

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3403
ANSWERED ON:24.03.2005
ISO CERTIFICATE TO TRAINS
Ahmad Shri Ateeq

Will the Minister of RAILWAYS be pleased to state:

- (a) whether certain trains have been awarded commendation certificates by the International Standard Organisation (ISO) for excellent services;
- (b) if so, the details thereof; and
- (c) the fresh measures taken by the Government for achieving ISO certification for more trains by improving services, particularly in all Rajdhani and Shatabdi Express trains?

Answer

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

- (a) Yes, Sir.
- (b) A statement is attached.
- (c) Efforts are continuously made to enhance the quality of services irrespective of the fact whether ISO quality certification is achieved or not.

STATEMENT REFERRED TO IN REPLY TO PART (b) OF THE UNSTARRED QUESTION NO. 3403 BY SHRI ATIQ AHAMAD TO BE ANSWERED IN LOK SABHA ON 24.3.2005 REGARDING ISO CERTIFICATE TO TRAINS0

(b) Zone wise list of International Standards Organization (ISO) certified trains is as under :

S.No.	Railway	Name of the trains having ISO certificate
1	Central Railway	2123/24 Deccan Queen Express 2051/52 Jan Shatabdi Express 2137/38 Punjab Mail
2	Northern Railway	2003/04 New Delhi- Lucknow Shatabdi Express 2403/04 Delhi-Jammu Tawi Superfast Express 2055/56 Dehradun- New Delhi Jan Shatabdi Express 2057/58 Chandigarh- New Delhi Jan Shatabdi Express 4229/30 Lucknow-New Delhi-Lucknow Mail
3.	North Central Railway	2417/18 Prayag Raj Express 2179/80 Taj Express 1523/24 Jhansi (JHS)-Banda Passenger
4.	West Central Railway	2155/56 Bhopal-Nizamuddin Express 1265/66 Rewanchal Express