

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1561

ANSWERED ON:18.11.2010

CATERING SERVICES IN TRAINS

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Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways are aware that the food being served in the trains by Indian Railways Catering and Tourism Corporation is of low quality and sub-standard;
- (b) if so, the reaction of the Railways thereto;
- (c) whether the Railways are aware that inspite of the complaint, lodged by the passengers about low quality of food being served in trains and also registered into the complaint booklet, no action taken by the IRCTC in this regard so far;
- (d) if so, the reasons therefor; and
- (e) the number of cases reported of sub-standard catering during the last three years, year-wise and zone-wise?

Answer

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

(a) to (d) : It is the endeavour of the Indian Railway to provide good quality, hygienic food at affordable prices to its passengers.

In order to provide good quality services, New Catering Policy,2010 has been announced which seeks to address the issues regarding quality. Whereas the earlier policy sought to treat a catering unit as an independent profit centre the new policy acknowledges catering as a passenger service.

(e): the number of cases reported on sub-standard catering during the last three years, year-wise and zone-wise is as under:-

Zone (IRCTC)	2007-08#	2008-09	2009-10
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East Zone	167	181	
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North Zone	482	697	
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South Cent.Zone	983	09	21
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South Zone	90	117	
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West Zone	81	236	
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Total	983	829	1252
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zone wise breakup is not available in Complaint management System(CMS) of the year 2007-08