

**Statement-III**

*Summary of plan allocation and expenditure of department of agriculture, cooperation and farmers welfare for last three years (2013-14 to 2015-16)*

(₹ in crore)

Year	Allocation	Expenditure
2013-14	19000.00	18721.50
2014-15	19530.00	19192.48
2015-16	15500.00	15027.99*
2016-17	20400.00	-

\* Provisional.

**Improving facilities in trains**

†\*70. SHRI NARESH AGRAWAL: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that there are no facilities in trains despite charging high fare from the passengers;

(b) if so, the reasons therefor; and

(c) if not, the details of decisions taken by Government so far to provide facilities to passengers in trains and what improvement has taken place in catering services?

THE MINISTER OF RAILWAYS (SHRI SURESH PRABHU): (a) No, Sir. Indian Railways does not charge high fares, on the other hand the passenger fares on Indian Railways are kept affordable for the masses.

(b) Does not arise.

(c) Indian Railways always have progressively provided better facilities for the passengers in trains for their comfortable travel. These include:

- Cushioned seats/berths, fluorescent lights, Air-conditioning, fans, toilet, dustbins and wash basin facilities, etc. in all mainline trains/coaches being manufactured.
- Looking mirrors, snack tables, magazine bags, water bottle holders, coat hooks, small luggage racks, luggage securing arrangements, mobile/laptop charging sockets, etc. in all mainline reserved coaches.

† Original notice of the question was received in Hindi.

- On Board/enroute cleaning facility on identified trains.
- Seats (cushioned seats in first class coach), handholds, fans, lights etc. in sub-urban coaches and, dedicated coaches for ladies and vendors in sub-urban trains.
- Bed rolls in all mainline AC sleeper coaches.
- Water in coaches provided with toilets.

The steps taken to improve the quality of food in Railways *inter-alia* include: (i) Phased introduction of station based e-catering at all A1 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) Development of modern base kitchens for supply for food to ensure quality at service. (v) Imposition of penalties in case of deficiencies detected in services. (vi) Operation of all India Helpline (No.138) for rail-users to lodge complaints/suggestions regarding food and catering services (vii) A Twitter handle with the address @IRCATERING has also been made operational to cater to the complaints/suggestions with regard to catering services.

To monitor the above, Railways have developed and operationalised an institutionalised mechanism for monitoring of quality and hygiene of catering services through regular inspections at various levels. The passenger satisfaction levels are regularly monitored through direct feedback and other means to address catering complaints.

#### **Action plan to increase speed of trains**

†\*71. SHRI RAM KUMAR KASHYAP: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government is working on any action plan to increase the speed of trains;

(b) if so, the steps being taken to increase the speed of trains by improving the condition of tracks in various railway divisions;

(c) the proposed programme to run Bullet train between New Delhi and Kolkata; and

(d) the number of phases in which the Bullet train is proposed to be operated in this sector and the steps being taken to run a Bullet train between New Delhi and Varanasi?

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