

Revamping railway stations under East Coast Railway

1163. SHRI KALPATARU DAS: Will the Minister of RAILWAYS be pleased to state:

- (a) the details of railway stations that are proposed to be revamped on the railway system during the current financial year;
- (b) the status of such stations under the East Coast Railway; and
- (c) whether it is proposed to create certain additional facilities on the East Coast Railway system to boost tourism in backward regions, if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) and (b) Revamping, improvement/augmentation of amenities at stations is a continuous process and is undertaken as per requirement subject to *inter-se* priority and availability of funds. Bargarh Road, Barpali, Bolangir, Brahmapur, Doikallu, Jagdalpur, Jakhapura, Kapilas Road, Khurda, Lanjigarh, Lapanga, Meramandali, Puri, Raghunathpur, Rengali and Talcher Road stations on East Coast Railway are planned for revamping/improvement during the current financial year.

- (c) Puri station is identified for joint development in association with Ministry of Tourism for providing/augmenting tourist/passenger amenities at station.

Quality of services offered by Railways

1164. DR. PRABHAKAR KORE: Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that quality of services offered is a major challenge being faced by Railways; and
- (b) if so, the details of the steps taken by Railways to improve the quality in services?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) Yes, Sir.

- (b) Indian Railways take various measures to improve the quality of its services. This is a continuous process.

- (i) In the area of passenger amenities there has been significant improvement in the level of passenger amenities provided at stations over the years.

Comprehensive norms for provision of passenger amenities at various stations already exist including escalators and lifts are being provided at important railway stations.

- (ii) Ticketing facilities/services have been expanded, upgraded, diversified and made more user-friendly. This is a dynamic process.
- (iii) It is the continuous endeavour of Indian railways to provide good quality hygienic food to railway passengers. Improvement in the quality of catering services is an on-going process. 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. Catering Services Monitoring Cell with a toll number 1800-111-321 at national level has been set up for real time redressal of complaints. Similar monitoring cell are also functioning on zonal railways. 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.
- (iv) Every year new trains are introduced taking into consideration demands in various sectors of the country within the resources available. The demand analysis is based on waiting lists in various sectors of the country, representation made by public representatives, etc. Accordingly, new trains including Special trains, Premium trains, Jansadharan express, Ladies Special suburban services, etc. are introduced. New coaches such as more and more LHB coaches, double decker coaches, etc., are also inducted into the system.

Medical facilities at railway hospitals

1165. DR. T. N. SEEMA: Will the Minister of RAILWAYS be pleased to state:

- (a) whether several complaints/ grievances have been registered against poor medical facilities provided at Railway Hospitals;
- (b) if so, the details thereof for the last three years and the current year so far, State/ Union Territory-wise;
- (c) whether advanced facilities for treatment of serious diseases are available in these hospitals;