

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA**

**UNSTARRED QUESTION NO.4008
TO BE ANSWERED ON 18.03.2020**

QUALITY OF FOOD

4008. SHRI NITESH GANGA DEB:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that the food and snacks served in Rajdhani Express trains are below standards in quality;**
- (b) if so, the details of the standard parameters followed in this regard;**
- (c) whether the Ministry has received complaints from Rajdhani passengers regarding food standards; and**
- (d) if so, the proposed steps taken by the Railways to improve food standards of the said trains?**

ANSWER

**MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY
(SHRI PIYUSH GOYAL)**

(a) and (b): No, Sir. Meals on Rajdhani Express are supplied from Indian Railways Catering and Tourism Corporation (IRCTC) designated Base Kitchens where branded raw materials and ingredients are used for food production to ensure quality. In snacks, only branded and premium quality food products/ Propriety Article Depot (PAD) items, empanelled by IRCTC, are served in Rajdhani Express trains. IRCTC has deployed on-board supervisors on all Rajdhani Express trains for real time monitoring of quality of food being served to passengers.

Further, catering service in Rajdhani Express is provided as per norms and standards prescribed by Food Safety and Standards Authority of India (FSSAI).

(c) and (d): Indian Railways have robust mechanism of receiving feedback, suggestions and grievances from the passengers. Appropriate and prompt corrective actions are taken by Railways to address these concerns.

Further, to improve quality and hygiene of food, following steps have been taken:-

- Kitchens have been upgraded and installed with Closed Circuit Television (CCTV) Cameras to monitor Kitchen activities on real-time basis. Live streaming of the kitchens has been made available for passengers through IRCTC website as well as Rail Drishti.**
- All food boxes served in mobile (post-paid) and static units are provided with QR code or stickers giving details like MRP, name of contractor, weight, date of packing and symbol of veg./non-veg. food item. This facility is presently available in 29 Base Kitchens/Kitchen Units.**
- Ensuring use of approved PAD items, branded premium quality raw material and ingredients for production of Food.**
- Food Safety Supervisors have been deployed in Base Kitchens to ensure that the norms of Food Safety and Standards Authority of India (FSSAI) regarding maintenance of food safety and personal hygiene are complied with. This includes periodic testing of food samples in the accredited labs.**
- It is mandatory for each catering units on Indian Railways to have certification from FSSAI to ensure the compliance of food safety norms.**
- Periodical Third Party Food Audits are conducted to check the quality of food, service, hygiene conditions etc. at catering units. Audit parameters include quality, service, hygiene, etc.**
- Special/Surprise inspections/drives are conducted to check the quality of food, hygiene in Base Kitchens.**

- **On-board supervisors have been deployed for real time monitoring of quality of food being served to passengers.**
- **Appropriate punitive action including termination, imposition of fines, D&AR (Disciplinary and Appeal Rules) action, warning, etc is taken against deficiency in service.**

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