

(Rs. in crores)

| Plan head        |             | Year    |         |         |         |
|------------------|-------------|---------|---------|---------|---------|
|                  |             | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
| New Line         | Outlay      | 3757.00 | 7118.50 | 6084.5  | 6100    |
|                  | Expenditure | 5272.03 | 6443    | 6186.9  | -       |
| Guage Conversion | Outlay      | 1625.00 | 2723.00 | 2025    | 2125    |
|                  | Expenditure | 3232.04 | 28008.5 | 2679.6  | -       |
| Doubling         | Outlay      | 1817.90 | 5408.00 | 3438    | 3025    |
|                  | Expenditure | 2165.00 | 2372.75 | 2462.6  | -       |

(e) and (f) Projects are progressing as per availability of resources. To expedite completion of projects, a number of initiatives have been taken to generate additional resources through non-budgetary measures like funding by State Governments and other beneficiareis, execution of projects through Rail Vikas Nigam Limited on Special Purpose Vehicle basis etc. Besides, to reduce delays on account of land acquisition, security issues and forestry clearances etc, meetings with State Officials at various levels are held from time to time. Field units have been empowered with further delegation of powers and the contract conditions have been modified to bring efficiency in contract management.

#### **Study to assess quality of food and catering services in railways**

1698. SHRI ISHWAR SINGH:

SHRI N.K. SINGH:

Will the Minister of RAILWAYS be pleased to state:

(a) whether any study has been conducted to assess the quality of food and catering service in Railways;

(b) if so, the details thereof, and if not, the reasons therefor;

(c) whether Government is proposing any measures to address the increasing number of complaints regarding food and catering services in Railways; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI K.J. SURYA PRAKASH REDDY): (a) to (d) 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 apart from passenger's opinion/feedback on quality. About 34565 inspections have been carried out in the last one year April, 12 to March, 13. A centralized Catering Services 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 travelling public. On the same pattern, Catering Monitoring Cells have been set up at Zonal and Divisional level for daily monitoring of the catering activities. Continuous monitoring through all these is being ensured. If any irregularity is found punitive actions like imposition of fine, warning and termination of contract etc are taken according to the gravity of offence/irregularity. As per extant Catering Policy, 2010, railways propose to have base kitchens in railway premises for close monitoring the quality.

#### **Ongoing railway projects**

1699. SHRI N.K. SINGH:

DR. JANARDHAN WAGHMARE:

Will the Minister of RAILWAYS be pleased to state:

(a) the details of the estimated costs and the scheduled time of completion of ongoing railway projects;