

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 Advised	Not Substantiated	D & AR Action	Any Other	Pending	
2011	Quality	1136	317	333	0	340	46	32	68	0	1136
	Quantity	143	42	43	0	34	10	6	8	0	143
2012	Quality	1527	431	551	2	292	57	44	150	0	1527
	Quantity	104	27	38	0	24	9	2	4	0	104
2013	Quality	2493	848	1177	1	183	115	18	151	0	2493
	Quantity	446	219	175	0	36	12	0	4	0	446
GRAND TOTAL	Quality	5156	1596	2061	3	815	218	94	369	0	5156
	Quantity	693	288	256	0	94	31	8	16	0	693
OVERALL (Quality + Quantity)		5849	1884	2317	3	909	249	102	385	0	5849