

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

STARRED QUESTION NO:443

ANSWERED ON:26.08.2004

QUALITY OF FOODS IN TRAINS STATIONS

Kharventhan Shri Salarapatty Kuppusamy;Mohite Shri Subodh

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

- (a) whether the Government is aware that the quality of food in trains and at railway stations has been deteriorating;
- (b) if so, the reasons therefor;
- (c) the details of complaints received in this regard during each of the last three years, till date, zone-wise;
- (d) the action taken by the Railways on each complaint, zone-wise;
- (e) whether any surprise checks are being conducted by any monitoring authority to check the quality of food items;
- (f) if so, the details thereof and the action taken against the culprits; and
- (g) the steps taken to improve the quality of food served in trains and at railway stations?

**Answer**

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

(a) to (g): A statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PARS (a) TO (g) OF STARRED QUESTION NO. 443 BY SHRI S. K. KHARVENTHAN, SHRI SUBODH BABURAO MOHITE TO BE ANSWERED IN LOK SABHA ON 26.8.2004 REGARDING QUALITY OF FOOD IN TRAINS / STATIONS

(a) : No, Sir.

(b) : Does not arise.

(c) & (d) : Details of complaints received and action taken by the Railways with regard to the quality of food in trains and at railway stations during 2001-2002, 2002-2003 and 2003-2004 zone-wise, are given in Appendix – I.

(e) & (f) : Yes, Sir. Details of surprise checks / inspections conducted and action taken against the culprits during 2001-2002, 2002-2003 and 2003-2004 are given in Appendix-II.

(g) : In order to achieve better customer satisfaction, to bring improvement in standard and quality of catering services in trains and at railway stations, railways have 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 khullars, ensuring quality of packaged drinking water, review of menu and services of Rajdhani/Shatabdi and other Mail/Express/Superfast trains. Regular inspections/surprise checks are carried out at all levels to ensure quality in catering services. Special drives are organized from time to time. Complaints received are investigated and strict action taken against the defaulters. Moreover, Indian Railway Catering and Tourism Corporation Ltd. has been set up on Indian Railways to upgrade, professionalise and manage catering and hospitality services at stations and on trains.

APPENDIX - I

APPENDIX REFERRED TO IN REPLY TO PART (c) AND (d) OF STARRED QUESTION NO. 443 BY SHRI S. K. KHARVENTHAN, SHRI SUBODH BABURAO MOHITE TO BE ANSWERED IN LOK SABHA ON 26.8.2004 REGARDING QUALITY OF FOOD IN TRAINS / STATIONS

Number of Complaints and Action Taken on quality of food zone-wise on Indian Railways

S. No.	Railway	Year	No. of Complaints which action taken against Not culprits	No. of Cases in Complaints	No. of
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1	Central	2001-02	297	208	89
		2002-03	188	158	30
		2003-04	120	65	55
2	Eastern	2001-02	38	17	21
		2002-03	40	6	34
		2003-04	36	8	28
3	Northern	2001-02	64	49	15
		2002-03	35	28	7
		2003-04	16	16	0
4	North	2001-02	24	21	3
	Eastern	2002-03	4	4	0
		2003-04	13	13	0
5	N F	2001-02	9	9	0
		2002-03	4	4	0
		2003-04	0	0	0
6	Southern	2001-02	178	42	136
		2002-03	298	71	227
		2003-04	213	31	182
7	South	2001-02	104	65	39
	Central	2002-03	87	65	22
		2003-04	86	31	55
8	South	2001-02	44	31	13
	Eastern	2002-03	43	21	22
		2003-04	70	20	50
9	Western	2001-02	103	74	29
		2002-03	123	45	78
		2003-04	131	81	50
10	East	2001-02	15	4	11
	Central	2002-03	18	3	15
		2003-04	29	4	25
11	East	2001-02	36	17	19
	Coast	2002-03	30	9	21
		2003-04	9	7	2
12	North	2001-02	105	53	52
	Central	2002-03	27	18	9
		2003-04	23	12	11
13	North	2001-02	23	14	9
	Western	2002-03	25	17	8
		2003-04	26	15	11
14	SC	2001-02	0	0	0
		2002-03	0	0	0
		2003-04	10	2	8
15	SW	2001-02	36	29	7
		2002-03	40	36	4
		2003-04	19	19	0
16	West	2001-02	37	30	7
	Central	2002-03	44	41	3
		2003-04	34	34	0
17	IRCTC	2001-02	0	0	0
		2002-03	64	52	12
		2003-04	107	64	43
	GRAND	2001-02	1113	663	450
	TOTAL	2002-03	1070	578	492
		2003-04	942	422	520

APPENDIX REFERRED TO IN REPLY TO PART (e) AND (f) OF STARRED QUESTION NO. 443 BY SHRI S. K. KHARVENTHAN,  
SHRI SUBODH BABURAO MOHITE TO BE ANSWERED IN LOK SABHA ON 26.8.2004 REGARDING QUALITY OF FOOD IN TRAINS/STATIONS

Number of Surprise Checks/Inspections conducted and Action Taken on quality of food zone-wise on Indian Railways

S. No.	Railway	Year	No. of Surprise Checks/ Inspections	in which action taken against culprits	No. of irregularities	No. of Cases
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1	Central	2001-02	363	261	102
		2002-03	312	222	90
		2003-04	256	21	235

2	Eastern	2001-02	33	9	24
		2002-03	39	13	26
		2003-04	44	6	38

3	Northern	2001-02	541	90	451
		2002-03	537	106	431
		2003-04	235	161	74

4	North	2001-02	116	8	108
	Eastern	2002-03	103	2	101
		2003-04	199	82	117

5	NF	2001-02	193	56	137
		2002-03	204	42	162
		2003-04	239	42	197

6	Southern	2001-02	1880	364	1516
		2002-03	1139	232	907
		2003-04	855	369	486

7	South	2001-02	334	33	301
	Central	2002-03	445	32	413
		2003-04	329	18	311

8	South	2001-02	107	31	76
	Eastern	2002-03	162	43	119
		2003-04	109	44	65

9	Western	2001-02	1190	985	205
		2002-03	1131	941	190
		2003-04	1160	1070	90

10	East	2001-02	225	14	211
	Central	2002-03	263	14	249
		2003-04	238	49	189

11	East	2001-02	93	85	8
	Coast	2002-03	160	138	22
		2003-04	128	120	8

12 North 2001-02 215 49 166  
Central 2002-03 233 57 176  
2003-04 119 33 86

13 North 2001-02 174 117 57  
Western 2002-03 185 69 116  
2003-04 217 124 93

14 SC 2001-02 0 0 0  
2002-03 0 0 0  
2003-04 8 2 6

15 South 2001-02 335 142 193  
Western 2002-03 342 187 155  
2003-04 372 187 185

16 West 2001-02 106 60 46  
Central 2002-03 127 64 63  
2003-04 126 63 63

17 IRCTC 2001-02 27 13 14  
2002-03 154 77 77  
2003-04 262 90 172

GRAND 2001-02 5932 2317 3615  
TOTAL 2002-03 5536 2239 3297  
2003-04 4896 2481 2415