

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

LOK SABHA

**UNSTARRED QUESTION NO.2752
TO BE ANSWERED ON 04.12.2019**

QUALITY OF FOOD IN TRAINS

**2752. DR. NISHIKANT DUBEY:
SHRI VIJAY BAGHEL:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that the quality of food supplied by IRCTC is of substandard quality;**
- (b) if so, the details thereof and the reaction of the Government thereto; and**
- (c) the number and details of private partners providing food in trains and the mechanism of monitoring such private partners?**

ANSWER

MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY

(SHRI PIYUSH GOYAL)

(a) & (b): No, Sir. It is the continuous endeavour of Indian Railways to provide quality and hygienic food to passengers. Whenever any instance of serving of substandard quality of food is noticed or observed, appropriate action is taken against the service provider.

(c): As per Catering Policy 2017, IRCTC has been mandated to provide catering services on trains. Further, IRCTC has engaged 44 private service providers for providing quality and hygienic food in trains. The

details of these service providers are appended. Following mechanism has been put in place by IRCTC/Railways to monitor catering services in trains and Kitchen Units:

I. To ensure centralized monitoring of the kitchen activities, CCTVs have been installed in 39 Kitchen Units. Sharing of live streaming of the Kitchen Units through website of IRCTC has been made operational.

II. To ensure compliance of Food Safety Norms, Food Safety and Standards Authority of India (FSSAI) certification from Designated Food Safety Officers of each catering unit has been made mandatory.

III. Food Safety Supervisors have been deployed by IRCTC to monitor food safety and hygienic practices. Food samples collected by Food Safety Officers/Supervisors are sent to the nominated accredited Laboratories under Food Safety & Standard Act for analysis and testing. Penalties are imposed in cases of detection of unsatisfactory food samples.

IV. Examination of quality and hygiene of food is done through Third Party Audit. Customer satisfaction survey is also conducted through Third Party Agencies.

V. Onboard supervisors have been deployed by IRCTC on the trains for regular monitoring of the catering services.

VI. Regular and surprise inspections are conducted by Railway officials including Food Safety Officers.

VII. Monitoring and supervision of catering services through operation of centralized Catering Service Monitoring Cell (CSMC) toll free number 1800-111-321, Rail Madad, Twitter handle, CPGRAMS, E-Mail and SMS based complaints redressal.

APPENDIX REFERRED TO IN REPLY TO PART (c) OF UNSTARRED QUESTION NO. 2752 BY DR. NISHIKANT DUBEY AND SHRI VIJAY BAGHEL TO BE ANSWERED IN LOK SABHA ON 04.12.2019 REGARDING QUALITY OF FOOD IN TRAINS

(c): Names of private service providers currently providing food in the trains with pantry cars are as follows:-

S. No.	Name of Licensee
1	A A Catering Co.
2	A. S. Sales Corporation
3	A-Diet Express Hospitality Services Ltd.
4	Alok Kumar Ghosh
5	Ambuj Hotel & Real Estate (P) Ltd.
6	Arenco Catering
7	Boon Catering Co. Pvt. Ltd.
8	Brandavan Food Products
9	Classic Caterers
10	Deepak & Co.
11	Doon's Caterers
12	Express Food Services
13	Fine Caterers & Suppliers
14	Food World
15	Galav Foods
16	Golden Caterers
17	Griham Food & Hotel Pvt. Ltd.
18	Hakmichand D. & Sons
19	Hotel Rajasthan
20	Jayanta Kumar Ghosh Outdoor Catreing Services Pvt. Ltd.
21	K.M. Musthafa
22	K. M. A. Caterers

S. No.	Name of Licensee
23	Krishna Enterprises
24	Kwality Caterers
25	New Classic Caterers Pvt. Ltd.
26	Om Sai Ram Enterprises
27	P. Siva Prasad
28	Poorvanchal Caterers
29	Pplus Facility Management Services Pvt Ltd
30	R K Food Products
31	R.K. Associates & Hoteliers Pvt. Ltd.
32	Rathour Services
33	Roop Caterers
34	Sai Balaji Food & Beverage (India) Pvt. Ltd.
35	Salasar Enterprises
36	Sanraj Hospitality
37	Satyam Caterers Pvt. Ltd.
38	Seema Caterers
39	Singh Caterers & Vendors
40	Speed Catering Services Pvt. Ltd.
41	Sree Venkateswara Enterprises
42	Sunshine Caterers Pvt. Ltd.
43	Variety Pantry Services (P) Ltd.
44	Vasantham Caterers
