

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO.2343  
TO BE ANSWERED ON 26.12.2018**

**HYGIENIC WATER AND QUALITY OF FOOD**

**2343. SHRI OM BIRLA:**

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether the Government is aware of the fact that unpurified water straight from taps and at times toilets is used in preparation of beverages and food provided to passengers and are not hygienic;**
- (b) if so, the steps initiated by the Government to improve the prevailing situation and to provide healthy, wholesome and hygienic food to the passengers;**
- (c) whether the Government has taken note of the fact that frequent changes in Catering Policy for an undertaking of the size of the Indian Railways where 23 million passengers travel daily, have adversely impacted the catering services leaving the travelling passengers in lurch and switch over the means of catering resulting into intrusion of unauthorized vendors;**
- (d) if so, whether the Government intends to implement a new Catering Policy, 2017 in letter and spirit with no further change in the system; and**
- (e) if so, the details in this regard?**

**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.**

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) To (e) OF UNSTARRED QUESTION NO. 2343 BY SHRI OM BIRLA IN LOK SABHA ON 26.12.2018 REGARDING PROVISION FOR HYGIENIC WATER AND QUALITY OF FOOD**

**(a) & (b): No, Madam. To maintain hygiene and quality, only potable drinking water is used for cooking of food on Indian Railways. Further, in its endeavour to provide hygienic and quality food to the passengers, Indian Railways have taken several measures as under:**

- (i) Upgradation of Base Kitchens/Kitchen Units: 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) Monitoring and supervision of catering service is done 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.**

**(c) to (e): With the objective to provide quality and hygienic food to passengers, a new Catering Policy 2017 has been notified wherein unbundling of catering services on trains by IRCTC has been envisaged. In compliance thereof IRCTC has already taken over management of 377 mobile units (pairs of trains with pantry Cars) and 262 static units/Kitchen Units. IRCTC has already upgraded 30 Base Kitchens/ Kitchen Units. IRCTC is closely monitoring the quality of food preparation through various modalities, e.g. CCTV, Food safety supervisors, IRCTC supervisor, food sampling in NABL accredited labs, Third Party Audit.**

**Changes in policy are made after taking the felt needs into account. The provisions of Catering Policy 2017 are under implementation by IRCTC and Zonal Railways.**

