

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
LOK SABHA  
UNSTARRED QUESTION NO. 5087  
TO BE ANSWERED ON 24.07.2019**

**QUALITY OF FOOD IN TRAINS**

**5087. 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) whether some catering agencies are not serving eatables in terms of approved contract and if so, the details thereof along with details of the action taken against such agencies; and**
- (d) whether the Government has taken any steps to provide quality food from 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](http://www.irctc.com/tenders_En.jsp).**

**(c): 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 are appended.**

**(d): To provide quality food to passengers, a new Catering Policy has been issued on 27<sup>th</sup> 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 has been 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, Twitter handle, CPGRAMS, E-Mail and SMS based complaints redressal.**

**\*\*\*\*\***

**APPENDIX REFERRED TO IN REPLY TO PARTS (c) OF UNSTARRED QUESTION NO. 5087 BY SHRI MOHANBHAI KALYANJI KUNDARIYA TO BE ANSWERED IN LOK SABHA ON 24.07.2019 REGARDING QUALITY OF FOOD IN TRAINS**

**(c): The number of complaints received against catering agencies for not serving eatables in terms of approved contracts during the last year (01.04.2018 to 31.03.2019) along with the action taken in this regard.**

Type of Complaint	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 ₹)							
<b>Over Charging</b>	<b>3487</b>	<b>2203</b>	<b>1,34,88,090</b>	<b>658</b>	<b>0</b>	<b>175</b>	<b>240</b>	<b>11</b>	<b>200</b>	<b>3487</b>
<b>Quality</b>	<b>2177</b>	<b>381</b>	<b>24,68,720</b>	<b>975</b>	<b>0</b>	<b>470</b>	<b>182</b>	<b>0</b>	<b>169</b>	<b>2177</b>
<b>Quantity</b>	<b>206</b>	<b>50</b>	<b>2,99,610</b>	<b>92</b>	<b>0</b>	<b>40</b>	<b>14</b>	<b>0</b>	<b>10</b>	<b>206</b>
<b>Hygiene</b>	<b>257</b>	<b>108</b>	<b>18,86,180</b>	<b>82</b>	<b>0</b>	<b>41</b>	<b>15</b>	<b>0</b>	<b>11</b>	<b>257</b>
<b>Violation of other guidelines</b>	<b>3056</b>	<b>562</b>	<b>35,57,290</b>	<b>1130</b>	<b>0</b>	<b>533</b>	<b>268</b>	<b>2</b>	<b>561</b>	<b>3056</b>
<b>Total</b>	<b>9183</b>	<b>3304</b>	<b>2,16,99,890</b>	<b>2937</b>	<b>0</b>	<b>1259</b>	<b>719</b>	<b>13</b>	<b>951</b>	<b>9183</b>

\*\*\*\*\*