

Rangiya (Assam), Freeland Ganj Railway Colony, Dahod (Gujarat), Krishnarajapuram Diesel Loco Shed Colony, Bangalore (Karnataka), Shakurbasti, West Punjabi Bagh (Delhi). These new Kendriya Vidyalayas have become partially functional in temporary/alternative accommodation. A list of another 43 locations has been forwarded to Ministry of HRD for opening of Kendriya Vidyalayas. No proposal was received for opening Kendriya Vidyalaya in Andhra Pradesh. However, five Kendriya Vidyalayas are already running on Railway land in Andhra Pradesh.

Quality of catering in trains

1072. SHRI VEER SINGH : Will the Minister of RAILWAYS be pleased to state:

(a) whether Government is aware of serving substandard food/eatables in the trains including Rajdhani and Shatabdi;

(b) if so, the details thereof and reaction of Government thereto;

(c) the total number of complaints received since January, 2013, till date, Zone-wise;

(d) the details of action taken thereon, including cancellation of contracts; and

(e) the efforts being made by the Ministry to improve the quality of catering in running trains?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY) (a) and (b) It is a continuous endeavour by the Indian Railways to provide good quality hygienic food to Railway passengers. However some complaints in this regard have been reported for trains including Rajdhani/Shatabdi Express trains. In case any deficiencies/irregularities in services are found, punitive actions are taken by the railways depending upon the gravity of offence.

(c) and (d) Zone-wise details of total number of complaints received and action taken thereon since 01.01.2013 to 31.10.2013 are given in Statement (*See below*).

To improve the quality of catering services in the trains, a mechanism for monitoring and supervision has been put in place by deploying railway personnel, who check quality and hygiene through regular, surprise and periodical inspections and take corrective action. In addition, regular passenger satisfaction surveys are also conducted. Catering Services Monitoring Cell with a toll free number at national level has been set up for real time redressal of complaints. In case of deficiencies/irregularities in services punitive actions like imposition of fine, warning, suitable advice and termination of contracts etc. are taken under the new Catering Policy. A transparent contract awarding, management and monitoring procedure has been defined to ensure quality covering provision of third party audit of quality and mandatory ISO (Indian Standards Organization) certification of Base Kitchens.

Statement

Zone-wise details of total number of complaints received and action taken thereon since 01.01.2013 to 31.10.2013

Zonal Railways	Total number of Complaints	Action Taken								
		Fined	Warned	Termination	Suitably advised	Not substantiated	DAR Action	Any Other	Pending	Total
1	2	3	4	5	6	7	8	9	10	11
Central	0	0	0	0	0	0	0	0	0	0
East Central	0	0	0	0	0	0	0	0	0	0
East Coast	54	12	23	0	0	10	0	9	0	54
Eastern	48	17	16	0	10	0	0	0	5	48
North Central	3	2	1	0	0	0	0	0	0	3
North Eastern	28	12	7	0	1	7	0	1	0	28
North east Frontier	18	4	2	0	3	5	0	4	0	18
Northern	1433	380	721	0	3	12	0	0	317	1433

North Western	3	0	0	0	0	0	0	3	0	3	Written Answers to [13 DEC., 2013]
South Central	5	3	0	0	1	0	0	1	0	5	
Southeast Central	3	1	1	0	0	0	0	1	0	3	
South Eastern	0	0	0	0	0	0	0	0	0	0	
Southern	3	3	0	0	0	0	0	0	0	3	
South Western	17	7	6	0	4	0	0	0	0	17	
West Central	0	0	0	0	0	0	0	0	0	0	
Western	51	8	43	0	0	0	0	0	0	51	
IRCTC	735	199	240	0	106	68	17	100	5	735	
TOTAL	2401	648	1060	0	128	102	17	119	327	2401	Unstarred Questions 291