

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION No. 1509  
TO BE ANSWERED ON 04.12.2024**

**SUB-STANDARD QUALITY OF FOOD SERVED IN EXPRESS TRAINS**

**1509. SHRI CHUDASAMA RAJESHBHAI NARANBHAI:**

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

- (a) whether Government is aware of the sub-standard quality of food service experienced by passengers on express trains;**
- (b) if so, the number of complaints received during the last three years;**
- (c) whether a digital platform has been created or proposed to be created for the redressal of customer issues related to food catering services and prices; and**
- (d) if so, the details thereof?**

**ANSWER**

**MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND  
ELECTRONICS & INFORMATION TECHNOLOGY**

**(SHRI ASHWINI VAISHNAW)**

**(a) to (d): It is the continuous endeavour of Indian Railways (IR) to provide good quality and hygienic food to passengers as per the norms and standards of Food Safety and Standards Authority of India (FSSAI). Prompt and appropriate punitive action, including imposition of fines, disciplinary action, counselling, warning etc., is taken in case of catering related complaints.**

**There is a robust digital mechanism in place for redressal of all passenger service related complaints including catering issues through RailMadad.**

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