

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.543
TO BE ANSWERED ON 06.02.2019**

BAD QUALITY OF FOOD

**543. SHRI JANARDAN SINGH SIGRIWAL:
SHRI RAJESHBHAI CHUDASAMA:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether serving of substandard items/eatables and unhygienic conditions of compartments have been reported in Rajdhani and Shatabdi and other long distance trains and if so, the reaction of the Railways thereto;**
- (b) the number of complaints received in regard to serving of stale/inferior quality of eatables and the other deficiencies in the catering service during the last one year, zone-wise;**
- (c) the corrective action taken including termination of contracts of the contractors in the matter;**
- (d) the other steps taken or being taken by the Railways to improve the quality of eatables/food items and other services in the trains; and**
- (e) whether Railways proposes to do away with the compulsory booking of meals in Shatabdi and Rajdhani trains and if so, the details thereof?**

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. 543 BY SHRI JANARDAN SINGH SIGRIWAL AND SHRI RAJESHBHAI CHUDASAMA TO BE ANSWERED IN LOK SABHA ON 06.02.2019 REGARDING BAD QUALITY OF FOOD

(a): It is continuous endeavour of Indian Railways to provide good quality catering service and ensuring hygiene in compartments. Indian Railways have robust complaint management system in place, wherein complaints/feed backs/suggestions are received and appropriately addressed. These include complaints pertaining to poor catering services and unhygienic condition of compartments. All complaints related to services on trains are dealt promptly and corrective action is taken, including imposition of penalties, debarring or termination of contract etc. as per the gravity of the complaints.

(b) & (c): The number of complaints received in regard to serving of poor quality of food and the other deficiencies in the catering services in trains during the last one year along with the action taken in this regard are appended.

(d): Steps taken to improve quality of catering services:

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:-**
 - I. Introduction of Optional Catering and Ready to Eat (RTE) Meals on selected trains.**
 - II. Introduction of Eco-friendly Sugar Bagasse (Biodegradable) packaging material.**
 - III. Provision of Service trolleys in Rajdhani and Duronto trains.**
 - IV. Provision of Hand sanitizers in Rajdhani/Shatabdi/Duronto trains.**

- V. Introduction of Automatic vending machines on Humsafar trains.**
- VI. Provision of tablets to on board catering supervisors for passenger feedback and inspection applications.**
- VII. Provision of variety of cuisines through Food Plazas and Food Units over Indian Railways.**

Steps taken to improve cleanliness of coaches:

- (i) Cleaning of coaches of trains at both ends, including mechanised cleaning.**
- (ii) Provision of On Board Housekeeping Service (OBHS) in more than 1050 pairs of trains.**
- (iii) Under 'Clean My Coach' scheme, passenger can send a message through mobile (SMS) for any cleaning requirement in the coach.**
- (iv) 'Coach Mitra' facility has been introduced in about 1000 pairs of trains as a single window interface to register coach related requirements of passengers.**
- (v) Provision of dustbins in non-AC coaches in addition to the AC coaches.**
- (vi) Clean Train Station (CTS) scheme for cleaning of toilets of identified trains during the scheduled stoppage at nominated stations.**
- (vii) Installation of Bio-toilets in coaches.**
- (viii) Regular pest control treatment of coaches.**

(e): For pre-paid trains like Rajdhani/Shatabdi/Duronto where catering charges are part of total ticket fare, optional catering service has been introduced on identified trains on pilot basis with effect from 01.08.2017.

APPENDIX REFERRED TO IN REPLY TO PARTS (b) AND (c) OF UNSTARRED QUESTION NO. 543 BY SHRI JANARDAN SINGH SIGRIWAL AND SHRI RAJESHBHAI CHUDASAMA TO BE ANSWERED IN LOK SABHA ON 06.02.2019 REGARDING BAD QUALITY OF FOOD.

(b) & (c): The number of complaints received in regard to serving of stale/inferior quality of eatables and the other deficiencies in the catering services in trains over Indian Railways during last one year i.e. from 01.01.2018 to 31.12.2018.

Zone *	Head	No. of Compl aints	Action Taken								
			Fined		Warned	Termination	Suitably Advised	Not Substantiated	D & AR Action	Any Other	Total
			No. of case s	Amount of Fine Imposed (₹)							
	Quality	1839	268	17,20,580	781	0	447	142	0	201	1839
	Other Deficie ncies	5221	1933	1,21,32,775	1631	0	665	304	0	688	5221
	Total	7060	2201	1,38,53,355	2412	0	1112	446	0	889	7060

***The mobile catering services in all Trains on Indian Railways are presently being managed by Indian Railway Catering and Tourism Corporation (IRCTC) except for one train by South Western Railway.**
