

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 2360
ANSWERED ON 19.12.2025

COMPLAINTS ON QUALITY OF FOOD ON INDIAN RAILWAYS

2360 SMT. SAGARIKA GHOSE:

SMT. MAUSAM B NOOR:

Will the Minister of RAILWAYS be pleased to state:

- (a) number of complaints on food quality received in 2024-2025;
- (b) zone-wise number of such complaints received from 2021-22 to 2024-25;
- (c) the number of cases in which fines were imposed or contracts terminated, with the total value (in ₹) of fines collected;
- (d) whether such vendors had their contracts renewed at a later point of time, if so, details thereof;
- (e) total value (in ₹) of refunds issued and compensation provided to passengers in the same period; and
- (f) the top vendors by number of complaints and steps taken in each case?

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (f): Railways serves about 58 cr meals every year on average. About only 0.0008% complaints are received on average. Based on inquiry on these complaints, a fine of Rs 2.8 cr was imposed over the last four years.

It is the continuous endeavour of Indian Railways (IR) to provide good quality and hygienic food to travelling passengers. Necessary steps are accordingly taken by Indian Railways from time to time to improve quality of food and services to passengers. The following measures have been taken to improve quality, hygiene, and food safety:

- 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.
- Regular training is conducted by IRCTC to enhance the skills of catering staff, focusing on customer service areas i.e., communication, courteous behaviour, service standards, personal grooming, and hygiene.

In order to take passenger feedback, complaint management system over Indian Railways has been strengthened, simplified and made more accessible over the last few years through introduction of RailMadad Portal. With the launch of RailMadad Portal, Indian Railways provided passengers a single window system to register complaints and suggestions.

In case any passenger complaint related to food quality in trains is reported, prompt and appropriate punitive action is taken against the service providers for deficiency in service.
