

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.2334
TO BE ANSWERED ON 26.12.2018**

QUANTITY OF FOOD

2334. SHRI GUTHA SUKENDER REDDY:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that the Railways is contemplating to reduce the quantity of meals served in the trains;**
- (b) if so, the details thereof and the reasons therefor;**
- (c) whether this move would not make the passengers to pay more for consuming less quantity of food; and**
- (d) if so, the details thereof and the steps being taken by the Government to increase the quality of food served in trains and to reduce their prices while reducing the quantity?**

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. 2334 BY SHRI GUTHA SUKENDER REDDY TO BE ANSWERED IN LOK SABHA ON 26.12.2018 REGARDING QUANTITY OF FOOD

(a) to (c) : No, Madam. In terms of Catering Policy 2017, IRCTC has been rationalizing the Menu of pre paid trains where catering charges are inbuilt in the passenger fare. Under rationalization of Menu, IRCTC has changed the nature of meals as per the needs of passenger. The Menu is, however, commensurate with the existing tariff.

(d) : To improve the quality of food served following measures have been taken:

- (i) Upgradation of Base Kitchens/Kitchen Units.**
- (ii) Installation of CCTV in Base Kitchens and their centralized monitoring.**
- (iii) Sharing of live streaming of the Base Kitchens through website of IRCTC made operational.**
- (iv) Deployment of Food Safety Supervisors.**
- (v) Examination of quality of food, hygiene and cleanliness in pantry cars by third party audit.**
- (vi) Provision of E-Catering services at railway stations.**
- (vii) Introduction of Optional Catering and Ready to Eat (RTE) Meals on selected trains.**
- (viii) Upgradation and revision of a la carte Menu on selected trains.**
- (ix) Display of Menu/Tariff list.**

- (x) Introduction of Eco-friendly Sugar Bagasse (Biodegradable) packaging material.**
- (xi) Provision of Service trolleys in Rajdhani and Duronto trains.**
- (xii) Provision of Hand sanitizers in Rajdhani/Shatabdi/Duronto trains.**
- (xiii) Meal Trays of bio-degradable material with air tight sealed cover for packing of meals from kitchens is being introduced initially on selected Rajdhani and Duronto trains.**
- (xiv) Introduction of Automatic vending machines on Humsafar trains.**
- (xv) Provision of tablets to on board catering supervisors for passenger feedback and inspection applications.**
- (xvi) Qualification and experience of on board Catering Service Staff has been fixed.**
- (xvii) Introduction of Hand held PoS machine along with QR code on pilot basis on selected trains.**
- (xviii) Customer satisfaction survey by Third Party Agencies.**
- (xix) 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.**
