

There is a long term plan of shifting railway lines namely, Dhanbad-Chandrapura line and Main Jharia Coalfield line, under Jharia Action Plan being negotiated between the State Government (Jharkhand) and the Railway Administration. Survey work for diversion of existing lines and finalization of new alignment is being undertaken by RITES.

Complaints regarding quality of food

†2153. SHRI BRIJLAL KHABRI: Will the Minister of RAILWAYS be pleased to state:

- (a) the number of complaints relating to serving substandard food in Shatabdi and Rajdhani trains;
- (b) the details thereof;
- (c) whether there is any provision of periodic checking or inspection procedure in order to maintain the quality of food;
- (d) if so, the details thereof and if not, the reasons therefor; and
- (e) the number of contractors and trolley operators against whom action has been taken for serving substandard food at railway stations and in trains?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BHARATSINH SOLANKI):
(a) and (b) 217 complaints relating to substandard food served in Rajdhani/Shatabdi Express trains were received during the current year 2011-12 up to June.

(c) and (d) Considerable emphasis on checking of quality of catering through inspection has been laid down as per the New Catering Policy 2010 which sought to bring improvements in catering by shifting the task of monitoring quality of service from Indian Railway Catering and Tourism Corporation (IRCTC) to the Zonal Railways so as to leverage Zonal Railways' vast and elaborate all-India network in order to effect a thorough supervision and control over catering activities. Accordingly Zonal Railways have intensified inspections on their railways.

(e) In 395 complaint cases suitable action such as imposition of fines etc. has been taken according to the gravity of offence.

Targets of manufacturing rail engines, goods wagon and new coaches

2154. SHRI RAM KRIPAL YADAV: Will the Minister of RAILWAYS be pleased to state:

†Original notice of the question was received in Hindi.