

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

LOK SABHA

**UNSTARRED QUESTION NO. 3842
TO BE ANSWERED ON 18.12.2024**

ONBOARD CATERING SERVICES IN TRAINS

3842. SHRI MANISH JAISWAL:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether new initiatives have been taken for improvement of onboard catering services in trains; and**
- (b) if so, the details thereof?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) and (b): It is the continuous endeavour of Indian Railways (IR) to provide good quality and hygienic food to passengers. The following measures have been taken to improve catering services :

- Supply of meals from designated Base Kitchens.**
- Commissioning of modern Base Kitchens at identified locations.**
- Installation of CCTV Cameras in Base Kitchens for better monitoring of food preparation.**
- Shortlisting and use of popular and branded raw materials, like cooking oil, atta, rice, pulses, masala items, paneer, dairy products etc. for food production.**
- Deployment of Food Safety Supervisors at Base Kitchens to monitor food safety and hygienic practices.**
- Deployment of on-board IRCTC supervisors on trains.**
- Introduction of QR codes on food packets, enabling display of details like name of kitchen, date of packaging etc.**

- **Regular deep cleaning and periodical pest control (every 15 days) in Base Kitchens and Pantry Cars.**
- **In order to ensure compliance with Food Safety Norms, Food Safety and Standards Authority of India (FSSAI) certification from designated Food Safety Officers of each catering unit has been made mandatory.**
- **Regular food sampling as a part of the inspection and monitoring mechanism to ensure quality of food on trains.**
- **Third Party Audit is done to examine hygiene and quality of food in Pantry Cars and Base Kitchens. Customer satisfaction survey is also conducted.**
- **Regular and surprise inspections by Railway/IRCTC officials, including Food Safety Officers.**
- **Implementation of rationalised menu in trains so as to introduce items of regional cuisines/preferences, seasonal delicacies, food items, as per the preferences of different groups of passengers, such as diabetic food, baby food, health food options including millet based local products, etc.**
