

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1450

ANSWERED ON:08.03.2007

CATERING SERVICE IN RAILWAYS

Kharventhan Shri Salarapatty Kuppusamy;Mahtab Shri Bhartruhari;Masood Shri Rasheed;Oram Shri Jual;Siddeswara Shri Gowdar Mallikarjunappa

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways are aware of the supply of and the serving of inferior quality of food stuff and water in trains especially in the Rajdhani /Shatabdi and Sampark Kranti trains ;
- (b) if so, the number of complaints received in this regard during 2006-07 and the action taken thereon, Zone-wise ;
- (c) whether there is a need to cancel the privatisation of catering service in long distance trains including Rajdhani/Shatabdi and Sampark Kranti trains as the standard of catering service has been deteriorating in the trains ;
- (d) if so, the details thereof and the steps taken in this regard ;
- (e) whether the Railways propose to install hidden cameras in pantry cars of trains to monitor its functioning ;
- (f) if so, the details thereof ; and
- (g) the other measures taken by the Railways to improve catering service in the trains particularly in Rajdhani/Shatabdi and Sampark Kranti trains?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRIR. VELU)

- (a) Yes, Sir. A few complaints have been received.
- (b): Information is being collected from Indian Railway Catering and Tourism Corporation (IRCTC).
- (c) & (d): There is no proposal to discontinue the policy of privatization of catering services on Indian Railways. Improvement in catering is an on-going process. Indian Railway Catering and Tourism Corporation (IRCTC) and zonal railways conduct inspections and surprise checks with a view to ensure that good quality food is supplied on trains and at stations through railway catering services. Appropriate action is taken on the complaints received.
- (e): No, Sir.
- (f): Does not arise.
- (g): Various measures like modernisation of base Kitchens, conducting surprise checks / inspections in Rajdhani / Shatabdi Express and Sampark Kranti trains by Quality Control Inspectors of IRCTC, introduction of cyclic menu for lunch/dinner and breakfast duly considering regional popularity/specialties, supply of branded ready-to-eat food items, intensive training of catering staff, serving of food in high class china and stainless steel wares etc. have been taken.