

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.2001
TO BE ANSWERED ON 03.07.2019**

QUALITY OF FOOD

†2001. SHRI RAMCHARAN BOHRA:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the food being served to passengers in trains is not qualitatively good and if so, the details thereof;**
- (b) whether the Railways has constituted any committee to conduct an enquiry in this regard;**
- (c) if so, the details and the outcomes thereof;**
- (d) whether this Government has received any complaints regarding quality of food over the years;**
- (e) if so, the action taken by the Government in this regard; and**
- (f) the steps taken/being taken by the Government to make the quality of food better in future?**

ANSWER

MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY

(SHRI PIYUSH GOYAL)

(a): No, Sir. However, it is continuous endeavour of Indian Railways to provide good quality catering services. Some complaints regarding quality of food are received from time to time which are appropriately addressed, data for which can be seen in the appendix.

(b & c): Railways has not constituted any Committee to conduct an enquiry regarding food quality. However, Third Party Audits are conducted by IRCTC to check the quality of food on trains.

(d & e): The number of complaints received regarding quality of food during the last three years along with the action taken in this regard are appended.

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

To provide safe, healthy and quality food to passengers, a new Catering Policy had 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. In order to upgrade quality of food preparation, IRCTC has upgraded 46 Kitchen Units in the last two years. CCTV cameras have been installed in 38 Base Kitchens for monitoring purposes and web-based live streaming facility is being extended to these kitchens.**
- II. To upgrade the quality of meals to be served to the passengers, menus are being rationalized by IRCTC.**
- III. Branded food providers have been roped in to provide e-catering services in trains.**
- IV. Food Safety Supervisors have been deployed at Kitchen Units to monitor food safety and hygiene practices.**
- V. Regular and surprise inspections are conducted by Railway officials including Food Safety Officers.**
- VI. System of printing barcode and other details like name of kitchen, date of packaging etc. on food packets has been initiated at few places and it is planned to upscale this all over.**

APPENDIX REFERRED TO IN REPLY TO PARTS (d) AND (e) OF UNSTARRED QUESTION NO. 2001 BY SHRI RAMCHARAN BOHRA TO BE ANSWERED IN LOK SABHA ON 03.07.2019 REGARDING QUALITY OF FOOD

(d) & (e): The number of complaints received in regard to quality of food during the last three years along with the action taken in this regard:-

Zonal Railway	Total Complaints received in Year	Head	Total No. of Complaints	Action Taken								
				Fined		Warned	Terminated	Suitably Advised	Not Substantiated	D & AR Action	Any Other	Total
				No. of Cases	Amount of Fine imposed							
Total (ZRs)	2018-19	Quality	98	33	₹ 1,11,000	17	0	11	15	0	22	98
		Others	1223	585	₹ 35,96,090	171	0	98	185	11	173	1223
		Total	1321	618	₹ 37,07,090	188	0	109	200	11	195	1321
	2017-18	Quality	958	260	₹ 21,33,166	130	11	40	45	0	472	958
		Others	4097	1998	₹ 3,60,72,034	641	5	288	292	9	864	4097
		Total	5055	2258	₹ 3,82,05,200	771	16	328	337	9	1336	5055
	2016-17	Quality	1755	932	₹ 75,35,200	522	1	89	67	0	144	1755
		Others	6761	3511	₹ 3,77,29,100	1718	1	378	428	3	722	6761
		Total	8516	4443	₹ 4,52,64,300	2240	2	467	495	3	866	8516
IRCTC	2018-19	Quality	2079	348	₹ 23,57,720	958	0	459	167	0	147	2079
		Others	5783	2338	₹ 1,56,35,080	1791	0	691	352	2	609	5783
		Total	7862	2686	₹ 1,79,92,800	2749	0	1150	519	2	756	7862
	2017-18	Quality	1150	316	₹ 19,18,750	321	0	330	73	0	110	1150
		Others	3712	1300	₹ 86,95,516	892	0	703	358	1	458	3712
		Total	4862	1616	₹ 1,06,14,266	1213	0	1033	431	1	568	4862
	2016-17	Quality	709	102	₹ 6,60,150	225	0	212	30	4	136	709
		Others	1212	267	₹ 14,15,428	358	1	214	179	17	176	1212
		Total	1921	369	₹ 20,75,578	583	1	426	209	21	312	1921
Grand Total	2018-19	Quality	2177	381	₹ 24,68,720	975	0	470	182	0	169	2177
		Others	7006	2923	₹ 1,92,31,170	1962	0	789	537	13	782	7006
		Total	9183	3304	₹ 2,16,99,890	2937	0	1259	719	13	951	9183
	2017-18	Quality	2108	576	₹ 40,51,916	451	11	370	118	0	582	2108
		Others	7809	3298	₹ 4,47,67,550	1533	5	991	650	10	1322	7809
		Total	9917	3874	₹ 4,88,19,466	1984	16	1361	768	10	1904	9917
	2016-17	Quality	2464	1034	₹ 81,95,350	747	1	301	97	4	280	2464
		Others	7973	3778	₹ 3,91,44,528	2076	2	592	607	20	898	7973
		Total	10437	4812	₹ 4,73,39,878	2823	3	893	704	24	1178	10437
