

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 2700
ANSWERED ON 11.08.2023

QUALITY OF FOOD PROVIDED BY IRCTC IN TRAINS

2700 DR. AMEE YAJNIK:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that Indian Railway Catering and Tourism Corporation (IRCTC) is charging more for food in trains but the quality of food is the worst, if so, the number of complaints lodged by passengers and the action taken against the food vendor, sector-wise;
- (b) whether IRCTC has fixed the cost of food in various trains, if so, the details thereof; and
- (c) whether IRCTC has approved the quality and price of packaged food items, if so, the reasons due to which the vendors are not selling IRCTC approved goods?

ANSWER

MINISTER OF RAILWAYS, COMMUNICATIONS AND
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a): No, Sir. Indian Railway Catering and Tourism Corporation (IRCTC) has been providing food items in trains on pre notified tariff. Whenever any complaint of overcharging of food or service of sub-standard quality of food is reported, appropriate penal action is taken against the concerned service provider of IRCTC.

In the year 2022-2023, 1.21 % of total complaints were related to overcharging & food quality. Suitable penal action including fines & termination were taken against the service provider, wherever complaints were found genuine.

(b) and (c): The rates of catering services in premium trains with prepaid catering facilities (Rajdhani/ Shatabdi/ Duronto/ Vande Bharat, Gatiman, Tejas), and Standard Meals/items in other Mail/ Express are fixed and notified by Ministry of Railways from time to time. The last such notification was done vide Commercial Circular No. 60 of 2019. Further, in order to make available items of regional cuisines/preferences and choice to passengers, IRCTC has introduced a-la-carte items in trains at pre-published tariff. In addition, sale of Proprietary Article Depot (PAD) items, Ready to Eat (RTE) items approved by IRCTC, is allowed in trains on MRP. IRCTC empanels brands of such packed food items for onboard catering services in trains following the extant procedures and the list of approved brands is updated on IRCTC's website from time to time.
