

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.3367
TO BE ANSWERED ON 22.03.2017**

POOR QUALITY OF FOOD

**3367. DR. SATYAPAL SINGH:
SHRI SANJAY DHOTRE:
SHRI RAHUL SHEWALE:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the average time taken by the Government in resolving the grievances/ complaints of the passengers pertaining to poor food quality in long distance/premium trains has increased during each of the last three years and the current year;**
- (b) if so, the details thereof and the reasons therefor along with the number of such complaints received from the passengers of the said trains during the said period;**
- (c) the details of the penalties imposed on the contractors and the number of contracts terminated by the Government on such complaints so far;**
- (d) the role played by the Catering Monitoring Service Cell (CMSC) in addressing the said grievances/complaints and imposition of the said penalties; and**
- (e) the other steps taken/being taken by the Government to improve the catering services and prompt redressal of grievances/complaints of the passengers along with the achievements thereof?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a): No, Madam.

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(b) & (c): Do not arise. The number of complaints regarding poor quality of food in trains and action taken thereon including imposition of fine, termination of contracts during the last three years and the current year are Appended.

(d): A centralized Catering Services Monitoring Cell (CSMC) has been set up in Railway Board's office having a toll free number 1800-111-321 for prompt redressal of the passenger grievances related to the catering activities by providing real time assistance to travelling public. Further, on the same pattern Catering Monitoring Cells have been set up at Zonal and Divisional levels for daily monitoring of the catering activities.

(e): With the objective to provide quality food to rail passengers, new Catering Policy 2017 has been issued on 27.02.2017 wherein Indian Railway Catering and Tourism Corporation Limited (IRCTC) has been mandated to carry out the unbundling by creating a distinction primarily between food preparation and food distribution. The new catering policy, inter-alia, includes the following features for unbundling of catering services (i) IRCTC shall manage catering services on all mobile units. (ii) Meals for all mobile units will be picked up from the nominated kitchens owned, operated and managed by IRCTC. (iii) IRCTC will engage service providers for hospitality industry for service of food in trains. (iv) IRCTC shall not outrightly outsource or issue licenses for provision of catering services to private licensees. (v) IRCTC shall retain the ownership and shall be fully accountable for all the issues pertaining to setting up and operation of the Base Kitchens and quality of food. Other steps taken to ensure good quality and hygienic

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food served to the passengers inter-alia include:- (i) Phased introduction of station based e-catering at all A1 and A category stations for widening the range of options available to passengers for ordering food of their choice. (ii) Introduction of precooked food ('ready to eat' meals). (iii) Operation of Centralized Catering Service Monitoring Cell (CSMC) (toll free number 1800-111-321) for prompt redressal of passenger grievances relating to the catering activities and real time assistance to travelling public. (iv) Imposition of penalties in case of deficiencies detected in services. (v) Operation of All India Helpline (No.138) for rail-users to lodge complaints/suggestions regarding food and catering services (vi) A Twitter handle with the address @IRCATERING has also been made operational to cater to the complaints/suggestions with regard to catering services.

APPENDIX REFERRED TO IN REPLY TO PARTS (b) AND (c) OF UNSTARRED QUESTION NO. 3367 BY DR. SATYAPAL SINGH, SHRI SANJAY DHOTRE AND SHRI RAHUL SHEWALE TO BE ANSWERED IN LOK SABHA ON 22.03.2017 REGARDING POOR QUALITY OF FOOD

The number of complaints regarding poor quality of food in trains and action taken thereon including imposition of fine, termination of contracts during the last three years and the current year are as under:-

Year wise No. of complaints related to Quality of catering services in Trains over Indian Railways and action taken thereon										
Period	Total Number of Complaints received	Action Taken								
		Fined		Warned	Termination *	Suitably Advised	Not Substantiated	D & AR Action	Any Other	Total
		No. of Cases wherein a fine is imposed	Amount of fine imposed (₹)							
2014 (01.01.2014 to 31.12.2014)	2845	1099	60,00,750	1140	1	282	71	33	219	2845
2015 (01.01.2015 to 31.12.2015)	1774	754	64,92,100	446	0	322	132	4	116	1774
2016 (01.01.2016 to 31.12.2016)	1869	656	70,43,650	795	0	211	53	2	152	1869
2017 (01.01.2017 to 28.02.2017)	414	69	10,12,300	81	0	51	18	0	195	414
* Train no. -05037-38 Gorakhpur-Anand Vihar Jan Sadharan Exp., Name of Contractor :- M/s Hotel Rajasthan										
