

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:1963

ANSWERED ON:10.08.2006

COMMITTEE ON CATERING SERVICES .

Krishnaswamy Shri A.;Nedurumalli Janardhana Reddy Shri ;Tripathy Shri Braja Kishore

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

- (a) Whether the kitchen at New Delhi, the refreshment canteen at Hazrat Nizamuddin and self service restaurant at Old Delhi are found unhygienic as reported in the Times of India dated July 20, 2006;
- (b) if so, whether a committee appointed by the Delhi High Court has inspected the catering services of the Railways ;
- (c) If so, the details thereof;
- (d) The action taken against the persons/officials found responsible for such lapses; and
- (e) The steps taken to improve the catering service of the Railways?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R.VELU)

(a) and (b): Yes, Sir.

(c): The committee appointed by the Hon'ble High Court of Delhi has inspected the base kitchen at New Delhi, Refreshment Room at Hazrat Nizamuddin and the Self-service restaurant at Old Delhi Railway station. The committee has reported non-functioning of various equipments, shortage of staff, lack of ventilation in the kitchen, lack of cleanliness in the kitchen, non-maintenance of personal hygiene by the staff etc.

(d): Assistant Manager, Delhi region has been shifted and Catering Supervisor, Delhi has been suspended and charge sheeted for Major penalty under Discipline and Appeals Rules. Chief Inspector Catering, Base Kitchen and Chief Inspector Catering, Delhi have also been taken up.

(e): In order to ensure that standardized hygienic food and beverage are supplied to rail users, prescribed hygienic norms are followed by the base kitchens and other cooking units. Indian Railway Catering and Tourism Corporation (IRCTC) have already undertaken renovation of base kitchens / cooking units. Replacement of old / defective furniture, food service equipments and other gadgets, gas pipelines etc. are undertaken on need basis. In addition to above, massive training programs are being conducted for catering staff to upgrade the quality of services.

Good quality raw materials are procured from reputed cooperative societies approved by Bureau of Indian Standards (BIS) and Agmark standards as applicable. To ensure the quality of food "Services Monitoring Cells" (SMC) have been created at Zonal level by IRCTC to take immediate remedial action Officials of Indian Railways and IRCTC also carry out routine inspections/ surprise checks/ special drives to ensure quality and hygienic condition of catering services.