

(d) The cause of the accident is being investigated.

(e) The High Level Safety Review Committee was constituted on 16.09.2011 by the Ministry of Railways to go into all technical and technology related aspects in connection with safe running of train services in the country. The Committee submitted its Report to the Ministry on 17.02.2012. All the 106 recommendations of the Committee have since been deliberated upon and 68 recommendations have been found fully acceptable, 19 partially acceptable and 19 not acceptable to the Ministry of Railways. Of the 68 accepted recommendations, 27 recommendations have been fully implemented and steps are underway for implementation of the remaining accepted recommendations.

#### **EMU services between Durgapur and Howrah**

2833. SHRI T.K. RANGARAJAN: Will the Minister of RAILWAYS be pleased to state:

(a) whether any decision has been taken by Eastern Railway to introduce EMU services between Durgapur and Howrah;

(b) whether it is a fact that survey for EMU shed at Durgapur has also been done; and

(c) if so, the status thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN): (a) Introduction of EMU service between Durgapur and Howrah is not feasible, at present, due to operational and resource constraints.

(b) No, Sir.

(c) Does not arise.

#### **Improvement in quality of catering in trains**

†2834. DR. VINAY P. SAHASRABUDDHE: Will the Minister of RAILWAYS be pleased to state:

(a) the reasons for relatively less improvement in the quality of catering in trains despite newer efforts made and new decisions taken thereon;

(b) the details thereof; and

(c) whether the implementation of decisions taken by Government is going in vain due to negligence and dodgery attitude of the concerned employees or there are other reasons for it?

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†Original notice of the question was received in Hindi.

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN): (a) and (b) Improvement of catering services is an on-going process. In its endeavour to provide quality and hygienic food to the passengers, Railways have developed and operationalized an institutionalized mechanism for monitoring of quality and hygiene of catering services through regular inspections at various levels to address catering complaints.

Further, steps taken to ensure good quality and hygienic food served to the passengers *inter alia* include:- (i) Phased introduction of station based e-catering at all A-1 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, and (vi) A Twitter handle with the address @IRCATERING has also been made operational to cater to the complaints/suggestions with regard to catering services.

(c) No, Sir. The policy guidelines issued by Railway Board from time to time are strictly implemented by the Zonal Railways.

#### **Progress in running of high-speed and ultra high-speed trains**

†2835. SHRI NARESH AGRAWAL: Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that no progress, so far, has been made on running of high-speed and ultra high-speed trains;
- (b) if so, the reasons therefor; and
- (c) if not, the progress made on running of high-Speed and ultra high-Speed trains?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN): (a) No, Sir.

(b) Does not arise.

(c) Mumbai-Ahmedabad high speed rail project with design speed of 350 kmph. has been sanctioned in December, 2015 with financial and technical assistance from

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†Original notice of the question was received in Hindi.