

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.2559
TO BE ANSWERED ON 03.01.2018**

NEW CATERING POLICY

**†2559.SHRI LAKHAN LAL SAHU:
SHRI KRUPAL BALAJI TUMANE:**

Will the Minister of RAILWAYS be pleased to state:

- (a) the zone-wise number and names of multinational corporations and agencies assigned under New Catering Policy, 2017 since its implementation till now;**
- (b) the details of the trains in which new agencies have been assigned catering under the said policy;**
- (c) whether the new agencies are allegedly focussing on earning more and more profit without paying attention towards public interest and if so, the steps taken by the Railways to make this catering policy people friendly;**
- (d) whether these companies have to pay a large amount of money to the Railways and if so, the details thereof along with the steps initiated to recover the outstanding amount from them; and**
- (e) the other steps taken/being taken to make the catering services more efficient?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

- (a): No contracts have been assigned to any Multinational corporations and agencies under new Catering Policy, 2017.**
- (b): As per new Catering Policy, 2017, Indian Railway Catering and Tourism Corporation Limited (IRCTC) is managing 331 Duronto, Rajdhani, Shatabdi and Mail Express trains.**
- (c): No, Madam.**

Contd..2/-

(d): Does not arise.

(e): New Catering Policy issued on 27th February 2017 inter-alia stipulates that 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 on trains. In order to upgrade quality of food preparation, IRCTC is to set up new kitchens and upgrade existing ones. Zonal Railways are to manage minor static units (catering stall /milk stalls/ trolleys etc.) except base kitchens and kitchen units. Steps being taken to ensure that good quality and hygienic food is served to the passengers as per prescribed rate inter-alia include (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 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) Instruction has been issued to ensure stickers bearing price, grammage, date of packing etc. are pasted on food packets (vi) Price list stickers are displayed in the pantry car and pasted in coaches. (vii) service providers are advised to ensure that the vendor are carrying menu card while taking orders. (viii) Operation of all India Helpline (No.138) for rail-users to lodge complaints/suggestions regarding food and catering services (ix) A Twitter handle @ IRCATERING has also been made operational to cater to the complaints/suggestions with regard to catering services.