

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.3562
TO BE ANSWERED ON 08.08.2018**

QUALITY AND PRICE OF FOOD

3562. SHRI K. PARASURAMAN:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways is having any proposal to conduct periodic inspection of food and beverages served in trains supplied by the vendors and if so, the details thereof;**
- (b) the steps taken by the Railways to display the tariff for each food and beverages items in every coach;**
- (c) whether the Railways is having any proposal to set-up the Railway Police Help Desk at Thanjavur junction, which is important tourism and historical place; and**
- (d) if so, the details thereof?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a): Regular checks/Inspections are conducted by Railway officials to ensure that quality food is being supplied to the travelling passengers. Feedback forms are collected from the passengers during these inspections. Food samples are collected by Food Safety Officers of Medical Department and sent to accredited laboratories for analysis. During the Financial year 2017-18, overall 45488 inspections and during the current period of Financial year

2018-19 (i.e from 01.04.2018 to 30.06.2018) 9785 inspections (including inspection on food and beverages) were conducted on catering services over Indian Railways.

(b): Instructions have already been issued to Zonal Railways to ensure display of Menu/Tariff list in the coaches of the trains and that the same must be carried by waiter of the train also so that travelling passengers may access the Menu/Tariff list easily.

(c) and (d) : Presently there is no proposal to set up Railway Police Helpdesk at Thanjavur Junction. However, Railway Protection Force (RPF) assistance booths are available at Platform No.01 and 2 of Thanjavur Junction to facilitate and render necessary security related assistance to passengers.
