

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1632
ANSWERED ON:23.08.2007
CATERING SERVICES IN RAJDHANI AND SHATABDI TRAINS
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Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways are aware about the downgrading of standard of catering services in prestigious trains like Rajdhani and Shatabdi Express ; and

(b) if so, the measures being taken to bring improvement therein ?

Answer

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

(a) and (b) : Railways provide hygienic and quality food to the passengers at stations and in trains including Rajdhani/ Shatabdi Express trains through private licensees as well as units under Indian Railway Catering and Tourism Corporation (IRCTC).As an ongoing process, catering services of Indian Railways receive constant attention of the Zonal Railways and IRCTC.Regular monitoring of catering services is done by Railways and IRCTC officials. IRCTC has engaged independent food audit agencies to ensure quality of food being supplied to the passengers of Indian Railways. In addition, dedicated quality inspectors have also been engaged for constant monitoring of quality of food.Deterrent actions like warning, imposition of fine, disciplinary action, termination of services.