

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.1548
TO BE ANSWERED ON 19.12.2018**

QUALITY OF FOOD

1548. SHRI BHARTRUHARI MAHTAB:

SHRI SANJAY DHOTRE:

SHRI RAHUL SHEWALE:

Will the Minister of RAILWAYS be pleased to state:

(a) whether the average time taken by the Government in resolving the grievances/complaints of the passengers pertaining to poor food quality in long distance/premium trains has increased during the last three years and the current year;

(b) if so, the details thereof and the reasons therefor along with the number of such complaints received from the passengers of the said trains during the said period;

(c) the details of the penalties imposed on the contractors and the number of contracts terminated by the Government in such complaints so far;

(d) the role played by the Catering Monitoring Service Cell (CMSC) in addressing the said grievances/complaints and imposition of the penalties; and

(e) the other steps taken/being taken by the Government to improve the catering services and prompt redressal of grievances/complaints of the passengers along with achievements thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a): No, Madam.

(b) & (c): The number of complaints regarding poor quality of food in trains have shown a decreasing trend and action taken thereon including imposition of fine, termination of contracts during the last three years and the current year are Appended.

(d): A centralized Catering Services Monitoring Cell (CSMC) has been set up in Railway Board's office having a toll free number 1800-111-321 for prompt redressal of the passenger grievances related to the catering activities by providing real time assistance to travelling public. Further, on the same pattern Catering Monitoring Cells have been set up at Zonal and Divisional levels for daily monitoring of the catering activities.

(e): With the objective to provide quality food to rail passengers, new Catering Policy 2017 has been issued on 27.02.2017 wherein 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 shall be setting up new kitchens and upgrading existing ones.

Accordingly, the Indian Railway Catering and Tourism Corporation (IRCTC) has taken various measures to ensure hygienic, quality and prompt redressal of grievances/complaints of the passengers as under:-

- (i) Upgradation of Base Kitchens/Kitchen Units.**
- (ii) Deployment of Food Safety Supervisors.**
- (iii) Installation of CCTV in Base Kitchens and their centralized monitoring.**

- (iv) Sharing of live streaming of the Base Kitchens through website of IRCTC made operational.**
- (v) Provision of E-Catering services at railway stations.**
- (vi) Introduction of Optional Catering and Ready to Eat (RTE) Meals on selected trains.**
- (vii) Upgradation and revision of a la carte Menu on selected trains.**
- (viii) Display of Menu/Tariff list.**
- (ix) Introduction of Eco-friendly Sugar Bagasse (Biodegradable) packaging material.**
- (x) Provision of Service trolleys in Rajdhani and Duronto trains.**
- (xi) Provision of Hand sanitizers in Rajdhani/Shatabdi/Duronto trains.**
- (xii) Introduction of Automatic vending machines on Humsafar trains.**
- (xiii) Provision of tablets to on board catering supervisors for passenger feedback and inspection applications.**
- (xiv) Qualification and experience of on board Catering Service Staff has been fixed.**
- (xv) Examination of quality of food, hygiene and cleanliness in pantry cars by third party audit.**
- (xvi) Introduction of Hand held PoS machine along with QR code on pilot basis on selected trains.**
- (xvii) Launching of awareness campaigns as under by IRCTC:**
 - MRP on all products- " No MRP, the license get cancelled"**
 - "No Bill- The food is for FREE".**
 - Strict compliance of instructions regarding 'no tips' including signage of "NO TIPS PLEASE" on sleeves and back of new uniforms of waiters/catering staff.**

(xviii) Provision of variety of cuisines through Food Plazas and Food Units over Indian Railways.

(xix) Customer satisfaction survey by Third Party Agencies.

(xx) Monitoring and supervision of catering service through Operation of centralized Catering Service Monitoring Cell (CSMC) toll free number 1800-111-321, Operation of All India Helpline No. 138, Twitter handle, CPGRAMS, E-Mail and SMS based complaints redressal.

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APPENDIX REFERRED TO IN REPLY TO PARTS (b) AND (c) OF UNSTARRED QUESTION NO. 1548 BY SHRI BHARTRUHARI MAHTAB, SHRI SANJAY DHOTRE AND SHRI RAHUL SHEWALE TO BE ANSWERED IN LOK SABHA ON 19.12.2018 REGARDING QUALITY OF FOOD

The number of complaints regarding poor quality of food in trains and action taken thereon including imposition of fine, termination of contracts during the last three years and the current year are as under:-

Year wise No. of Complaints related to Quality of Catering Services in Trains over Indian Railways and Action taken thereon during the period 2015-16, 2016-17, 2017-18 and 2018-19 (till 31.10.2018)											
Year	Total No. of Compl aints	Action Taken									
		Fined			Warned	Termination	Suitably Advised	Not Substantiated	D & A R Action	Any Other	Total
		No. of cas es	Amount of Fine imposed (in Rupees)	Amount of Fine realised (in Rupees)							
2015-16	2858	833	56,73,590	56,58,590	1181	0	381	214	4	245	2858
2016-17	2280	974	81,22,580	79,22,580	689	1	277	80	4	255	2280
2017-18	1757	460	35,94,916	27,43,916	362	7	301	83	0	544	1757
2018-19 (upto 31.10. 2018)	1207	181	11,73,200	7,59,000	547	0	259	104	0	116	1207
