

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA**

**UNSTARRED QUESTION No. 196  
TO BE ANSWERED ON 02.02.2022**

**POOR QUALITY OF FOOD**

**196. SHRI BENNY BEHANAN:**

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

- (a) whether the food served in Indian Railways is of sub-standard quality;**
- (b) if so, whether any action has been taken in the last one year on the agencies which took upon itself to serve food in the trains;**
- (c) if so, the details thereof;**
- (d) the last time when inspection teams checked the food served in trains;**
- (e) whether any survey has been undertaken by the Ministry officials to initiate action regarding unhygienic food being served in the trains in the last two years; and**
- (f) if so, the details thereof and if not, the reasons therefor?**

**ANSWER**

**MINISTER OF RAILWAYS, COMMUNICATIONS AND ELECTRONICS &  
INFORMATION TECHNOLOGY  
(SHRI ASHWINI VAISHNAW)**

**(a) to (c): No, Sir.**

**It is the continuous endeavour of Indian Railways (IR) to provide quality and hygienic food to the passengers as per norms and standards prescribed by Food Safety and Standards Authority of India (FSSAI). Whenever any instance of serving of substandard quality food is noticed or reported, appropriate penal action is taken against the service provider. The details of complaints of sub-standard quality in trains received by Indian Railway Catering and Tourism Corporation (IRCTC) from 01.01.2021 to 31.12.2021 along with the action taken are Appended.**

**(d): Inspections are regularly carried out by Railway/ IRCTC officials to check the quality of food being served in trains over IR. Special inspection drives are also conducted from time to time.**

**(e) and (f): No survey regarding unhygienic food in trains has been undertaken during the last two years as service of only 'Ready to Eat' meals from branded players were being made available during the Corona pandemic. Service of cooked food in trains was not allowed in view of safety and hygiene considerations linked to Covid-19 pandemic. Cooked food service has been resumed in phase wise manner from November 2021 onwards.**

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**APPENDIX REFERRED TO IN REPLY TO PARTS (a) TO (c) OF UNSTARRED QUESTION NO. 196 BY SHRI BENNY BEHANAN TO BE ANSWERED IN LOK SABHA ON 02.02.2022 REGARDING POOR QUALITY OF FOOD**

**The details of complaints of sub-standard quality received by IRCTC from 01.01.2021 to 31.12.2021 along with the action taken are Appended are as under:-**

<b>Total No. of Complaints</b>	<b>Action Taken</b>								
	<b>Fined</b>		<b>Warned</b>	<b>Terminated</b>	<b>Suitably Advised</b>	<b>Not Substantiated</b>	<b>D &amp; AR Cases</b>	<b>Any Other</b>	<b>Total</b>
	<b>No. of Cases</b>	<b>Amount of Fine realised</b>							
<b>657</b>	<b>113</b>	<b>431900</b>	<b>336</b>	<b>1</b>	<b>117</b>	<b>53</b>	<b>0</b>	<b>37</b>	<b>657</b>