

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 1885
ANSWERED ON 04.08.2023

FORUM FOR ADDRESSING FOOD RELATED ISSUES IN TRAINS

1885 SMT. SULATA DEO:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether Government is aware of the sub-standard quality of food service experienced by passengers on express trains;
- (b) if so, whether a digital platform can be created for the redressal of customer issues related to food catering services and prices; and
- (c) if not, the reasons therefor?

ANSWER

MINISTER OF RAILWAYS, COMMUNICATIONS AND
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a) to (c): It is the continuous endeavour of Indian Railways (IR) to provide good quality and hygienic food to passengers as per the prescribed norms and standards by Food Safety and Standards Authority of India (FSSAI). Whenever any instance of sub-standard quality of food, being served to passengers in trains, or any other deficiency is noticed/reported, appropriate penal actions are taken against the concerned service provider.

Major initiative undertaken to improve the quality of food in trains over IR are as under:

- Base Kitchen/Kitchen Units from where meals are supplied in trains have been upgraded.
- Installation of CCTV Cameras in Base Kitchens /Kitchen Units for better monitoring of food preparation right at the source.
- QR codes on food packets enabling display of details like name of kitchen, date of packaging, expiry date etc.
- Food Safety Supervisors deployed at Kitchen Units to monitor food safety and hygienic practices.
- Third Party food safety and hygiene audits of catering services in trains and Customer Satisfaction Surveys are undertaken.
- Regular and surprise inspections by Railway/ IRCTC officials including Food Safety Officers.
- Regular food sampling as a part of inspection and monitoring mechanism to ensure quality of food on trains.

There is already a robust digital mechanism in place for redressal of all passenger service related complaints including catering issues through RailMadad. In addition, passengers may also register their complaints through calling on 139, other platforms like Twitter handle @RailwaySeva, @RailMinIndia, CPGRAMS, E-Mails. Prompt and appropriate action is taken on every complaint.
