

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:1388

ANSWERED ON:18.11.2010

CATERING SERVICES IN UTTARAKHAND BOUND TRAINS

Bhadana Shri Avtar Singh

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

(a) whether the passengers and tourists travelling in Shatabdi and Jan Shatabdi Express plying between New Delhi and Dehradun are still facing inconvenience due to lack of proper arrangement of catering facilities and cleanliness of toilets;

(b) if so, whether the meal served to passengers at night on the return journey from Dehradun to Delhi by Shatabdi Express is of low quality and sub-standard; and

(c) if so, the action taken by the Railways for providing better catering facilities and for maintaining cleanliness in toilets to facilitate passengers and tourists in both trains and the details thereof?

**Answer**

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

(a) to (c) : It is the endeavour of the Indian Railway to provide good quality, hygienic food to its passengers, including 2017/18 Dehradun Shatabdi and 2055/56 Dehradun Jan Shatabdi trains. During the last ten months, the 2018 Dehradun –New Delhi Shatabdi has recorded 10 complaints of poor quality of food during its return journey from Dehradun to Delhi. Necessary remedial action on each of the complaints has been taken such as warning in four cases and fine imposed in remaining six cases. As per the new catering policy 2010, monitoring of catering services of these trains has been started by Northern Railway. These trains are constantly monitored and inspected for quality. Good quality branded ingredients are being used for preparation of food. A feed back from the passengers is being taken to improve the quality of catering services. Monitoring cell has been made functional at zonal as well as divisional office to monitor the feed back.

Further, the toilets of Shatabdi Express and Jan Shatabdi Express running from New Delhi to Dehradun are regularly attended for intensive cleaning in the coaching depots, besides, on board attention by escorting staff.