

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:6782
ANSWERED ON:06.05.2010
QUALITY CONTROL INSPECTORS
Gowda Shri D.B. Chandre

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have appointed Quality Control Inspectors to check the quality of food served in trains and also ensure proper sanitation services;
- (b) if so, the total number of quality Inspectors appointed by the Railways;
- (c) whether the violation of norms such as overcharging for food, unkempt coaches and toilets etc. been reported; and
- (d) if so, the details thereof and the action taken by the Railways thereon?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI K. H. MUNIYAPPA)

(a): Quality Control Professionals have been engaged for conducting inspections to ensure quality food served onboard trains. Quality of cleanliness in coaches is checked by supervisory staff on the Railways during the maintenance of the trains in the coaching depots.

(b): In all 78 Quality Control Professionals are deployed for monitoring quality of food by Indian Railway Catering and Tourism Corporation (IRCTC) on the Railways.

(c) and (d): An 'On Board Housekeeping Scheme' has been introduced in select trains, to carry out frequent cleaning through escorting staff provided by professional agencies. This is to be super checked by the 'Executive Housekeeper' of the concerned agency.

During the inspection conducted by Quality Control Professionals during 2009-10, about 1681 complaints regarding overcharging were recorded. The details of action taken by IRCTC on the complaints are as under:-

Fined- 340, Warned- 887, Advised suitably- 454