

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO.2758  
TO BE ANSWERED ON 10.03.2021**

**QUALITY OF FOOD**

**†2758. SHRI RAMESH CHANDER KAUSHIK:**

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

- (a) whether IRCTC food inspectors have been appointed to monitor the food quality in Pantry Car of every train;**
- (b) if so, the procedure by which passengers are given information about the inspector so appointed through which they can register their complaint;**
- (c) the details of the complaints regarding food quality received by these Inspectors as on date and the action taken thereon;**
- (d) the number of contractors found guilty regarding food quality, hygiene and cleanliness of pantry car and kitchen units in third party audit during the last five years; and**
- (e) the details of the action taken against them?**

**ANSWER**

**MINISTER OF RAILWAYS, COMMERCE & INDUSTRY AND CONSUMER  
AFFAIRS, FOOD & PUBLIC DISTRIBUTION**

**(SHRI PIYUSH GOYAL)**

**(a): Yes, Sir. Supervisors of Indian Railway Catering and Tourism Corporation Limited (IRCTC) have been deployed in special Rajdhani, Shatabdi, Duronto, Tejas and Vande Bharat trains on end to end basis and in Mail/ Express trains on sectional basis.**

**(b): Complaint registration is done through robust mechanism established by Indian Railways through use of IT systems. The mechanism includes Rail Madad integrated helpline no. 139, Twitter handle, CPGRAMS, E-Mail and SMS. The information regarding the procedure for registering complaints has been made available on E-Ticket and portal of IRCTC. The IRCTC supervisor is deployed for monitoring and supervision of onboard catering services.**

**(c): The details of the complaints regarding food quality received by IRCTC supervisors for the period 01.04.2019 to 28.02.2021 are appended as Appendix-I.**

**(d) and (e): The number of contractors found guilty regarding food quality, hygiene and cleanliness of pantry car and kitchen units in third party audit during the last five years and the details of the action taken against them are appended as Appendix-II.**

\*\*\*\*\*

**APPENDIX-I REFERRED TO IN REPLY TO PART (c) OF UNSTARRED QUESTION NO. 2758 BY SHRI RAMESH CHANDER KAUSHIK TO BE ANSWERED IN LOK SABHA ON 10.03.2021 REGARDING QUALITY OF FOOD**

**(c): The details of the complaints regarding quality of food received by Indian Railway Catering and Tourism Corporation (IRCTC) supervisors for the period 01.04.2019 to 28.02.2021 are as under:**

<b>Number of complaints</b>	<b>Action Taken Thereon</b>									
	<b>Fined</b>			<b>Warned</b>	<b>Terminated</b>	<b>Suitably Advised</b>	<b>Not Substantiated</b>	<b>D &amp; AR Action</b>	<b>Any Other</b>	<b>Total</b>
	<b>No. of cases where fine imposed</b>	<b>Amount of fine imposed (₹)</b>	<b>Amount of fine realised (₹)</b>							
<b>277</b>	<b>48</b>	<b>12,90,000</b>	<b>11,50,000</b>	<b>168</b>	<b>0</b>	<b>49</b>	<b>2</b>	<b>0</b>	<b>10</b>	<b>277</b>

\*\*\*\*\*

**APPENDIX-II REFERRED TO IN REPLY TO PARTS (d) AND (e) OF UNSTARRED QUESTION NO. 2758 BY SHRI RAMESH CHANDER KAUSHIK TO BE ANSWERED IN LOK SABHA ON 10.03.2021 REGARDING QUALITY OF FOOD**

**(d) and (e): The number of contractors found guilty regarding food quality, hygiene and cleanliness of pantry car and kitchen units in third party audit during the last five years and the details of the action taken against them are as under:**

Financial Year	Type of units	No. of units audited	Outcome of Audit	Action Taken						Total
			No. of contractors found guilty	Fined	Warned	Terminated	Suitably Advised	Not Substantiated	Any Other	
2015-16	Pantry Cars/ Mini Pantry	19	0	0	0	0	0	0	0	0
	Base Kitchens/ Kitchen Units	0	0	0	0	0	0	0	0	0
2016-17	Pantry Cars/ Mini Pantry	35	0	0	0	0	0	0	0	0
	Base Kitchens/ Kitchen Units	6	0	0	0	0	0	0	0	0
2017-18	Pantry Cars/ Mini Pantry	10	0	0	0	0	0	0	0	0
	Base Kitchens/ Kitchen Units	0	0	0	0	0	0	0	0	0
2018-19	Pantry Cars/ Mini Pantry	79	8	0	1	0	7	0	0	8
	Base Kitchens/ Kitchen Units	129	25	0	0	0	25	0	0	25
2019-20	Pantry Cars/ Mini Pantry	229	109	0	55	0	41	0	13	109
	Base Kitchens/ Kitchen Units	123	21	0	21	0	0	0	0	21

\*\*\*\*\*