

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.841
TO BE ANSWERED ON 20.12.2017**

BAD QUALITY OF FOOD

†841. DR. RAMESH POKHRIYAL “NISHANK”:

SHRI JOSE K. MANI:

SHRI MANSHANKAR NINAMA:

DR. P.K. BIJU:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the comptroller and Auditor General has made an observation in its latest report that low quality of food is being served in the trains;**
- (b) if so, the steps being taken by the Government in this regard;**
- (c) whether the served food is re-used which adversely affects the health of passengers ; and**
- (d) if so, the steps taken by the Government to improve these conditions?**

ANSWER

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

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO. 841 BY DR. RAMESH POKHRIYAL "NISHANK", SHRI JOSE K. MANI, SHRI MANSHANKAR NINAMA AND DR. P.K. BIJU TO BE ANSWERED IN LOK SABHA ON 20.12.2017 REGARDING BAD QUALITY OF FOOD

(a) & (b): Yes, Madam. The Comptroller and Auditor General (CAG) of India in its Report No. 13 of 2017 dated 21.7.2017 on "Catering Services in Indian Railways" has highlighted deficiencies in catering services being provided to passengers on Indian Railways.

In its endeavour to provide quality and hygienic food to the passengers, Indian Railways have developed and operationalized an institutionalized mechanism for monitoring of quality and hygiene of catering services through regular inspections at various levels to address catering complaints. Further, to improve the standard of food being provided to passengers, new Catering Policy has been issued on 27th February, 2017 wherein inter-alia 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. In order to upgrade quality of food preparation, IRCTC is to set up new kitchens and upgrade existing ones. Further, instructions have been issued to provide optional catering service, 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. Further steps being taken to ensure that good quality and hygienic food is served to the passengers inter-alia includes (i) Introduction of station based E-Catering for widening the range of options available to passengers for ordering food of their choice. (ii) Pilot for introduction of precooked food ('ready to eat' meals) in the range of options available to passengers.

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(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 @ IRCATERING has also been made operational to cater to the complaints/suggestions with regard to catering services. (vii) A policy of zero tolerance towards poor quality of food served to passengers and overcharging is being followed and during the current Financial Year (i.e. April to October'17), 12 catering contracts have been terminated for complaint related to catering or other contractual deficiencies.

(c): No, Madam.

(d): Does not arise.
