

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.1531
TO BE ANSWERED ON 27.12.2017**

UNHYGIENIC FOOD

1531. SHRI P.V. MIDHUN REDDY:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether several passengers have fallen ill after consuming unhygienic food in trains;**
- (b) if so, the details thereof, zone-wise; and**
- (c) the precautionary measures taken by the Government in this regard?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) & (b): Two incidents were reported during the period 01.04.2016 to 30.11.2017 where passengers had fallen ill after consuming food. First incident was reported in Train No. 22120 (Karmali –Chhatrapati Shivaji Maharaj Terminus) Tejas Express on 15/10/2017 regarding suspected food poisoning by some passengers over Konkan Railway and another complaint was reported regarding poor quality food served by unidentified vendor between Itarsi- Khandwa section in Train No. 12719 Ajmer-Hyderabad Express on 19/10/2017 over West Central Railways.

(c): Steps being taken to ensure that good quality and hygienic food is served to the passengers inter-alia includes (i) optional catering service has been introduced as a pilot project, on 32 Rajdhani/Shatabdi/Duronto trains under the management of IRCTC w.e.f. 01/08/2017 for an initial

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period of 180 days. (ii) Introduction of station based E-Catering for widening the range of options available to passengers for ordering food of their choice. (iii) Pilot for introduction of precooked food ('ready to eat' meals) in the range of options available to passengers. (iv) 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. (v) Operation of all India Helpline (No.138) for rail-users to lodge complaints/suggestions regarding food and catering services (vi) A Twitter handle @ IRCATERING has also been made operational to cater to the complaints/suggestions with regard to catering services.
