

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 2378**  
**ANSWERED ON 05.08.2022**

**FREQUENT CHANGE IN CATERING POLICY**

2378 SHRI SANJAY RAUT:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the frequent change in catering policy and consequent transfer of responsibility to manage catering units from Railways to IRCTC and back, have created a state of uncertainty in management of catering services;
- (b) if so, the details thereof;
- (c) whether the necessary infrastructure could not be upgraded due to these changes; and
- (d) if so, the status of upgradation and time taken in completion of upgradation??

**ANSWER**

MINISTER OF RAILWAYS, COMMUNICATIONS AND ELECTRONICS  
& INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a) and (b): No, Sir. The existing Catering Policy of 2017 is having clear roles and responsibilities between Zonal Railways and IRCTC. This has been done keeping passengers' interest in mind and they are mandated to execute their responsibility within the framework of the extant policy instructions.

(c) and (d): No, Sir. Railways and IRCTC have been taking up upgradation of infrastructure progressively and following measures have been implemented:

- 48 Base Kitchens/ Kitchen Units have been upgraded with state of the art facilities.
- 09 Rail Neer plants have been commissioned during the last five years for augmentation of Rail Neer Packaged Drinking Water bottles production.
- CCTV Cameras have been installed in Base Kitchens /Kitchen Units for real time monitoring of food preparation at source.
- QR codes on food packets enabling display of details like name of kitchen, date of packaging, expiry date etc.
- Digital payments have been enabled at the catering units to generate printed bills.
- e-Catering facilities have been introduced wherein passengers have the option to pre-book meals of their choice through Mobile App, web portal, toll free no. etc. installed/ developed by IRCTC.
- A robust mechanism for passenger feedback and complaints redressal through RailMadad has been put in place.

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