

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
STARRED QUESTION NO. 286
TO BE ANSWERED ON 10.08.2015**

PASSENGER AMENITIES IN EXPRESS TRAINS

***286. SHRI K.R.P. PRABAKARAN:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways are aware that the trains including Express and Mail trains do not have basic passenger facilities like quality of seats/berths, hygienic foods, cleaned floor/toilets etc.;**
- (b) whether any survey/feed back from passengers and other stakeholders has been obtained/received in regard to passengers amenities/facilities, including deficiencies thereof;**
- (c) if so, the outcome of such feed back/survey; and**
- (d) the steps taken to provide the amenities/facilities in trains to the passengers and the mechanism in place to inspect the provision and maintenance of amenities in trains?**

ANSWER

MINISTER OF RAILWAYS

(SHRI SURESH PRABHAKAR PRABHU)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF STARRED QUESTION NO. 286 BY SHRI K.R.P. PRABAKARAN TO BE ANSWERED IN LOK SABHA ON 10.08.2015 REGARDING PASSENGER AMENITIES IN EXPRESS TRAINS.

(a): No, Madam. Coaches for passenger services are provided with a certain level of amenities and fittings as per the prescribed norms. Besides, cleaning of coaches including floor/toilets is also undertaken as per scheduled periodicity.

It is a continuous endeavour of Indian Railways to provide good quality hygienic food to Railway passengers. Zonal Railways have a detailed institutionalized mechanism for monitoring of quality and hygiene of catering services through regular, surprise and periodical inspections. If any deficiency is found, corrective actions are taken including penal actions like imposition of fines, termination of contract according to the gravity of the offence.

(b) & (c): Yes, Madam. A passenger Feedback system through Interactive Voice Response System (IVRS) has been started by Indian Railway Catering and Tourism Corporation (IRCTC) with effect from 01.07.2015 on all Mail/Express trains over Indian Railways regarding questionnaire to be asked from bonafide Railway passengers on various areas such as cleanliness on the trains, quality of Catering, cooling level of Air-conditioned coaches and quality of bed rolls as well as cleanliness at Stations/Platforms and punctual running of trains. Feedback is being taken in the form of responses categorized as Good, Satisfactory or Unsatisfactory. As per report received from IRCTC, summary of calls average per day made to Railway passengers

through IVRS during the period from 01.07.2015 to 31.07.2015 is as under:

Total calls daily	Average matured	99312	%age of total responses	Marks*
Total Response		99312x2=198624		198624x2=397248
Good Responses*		15921	8.02	15921x2=31842
Satisfactory Responses*		174490	87.85	174490x1=174490
Bad Responses*		8212	4.13	8212x0=0
Marks obtained				206332

*** Marks allotted for Good=2, Satisfactory=1, Bad=0**

Based on the assumptions (i.e. 2 for good, 1 for satisfactory & 0 for bad), the marks obtained through the feedback for the above services is $(206332/397248) \times 100 = 51.94\%$.

The Passenger Feedback system has been started with effect from 01/07/2015 and it is still in initial stage.

A defined Quality Assurance Programme with passenger opinion feedback scheme is a part of the mechanism to improve the quality of catering services on trains. During the last one year i.e. from 01.07.2014 to 30.06.2015, out of total feedback collected from 92066 passengers of trains including Mail/Express, an average of 95.84% passengers have rated catering services as good/satisfactory.

(d): Regular maintenance and upkeep of all passenger amenity items provided in coaches is carried out during laid down maintenance schedules in open line as well as periodical overhauls

in the Railway Workshops. Besides, identified coaches are also subjected to a 'Mid-life' rehabilitation to restore their condition. Special Drives are launched and surprise checks are conducted from time to time to monitor the passenger amenities in trains.

Improvement of catering services is an on-going process. Steps taken/being taken to further improve the catering services include:

(i) 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.

(ii) Introduction of E-Catering so that passengers can book the food of their choice through internet.

(iii) A centralized Catering Service Monitoring Cell (CSMC) has been set up having a toll free number 1800-111-321 for prompt redressal of the passenger grievances related to the catering activities for real time assistance to travelling public.

(iv) Imposition of stringent punitive action including heavy penalties in case of deficiencies in services.
