### GOVERNMENT OF INDIA MINISTRY OF RAILWAYS

# LOK SABHA UNSTARRED QUESTION NO.1253 TO BE ANSWERED ON 23.11.2016

#### **CATERING SERVICES IN TRAINS**

#### 1253. SHRI ABHISHEK SINGH:

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of firms providing catering services in trains, zone-wise;
- (b) the number of complaints registered against the quality of food served in trains by these firms during the last one year upto 31 October, 2016; and
- (c) the action taken by the Government against each of these erring firms/ contractors?

#### **ANSWER**

## MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN)

(a) to (c): A Statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF UNSTARRED QUESTION NO. 1253 BY SHRI ABHISHEK SINGH TO BE ANSWERED IN LOK SABHA ON 23.11.2016 REGARDING CATERING SERVICES IN TRAINS

(a) to (c): Zone-Wise details of firms/contractors providing catering services and number of complaints registered against the quality of food served in trains by these firms and action taken by the Government against them during the last one year upto 31 October, 2016 (i.e. 01.11.2015 to 31.10.2016) are as under:-

		Total number of	Action Taken									
ZONAL RAILWAYS	Name of firms providing catering services in the trains	complaints registered against the quality of food served in trains during the last one year i.e. from 01.11.2015 to 31.10.2016	Fined	Warned	Termination	Suitably Advised	Not Substantiated	D & AR Action	Any Other	Total		
	R K Associate & Hoteliers Private Limited	15	13	2	0	0	0	0	0	15		
	Satyam Caterers Private Limited	10	4	4	0	1	1	0	0	10		
	R C Goel	4	2	2	0	0	0	0	0	4		
	K M A Caterers	1	1	0	0	0	0	0	0	1		
	Ambhuj Hotel & Real Estate Limited	9	3	6	0	0	0	0	0	9		
CENTRAL	H D & Sons	1	0	1	0	0	0	0	0	1		
	Sunshine Caterers Private Limited	6	5	1	0	0	0	0	0	6		
	Express Food	3	0	2	0	0	1	0	0	3		
	A K Roy	0	0	0	0	0	0	0	0	0		
	A A Catering Company	0	0	0	0	0	0	0	0	0		
	Boon Catering Company	0	0	0	0	0	0	0	0	0		
	Poorvanchal	2	1	1	0	0	0	0	0	2		

	Caterers									
	Sunshine Caterers	_	_	_	_	_	_		_	_
	Private Limited	2	0	2	0	0	0	0	0	2
	Sunshine Caterers   2	_	_							
		1	0	0	0	0	0	0		1
	Golden Caterers	1	0	0	0	1	0	0		1
	Brandavan Food									
	Products	0	0	0	0	0	0	0		0
	Poorvanchal						_			
	Caterers	1	0	0	0	0	1	0		1
EAST	R K Associates &	3	0	0	0	1	1	0	1	3
CENTRAL	<b>Hoteliers Private</b>								1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
	Limited									
Speed Catering Services Private 0 0 0 0 0 0 Limited Ambuj Hotel & Real Estate Private 3 0 2 0 0 1 Limited Hotel Rajasthan 0 0 0 0 0 0										
	<b>Services Private</b>	0	0	0	0	0	0	0	0	0
	Limited									
	Ambuj Hotel & Real									
	Estate Private	3	0	2	0	0	1	0	0	3
	Limited									
	Hotel Rajasthan	0	0	0	0	0	0	0	0	0
	R K Associate &									
	<b>Hoteliers Private</b>	64	26	33	0	5	0	0	0	64
	Limited									
		8	3	5	0	0	0	0	0	8
	Private Limited							Ľ		
		3	0	3	0	0	0	0	0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3
		5	0	5	0	0	0	0		5
EAST				_	_					_
		0	0	0	0	0	0	0	1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0
<del>-</del>		2	2	0	0	0	0	0		2
	-									
	_	0	0	0	0	0	0	0	0	0
				_	_	_		_		_
	-		-	1			1			7
		0	0	0	0	0	0	0	0	0
		0	0	0	0	0	0	0	0	0
EAST COAST										
		7	2	5	0	0	0	0	1 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7
EASTERN		72	25	11	0	A	_	•	1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	73
EASIEKN		13	25	44	"	4	"	U		73
	Private Limited					<u> </u>				

NORTH	Brandavan Food									
CENTRAL	Products	19	8	9	0	0	0	0	2	19
~=:411WE	R K Associates & Hoteliers Private Limited	4	3	1	0	0	0	0	0	4
	Deepak & Company	2	0	1	0	0	1	0		2
NORTH	Doon Caterers	2	0	1	0	0	1	0	0	2
EASTERN	Express Food Service	0	0	0	0	0	0	0	0	0
	Hakmichand D & Sons	0	0	0	0	0	0	0	0	0
	R K Associates & Hoteliers Private Limited	0	0	0	0	0	0	0	0	0
	Roop Caterers	4	2	1	0	1	0	0	0	4
NORTHEAST FRONTIER	Alok Kr Ghose Catering Private Limited	1	0	0	0	0	1	0	0	1
	Graham Food & Hotels Private Limited	2	1	0	0	1	0	0	0	2
	A S Sales	0	0	0	0	0	0	0	0	0
	Deepak & Company	1	0	1	0	0	0	0	0	1
	Express Food Service	1	1	0	0	0	0	0	0	1
	Brandavan Food Products	255	119	125	0	0	7	0	4	255
	Doon's Caterers	231	69	157	0	1	2	0	2	231
	Ambuj Hotel & Real Estates Private Limited	135	55	77	0	1	0	0	2	135
NODTHERN	R K Associates	129	52	73	0	2	1	0	1	129
NORTHERN	Satyam Caterer	8	3	5	0	0	0	0	0	8
	Roop Caterer	3	2	1	0	0	0	0	0	3
	Food World	12	2	10	0	0	0	0	0	12
	Sanraj Hospitality	1	0	1	0	0	0	0	0	1
	Deepak & Company	1	0	1	0	0	0	0	0	1
	Dinesh	1	1	0	0	0	0	0	0	1
	Krishna Enterprises	1	1	0	0	0	0	0	0	1
	Brandavan Food Products	14	5	7	0	1	0	0	1	14
NORTH	Classic Caterers	4	1	1	0	0	0	0	0 0 0 0 0 0 0 0 0 0 0 0 4 2 2 1 0 0 0 0 0 0	4
WESTERN	Boon Catering Company Private Limited	4	1	1	0	2	0	0	0	4

	1		1			ı	1		1	1
	Express Food Services	3	2	0	0	1	0	0	0	3
	Priyam Agency	2	2	0	0	0	0	0	0	2
	Sai Balaji Food &	<del></del>								
	Beverages India	3	2	0	0	0	1	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 1 0 0 2 2	3
	Private Limited									
	Variety Pantry									
	Services Private	1	0	1	0	0	0	0	0	1
	Limited									
	R & K Associates	2	0	2	0	0	0	0	0	2
	Fine Caterers &									
	Suppliers	0	0	0	0	0	0	0	0	0
	Ambuj Hotel & Real									
	Estates Private	0	0	0	0	0	0	0	0	0
	Limited									
SOUTH	Brandavan Food	•	_	_	_	_	_	_	_	_
CENTRAL	Products	0	0	0	0	0	0	0	O	0
	Doon's Caterers	0	0	0	0	0	0	0	0	0
	<b>Sunshine Caterers</b>	1	0	1	0	0	0	0	0	1
	P Siva Prasad	0	0	0	0	0	0	0	0	0
	Achanta Aravinda	0	_	•		_			_	0
	Ghosh	0	0	0	0	0	0	0	U	0
	Roop Caterers	0	0	0	0	0	0	0	0	0
SOUTH	A S Sales	4	1	0	0	0	0	0	0	1
EAST	Corporation	1	1	U	U	U	U	U	ט	-
CENTRAL	T G B Banquets &	0	0	0	0	0	0	0	0	0
CENTRAL	<b>Hotels Limited</b>	U	U	ט	ט	U	U	U	ט	U
	<b>Doons Caterers</b>	0	0	0	0	0	0	0	0	0
	Food world	0	0	0	0	0	0	0	0	0
	Satyam Caterers	5	0	3	0	0	1	0	1	5
	<b>Griham Food &amp; Hotel</b>		0	^	^	•	•	•	^	0
	Private Limited	0	0	0	0	0	0	0		0
	Roop Caterer	1	1	0	0	0	0	0	0	1
	Jayanta Kumar	0	0	0	0	0	0	0	0	0
SOUTH	Ghosh	<u> </u>	U	U	U	U	U	U	U	U
EASTERN	Arenco Catering.	3	0	2	0	0	0	0	1	3
LASIERN	A S Sales	1	1	0	0	0	0	0	n	1
	Corporation			U	U	U	U	U	U	
	Golden Caterers	0	0	0	0	0	0	0	0	0
	Express Food	0	0	0	0	0	0	0	n	0
	Services	<u> </u>	U	U	U	U		U		U
	Brandavan Food	1	0	1	0	0	0	0	0	1
	Products		U	•	U	U		U	U	
SOUTHERN	Arenco Catering.	15	3	6	0	3	1	0	0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0	15
JOUTHERN	A S Sales	2	0	0	0	0	0	0	2	2
			•				•			

	Corporation									
	Deepak & Company	2	1	0	0	0	0	0	1	2
	Doon Caterers	1	0	1	0	0	0	0	0	1
	Express Food	_					_			
	Services	0	0	0	0	0	0	0	0	0
	Roop Caterers	3	0	2	0	0	0	0	1	3
	Satyam Caterers	40	24	42	(	44	0		4	40
	Private Limited	49	21	13	U	11	U	U	4	49
	Singh Caterers &	0	0	0	0	0	0	0	0	0
	Vendors	U	U	U	<b>O</b>	U	U	U	U	0
	P Siva Prasad	4	0	3	0	1	0	0	0	4
	R K Associates	17	5	10	0	2	0	0	0	17
	Private Limited		<u> </u>	10	•		U	U	0 0 1 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
SOUTH	P K Shefi	2	1	1	0	0	0	0	0	2
WESTERN	Satyam Caterers	8	1	7	0	0	0	0		8
	K M A Caterers	3	0	2	0	0	0	0	_	3
	Arenco Catering	1	0	1	0	0	0	0	0	1
	Doon's Caterers	0	0	0	0	0	0	0	0	0
	Express Food	1	0	1	0	0	0	0	0	1
WEST	Service	<u>-</u>		-						-
CENTRAL	A S Sales	0	0	0	0	0	0	0	0	0
	Corporation	_							ļ <u> </u>	
	Sunshine Caterers	33	16	12	0	4	0	0	1	33
	Private Limited									
	Ambuj Hotel & Real		20 4	47		_				
	Estate Private	56	32	17	U	7	U	U	0	56
	Limited Brandavan Food									
WESTERN	Products	4	2	1	0	1	0	0	0	4
WESTERN	Satyam Caterers									
	Private Limited	13	6	4	0	2	0	0	1	13
	Boon Caterers	11	6	3	0	0	0	0	2	11
	R K Associates	2	1							2
	A K Roy	2	2					0		2
	Roop Caterers	0	0	_		_		0		0
	Food world	87	19	16	0	33	4	0		87
	Doon's Caterers	29	11	7	0	4	1	0		29
INDIAN	Krishna Enterprises	19	2	3	0	11	2	1	0	19
RAILWAY CATERING & TOURISM	Ours Arya Bhavan	2	2	0	0	0	0	0	_	2
	Deepak & Company	13	4	4	0	1	0	0		13
CORPORATION	Otik Hotels &	0	0	0	0	0	0	0	0	0
( IRCTC)	Resorts Private	-		1       0       0       0       0         0       0       0       0       0         13       0       11       0       0         0       0       0       0       0         3       0       1       0       0         10       0       2       0       0         1       0       0       0       0         1       0       0       0       0         1       0       0       0       0         1       0       0       0       0         1       0       0       0       0         1       0       0       0       0         1       0       0       0       0         1       0       0       0       0         1       0       1       0       0         1       0       1       0       0         1       0       0       0       0         1       0       0       0       0         1       0       0       0       0         1       0       0<		-	-			
	Limited									
	J K Ghosh	0	0	0	0	0	0	0	0	0
<u> </u>	S K GIIUSII	U	U	U	U	U	U	J	U	J

Singh Caterers &	0	0	0	0	0	0	0	0	0
Vendors	U	U	U	U	"	"	U	U	0
Sanraj Hospitality	0	0	0	0	0	0	0	0	0
Variety Pantry	0	0	0	0	0	0	0	0	0
Services Private	U	U	U	U	"	"	U	U	0
Limited									
	•	_	_	_	_	_	_	0	_
Griham Food & Hotel Private Limited	0	0	0	0	0	0	0	U	0
	•	_	_	_		_		_	•
A S Sales	0	0	0	0	0	0	0	0	0
Corporation							_		
New Classic	0	0	0	0	0	0	0	0	0
Caterers	_	_	_	_	_	_			_
Express Food	0	0	0	0	0	0	0	0	0
Service									
Om Sai Enterprises	0	0	0	0	0	0	0	0	0
Satyam Caterers	0	0	0	0	0	0	0	0	0
Private Limited									
Poorvanchal	0	0	0	0	0	0	0	0	0
Caterers									
Roop Caterers	0	0	0	0	0	0	0	0	0
R C Goel	0	0	0	0	0	0	0	0	0
A A Catering	0	0	0	0	0	0	0	0	0
Company									
A K Ghosh Catering	0	0	0	0	0	0	0	0	0
Private Limited									
Kwality Caterers	0	0	0	0	0	0	0	0	0
Srinath ji Caterers	0	0	0	0	0	0	0	0	0
K M Musthafa	0	0	0	0	0	0	0	0	0
P Siva Prasad	0	0	0	0	0	0	0	0	0
P K Shefi	0	0	0	0	0	0	0	0	0
Sai Balaji Food	0	0	0	0	0	0	0	0	0
Corporation.									
Vasantham Catering	0	0	0	0	0	0	0	0	0
Boon Catering	0	0	0	0	0	0	0	0	0
Company									
Salasar Enterprises	0	0	0	0	0	0	0	0	0
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Total	1469	559	721	0	102	28	1	58	1469

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