

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.4758
TO BE ANSWERED ON 24.03.2021**

QUALITY OF FOOD TO TRAIN PASSENGERS

†4758. SHRI KAUSHALENDRA KUMAR:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that substandard food items and local water is being supplied to the passengers travelling in trains and if so, the facts in this regard;**
- (b) whether food items are being supplied by private contractors to the passengers travelling in trains;**
- (c) if so, whether the health of the passengers is not being compromised by such act;**
- (d) if so, the details thereof; and**
- (e) the action taken against private contractors who are not supplying hygienic and healthy food items to passengers during the journey?**

ANSWER

**MINISTER OF RAILWAYS, COMMERCE & INDUSTRY AND CONSUMER
AFFAIRS, FOOD & PUBLIC DISTRIBUTION
(SHRI PIYUSH GOYAL)**

(a) to (d): No, Sir. It is the continuous endeavour of Indian Railways to provide quality and hygienic food to the passengers as per norms and standards prescribed by Food Safety and Standards Authority of India (FSSAI). Indian Railways have taken various measures to ensure quality, hygiene and standards of food served to the passengers, which include use of Closed Circuit Television (CCTV) Cameras in Kitchens, Quick

Response (QR) codes on food packets providing all details of the meals produced including date and time of packaging, certification from Food Safety and Standards Authority of India (FSSAI), customer satisfaction surveys, Third Party Audits of establishments and regular and surprise inspections by Railway officials. There is also a robust system of passenger grievances redressal through Integrated Helpline no. 139, Rail Madad, Twitter handle and CPGRAMS.

Indian Railways, at present, runs special trains in which only Ready to Eat (RTE) food is being provided which is hygienic and governed by FSSAI standards.

Indian Railway Catering and Tourism Corporation Limited (IRCTC) has engaged private contractors to provide catering facilities in special trains either through Pantry Car or Train Side Vending. For provision of e-Catering facilities, reputed service providers have also been empanelled by IRCTC.

(e): The details of complaints received by Indian Railways regarding quality of food and supply of packaged drinking water other than Rail Neer along with the action taken against them are Appended.

APPENDIX REFERRED TO IN REPLY TO PART (e) OF UNSTARRED QUESTION NO. 4758 BY SHRI KAUSHALENDRA KUMAR TO BE ANSWERED IN LOK SABHA ON 24.03.2021 REGARDING QUALITY OF FOOD TO TRAIN PASSENGERS

(e): The details of complaints received from 01-04-2020 to 28-02-2021 by Indian Railways regarding quality of food and supply of packaged drinking water, other than Rail Neer, along with the action taken against them are as under:

Head	Total No. of complaints	Action Taken								
		Fined		Warned	Termination	Suitably Advised	Not Substantiated	D & AR Action	Any Other	Total
		No. of cases	Fine imposed (₹)							
Quality of food	236	42	5,48,300	76	1	73	27	0	17	236
Packaged Drinking Water other than Rail Neer	42	17	1,49,000	7	0	8	6	0	4	42
Total	278	59	6,97,300	83	1	81	33	0	21	278
