

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2309
ANSWERED ON:17.08.2006
REVAMP OF CATERING AND PASSENGER SERVICES
Singh Baba Shri K.C.

Will the Minister of RAILWAYS be pleased to state:

- (a) Whether the Railways have drawn up an ambitious programme to revamp and transform their catering and other passenger services to match with standards certification norms;
- (b) If so, the details thereof;
- (c) Whether some call centers have also been planned across the country for handling and forwarding complaints in this regard;
- (d) If so, the details thereof;
- (e) Whether public-private participation is likely to be leveraged considerably; and
- (f) If so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a) and (b) Improvement in catering services is an ongoing process. As per Revised Catering Policy, 2005, Zonal Railways and Indian Railway Catering and Tourism Corporation (IRCTC) are to make endeavour so that all catering services including those operated by small licensees are ISO certified. Provision of amenities at stations is a continuous process and the same is undertaken based on the volume of passenger traffic handled at the station subject to relative priority of works and availability of funds. However, with a view to provide upgraded passenger amenities at stations, 578 stations have been identified as model stations. With a view to improve reserved ticketing system, initiatives like internet tickets/e-tickets, ticketing through mobile phones have been undertaken.

(c) to (f) : In view of making the facility of rail telephone enquiry available to maximum number of telephone users, Railways are setting up Integrated Train Enquiry System which will consist of both Interactive Voice Response System (IVRS) and manual enquiry provisions for dissemination of information on train running status, PNR status and availability of accommodation, fares, rules and regulations etc. This system has been set up at Patna and Bangalore and more such centres are planned.