

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.2768
TO BE ANSWERED ON 10.07.2019**

PRIVATE CATERING SERVICES

2768. SHRI SELVAM. G.:

SHRI MOHANBHAI KALYANJI KUNDARIYA:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether IRCTC has given catering services to private contractors and if so, the details thereof;**
- (b) the details of the eligibility criteria for getting contracts from IRCTC along with the number of private catering units presently operating;**
- (c) the number of complaints received by the Railways against private catering companies for taking more than the prescribed price and violating the guidelines during the last three years;**
- (d) whether any inquiry is being conducted against such catering firms and if so, the details thereof along with the names of such companies against which inquiry is being conducted;**
- (e) whether some catering agencies are not serving eatables on terms of approved contract and if so, the details thereof along with the details of the action taken against such agencies; and**
- (f) whether the Government has taken any steps to provide quality food through IRCTC in all its trains and if so, the details thereof?**

ANSWER

MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY

(SHRI PIYUSH GOYAL)

(a) & (b): Yes, Sir. Indian Railways Catering and Tourism Corporation Limited (IRCTC) has engaged private contractors to operate pantry car contracts of 413 pairs of trains. In addition, Private Contractors have also been engaged to provide catering services through Train Side Vending in trains without pantry cars and through Static Units at stations.

For provision of e-catering services, reputed service providers are also empanelled by IRCTC.

Details of all tenders of IRCTC including the eligibility criteria are available on IRCTC's website http://www.irctc.com/tenders_En.jsp.

(c) to (e): The number of complaints received by the Railways against private catering companies for taking more than the prescribed price and violating the guidelines during the last three years are appended.

Since the identity of the catering firms which have indulged in cases of overcharging and other deficiencies in service are clearly known, appropriate penal action is taken, as required, against them without always conducting an enquiry. During 2018-19, out of the total number of 9183 complaints of various deficiencies in service, 3487 complaints were related to overcharging on which appropriate penal actions such as imposition of monetary fines, warning, actions under Disciplinary & Appeal Rules, etc. have been taken. The names of the catering firms penalised for deficiency in service will be laid on the Table of the House.

In case any instance of non-compliance of terms and conditions of contract is reported or noticed, strict action is taken against the service providers for deficiency in service. Details of such complaints and action taken can be seen in the appendix.

(f): 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 steps taken to provide quality food to passengers are as follows:

- 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. Food Safety Supervisors have been deployed at Base Kitchens to monitor food safety and hygienic practices.**
- III. To upgrade the quality of meals to be served to the passengers, IRCTC is rationalising the menus.**
- IV. Branded food providers have been roped in to provide e-catering services in trains.**
- V. System of printing barcode and other details like name of kitchen, date of packaging etc. on food packets has been initiated.**
- VI. Regular and surprise inspections are conducted by Railway officials including Food Safety Officers.**
- VII. Examination of quality of food, hygiene and cleanliness in Pantry Cars and Base Kitchens through Third Party Audits.**
- VIII. 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.**

APPENDIX REFERRED TO IN REPLY TO PARTS (c) TO (e) OF UNSTARRED QUESTION NO. 2768 BY SHRI SELVAM. G. AND SHRI MOHANBHAI KALYANJI KUNDARIYA TO BE ANSWERED IN LOK SABHA ON 10.07.2019 REGARDING PRIVATE CATERING SERVICES

(c) to (e): The number of complaints received against private catering companies for taking more than the prescribed price and violating the guidelines during the last three years along with the action taken in this regard.

Period	Head	Total Complaints	Action Taken								
			Fined		Warned	Termination	Suitably Advised	Not Substantiated	D & AR Action	Any Other	Total
			No. of Cases	Amount of Fine imposed (In ₹)							
2018-19	Over Charging	3487	2203	1,34,88,090	658	0	175	240	11	200	3487
	Quantity	206	50	2,99,610	92	0	40	14	0	10	206
	Violation of other Guidelines	5490	1051	79,12,190	2187	0	1044	465	2	741	5490
	Total	9183	3304	2,16,99,890	2937	0	1259	719	13	951	9183
2017-18	Over Charging	4185	2436	3,66,73,257	664	4	229	311	7	534	4185
	Quantity	234	59	5,99,250	73	0	34	15	0	53	234
	Violation of other Guidelines	5498	1379	1,15,46,959	1247	12	1098	442	3	1317	5498
	Total	9917	3874	4,88,19,466	1984	16	1361	768	10	1904	9917
2016-17	Over Charging	4156	2651	2,93,47,428	751	1	141	265	4	343	4156
	Quantity	243	111	7,24,750	64	0	26	28	0	14	243
	Violation of other Guidelines	6038	2050	1,72,67,700	2008	2	726	411	20	821	6038
	Total	10437	4812	4,73,39,878	2823	3	893	704	24	1178	10437
