise complaint details of quality in Mobile and Static units (01-04-2009 to 31.03.2010).*

Zone	Total No. of complaints	Action Taken on Complaints			
		Fined	Warned	Counseling	Pending
North	682	268	371	20	23
West	208	84	105	05	14
East	275	99	148	19	09
South	210	101	77	09	23
South Central	30	16	09	03	02
<b>GRAND TOTAL:</b>	<b>1405</b>	<b>568</b>	<b>710</b>	<b>56</b>	<b>71</b>

(e) Improvement of catering services is an ongoing process. It is the endeavour of the Indian Railways to provide good quality hygienic, affordable and wholesome food to passengers while taking into account the regional culinary preferences. In addition, the following steps are being taken to improve the quality of catering services on Indian Railways:—

1. Conducting special drive on premium trains and base kitchen.
2. Conducting full audit by reputed Agencies.
3. Customer satisfaction surveys.
4. Web enabled complaint management systems.
5. Toll free number to lodge complaint.

Towards improving catering, the Catering Policy is also under review.

SHRI SHADI LAL BATRA: I would like to know the criterion, taken into consideration, for deciding a menu *qua* hygiene, carbohydrates and vitamins.

KUMRAI MAMATA BANERJEE: Sir, as far as menu is concerned, there are some guidelines. According to the guidelines, they fulfil the criteria. But if you have any specific complaint for anything, you can raise it.

SHRI SHADI LAL BATRA: Sir, I wanted to make a complaint but no complaint book was supplied.

MR. CHAIRMAN: Is that your supplementary question?

SHRI SHADI LAL BATRA: Sir, my second supplementary is, how is the amount assessed and fixed for the food which is supplied to the passengers if they are travelling from 200 kilometres to 300 kilometres. Only junk food is served. If he or she is a diabetic patient and cannot eat that food, there is no other alternative.

MR. CHAIRMAN: What is your question?

SHRI SHADI LAL BATRA: Sir my question is this. The food served in the trains is junk food. If the passenger is a diabetic patient, he or she cannot eat that food. So, there must be some other alternative for the diabetic patients.

KUMARI MAMATA BANERJEE: Sir, he has raised a very sentimental issue. I will tell the Railways people to take care of diabetic patients also.

श्री **महेन्द्र मोहन**: सभापति महोदय, मैं आपके माध्यम से माननीय रेल मंत्री जी से यह जानना चाहूंगा कि खान-पान की चर्चा बहुत हो रही है, लेकिन स्टेशनों पर 'शुद्धता' की बोतलों में गंदा पानी भरकर बेचा जा रहा है, क्या आप उसकी ओर ध्यान देंगी? इसके साथ ही साथ क्या आप सफाई व्यवस्था की ओर भी ध्यान देंगी, क्योंकि ट्रेनों के अंदर बाथरूम इतने गंदे होते हैं कि उनसे हम लोग बीमार होते हैं और कई तरह की बीमारियां फैलती हैं, क्या आप इस ओर भी ध्यान देंगी?

कुमारी **ममता बनर्जी**: सर, मैंने पीने के पानी के बारे में यह बताया है कि रेल नीर है, लेकिन हम लोगों को बहुत चीप रेट पर अच्छा हाइजिनिक पानी देना चाहिए। इसीलिए we are setting up so many bottling plants through PPP.

हम इससे कम पैसों में अच्छा पानी दिलाने की कोशिश कर रहे हैं। आपने जो बाथरूम के बारे में कहा है, तो अभी जो नई ट्रेन्स होंगी, उनमें हम ग्रीन टॉयलेट्स के डिजाइन करने की कोशिश कर रहे हैं।...(व्यवधान)...

श्री **महेन्द्र मोहन**: पहले पुरानों में सफाई तो हो जाए।

कुमारी **ममता बनर्जी**: हम लोग सफाई के लिए स्पेशल ड्राइव दे रहे हैं for cleanliness. This time, we have announced a special drive for cleanliness.

श्री **राजनीति प्रसाद**: महोदय, मैं यह जानना चाहता हूं कि ट्रेनों में जो भोजन में पनीर मिलता है, मैंने उसके बारे में कई बार कहा है कि...(व्यवधान)...

MR. CHAIRMAN: I am afraid ...(*Interruptions*)...

श्री **राजनीति प्रसाद**: क्या आप पनीर को भोजन में बंद करने की बात सोच रही हैं या नहीं?

कुमारी ममता बनर्जी: यदि कोई पनीर चाहेगा तो?...*(व्यवधान)*...

श्री राजनीति प्रसाद: कोई नहीं चाहेगा...*(व्यवधान)*...

MR. CHAIRMAN: Please resume your seats. ...*(Interruptions)*...

कुमारी ममता बनर्जी: हमें पहले इसको ठीक करना है।...*(व्यवधान)*... अगर कोई मांगेगा तो?  
...*(व्यवधान)*... आप नहीं मांगेंगे, लेकिन पैसेन्जर्स तो मांग सकते हैं। ...*(व्यवधान)*...

श्री राजनीति प्रसाद: आप बोलिए, बोलिए। ...*(व्यवधान)*... कोई नहीं चाहता है।

कुमारी ममता बनर्जी: कोई पसंद करता है, कोई नहीं करता है।

श्री सभापति: राजनीति प्रसाद जी आप बैठ जाइए।

श्री अविनाश राय खन्ना: सभापति महोदय, मैं आपके माध्यम से माननीय मंत्री से एक प्रश्न पूछना चाहता हूँ, जैसा कि अभी आपने कहा कि हम बहुत कुछ करने वाले हैं, तो रेलवे में जिस quality का food supply किया जाता है, क्या सप्लाई होने से पहले उसकी चेकिंग होती है? इसको कौन सर्टिफाई करता है? रेलवे में जो फूड सप्लाई होता है, क्या उसका कभी सेम्पल लिया गया है? अगर नहीं, तो क्या कोई ऐसी योजना है कि जब पैसेजर्स को food supply हो जाए, तब सेम्पल लेकर उसकी क्वालिटी की जांच की जाए? क्या आपकी इस तरह की कोई योजना है?

कुमारी ममता बनर्जी: क्वालिटी क्रॉस चेक करने के लिए फूड इन्स्पेक्टर हैं और वे क्वालिटी चेक करते हैं। हमारी कुल 60 जगहों पर यह ISO से सर्टिफाई होता है, लेकिन इसके बावजूद भी कम्प्लेंट आई हुई हैं, इसलिए हम इसकी जांच कर रहे हैं। कम्प्लेंट आने से हमें review करना पड़ता है। Sir, we cannot take the decision immediately. We have to review the decision. It is under consideration and we are going to announce the Catering Policy. ...*(Interruptions)*...

MR. CHAIRMAN: That is all.

#### **Accidents on unmanned railway level crossings**

\*406. SHRI MANOHAR JOSHI: Will the Minister of RAILWAYS be pleased to state:

- (a) the details of unmanned railway level crossings in the country as a whole, as on date;
- (b) the details of accidents on railway level crossings in the States during the last five years indicating the lives lost and persons injured;
- (c) the number of manned railway level crossings mechanized during these years and the plans for 2011 in this regards; and
- (d) the reasons for slow pace of work carried out in this regards?

THE MINISTER OF RAILWAYS (KUMARI MAMATA BANERJEE): (a) to (d) A Statement is laid on the Table of the Sabha.

#### ***Statement***

(a) Total number of unmanned level crossings in the country is 16369 as on January, 2010. Out of these, 3000 unmanned level crossings are targeted for manning during 2010-11.

(b) The number of painful and unfortunate accidents and casualties as a result of accidents at the level crossings is as under. As Railways do not maintain State-wise data in this regard, the details are given Railway Zone-wise.