

Year	No. of consequential train accidents excluding incidents of trespassing at unmanned level crossings	Loss of lives
2009-10	100	68
2010-11	93	251
2011-12	77	115
2012-13	68	80
2013-14	71	54

(c) Safety is accorded the highest priority by Indian Railways and all possible steps are undertaken on a continual basis to prevent accidents and to enhance safety. These include timely replacement of over-aged assets, adoption of suitable technologies for upgradation and maintenance of track, rolling stock, signalling and interlocking systems, safety drives, greater emphasis on training of officials and inspections at regular intervals to monitor and educate staff for observance of safe practices. Safety devices/systems being introduced to prevent accidents include provision of Block Proving Axle Counters (BPAC), Auxiliary Warning System (AWS), LED Signals, Vigilance Control Device (VCD), Anti Collision Device (ACD), Train Collision Avoidance System (TCAS) and Train Protection and Warning System (TPWS).

New railway division at Bhagalpur, Bihar

†478. SHRIMATI KAHKASHAN PERWEEN: Will the Minister of RAILWAYS be pleased to state:

- (a) whether Government is considering to set up a new railway division at Bhagalpur in Bihar;
- (b) whether it is being considered to establish Headquarter of this new railway division at Bhagalpur;
- (c) if so, by when it is likely to be established, the details thereof;
- (d) if not, the reasons therefor;
- (e) whether Government is also aware that the number of trains from New Delhi to Bhagalpur is not sufficient as per demand; and
- (f) if so, whether Government proposes to introduce some more superfast trains between New Delhi and Bhagalpur?

†Original notice of the question was received in Hindi.

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) and (b) No, Sir.

(c) Does not arise.

(d) A Committee of Senior Administrative Grade officers was set up by the Ministry of Railways to examine the large number of requests received from the State Governments, Union Ministers, Members of Parliament/ MLAs etc for the creation of new zones and divisions on Indian Railways from various aspects of railways working. The Committee was also asked to examine the feasibility of creation of a new division with headquarters at Bhagalpur. After examining these requests from operational, financial, administrative and other aspects of railway working, the Committee in its report did not recommend the creation of a new division at Bhagalpur. This recommendation of the Committee has been accepted by the Ministry of Railways.

(e) and (f) At present, 8 pairs of Mail/Express train services are available between Bhagalpur and New Delhi which are considered adequate for the present level of traffic. Introduction of additional trains is not feasible, at present, due to operational and resource constraints.

ISO certification for railways

479. SHRIMATI WANSUK SYIEM: Will the Minister of RAILWAYS be pleased to state:

(a) whether Railways are keen to secure the coveted ISO-22000 certification from the Geneva based International Organisation for Standards for ensuring good food, cleanliness and customer service quality for its premium trains, including Shatabdis and Rajdhanis;

(b) whether in a third-party audit of on-board customer satisfaction last year, the Rajdhanis and Durontos scored upwards of 80 per cent; and

(c) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) It is a continuous endeavour by the Indian Railways to provide good quality hygienic food to Railway passengers. Accordingly, a 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 catering units.

(b) Yes, Sir.