

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.1606
TO BE ANSWERED ON 19.12.2018**

POOR QUALITY OF FOOD

**†1606. SHRI GAJANAN KIRTIKAR:
SHRI NAGAR RODMAL:
SHRI R.P. MARUTHARAJAA:
SHRIMATI REKHA VERMA:
SHRI ABHISHEK SINGH:
SHRI LALLU SINGH:
SHRI GOPAL SHETTY:
SHRI B.V. NAIK:
DR. A. SAMPATH:**

Will the Minister of RAILWAYS be pleased to state:

- (a) the zone-wise details of the complaints including the complaints from Members of Parliament received by the Railways regarding serving of poor quality meal, contaminated water and violation of guidelines in trains as well as at railway stations during the current year;**
- (b) the action taken/penalty imposed by the Government in every such case especially against the license holding vendors;**
- (c) whether the Railways has developed any mechanism to provide safe, healthy and nutritious food in the trains as well as at the railway stations;**
- (d) if so, the details thereof; and**
- (e) the steps taken by the Railways to provide hygienic and safe food in trains and at railway stations?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) to (e) : A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 1606 BY SHRI GAJANAN KIRTIKAR, SHRI NAGAR RODMAL, SHRI R.P. MARUTHARAJAA, SHRIMATI REKHA VERMA, SHRI ABHISHEK SINGH, SHRI LALLU SINGH, SHRI GOPAL SHETTY, SHRI B.V. NAIK AND DR. A. SAMPATH TO BE ANSWERED IN LOK SABHA ON 19.12.2018 REGARDING POOR QUALITY OF FOOD

(a) & (b): Strict action is taken against contractors/suppliers whenever any complaint regarding poor quality of food is substantiated. Accordingly, the zone-wise details of the complaints including the complaints from Members of Parliament received by the Railways and the action taken/penalty imposed during the current year period (01.01.2018 to 31.10.2018) are appended.

(c) to (e): To provide safe, healthy and quality food to 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 unbundling by creating a distinction primarily between food preparation and food distribution on trains. To ensure hygienic and safe food to passengers, following measures have been taken by Railways:

- (i) To upgrade quality of food preparation, IRCTC is setting up new kitchens and upgrading existing ones. To ensure centralized monitoring of the kitchen activities, CCTVs have been installed in Base Kitchens/Kitchen Units. Sharing of live streaming of the Base Kitchens through website of IRCTC has been made operational.**
- (ii) To ensure compliance of Food Safety Norms, Food Safety and Standards Authority of India (FSSAI) certification from**

Designated Food Safety Officers of each catering unit is mandatory. Food Safety Supervisors have been deployed at Kitchen Units to monitor food safety and hygienic practices. Food samples collected by Food Safety Officers/Supervisors 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.

- (iii) Examination of quality of food, hygiene and cleanliness in Pantry Cars and Kitchen Units is done through Third Party Audit. Customer satisfaction survey is also conducted through Third Party Agencies.**
- (iv) Regular and surprise inspections are conducted by railway officials including Food Safety Officers. Detailed instructions/guidelines have been issued to the Zonal Railways for conducting inspections.**
- (v) Apart from above, to ensure hygienic and safe food to passengers following recent initiatives have also been taken by Railways:-**
 - (a)Introduction of Optional Catering and Ready to Eat (RTE) Meals on selected trains.**
 - (b)Introduction of Eco-friendly Sugar Bagasse (Biodegradable) packaging material.**
 - (c)Provision of Service trolleys in Rajdhani and Duronto trains.**
 - (d)Provision of Hand sanitizers in Rajdhani/Shatabdi/Duronto trains.**

(e)Introduction of Automatic vending machines on Humsafar trains.

(f) Provision of tablets to on board catering supervisors for passenger feedback and inspection applications.

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

APPENDIX REFERRED TO IN REPLY TO PARTS (a) AND (b) OF UNSTARRED QUESTION NO. 1606 BY SHRI GAJANAN KIRTIKAR, SHRI NAGAR RODMAL, SHRI R.P. MARUTHARAJAA, SHRIMATI REKHA VERMA, SHRI ABHISHEK SINGH, SHRI LALLU SINGH, SHRI GOPAL SHETTY, SHRI B.V. NAIK AND DR. A. SAMPATH TO BE ANSWERED IN LOK SABHA ON 19.12.2018 REGARDING POOR QUALITY OF FOOD.

(a) & (b): The zone-wise details of the complaints including the complaints from Members of Parliament received by the Railways regarding serving of poor quality meal, contaminated water and violation of guidelines in trains as well as at railway stations during the current year (01.01.2018 to 31.10.2018) and the actions taken thereof are as under;

Zonal Railway	No. Of Compl aints	Action Taken								
		Fined		Warned	Termination	Suitably Advised	Not Substantiated	D & AR Action	Any Other	Total
		No. of cases	Amount of Fine Imposed (₹)							
Central	88	27	3,35,500	8	0	17	12	0	24	88
East Central	235	170	5,67,000	3	0	3	0	1	58	235
East Coast	82	33	54,500	36	0	5	3	0	5	82
Eastern	2	1	500	0	0	0	1	0	0	2
North Central	80	33	2,56,000	3	0	2	24	1	17	80
North Eastern	51	22	31,000	9	0	0	18	2	0	51
North-east Frontier	14	1	50,000	0	0	0	0	0	13	14
Northern	134	50	5,21,500	8	0	5	39	8	24	134
North Western	135	70	4,81,500	10	0	6	11	0	38	135
South Central	6	0	0	1	0	4	1	0	0	6
South East Central	20	12	8,500	3	0	0	5	0	0	20
South Eastern	4	4	46,000	0	0	0	0	0	0	4
Southern	118	41	1,62,000	7	0	12	6	0	52	118

Zonal Railway	No. Of Compl aints	Action Taken								
		Fined		Warned	Termination	Suitably Advised	Not Substantiated	D & AR Action	Any Other	Total
		No. of cases	Amount of Fine Imposed (₹)							
South Western	105	52	2,50,008	5	0	31	6	0	11	105
West Central	74	63	5,19,500	2	1	0	8	0	0	74
Western	120	37	2,89,000	20	0	39	7	0	17	120
Total (All Zones)	1268	616	35,72,508	115	1	124	141	12	259	1268
IRCTC	6261	1875	1,19,55,265	2207	0	981	414	0	784	6261
Grand Total (All Zones + IRCTC)	7529	2491	1,55,27,773	2322	1	1105	555	12	1043	7529
* WCR - Termination TSV Contract M/s Doon Caterers of Train No. 12121-22 terminated on 04.01.2018 due to repeated complaints of 'Overcharging										
