

**Complaints regarding Shatabdi/Jan Shatabdi Express**

†750. SHRI RAJ BABBAR: Will the Minister of RAILWAYS be pleased to state:

(a) whether the passengers and tourists have to face great inconvenience due to lack of proper arrangement for food and cleaning of toilets in the Shatabdi Express and Janshabdi Express running between New Delhi and Dehradun;

(b) whether the dinner served in the Shatabdi Express returning to Delhi from Dehradun is of very inferior quality; and

(c) if so, the action taken by Government for providing quality food and systematic cleaning of toilets in these two trains, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) to (c) Regular inspections are conducted in both Shatabdi Express and Jan Shatabdi Express trains running between New Delhi and Dehradun to monitor quality of food served to the passengers. Besides thorough cleaning of coaches of these trains during primary maintenance prior to journey, under the On Board Housekeeping Services (OBHS) scheme, cleaning of coaches, including toilets is being undertaken during run also. Passenger response in respect of these trains has generally been satisfactory. Complaints (if any) are given prompt attention by railway officials and efforts are made to redress such complaints on real time basis, if possible. Further, an all India Helpline (No.138) for rail-users to lodge complaints/suggestions regarding catering and cleanliness services has also been operationalized.

**Dehradun-Kalsi railway line**

†751. SHRI RAJ BABBAR: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government had made budgetary provision for the sanctioned Dehradun-Kalsi railway line in the Budget for the year 2011;

(b) if so, by when Government proposes to start construction work of this railway line; and

(c) the complete details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) to (c) Dehradun-Kalsi New line is not a sanctioned project. Accordingly, no Budgetary provision has been made and no definite time frame for the start of the project can be given.

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†Original notice of the question was received in Hindi.