

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

way split of Railways, such as passenger and freight sections under separate entities and the operations along staying under the direct control of the Railway Board;

(b) if so, the details thereof;

(c) whether it is also a fact that by 2030 the passengers travelling in trains would be increased manifold as per a survey conducted by ASSOCHAM; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY): (a) and (b) There have been suggestions from expert committees like Rakesh Mohan Committee, Sam Pitroda Committee and from others regarding organizational restructuring of the Railways including reorganization along the business lines and segregation of operation from infrastructure.

(c) and (d) No such report is available with Ministry of Railways. However, considering the population growth, urbanization and increased requirement of mobility in the country, it is expected that there will be significant growth in passenger traffic by 2030.

#### **Udhampur-Baramulla railway line**

4158. SHRI C.M. RAMESH: Will the Minister of RAILWAYS be pleased to state:

(a) when was Udhampur-Baramulla railway line conceptualised;

(b) whether any study or survey has been conducted before giving approval to this line;

(c) if so, the details of such survey/study so conducted;

(d) how many times alignment of this line has been changed and reasons for each such change;

(e) whether it is a fact that many contracts have been cancelled in the middle of execution of this project; and

(f) if so, the details thereof and the reasons therefor?