THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) to (c) Yes, Sir. In addition to 3 pairs of direct Mail/Express train services available between Ujjain and Varanasi, a new train viz. Ahmedabad-Patna Express (weekly) has been announced in the Railway Budget 2014-15, which will provide additional connectivity between Ujjain and Varanasi. However, introduction of additional direct daily train service between Ujjain and Varanasi is not feasible, at present, due to operational and resource constraints including terminal/maintenance constraints.

Poor quality and reduced quantity of food served in trains

3341. SHRI TARUN VIJAY: Will the Minister of RAILWAYS be pleased to state:

- (a) whether in spite of recent hike in rates of food served in Rajdhani/Shatabdi/ Duronto trains, there have been cases of poor quality and reduced quantity of meals in these trains;
- (b) if so, the number of such complaints and action taken thereon, including fine against vendors, cancellation of vendors' licences etc. during the last three years;
- (c) whether complaints redressal and monitoring mechanism needs to be strengthened with web-based system, helpline number, third party audit etc.; and
- (d) the steps being taken by Government to make catering services passenger-friendly?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) The menu and tariff of Rajdhani/Shatabdi/Duronto express have been revised and implemented with effect from 17.10.2013 after a period of 14 years since the last revision in 1999. Some complaints on quality and quantity of meals have been reported in trains including Rajdhani/Shatabdi/Duronto express trains.

- (b) Details of complaints received in last three years *i.e.* 2011, 2012 and 2013 regarding quality and quantity of meals in trains including Rajdhani/Shatabdi/Duronto and action taken thereon are given in Statement (*See* below).
- (c) and (d) Improvement in catering including complaint redressal and monitoring mechanism is a continuous process. Steps taken and proposed to be taken by the Railways to make catering passenger friendly are:- (i) Catering Services Monitoring Cell with a toll free number 1800- 111- 321 at national level has been set-up for real time redressal of complaints, (ii) Quality assurance programme by means of Third Party Audit to ensure quality, (iii) Introduction of Pre-cooked Food (ready to eat meals) to improve the quality, hygiene and to provide variety of options of meals to the passengers, (iv) Introduction of E-Catering so that passengers can book the food of their choice while booking the ticket through internet, (v) A pilot project for feedback of the passengers through Interactive Voice Response System (IVRS) has been launched on five trains.

Statement

Details of complaints received in last three years i.e. 2011, 2012 and 2013 regarding quality and quantity of meals in trains including Rajdhani/Shatabdi/Duronto and action taken thereon

Period Head	No. of Complaints	Action Taken								Total
		Fined	Warned	Termination	Suitably	Not	D&AR	Any	Pending	
					Advised Substantiated Action			Other		
Quality	1136	317	333	0	340	46	32	68	0	1136
Quantity	143	42	43	0	34	10	6	8	0	143
Quality	1527	431	551	2	292	57	44	150	0	1527
Quantity	104	27	38	0	24	9	2	4	0	104
Quality	2493	848	1177	1	183	115	18	151	0	2493
Quantity	446	219	175	0	36	12	0	4	0	446
ALQuality	5156	1596	2061	3	815	218	94	369	0	5156
Quantity	693	288	256	0	94	31	8	16	0	693
Quality + Quantity) 5849	1884	2317	3	909	249	102	385	0	5849
	Quality Quantity Quality Quantity Quality Quality Quantity ALQuality Quantity	Quantity 143 Quality 1527 Quantity 104 Quality 2493 Quantity 446 ALQuality 5156 Quantity 693	Quality 1136 317 Quantity 143 42 Quality 1527 431 Quantity 104 27 Quality 2493 848 Quantity 446 219 ALQuality 5156 1596 Quantity 693 288	Quality 1136 317 333 Quantity 143 42 43 Quality 1527 431 551 Quantity 104 27 38 Quality 2493 848 1177 Quantity 446 219 175 ALQuality 5156 1596 2061 Quantity 693 288 256	Quality 1136 317 333 0 Quantity 143 42 43 0 Quality 1527 431 551 2 Quantity 104 27 38 0 Quality 2493 848 1177 1 Quantity 446 219 175 0 ALQuality 5156 1596 2061 3 Quantity 693 288 256 0	Quality 1136 317 333 0 340 Quantity 143 42 43 0 34 Quality 1527 431 551 2 292 Quantity 104 27 38 0 24 Quality 2493 848 1177 1 183 Quantity 446 219 175 0 36 ALQuality 5156 1596 2061 3 815 Quantity 693 288 256 0 94	Quality 1136 317 333 0 340 46 Quantity 143 42 43 0 34 10 Quality 1527 431 551 2 292 57 Quantity 104 27 38 0 24 9 Quality 2493 848 1177 1 183 115 Quantity 446 219 175 0 36 12 ALQuality 5156 1596 2061 3 815 218 Quantity 693 288 256 0 94 31	Quality 1136 317 333 0 340 46 32 Quantity 143 42 43 0 34 10 6 Quality 1527 431 551 2 292 57 44 Quantity 104 27 38 0 24 9 2 Quality 2493 848 1177 1 183 115 18 Quantity 446 219 175 0 36 12 0 ALQuality 5156 1596 2061 3 815 218 94 Quantity 693 288 256 0 94 31 8	Quality 1136 317 333 0 340 46 32 68 Quantity 143 42 43 0 34 10 6 8 Quality 1527 431 551 2 292 57 44 150 Quantity 104 27 38 0 24 9 2 4 Quality 2493 848 1177 1 183 115 18 151 Quantity 446 219 175 0 36 12 0 4 ALQuality 5156 1596 2061 3 815 218 94 369 Quantity 693 288 256 0 94 31 8 16	Quality 1136 317 333 0 340 46 32 68 0 Quantity 143 42 43 0 34 10 6 8 0 Quality 1527 431 551 2 292 57 44 150 0 Quantity 104 27 38 0 24 9 2 4 0 Quality 2493 848 1177 1 183 115 18 151 0 Quantity 446 219 175 0 36 12 0 4 0 ALQuality 5156 1596 2061 3 815 218 94 369 0 Quantity 693 288 256 0 94 31 8 16 0