

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;

- (d) if so, the details thereof and if not, the reasons therefor; and
- (e) the steps taken/ being taken by Railways to modernize and equip the existing hospitals with / advanced facilities?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) and (b) No, Sir. There are no complaints from railway beneficiaries.

(c) and (d) Advance Medical facilities for treatment of serious diseases are available in some of the Zonal Railway Hospitals. However, for treatment of serious diseases where the facilities are not available in the Railway Hospitals, Private Hospitals are empanelled by the Railways for the treatment of railway beneficiaries.

(e) Upgradation of Railway Hospitals is an on-going process undertaken on the basis of condition of existing equipments/ techniques, technological developments taking place in the medical science and availability of funds. Recently the latest Cardiac Catheterization Laboratory System has been installed at Perambur Railway Hospital.

#### **Special trains during summer and festive seasons under SCR**

1166. SHRI PALAVI GOVARDHAN REDDY: Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that Railways have brought down the number of special trains during summer and festive seasons under South Central Railway (SCR) from 550 in 2012 to 225 in 2014;
- (b) whether it is also a fact that instead of increasing the number of special trains, Railways have introduced premium trains thereby charging huge amount from passengers; and
- (c) if so, the reason therefor?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) South Central Railway has operated special trains during first quarter period owing to summer and festival seasons, as under:

Period	No. of special trains
April 2012 to June 2012	177
April 2013 to June 2013	296
April 2014 to June 2014	155