

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION No. 2919
TO BE ANSWERED ON 06.08.2025**

APPOINTMENT IN BASE KITCHEN/PANTRY CARS

†2919. SHRI SANJAY UTTAMRAO DESHMUKH:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether any directive for mandatory appointment of hotel management graduates in base kitchens/pantry cars by contractors exists as on date, if so, the details thereof;**
- (b) whether IRCTC contractors are not observing the said directive, if so, the reasons therefor;**
- (c) whether no Hotel Management Graduate has been appointed at any rank of various trains by IRCTC, if so, the reasons therefor;**
- (d) whether several railways clusters are operating more than the mandatory two premium trains, if so, the reasons therefor;**
- (e) the steps taken by the Government to create clusters of trains having different routes instead of having single route;**
- (f) the reasons for which trains in two railway clusters have been given to the same family;**
- (g) the reasons for allocating contracts to those IRCTC contractors against whom complaints were made by the public and passengers; and**
- (h) whether the Government has taken action in this matter after the proper investigation and if so, the details thereof?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (h): With the objective of bringing about improvement in quality and hygiene of food in trains, Ministry of Railways issued instructions vide

Commercial Circular No.24 of 2023. It is envisaged to award contracts for clusters of trains in place of an individual train. Emphasis has been placed on infrastructure development and fixing end-to-end accountability of food production and services onboard. To ensure upgradation in services, various provisions have been made in the Circular which inter-alia include instructions regarding qualification and training of staff to be deployed for managing catering services. It has been mandated to deploy Hotel management graduates to supervise and monitor these services. Accordingly, Degree/Diploma Hospitality Monitors are engaged by IRCTC/contractors: 819 are deployed in multiple kitchens for monitoring the kitchen operations and 876 are deployed in trains for monitoring on-board catering services.

IRCTC formed route-wise clusters of trains along with identified locations for commissioning of Base Kitchens for supply of meals in trains under the framework of extant policy guidelines. Contracts of clusters of trains have been awarded by IRCTC through a transparent process to the highest bidders, as per the terms and conditions stipulated in the tender documents. Robust monitoring systems and compliance measures have been put in place by IRCTC to ensure compliance of tender conditions by the contractors and prevent any unethical practices or unfair advantages to any contractor.

A total of 24 bidders participated in the tenders for clusters of trains floated by IRCTC, out of which 20 entities have been awarded contracts by IRCTC. No contract has been awarded by IRCTC in contradiction of the tender conditions.

Representations, suggestions, grievances, complaints etc. received by Railways are examined on merits and necessary action is taken accordingly.
