

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 596
ANSWERED ON 29.11.2024

LOW QUALITY OF FOOD SERVED IN RAJDHANI EXPRESS

596 SHRI BIRENDRA PRASAD BAISHYA:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether Government is concerned about the matter of degraded, poor quality and quantity of meal, food materials served in the Rajdhani;
- (b) if so, the details thereof;
- (c) whether Government has carried out any food sample test on Rajdhani trains along with monitoring and complaints redressal on passenger amenities during the last three years and till date; and
- (d) if so, the details thereof and the action taken thereupon?

ANSWER

MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a) and (b): It is the continuous endeavour of Indian Railways (IR) to make available good quality and hygienic food to passengers. It is also ensured that the quantity of meal is as per the prescribed standards.

The following measures have been taken to improve catering services :

- Supply of meals from designated Base Kitchens.
- Commissioning of modern Base Kitchens at identified locations.
- Installation of CCTV Cameras in Base Kitchens for better monitoring of food preparation.

- Shortlisting and use of popular and branded raw materials, like cooking oil, atta, rice, pulses, masala items, paneer, dairy products etc. for food production.
- Deployment of Food Safety Supervisors at Base Kitchens to monitor food safety and hygienic practices.
- Deployment of on-board IRCTC supervisors on trains.
- Introduction of QR codes on food packets, enabling display of details like name of kitchen, date of packaging etc.
- Regular deep cleaning and periodical pest control in Base Kitchens and Pantry Cars.
- In order to ensure compliance with Food Safety Norms, Food Safety and Standards Authority of India (FSSAI) certification from designated Food Safety Officers of each catering unit has been made mandatory.
- Regular food sampling as a part of the inspection and monitoring mechanism to ensure quality of food on trains. Third Party Audit is done to examine hygiene and quality of food in Pantry Cars and Base Kitchens. Customer satisfaction survey is also conducted.
- Regular and surprise inspections by Railway/ IRCTC officials, including Food Safety Officers.

(c) and (d): During the last three years and till date, 2645 samples were collected from Trains and Base Kitchens supplying meals in Rajdhani Trains.

Further, there is a robust mechanism in place for receiving passenger feedback and complaint redressal through RailMadad, Twitter, CPGRAMS, E-Mails and SMS. Whenever any complaint of deficiency in services is reported, appropriate punitive actions, including imposition of fines, disciplinary action, counselling, warning etc., are taken.
