

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAJYA SABHA
QUESTION NO 27.11.2009
ANSWERED ON**

STANDARD OF FOOD SERVED IN TRAINS BY CONTRACTORS

1041

MISS ANUSUIYA UIKEY

Will the Minister of COAL COAL RAILWAYS be pleased to state :-

- (a) whether the pantry car service in trains is totally run by private contractors under the label of Indian Railways Catering and Tourism Corporation (IRCTC) ;
- (b) if not, the details of such trains in which IRCTC provides meals directly ;
- (c) whether the standard of meals being served by contractors is fixed, if so, the details thereof; and
- (d) the system in place to check the quality of meals ?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI K. H. MUNIYAPPA)

(a) and (b): The pantry car services in the trains are operated by Indian Railway Catering and Tourism Corporation (IRCTC) either directly or through its licensees. Out of 269 Mail/Express trains running with pantry car facilities, the following trains are managed by IRCTC directly under departmental operation:-

- 1) 2301-02 New Delhi -Howrah Rajdhani
- 2) 2305-06 New Delhi- Howrah Rajdhani
- 3) 2951-52 New Delhi- Mumbai Central Rajdhani
- 4) 2953-54 Nizamuddin- Mumbai Central Rajdhani
- 5) 2309-10 New Delhi -Patna Rajdhani.
- 6) 2123-24 Mumbai -Pune Deccan Queen.
- 7) 2857-58 Howrah -Digha Tamralipta Express
- 8) 8001-02 Howrah-Digha Kandari Express
- 9) 2353-54 Patna Garib Rath Express
- 10) 3108-09 Maitree Expreess
- 11) 2641-42 Thirukkural Express
- 12) 2483-84 Amritsar Express
- 13) 2627-28 Karnataka Express
- 14) 2957-58 Ahmedabad Rajdhani
- 15) 2259-60 New Delhi-Sealdah Duranto Express
- 16) 2269-70 Nizamuddin-Chennai Duranto Express
- 17) 2261-62 Howrah-CSTM Duranto Express
- 18) 2263-64 Pune- Nizamuddin Duranto Express
- 19) 2625-26 Kerala Express
- 20) 3413-14/3483-84 Farakka Express

(c) and (d): Standards for the meals being served in Rajdhani/Shatabdi and Mail/express trains have been laid down. Various measures such as inspection, monitoring, safety audit, passenger satisfaction surveys, etc. through officers, Quality Control Professionals (QCPs) and independent professionals agencies are undertaken to ensure quality and quantity of food items. Punitive actions are also being taken against defaulting licensees by imposing heavy fines in case of major deficiencies.