

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA**

**UNSTARRED QUESTION NO. 2422  
TO BE ANSWERED ON 21.12.2022**

**STANDARDS OF FOOD AND SERVICE**

**2422. SHRI A. GANESHAMURTHI:**

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

- (a) whether the Government has allowed IRCTC to decide the menu of a-la-carte meals served in Rajdhani /Shatabdi type premium trains;**
- (b) if so, the details thereof;**
- (c) whether the menu would be pre-notified for information of passengers, if so, the details thereof;**
- (d) whether the upgradation in quality, standards of food and service would be ensured;**
- (e) if so, whether there is any monitoring mechanism in place to ensure quality and tariff; and**
- (f) if so, the details thereof?**

**ANSWER**

**MINISTER OF RAILWAYS, COMMUNICATIONS AND  
ELECTRONICS & INFORMATION TECHNOLOGY**

**(SHRI ASHWINI VAISHNAW)**

**(a) and (b): Yes, Sir. As a measure to improve catering services on trains, Indian Railway Catering and Tourism Corporation Limited (IRCTC) has been given flexibility to customise the menu including permission for a-la-carte meals so as to introduce the items of regional cuisines/preferences, seasonal delicacies, requirement during festivals, food items as per the preferences of different group of passengers such as diabetic food, baby food, health food options including millet based local products, etc.**

**....2/-**

**(c): Yes, Sir. Instructions, regarding pre-notification of menu for information of passengers, have been issued to IRCTC.**

**(d) to (f): It is the continuous endeavour of Indian Railways (IR) to bring upgradation and improvement in quality of food as per the norms and standards prescribed by Food Safety and Standards Authority of India (FSSAI).**

**For monitoring of catering services over IR, periodic /surprise inspections, special drives are carried out by Railway/IRCTC officials to check the quality and standards of food being served to passengers. Further, there is a robust mechanism in place for receiving passenger feedback, complaints through RailMadad, Twitter handle @IR CATERING, CPGRAMS, E-Mails and SMS.**

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