

(b) Guidelines for provision of passenger amenities including drinking water and dustbins at the railway stations already exist.

Quality of services provided by Railways

1517. DR. PRABHAKAR KORE: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that the quality in services is a major challenge for railways; and

(b) if so, the steps taken by Government to improve the quality of services, the details thereof?

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) Ticketing facilities/services have been expanded, upgraded, diversified and made more user-friendly. This is a dynamic process.
- (ii) Improvement in the standard of sanitation/hygiene is a continuous process. With a view to maintain proper standard of cleanliness, steps like mechanized cleaning process, award of rag picking/garbage disposal contracts, introduction of 'pay and use' toilet scheme, etc. have been taken. Inspections by various officials at the railway stations are also conducted to monitor cleanliness and take remedial measures. Rules have been notified to penalize persons affecting cleanliness and hygiene at railway premises. Instructions have been issued to Zonal Railways to use Close Circuit Televisions (CCTVs) to monitor cleanliness at railway premises.
- (iii) It is the continuous endeavour of Indian Railways to provide good quality hygienic food to railway passengers. Zonal Railways have a detailed institutionalized mechanism for monitoring of quality and hygiene of catering services through regular, surprise and periodical inspections. If any deficiency is found, corrective actions are taken including penal actions like imposition of fines, termination of contract according to the gravity of the offence. Catering Services Monitoring Cell (CSMC) with a toll free 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. Further, to improve

the quality and hygiene of catering services, Third Party Audit of catering services are to be conducted at periodic intervals by independent and reputed auditing agencies accredited by NABCB (National Accreditation Board for Certification Bodies) as empanelled by the zonal railways. The parameters for audit include all aspects of catering services like personal hygiene, infrastructure facilities, cleaning and sanitation, food safety, storage facilities, implementation of regulatory, statutory and safety regulations, quality of presentation etc.

- (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.

Improvement of freight market share

1518. SHRI DEREK O'BRIEN: Will the Minister of RAILWAYS be pleased to state:

- (a) whether any pilot projects are being operated to increase freight, if so, the details thereof;
- (b) whether the Roll on/Roll off scheme is being implemented, if not, the reasons therefor; and
- (c) whether any other inventive steps have been taken for improvement of freight market share, if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) Yes, Sir. Ministry of Railways has approved a pilot project on trial basis for running of RoadRailer train and signed a Memorandum of Understanding (MoU) with a private firm to increase freight earnings.

(b) Yes, Sir. Presently, transportation of trucks by Railway wagons is undertaken under the nomenclature 'Roll-on-Roll-off' (Ro-Ro) scheme on the network of Konkan Railway Corporation Ltd.

(c) To improve freight share of Railways, the following inventive steps have been taken by Indian Railways: