

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
UNSTARRED QUESTION NO.1850
TO BE ANSWERED ON 03.07.2019**

NEW CATERING POLICY

†1850. SHRI PRATAPRAO PATIL CHIKHLIKAR:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government has formulated a new catering policy for betterment of catering facilities to the passengers in the trains;**
- (b) if so, the details thereof;**
- (c) the details of facilities to be provided in this regard; and**
- (d) the measures taken by the Government to check the quality of food items provided by IRCTC?**

ANSWER

**MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY
(SHRI PIYUSH GOYAL)**

(a) to (c): Yes, Sir. To provide quality food to passengers, a new Catering Policy has been issued on 27th February 2017 vide which Indian Railway Catering and Tourism Corporation Limited (IRCTC) has been mandated to carry out unbundling of catering services by creating a distinction between food preparation and food distribution on trains. For this purpose, meals for trains are to be sourced from kitchens owned, operated and managed by IRCTC. Various catering facilities envisaged in the New Catering Policy are as follows:

- I. IRCTC has to upgrade Base Kitchens. During the last two years, 46 Base Kitchens have been upgraded. CCTV cameras have been installed in 38 Base Kitchens for monitoring purposes and web-based live streaming facility is being extended to these kitchens. These live streams are on public domain on raildrishti.in.**

- II. To upgrade the quality of meals to be served to the passengers, flexibility has been given to IRCTC to revise menus.**
- III. Provision of Train Side Vending facility in trains running without pantry cars is being made.**
- IV. Service improvements like Automatic Vending Machines, Ready-to-Eat (RTE) meals etc. have been introduced.**
- V. POS machines are being provided on Catering Units of Indian Railways to facilitate passengers to get instant bills for all catering related transactions and also enable them to pay through cashless modes.**

(d): The measures taken by Indian Railways to check quality of food items are:-

- I. Food Safety Supervisors have been deployed at Kitchen Units to monitor food safety and hygienic practices.**
- II. Independent Third Party Customer Satisfaction Survey is being conducted regularly by reputed Third Party Agencies.**
- III. National Accreditation Board for Testing and Calibration Laboratories (NABL) accredited labs have been engaged for lab testing of food being prepared in kitchens.**
- IV. Regular and surprise inspections are conducted by Railway officials including Food Safety Officers.**
- V. System to bar code all food packets and mention details like name of kitchen, date of packaging etc. has been started and it is planned to implement this all over.**
