

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:734

ANSWERED ON:29.07.2010

NEW CATERING POLICY

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Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways propose to have a new Catering Policy for long distance trains;

(b) if so, the details thereof;

(c) the number of complaints regarding serving of sub-standard food and contaminated water received during the current year till date, zone-wise; and

(d) the steps taken by the Railways to maintain the required standards and quality of the food items being served in trains particularly in premium express trains and other railway premises?

Answer

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

(a): A new Catering Policy 2010 has been introduced w.e.f. 21-07-2010 which has revised policy guidelines regarding management of mobile as well as static catering units.

(b): The management of providing onboard catering services to the railway passengers on Indian Railways is now to be done by the Zonal Railways instead of IRC/TC, in a phased manner.

(c): During the current year from January to 20-07-2010, 687 complaints have been received regarding Sub-standard food and contaminated water.

Zone wise details are as under:-

Zone	Total No. of complaints
North (NR, NCR, NER & NWR,)	257
West (WR, CR & WCR)	105
East (NFR, ER, SER, SECR, ECR & ECOR)	180
South (SR, SWR)	113
South Central (SCR)	32
Grand Total	687

(d): Following steps are taken to maintain quality of food and mobile as well as static units:-

1. Modernization of base kitchens and cell kitchens where food is prepared for onward transmission to mobile unit.
2. Conducting special drive on premium trains and base kitchen.
3. Conducting 3rd party audit by reputed Agencies.
4. Customer satisfaction surveys.
5. Web enabled complaint management systems.
6. Toll free number to lodge complaint.