

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1126

ANSWERED ON:02.03.2015

PASSENGER AMENITIES .

Anwar Shri Tariq;Chaudhary Shri P.P.;De(Nag) Dr. (Smt.) Ratna;Fatepara Shri Devajibhai Govindbhai;Godse Shri Hemant Tukaram;Jadhav Shri Sanjay Haribhau;Joshi Shri Pralhad Venkatesh;Pal Shri Jagdambika;Pandey Dr. Mahendra Nath;Paraste Shri Dalpat Singh;Patil Shri Chandrakant Raghunath;Ray Dr. Ravindra Kumar;Singh Shri Rama Kishore;Suresh Shri Doddaalahalli Kempegowda;Tanwar Shri Kanwar Singh

Will the Minister of RAILWAYS be pleased to state:

(a) the number of complaints received by the Railways relating to lack of basic amenities in trains and railway stations including serving of poor quality of food during the last three years, State-wise;

(b) whether the Railways have received any complaints of getting ill after consuming food served in trains and if so, the number and details of such complaints along with action taken thereon;

(c) whether the Railways propose any plan to provide clean and hygienic food or branded food items to the passengers at reasonable price and if so, the details thereof; and

(d) the steps taken/being taken by the Railways for modernization of Railways and for providing adequate facilities to the passengers?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA)

(a) to (d) : A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PART (a) TO (d) OF UNSTARRED QUESTION NO.1126 BY DR. MAHENDRA NATH PANDEY, SHRI D. K. SURESH, SHRI RAMA KISHORE SINGH, DR. RAVINDRA KUMAR RAY, SHRI JAGDAMBIKA PAL, SHRI KANWAR SINGH TANWAR, SHRI PRALHAD JOSHI, SHRI GODSE HEMANT TUKARAM, SHRI DALPAT SINGH PARASTE, SHRI TARIQ ANWAR, SHRI P. P. CHAUDHARY, DR. RATNA DE (NAG), SHRI SANJAY HARIBHAU JADHAV, SHRI C. R. PATIL, SHRI DEVAJIBHAI G. FATEPARA TO BE ANSWERED IN LOK SABHA ON 02.03.2015 REGARDING PASSENGER AMENITIES.

(a) Complaints received by the Railways relating to lack of basic amenities are not maintained State-wise. A Statement showing the zone-wise number of complaints received by the Railways for the last three years relating to lack of basic amenities in trains and railway station are as under :

S.NO.	RAILWAY	NUMBER OF COMPLAINTS RECEIVED			
		01.01.2012 to 31.12.2012	01.01.2013 to 31.12.2013	01.01.2014 to 31.12.2014	

1.	CENTRAL	2797	2373	2287	
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2.	EASTERN	1066	1126	1073	
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3.	NORTHERN	749	694	785	
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4.	NORTH EASTERN	311	452	588	
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5.	NORTHEAST FRONTIER	333	280	250	
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6.	SOUTHERN	1513	1401	1541	
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7.	SOUTH CENTRAL	795	706	953	
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8.	SOUTH EASTERN	471	435	429	
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9.	WESTERN	1900	1543	1382	
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10.	EAST CENTRAL	1709	1756	1816	
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11.	EAST COAST	1452	1434	1483	
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12.	NORTH CENTRAL	331	134	194	
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13.	NORTH WESTERN	441	388	329	
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14.	SOUTH EAST CENTRAL	502	245	359	
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15.	SOUTH WESTERN	608	489	570	
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16.	WEST CENTRAL	716	687	632	
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A total number of 8,396 complaints have been received regarding serving of poor quality of food in trains and at stations during the last three years (01.01.2012 to 31.12.2014).

(b) Two incidents of food poisoning over South Western Railway and one incident over Southern Railway have been reported during the calendar year 2014. The affected passengers were provided all possible medical assistance by railway authorities and a fine upto the tune of Rs.1,00,000/- has been imposed on the concerned licensees.

(c) Yes, Madam. A policy on Pre-cooked Food (ready to eat meals) to improve the quality, hygiene and to provide variety of options of meals to the passengers has been issued on 30.01.2015. E-Catering, as a pilot project has been introduced for some of trains which do not have pantry car. Passengers can book their choice of food through internet, mobile, SMS etc.

(d) Modernization of passenger amenities at railway stations and in trains is a continuous process and works in this regard are undertaken depending upon needs, volume of passenger traffic subject to availability of funds. Some of the steps taken/being taken by the Railways for modernization of Railways and for providing adequate facilities to the passengers are as under:-

Augmentation of Reservation facilities through expansion of PRS network and internet ticket booking and unreserved tickets through UTS network, Induction of Linke Hofmann Busch (LHB) type coaches into Rajdhani, Shatabdi as well as Mail & Express trains, Provision of Automatic Fire & smoke detection system on coaches, Provision of Braille signages on coaches to facilitate visually impaired passengers, Provision of Bio-toilets on coaches, Third party audit of catering services to be conducted at periodic intervals by independent and reputed auditing agencies accredited by National Accreditation Board for Certification Bodies (NABCB) as empanelled by the Zonal Railways, Standardization of cooking and services of food through setting up of modern and mechanized state of the art base kitchens, Mechanism for monitoring and supervision through regular, surprise and periodical inspections including setting up of a Catering Services Monitoring Cell with a toll free number 1800-111-321 at national level for real time redressal of complaints, Imposition of stringent punitive action including heavy penalties in case of deficiencies in services.