

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
UNSTARRED QUESTION NO. 3194
TO BE ANSWERED ON 11.03.2026**

CATERING SERVICES AND GRIEVANCE REDRESSAL IN PREMIUM TRAINS

3194. SHRI SUDAMA PRASAD:

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of regular complaints received against services provided on premium trains operated by Railways including those relating to catering, availability of drinking water and other onboard services on trains such as Rajdhani, Shatabdi, Duronto and Humsafar Expresses;**
- (b) the details of complaints received during the last five years, specifically relating to quality, quantity and hygiene of food, non-availability of drinking water, deficiencies in other passenger services, Zonal Railway and train-category-wise;**
- (c) whether the Government maintains data on repeated offenders including catering contractors/service providers against whom multiple complaints have been substantiated during the said period and if so, the details and the action taken thereon, Zone-wise; and**
- (d) whether any corrective and preventive measures have been taken by the Government and IRCTC to improve service quality on premium trains including penalties, blacklisting, enhanced inspections, use of feedback/complaint monitoring systems and timelines for grievance redressal and if so, the details thereof?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (d): Indian Railways serve about 58 cr meals every year on average in all trains including premium trains. About only 0.0008% complaints are received on average. Based on inquiry on these complaints during the last three years, a fine of Rs 2.6 cr has been imposed.

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Indian Railways continuously endeavour to make available food items to the travelling passengers as per the prescribed rates. Necessary steps are accordingly taken by Indian Railways from time to time to ensure the same. 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.**

IRCTC and Railway officials conduct surprise and periodic checks to ensure compliance with catering standards on trains. IRCTC has deployed supervisors and catering assistants for ongoing monitoring of onboard

services and real-time resolution of passengers grievances. To enhance inspection coverage, IRCTC has engaged additional Hospitality Monitors for sectional oversight of catering services on mail express trains.

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