

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

STARRED QUESTION NO:171

ANSWERED ON:05.08.2010

QUALITY OF FOOD IN TRAINS

Bheiravdanji Shri Gadhvi Mukeshkumar;Dutt Smt. Priya Sunil

Will the Minister of RAILWAYS be pleased to state:

(a) the salient features of the new catering policy in Railways;

(b) whether the nature of complaints received in regard to the deteriorating quality of food served in various trains has been adequately addressed to in the new policy; and

(c) if so, the details thereof?

Answer

MINISTER OF RAILWAYS(KUMARI MAMATA BANERJEE)

(a) to (c): A Statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF STARRED QUESTION NO.171 BY SHRIMATI PRIYA DUTT AND SHRI GADHVI MUKESH BHAIKAVADANJI TO BE ANSWERED IN LOK SABHA ON 05.08.2010 REGARDING QUALITY OF FOOD IN TRAINS.

(a) to (c): The Catering Policy 2010 has laid emphasis on ensuring quality of food served on Railways. The salient features is as under:-

There is a paradigm shift in the new policy with regard to the whole approach towards railway catering. Whereas earlier policy sought to treat Catering as an independent profit centre, this policy acknowledges catering as a passenger service.

The proposed policy seeks to bring improvements in catering by shifting the task of monitoring quality of service from IRCTC to the Zonal Railways and attempts to leverage Zonal Railways' vast and elaborate all-India network in order to effect a thorough supervision and control over catering activities.

Emphasis has been placed to ensure the availability of quality food for the not-so-affluent classes of passengers by providing Janata food and Jan Ahaar (economy combo-meals) by means of Refreshment Rooms, Stand alone outlets and the vending stalls.

Quality Initiatives for effecting improvements in mobile catering, an all-India grid of base kitchens is being planned. These kitchens will be state-of-the art incorporating the best technology available, and will be constructed within the Railway premises, so as to ensure a better supervision and smooth logistics.

Supervision and monitoring has been strengthened through an institutional mechanism to be put in place by the zonal railways by deploying railway personnel, who would check quality and hygiene and take corrective action in a time-bound manner. Standard Bid Document will be redesigned with weightage to quality parameters.

IRCTC would continue to be a service provider to the Indian Railways and shall be responsible for managing the premium and high end outlets like Food Plazas, Food Courts and Fast Food Units; and institutional catering outside railways.

Given the vast variety of cuisines and culinary preferences all over the country, regional cuisine is being encouraged and the zonal railways are being given the authority to design the menu, recipes and fix tariff of the a-la carte items within their jurisdiction as per the local tastes and purchasing power.

The methodology of fixation of the License fee has been revised by adopting rational parameters.

The issue of monopolization of contracts has been addressed by having stringent ceiling limits on holdings for each category of units.

Given the social responsibility of the Railways and its obligations towards the under-privileged and the needy sections of the society, reservation policy as envisaged earlier is being continued.