

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 4643
TO BE ANSWERED ON 24.03.2021**

AUDIT OF SERVICES AT STATIONS

4643. SHRI ANNASAHEB SHANKAR JOLLE:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the audit of services provided at the railway stations have been carried out recently;**
- (b) if so, the details thereof along with the action taken to improve the same; and**
- (c) if not, whether the Ministry intends to do the same?**

ANSWER

**MINISTER OF RAILWAYS, COMMERCE & INDUSTRY AND CONSUMER
AFFAIRS, FOOD & PUBLIC DISTRIBUTION**

(SHRI PIYUSH GOYAL)

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

*** * * * ***

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF UNSTARRED QUESTION NO. 4643 BY SHRI ANNASAHEB SHANKAR JOLLE TO BE ANSWERED IN LOK SABHA ON 24.03.2021 REGARDING AUDIT OF SERVICES AT STATIONS

(a) to (c) : Indian Railways constantly strive to provide better services to its vast set of customers through proper planning and system improvements on a continuous and an ongoing basis depending upon customer feedback, operational feasibility and financial viability. Various initiatives are taken from time to time by different departments of Railways to improve customer convenience. Quality and adequacy of the services provided at the stations is checked by inspection conducted by Railway officers at different levels, Passenger Amenities Committee (PAC), Passenger Service Committee (PSC), etc. Action is also taken on the suggestions/complaints received offline/online through various modes. Third party audit cum survey on cleanliness of major stations and trains has also been carried out in recent past to get feedback and also to instill healthy competition among railway stations for improving the cleanliness standards.

Third party audit of catering units at stations is conducted with respect to parameters like quality, hygiene, etc. During such audit in the year 2019-20, 21 instances of deficiency in service were noticed. The respective contractors have been suitably warned.
