

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:2941  
ANSWERED ON:10.08.2000  
RAILWAY CATERING SYSTEM .  
DAHYA BHAI V. PATEL;MOHAN RAWALE;RAVINDRA KUMAR PANDEY

**Will the Minister of RAILWAYS be pleased to state:**

(a) whether the Government are aware that sub-standard and unhygienic food is supplied to passengers through railway catering service in trains, particularly in Rajdhani and Shatabdi Express trains; and

(b) if so, the steps taken by the Government to improve the quality of catering services in trains?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS ( SHRI DIGVIJAY SINGH )

(a) and (b) No, Sir. However, in order to bring further improvement in standard and quality of catering services, Railway has taken various steps viz. introduction of three-piece casserole packed meal in place of thali meals, introduction of eco-friendly packaging materials, supply of curd in kullarhs, ensuring quality of mineral water, review of menu and services of Rajdhani/Shatabdi and other superfast trains. Regular inspections are carried out by divisional/ zonal and Board's officials. Besides special drives are being organised from time to time. Senior railway officers conduct surprise checks/inspections to ensure improvement in catering services. Complaints received are investigated and strict action taken against the defaulters. A "Catering Monitoring Cell" has also been set up in Board's office to deal with public complaints.