

and hygiene of catering services through regular inspections at various levels. The passenger satisfaction levels are also regularly monitored through direct feedback and other means to address catering complaints. The steps taken to improve the quality of food in Railways *inter alia* include: (i) Introduction of station based e-catering at all AI and A category stations for widening the range of options available to passengers for ordering food of their choice, (ii) Introduction of precooked food ('ready to eat' meals), (iii) Operation of centralized Catering Service Monitoring Cell (CSMC) (toll free number 1800-111-321) for prompt redressal of passenger grievances relating to the catering activities and real time assistance to travelling public, (iv) Imposition of penalties in case of deficiencies detected in services, (v) Operation of all India Helpline (No. 138) for rail-users to lodge complaints/suggestions regarding food and catering services (vi) A Twitter handle with the address @IRCATERING has also been made operational to cater to the complaints/suggestions with regard to catering services.

Resource generation through market borrowings

774. DR. R. LAKSHMANAN: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government has generated resources through market borrowings, *i.e.*, low cost long term funds from insurance and pension funds, multilateral and bilateral agencies to expedite the completion of various railway projects which are facing severe financial crunch;

(b) if so, the details of borrowings made so far during the current financial year;

(c) the projects which have been identified to be completed through such borrowing; and

(d) the details of projects, if any, pertaining to Tamil Nadu?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) Funds from Life Insurance Corporation of India (LIC) have been tied in the form of Extra Budgetary Resources (Institutional Finance) (EBR-IF) to finance various Railway projects for throughput enhancement for which adequate funding was not forthcoming due to resource constraints.

(b) No borrowing has yet been made in the current financial year 2016-17. However, the Railway Budget 2016-17 envisages raising funds to the tune of ₹ 20,985 crore through Extra Budgetary Resources - Institutional Finance (EBR-IF) for financing Railway projects.

(c) Railway projects being financed under EBR-IF in 2016-17 are as under:-

| Plan Head | No. of projects |
|-------------------------|-----------------|
| Doubling | 213 |
| Railway Electrification | 69 |
| Workshops | 59 |
| Gauge Conversion | 12 |
| New Lines | 6 |
| Traffic Facilities | 6 |
| TOTAL | 365 |

(d) Railway projects pertaining to Tamil Nadu for which funds have been allocated from Extra Budgetary Resources (Institutional Finance) are as under:-

- (i) Ampatm-Puttur new line (88 Km).
- (ii) Madurai-Tuticorin *via* Aruppukkottai new line (144 Km).
- (iii) Dindigul-Pollachi-Palghat and Pollacrn-Coimbatore gauge conversion (225 Km).
- (iv) Attipattu-Korukkupettai 3rd line (18Km).
- (v) Chennai Beach-Korukkupet 3rd line (4 Km).
- (vi) Chennai Beach-Attipattu 4th line (22 Km).
- (vii) Chengalpattu-Villupuram doubling (103 Km) including Tambaram-Chengalpattu 3rd line by gauge conversion of existing MG line alongwith electrification (30 Km).
- (viii) Villupuram-Dindigul doubling with electrification (273 Km).
- (ix) Tiruvallur-Arakkonam 4th line (27 Km).
- (x) Omalur-Mettur Dam doubling with electrification (29 Km).
- (xi) Thanjavur-Ponmalai doubling (47 Km) with bye pass line before Ponmalai (1 Km).
- (xii) Chennai Central-Basin Bridge 5th & 6th line.
- (xiii) Trivandrum-Kanniyakumari doubling (85 Km).

- (xiv) Madurai-Maniyachi-Tuticorine doubling (80 Km).
- (xv) Maniyachi-Nagarcoil doubling (170 Km).
- (xvi) Erode-Karur-Tiruchchirapalli and Salem-Karur-Dindigul (Electrification).
- (xvii) Timchchirapalli-Nagappattinam-Karaikkal Port (Electrification).
- (xviii) Perambur (Coach Workshop) - Shed for periodical overhauling of LHB coaches.
- (xix) Ponmalai - Engine test bed facility for GM loco engines.
- (xx) Erode (ELS) - Augmentation of infrastructure facilities to increase holding from 175 to 200 locos.
- (xxi) Erode Yard - Modernisation with provision of concrete apron and Goliath crane.
- (xxii) Palghat - Minimum and essential facilities for inspection of 8-car main line electrical multiple unit rakes.

Suggestions of Committee appointed to revamp catering policy

775. SHRI A. K. SELVARAJ: Will the Minister of RAILWAYS be pleased to state:

- (a) whether a Government appointed committee to revamp existing catering policy has said that Railways should not micro manage catering policies to the extent of fixing food menu on different trains;
- (b) whether the said committee has suggested Railways to take a slew of steps to check exorbitant pricing of meals;
- (c) whether the committee has also recommended that passengers on all trains must receive tea or coffee kits as presently provided on premium trains;
- (d) whether another recommendation was that meals may be provided as an option on many trains; and
- (e) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) to (e) A Committee was set up to consider the recommendations of Dr. Sreedharan Committee's Report to handover catering to Indian Railway Catering and Tourism Corporation (IRCTC) and to examine the entire gamut of issues related to Catering services. The report of the Committee has been finalized and steps recommended