

(c) The passenger capacity of 12 car rake is 5716 in Super Dense Crush Load (SDCL) condition. The number of daily passengers on suburban Railway of Mumbai during the year 2018-19, has been 7.93 million.

Complaints about unhygienic food in Railways

1413. DR. ASHOK BAJPAI: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government is aware that large number of complaints about unhygienic food being served in Railways keep pouring in;

(b) if so, the details of action being taken to improve hygiene of food and cleanliness of kitchen/pantry; and

(c) if no action is being taken, the reasons therefor?

THE MINISTER OF RAILWAYS (SHRI PIYUSH GOYAL): (a) to (c) It is the continuous endeavour of Indian Railways to provide quality and hygienic food to passengers along with maintaining cleanliness in base kitchens and pantry Cars. To ensure this hygiene and cleanliness of base kitchens/pantry cars, following measures have been taken by Railways:—

- (i) IRCTC has upgraded 46 Kitchen Units in the last two years. To ensure centralized monitoring of the kitchen activities, CCTVs have been installed in 39 Kitchen Units. Sharing of live streaming of the Kitchen Units through website of IRCTC has been made operational.
- (ii) To ensure compliance of Food Safety Norms, Food Safety and Standards Authority of India (FSSAI) certification from Designated Food Safety Officers of each catering unit has been made mandatory. Food Safety Supervisors have been deployed at Kitchen Units to monitor food safety and hygienic practices. Food samples collected by Food Safety Officers/ Supervisors are sent to the nominated accredited Laboratories under Food Safety and Standard Act for analysis and testing. Penalties are imposed in cases of detection of unsatisfactory food samples.
- (iii) Examination of hygiene and cleanliness in Pantry Cars and Kitchen Units is done through Third Party Audit. Customer satisfaction survey is also conducted through Third Party Agencies.

- (iv) Regular and surprise inspections are conducted by railway officials including Food Safety Officers.
- (v) Introduction of Hand Sanitizers in Rajdhani/Shatabdi/Duronto trains.
- (vi) Monitoring and supervision of catering service through operation of centralized Catering Service Monitoring Cell (CSMC) toll free number 1800-111-321, Rail Madad, Twitter handle, CPGRAMS, E-Mail and SMS based complaints redressal.

Falling revenue from passenger and parcel service

1414. SHRI A. VIJAYAKUMAR: Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that the revenue from passenger and parcel services is decreasing in recent years;
- (b) if so, the details thereof;
- (c) whether Railways have proposed to privatise passenger/parcel services in the country; and
- (d) if so, the route selected in Tamil Nadu for privatising passenger service?

THE MINISTER OF RAILWAYS (SHRI PIYUSH GOYAL): (a) and (b) Revenue from passenger and parcel services for the last three years *i.e.* 2016-17, 2017-18 and 2018-19 and current year up to September, 2019 is as under:-

	(₹ in crore)			
	2016-17	2017-18	2018-19	2019-20 (September/19)
Passenger	46280.46	48643.14	51066.65	26642.73
Parcel	1911.42	1749.23	1619.03	716.18

(c) and (d) The details and routes introducing private operations of passenger services have not been finalized, so far. However, in terms of the 100 Days Action Plan of the Ministry of Railways, it has been decided to hand over two rakes of Tejas Express to Indian Railway Catering and Tourism Corporation (IRCTC) to operate on