

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
UNSTARRED QUESTION NO. 578
TO BE ANSWERED ON 03.12.2025**

FOOD RELATED COMPLAINTS IN TRAINS

578. SMT. SATABDI ROY :

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of food related complaints from 2021-22 to 2024-25, year and zone-wise;**
- (b) the number of cases of fines imposed, warnings issued, contract termination of vendors and the total amount of fines collected; and**
- (c) the number and value of refunds issued and compensation provided to passengers?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (c): Railways serves about 58 cr meals every year on average. About only 0.0008% complaints are received on average. Based on inquiry on these complaints, a fine of Rs 2.8 cr was imposed over last four years. It is the continuous endeavour of Indian Railways (IR) to provide good quality and hygienic food to travelling passengers. Necessary steps are accordingly taken by Indian Railways from time to time to improve quality

of food and services to passengers. The following measures have been taken to improve quality, hygiene, and food safety:

- **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 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.**
- **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.**

In order to take passenger feedback, complaint management system over Indian Railways has been strengthened, simplified and made more accessible over the last few years through introduction of RailMadad Portal. With the launch of RailMadad Portal, Indian Railways provided passengers a single window system to register complaints and suggestions.

In case any passenger complaint related to food quality in trains is reported, prompt and appropriate punitive action is taken against the service providers for deficiency in service.
