

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

LOK SABHA

**UNSTARRED QUESTION NO. 567
TO BE ANSWERED ON 20.11.2019**

CENTRALISED CATERING SERVICES MONITORING CELL

567. SHRI GIRISH BHALCHANDRA BAPAT:

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of grievances related to catering services that were received by Centralized Catering Services Monitoring Cell (CSMC) in the past five years and the number out of them that was resolved;**
- (b) the number of regular and surprise inspections conducted by Railway officials in the past two years for monitoring of quality and hygiene, the details of the penal action taken, like imposition of fines or termination of contract, etc.; and**
- (c) the details of NABCB-accredited auditing agencies currently associated with Railways for conducting third party audit of the catering services?**

ANSWER

MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY

(SHRI PIYUSH GOYAL)

- (a): The number of grievances related to catering services that were received by Centralised Catering Services Monitoring Cell (CSMC) in the past five years and the number of them that were resolved are appended as Appendix-I.**
- (b): The number of regular and surprise inspections conducted by Railway officials in the past two years for monitoring of quality and hygiene along with the action taken are appended as Appendix-II.**
- (c): To conduct third party audit of catering services, NABCB-accredited audit agencies are appointed by IRCTC. M/s. TUV India Private Limited was engaged by IRCTC to conduct third party audit of catering services on Indian Railways which has completed the task of audit in August, 2019. Presently, no NABCB-accredited auditing agency is associated with Railways.**

APPENDIX-I REFERRED TO IN REPLY TO PARTS (a) OF UNSTARRED QUESTION NO. 567 BY SHRI GIRISH BHALCHANDRA BAPAT TO BE ANSWERED IN LOK SABHA ON 20.11.2019 REGARDING CENTRALISED CATERING SERVICES MONITORING CELL

(a): The number of grievances related to catering services that were received by Centralised Catering Services Monitoring Cell (CSMC) in the past five years and the number of them that were resolved are as follows:-

Year	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Complaints	1649	2599	4324	4328	4286	17186
Complaints Resolved	1649	2599	4324	4328	4286	17186

APPENDIX-II REFERRED TO IN REPLY TO PARTS (b) OF UNSTARRED QUESTION NO. 567 BY SHRI GIRISH BHALCHANDRA BAPAT TO BE ANSWERED IN LOK SABHA ON 20.11.2019 REGARDING CENTRALISED CATERING SERVICES MONITORING CELL

(b): The number of regular and surprise inspections conducted by Railway officials in the past two years for monitoring of quality and hygiene along with the action taken are as follows:-

Year	Type of Inspection conducted	Total no. of Inspections	Details of penal action taken during Inspections.						
			Fined		Warned	Termination	Suitably Advised	Other Action	Total
			No. of cases	Amount of fine Imposed (in ₹)					
2017-18	Regular Inspections	36737	12847	4,39,22,659	5432	0	8088	10370	36737
	Surprise Inspections	4377	2097	82,13,698	938	0	826	516	4377
2018-19	Regular Inspections	43096	12153	3,95,36,565	6848	0	11349	12746	43096
	Surprise Inspections	4704	2236	76,75,616	983	1	692	792	4704
