

**Quality of food sold at railway stations**

†1536. SHRI ASHK ALI TAK: Will the Minister of RAILWAYS be pleased to state:

- (a) whether there is any mechanism to check the quality of food being sold at railway stations, if so, the details thereof and if not, the reasons therefor; and
- (b) whether any cases have been registered against selling of sub-standard food in the last two years, if so, the action taken so far in such cases?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) Yes, Sir. 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. For real time assistance, Catering Monitoring Cells have been set up at Zonal and Divisional levels. A Centralized Catering Services Monitoring Cell (CSMC) has been set up at national level with a toll free number 1800-111-321. A defined Quality Assurance Programme with passenger opinion feedback scheme has also been made a part of the mechanism to improve the quality of catering services on trains. A pilot project for introduction of Interactive Voice Response System (IVRS) based feedback system has been launched on some trains. 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.

- (b) Approximately 196 cases of selling sub-standard food at stations have been registered by the zonal railways in the last two years (*i.e.* 1.11.2012 to 31.10.2014) and suitable action has been taken including imposition of fine in 91 cases, warning given in 52 cases etc.

**Trains running in Andhra Pradesh**

1537. SHRIMATI THOTA SEETHARAMA LAKSHMI: Will the Minister of RAILWAYS be pleased to state:

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†Original notice of the question was received in Hindi.

(a) whether the Ministry is aware of the fact that trains running in Andhra Pradesh from various parts of the country are not sufficient to meet the demands of the passengers planning to travel; and

(b) whether Government is planning for betterment of the railway network in the State, if so, by when and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) Indian Railways do not run trains on State-wise basis, as the railway network runs across State boundaries. However, Indian Railways not only undertakes regular analysis and review of occupancy pattern but also responds to public demands by introducing new trains, extending existing services and increasing their frequencies. This is an ongoing process on Indian Railways. Further, as passengers demand is dynamic in nature and tends to surge during peak seasons/festivals etc., Railways, to the extent possible and subject to operational feasibility and availability of resources, plan special trains and augments loads of existing trains to cater to the extra rush of passengers. With a view to catering to the needs of passengers of various stations located in the State of Andhra Pradesh, 24 pairs of trains and 3 pairs of increase in frequencies have been announced in the Railway Budget 2014-15.

(b) At present, 17 new lines and 4 doubling projects aggregating 2777 km. falling partly or fully in the State of Andhra Pradesh have been taken up for betterment of railway network in the State.

#### **New features in suburban trains**

1538. SHRI PARIMAL NATHWANI: Will the Minister of RAILWAYS be pleased to state:

(a) whether Railways are considering to add new features in suburban trains, like advance audio-visual facilities, destination indicators, announcement about approaching stations, etc. as provided in the Delhi Metro, if so, the details thereof;

(b) whether Railways are considering to introduce stainless steel coaches in suburban trains, if so, the details thereof; and

(c) whether Railways are planning to introduce more ladies special trains on suburban routes, if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) Yes, Sir. Provision of new features (including in the suburban trains) is