

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 2119
TO BE ANSWERED ON 12.03.2025**

MANDATORY DISPLAYING OF MENU AND RATE LIST

2119. SHRI JANARDAN SINGH SIGRIWAL:

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government proposes to make mandatory to display a rate list and menu of food items served in each compartment of train so that all passengers can be aware of the actual rate and save themselves by overcharging;

(b) if so, the details thereof along with the steps being taken by the Government in this regard;

(c) if not, the reasons therefor along with the time by which this system is likely to be developed;

**(d) whether the Government has developed any mechanism to monitor the cleanliness/hygienic purity of food items served in train;
and**

(e) if so, the details thereof and if not, the reasons therefor along with the time by which this mechanism is likely to be developed?

ANSWER

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

(a) to (e): Display of menu and rate list of food items, being served to passengers in trains, is mandatory. Menu of all food items along with

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rates are available on IRCTC's website for information of passengers. Printed menu cards with all details are made available with waiters and presented to passengers on demand. The rate list is also displayed in pantry cars. Further, to make the passengers aware of menu and tariff of catering services over Indian Railways, SMS to passengers with link to menu and tariff has been started.

The following measures have been taken to improve hygiene, cleanliness and quality of food in trains:

- **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 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**

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mandatory.

- **Regular food sampling as a part of the inspection and monitoring mechanism to ensure good 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 surveys are also conducted.**
- **Regular and surprise inspections by Railway/ IRCTC officials, including Food Safety Officers.**
