

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:542

ANSWERED ON:11.11.2010

NEW CATERING POLICY, 2010

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**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether the New Catering Policy, 2010 has been implemented completely;
- (b) if so, the salient features thereof;
- (c) whether number of complaints regarding poor quality food are still rising despite implementation of New Catering Policy 2010; and
- (d) if so, the reasons therefor and the remedial steps taken by the Railways?

**Answer**

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

(a): The new catering policy 2010 is enforced with effect from 21.07.2010. Implementation of policy guidelines of Government is a continuous process.

(b): The policy seeks to bring improvements in supervision and monitoring of catering by shifting the task of monitoring quality 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. New catering policy acknowledges catering as a passenger service with emphasis on quality, hygiene with economic price. Quality Initiatives for effecting improvements in mobile catering, an all-India grid of base kitchens is being planned 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. Emphasis has been placed to ensure the availability of quality food at affordable rate for all classes of passengers by providing Janta food and Janahaar (economy combo-meals) by means of Refreshment Rooms, Stand alone outlets and the vending stalls. Ceiling limit of holding has been redefined and made stringent to avoid monopoly. System of fixing license fee has been rationalized. Tenure and renewal of General Minor catering units has been streamlined.

(c) and (d): No, Madam. As per the new Catering Policy 2010 monitoring mechanism has been strengthened at Divisional and Zonal level to curb complaints regarding poor quality food.