

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

LOK SABHA

**UNSTARRED QUESTION No. 437
TO BE ANSWERED ON 27.11.2024**

QUALITY OF FOOD IN TRAINS

†437 SHRI MURARI LAL MEENA:

Will the Minister of RAILWAYS be pleased to state:

- (a) the standard procedures or rules being followed by the Railways to ensure the quality of food;**
- (b) the steps being taken to ensure the compliance thereof;**
- (c) whether there is any special programme for the training of employees associated with the catering service in the Railways so that incidents of misbehaviour with passengers can be checked; and**
- (d) the steps taken to check the problem of overcharging in the catering service and whether any surprise inspection campaigns are also conducted in this regard, 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. The following measures have been taken in this regard:

- 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.**

Regular training is conducted by IRCTC to enhance the skills of catering staff, focusing on customer service areas i.e., communication, courteous behaviour, service standards, personal grooming, and hygiene.

Food items in trains are sold at the pre-notified tariff. In order to provide information regarding rates of catering items over Indian Railways, regular passenger awareness is undertaken through SMS/Mails, display of menu and tariff by waiters, etc. Further, regular and surprise inspections, including special Inspection Drives, are carried out by Railway/ IRCTC officials.