

The compensation given to the victims of train accidents, as defined under Section 124 of the Railways Act, 1989, during the last three years is as under:—

2010-11	:	Rs. 570.27 lakhs
2011-12	:	Rs. 497.71 lakhs
2012-13	:	Rs. 318.83 lakhs

#### **Appointments of ticket agents**

†4155. SHRI FAGGAN SINGH KULASTE: Will the Minister of RAILWAYS be pleased to state:

(a) whether there is a provision to appoint ticket agents in the country by Railways;

(b) if so, the number of ticket agents appointed in the country, so far;

(c) whether such agents are appointed for a certain period or on a regular basis; and

(d) whether any agent has been de-recognised in certain region on the basis of appointment period, if so, the details of the regions wherein agents have been de-recognised along with the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY): (a) to (d) The information is being collected and will be laid on the Table of the House.

#### **Quantity and quality of food supplied in trains**

4156. SHRI BIRENDRA PRASAD BAISHYA: Will the Minister of RAILWAYS be pleased to state:

(a) whether the Ministry is concerned about the matter of degraded and poor quality and quantity of meal, food materials served in the Rajdhani and other trains running to Guwahati and Dibrugarh;

(b) if so, the details thereof;

(c) whether the Ministry has carried out any food sample test on Rajdhani

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†Original notice of the question was received in Hindi.

trains along with monitoring and complaints redressal on passenger amenities during the last three years and till date; and

(d) if so, the details thereof and the action taken thereupon?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY): (a) and (b) Yes, Sir. It is a continuous endeavour by the Indian Railways to provide good quality hygienic food to Railway passengers. Accordingly, a New Catering Policy, 2010 has been introduced on 21.07.2010 with a mandate for effective quality assurance programme, wherein ISO-22000 (International Organization for Standardization) standards are to be progressively implemented for major contracts/units. Supervision and monitoring have been strengthened through a mechanism put in place by deploying railway personnel, who check quality and hygiene and take corrective action in a time-bound manner. Catering Monitoring Cells have been set up at Zonal and Divisional level for daily monitoring of the catering activities. Further, on the same pattern, a centralized Catering Complaint Monitoring Cell has been set up in Board's office having a toll free number 1800-111-321 for prompt redressal of the passenger grievances related to the catering activities for real time assistance to traveling public.

(c) and (d) A total number of 405 food samples were picked up for sample tests from Rajdhani Express trains, including Guwahati and Dibrugarh bound trains in the year 2010-11, 2011-12 and 2012-13. Appropriate action under prevention of Food Adulteration Act/Food Safety and Standard Act have been initiated for any food sample found unfit. Besides this departmental action like imposition of fine, warning etc. have also been undertaken.

All the passenger amenity items fitted in the coaches of Indian Railways, including those of Rajdhani Express trains, are monitored during the various maintenance schedules and the deficiencies found, if any, are rectified. On Board Housekeeping Services (OBHS) for cleaning attention on run has also been prescribed for all the Rajdhani Express trains. Complaints/references received from the passengers regarding passenger amenities in the coaches are acted upon appropriately by Indian Railways.

#### **Proposal for trifurcation of Railways**

4157. SHRI S. THANGAVELU: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that there has been a suggestion to make a three