

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.6066
TO BE ANSWERED ON 04.04.2018**

POOR QUALITY OF CATERING

6066. SHRI C.S. PUTTA RAJU:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the catering service of the Railways is not up to the mark and if so, the reasons therefor;**
- (b) the number of catering units operational in Indian railways currently;**
- (c) the zone-wise names of the catering companies; and**
- (d) whether any ceiling has been fixed for allotment of such catering units and if so, the details thereof?**

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. 6066 BY SHRI C.S. PUTTA RAJU TO BE ANSWERED IN LOK SABHA ON 04.04.2018 REGARDING POOR QUALITY OF CATERING

(a): No, Madam. However, improvement of catering services is an on-going process. In its endeavour to provide quality and hygienic food to the passengers, a new Catering Policy has been issued on 27th February 2017. As per Catering Policy 2017, 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. Further, detailed instructions/guidelines have been issued to the Zonal Railways for conducting joint inspections by Medical, Commercial and concerned infrastructure maintenance departments to inspect each and every catering unit (mobile and static) including base kitchens/cell kitchens on all Railway divisions/zones. Apart from this, regular and surprise inspections are done by Food Safety Officers, Designated Officers and Joint Food Safety Commissioners. A joint team of ticket checking staff and RPF/GRP staff also conduct surprise checks to prevent unauthorised vending on stations and trains. General Managers of the Zonal Railways have been requested to monitor such drives personally. Food samples collected by Food Safety Officers are sent to the nominated accredited Laboratories under Food Safety & Standard Act for analysis and testing. Penalties are imposed in cases of detection of unsatisfactory food samples and prosecutions are carried out as per provisions of Food Safety & Standard Rule -2011.

(b): At present, 378 mobile and 9208 static catering units are operational in Indian Railways.

(c): As per Catering Policy 2017, 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. At present, IRCTC has taken over almost all mobile units in phased manner from Zonal Railways and they are contracting out mobile units centrally. Details of the names of the contractors (companies/firms) providing catering services in trains are as under:-

S. No.	Name of Company/firm
1	Doon's Caterers
2	Express Food Services
3	Brandavan Food Products
4	R. K. Associates & Hoteliers Private Limited
5	Sanraj Hospitality
6	Roop Caterers
7	J. K. Ghosh
8	Arenco Catering
9	Deepak & Company
10	Sunshine Caterers Private Limited
11	Krishna Enterprises
12	Food World
13	Satyam Caterers Private Limited
14	Om Sai Ram Enterprises
15	Ambuj Hotel & Real Estate Private Limited
16	A. S. Sales Corporation
17	Poorvanchal Caterers
18	P. Siva Prasad
19	Boon Catering Company Private Limited
20	Singh Caterers & Vendors
21	Alok Kumar Ghosh
22	Griham Food & Hotel Private Limited
23	Variety Pantry Services Private Limited
24	Golden Caterers
25	Hakmichand D. & Sons
26	A. A. Catering Company
27	Hotel Rajasthan
28	New Classic Caterers Private Limited
29	Pplus Facility Management Services Private Limited
30	R. K. Food Products
31	Salasar Enterprises
32	P. K. Shefi
33	Classic Caterers
34	Kwality Caterers

35	P. R. Kumar
36	Seema Caterers
37	Srinathji Caterers
38	Vasantham Catering
39	Fine Caterers & Suppliers
40	K. M. Musthafa
41	K. M. A. Caterers
42	Sai Balaji Food & Beverage (India) Private Limited
43	Speed Catering Services Private Limited
44	Sree Venkateswara Enterprises
45	ABC Enterprises
46	Kannelite Facility Management Services
47	Quinn India
48	Sunil Catering Services

(d): As per the provisions of New Catering Policy 2017, the following ceiling limits are applicable for various categories of catering units:-

(i) Stand alone Automatic Vending Machines (AVMs): An entity is allowed to hold a maximum of 10 AVMs over each Zonal Railway.

(ii) Milk Stalls: Authorized franchisee/agencies of allottees (apex dairy cooperative societies approved by Government, dairy cooperative federations/members of NCDFI and/or developed under the aegis of Operation Flood Programme, bodies/agencies registered/certified by FSSAI) are allowed to hold a maximum of five milk stalls per Railway Division.

(iii) Minor catering units: A licensee is allowed to hold a maximum of five minor catering units per Division.

(iv) Food Plaza, Food Courts and Fast Food Units: An individual/firm/company is allowed to hold a maximum of two units per Division, subject to a further limit of 25 units over Indian Railways.
