

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
LOK SABHA  
UNSTARRED QUESTION NO. 1370  
TO BE ANSWERED ON 14.12.2022  
SUB-STANDARD FOOD IN TRAINS**

**†1370. SHRI HARISH DWIVEDI:**

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether the Government has launched an option to provide food to passengers as per their choices during train journey and if so, the details thereof;**
- (b) whether the passengers are continuously complaining regarding sub-standard foods being served to them during train journey; and**
- (c) is so, the details thereof?**

**ANSWER**

**MINISTER OF RAILWAYS, COMMUNICATIONS AND  
ELECTRONICS & INFORMATION TECHNOLOGY  
(SHRI ASHWINI VAISHNAW)**

**(a): Yes, Sir. 'Optional Catering Service' has been introduced in all premium trains (Rajdhani, Shatabdi, Duronto, Gatiman, Tejas, Vande Bharat) w.e.f. 01.09.2019. In this scheme, passengers are being provided with the option at the time of booking tickets, to opt out of the pre-paid catering facilities being provided in these trains.**

**(b) and (c): During the period 01.04.2022 to 31.10.2022, Indian Railway Catering and Tourism Corporation (IRCTC) has received a total of 5869 complaints of food quality in trains. On receipt of any complaint of food quality, appropriate action including penalty is taken against the service provider of IRCTC. It is the continuous endeavour of Indian Railways (IR) to provide good quality and hygienic food to the passengers as per norms and standards prescribed by Food Safety and Standards Authority of India (FSSAI).**

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