

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.1038
TO BE ANSWERED ON 27.07.2015**

IRREGULARITIES IN RAILWAYS

† 1038. SHRI KESHAV PRASAD MAURYA:

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of cases of corruption reported and investigated in Railways during the last five years;**
- (b) the number of cases in which investigation is pending along with the reasons thereof;**
- (c) the steps taken/being taken by the Railways to improve the quality of Railway Catering and check on irregularities in awarding catering contracts;**
- (d) the details of the policy relating to seat reservation in trains and the basis on which the number of reserved seats decided; and**
- (e) whether any irregularities have been found in Railway Recruitment during the last three years and any exams have been cancelled as a result thereof and if so, the details thereof along with the corrective steps taken by the Railways in this regard?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO.1038 BY SHRI KESHAV PRASAD MAURYA, TO BE ANSWERED IN LOK SABHA ON 27.07.2015 REGARDING IRREGULARITIES IN RAILWAYS

(a) & (b) Details of cases investigated and the number of cases in which investigation is pending are as follows:

Year	No. of Complaints taken up for Investigations including B/F Cases	Investigation Completed during the year	Pending as On 31st December
2010	3457	2070	1387
2011	3527	2176	1351
2012	4187	2447	1740
2013	4484	2170	2314
2014	5243	2735	2508

Investigations are done as per existing guidelines. It is a continuous process.

(c) 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 NABCB (National Accreditation Board for Certification Bodies) as empanelled by the zonal Railways. (ii) Introduction of e-Catering so that passengers can book the food of their choice through internet. (iii) Introduction of Pre-cooked Food (ready to eat) meals of reputed brands to improve the quality, hygiene and to provide variety of options of meals to the passengers. (iv) Setting up of centralized Catering Services Monitoring Cell (CSMC) with a toll free number 1800-111-321 for prompt redressal of the passenger grievances related to the catering activities and real time assistance to travelling public. (v) Imposition of stringent punitive action including heavy penalties in case of deficiencies in services.

Further, a transparent contract awarding and management system has been laid down in Catering Policy, 2010. Standard Bid Documents (SBDs) for award of general minor units, major static units and mobile catering units (Pantry car) have been issued.

(d) As per extant instructions, reserved accommodation available in a train is distributed by zonal Railways amongst various stations in such a way that maximum accommodation is generally earmarked at train originating station for end to end passengers. In case the train originates from a less important station from traffic point of view, maximum accommodation is earmarked for more important en-route stations. Review and adjustments of distribution of reserved accommodation under various reservation quotas is also done by zonal Railways keeping in view the demand pattern and utilization.

(e) Leakage of questions of the written examination conducted by Railway Recruitment Cell (RRC), Eastern Railway on 23.11.2014 (2nd session) and 30.11.2014 (both sessions) was taken note of. Written Examination of the said dates of Railway Recruitment Cell, Eastern Railway was cancelled and re-examination on 01.02.2015 and 15.02.2015 has been conducted.

Ministry of Railways has already carried out a technical audit of the system of examinations by Railway Recruitment Board (RRBs) in August 2010, and necessary changes in the system of printing, transportation, storage and distribution of question papers for examinations have been made to make the system foolproof to prevent leakage. Since then, 45 RRB examinations have been conducted smoothly and no untoward incident has taken place.