QUALITY OF IN-FLIGHT MEALS

2244.   SHRI SHER SINGH GHUBAYA
          SHRI ARVIND SAWANT

Will the Minister of CIVIL AVIATION
नागर विमानन मंत्री   **be pleased to state:-**

(a) the details of the caterers who provide catering service to Air India on its domestic and international routes along with the system to check the quality of in-flight meals;

(b) the details of the average expenditure per passenger incurred on food and allied services provided by Air India;

(c) whether several complaints have been received by Air India regarding poor quality of its in-flight meals during the last three years and the current year and if so, the details thereof along with the action taken by Air India thereon;

(d) whether there has been a recent incident wherein a lizard was found in Air India's in-flight meals and if so, the details thereof along with the action taken in this regard; and

(e) the measures taken by Air India to improve the quality of its in-flight meals?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION
नागर विमानन मंत्रालय में राज्य मंत्री   **(Dr Mahesh Sharma)**

(a) : The details of the caterers who provide catering service to Air India is Annexed. Samples of in-flight meals are checked by the shift Duty Managers on day to day basis. Also, surprise meal checks are carried out at caterer's premises to monitor uplift of meals with regard to quality,

quantity, taste, presentation and eye appeal. Discrepancies are brought to notice of the concerned caterer and corrective action taken.

(b) : Average expenditure incurred per passenger on food & allied services is as under :

	EXECUTIVE CLASS (in Rs)	ECONOMY CLASS (in Rs.)
DOMESTIC	245	118
INTERNATIONAL	470	220

(c) : The details of complaints received regarding the quality of food served on Air India flights in the last three years and current year is as follows:

YEAR	NO. OF COMPLAINTS
2012	25
2013	30
2014	27
2015 Till June	13

(d) : The incident was reported on flight No. AI-111 on Delhi/London sector on 11th June 2015. On investigation, it was found to be a false complaint. It was found that no passenger on the flight had lodged any complaint with the cabin crew on board. The Station Manager also informed that no complaint had been received. Air India has already responded to the media in this regard.

(e) : Air India uplifts in-flight meals from reputed caterers who also cater to other international and domestic airlines. Surprise meal checks are carried out at caterer's premises to monitor uplift of meals with regard to quality, quantity, taste, presentation and eye appeal. Periodic Hygiene Audits are also being carried out at caterer's premises to improve the quality of meals.

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The details of the caterers who provide catering to Air India are as under:

STATION	CATERER
DELHI	M/S TAJ SATS AIR CATERING LTD
	M/S SKY GOURMET CATERING PVT LTD
	M/S CHEFAIR FLIGHT CATERING
	M/S OBEROI FLIGHT SERVICES
	M/S AMBASSADOR SKY CHEF
VARANASI	M/S HOTEL PRADEEP
JAMMU	M/S AIRPORT RESTAURANT
LUCKNOW	M/S HOTEL PRADEEP AIRPORT RESTAURANT
MUMBAI	M/S SKY GOURMET CATERING PVT LTD
	M/S TAJ SATS AIR CATERING LTD
	M/S CHEFAIR FLIGHT CATERING
	M/S AMBASSADOR SKY CHEF
NAGPUR	M/S AIRPORT RESTAURANT
GOA	M/S GATE GOURMET
CHENNAI	M/S TAJ MADRAS FLIGHT KITCHEN
	M/S SKY GOURMET CATERING PVT LTD
	M/S CASINO AIR CATERERS & FLIGHT SERVICES
THIRUVANANTHAPURAM	M/S UDAY SKY KITCHEN
	M/S MUTHOOT SKY CHEF
KOCHI	M/S CASINO AIR CATERERS & FLIGHT SERVICES
CALICUT	M/S CASINO AIR CATERERS & FLIGHT SERVICES
HYDERABAD	M/S SKY GOURMET
BENGALURU	M/S TAJ SATS AIR CATERING LTD.
KOLKATA	M/S.TAJ SATS AIR CATERING LTD.
BHUBANESWAR	M/S. PRACHI RESORTS LTD., BHUBANESHWAR.
GUWAHATI	M/S. AIR CHEF PVT. LTD., GUWAHATI.
	M/S. PARADISE AIRPORT RESTAURANT, GUWAHATI.
PATNA	M/S AIRPORT RESTAURANT, PATNA.