

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 4629
TO BE ANSWERED ON 29.03.2023**

AUDIT OF CATERING SERVICES

†4629. DR. ARVIND KUMAR SHARMA:

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of trains in which the catering services are being provided to passengers, zone-wise;**
- (b) the number of trains whose travelling distance is more than 1000 kilometres and are running without pantry car;**
- (c) whether it is a fact that the Government is planning to conduct audit of the catering service to maintain the quality of food in trains and at stations; and**
- (d) if so, the details thereof?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a): It is continuous endeavour of Indian Railways to ensure availability of catering services in trains either through Pantry Car/ Mini Pantry or Trains Side Vending or e-Catering or through static catering units at enroute stations. Zone-wise list of 1164 pairs of trains, having Pantry Car/ Mini Pantry or Train Side Vending facility, is Appended.

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(b): There are 315 pairs of trains having journey distance more than 1000 kilometres that do not have pantry cars.

(c) and (d): To check quality, hygiene and standards of catering services in trains and at stations, regular inspection and special drives are conducted by Indian Railways /Indian Railway Catering and Tourism Corporation Limited (IRCTC).

In addition to the above, during 2022-23, Third Party Audit of catering services has been conducted in 390 mobile units and 209 static units by an independent agency, M/s IR Class System & Solutions (P) Ltd., appointed by IRCTC.

APPENDIX REFERRED TO IN REPLY TO PART (a) OF UNSTARRED QUESTION NO. 4629 BY DR. ARVIND KUMAR SHARMA TO BE ANSWERED IN LOK SABHA ON 29.03.2023 REGARDING AUDIT OF CATERING SERVICES

(a): Zone-wise list of number of pairs of trains in which the catering services are being provided to passengers is as under:

S. No.	Zonal Railway	No. of Pairs of Trains having Pantry Car/ Mini Pantry or Train Side Vending facility
1	CR	112
2	ECoR	69
3	ECR	49
4	ER	99
5	NCR	29
6	NER	55
7	NFR	45
8	NR	135
9	NWR	60
10	SCR	95
11	SECR	18
12	SER	61
13	SR	99
14	SWR	59
15	WCR	30
16	WR	149
Total		1164
