

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:2575

ANSWERED ON:25.11.2010

IRCTC

Jawale Shri Haribhau Madhav

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

- (a) whether the Railways have decided to withdraw the catering and tourism from Indian Railway Catering and Tourism Corporation (IRCTC);
- (b) if so, the details thereof and the reasons therefor;
- (c) the action taken by the Railways on the complaints received against catering contractors during the last three years;
- (d) whether the present IRCTC staff have been merged with the Railways' other catering services;and
- (e) if not, the reasons therefor and the future of their services?

**Answer**

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

- (a) and (b): Catering Policy 2010 has been formulated to establish good standards and improving the quality of catering services through gradual transfer of management and monitoring to Zonal Railways from Indian Railway Catering and Tourism Corporation (IRCTC) in a phased manner so as to leverage Zonal Railways' vast and elaborate all-India network in order to effect a thorough supervision and control over catering activities. IRCTC will be responsible for management of Food Plaza, Food Courts, Fast food units and tourism activities.
- (c): Action taken on complaints received against catering licensees during last three year is, 3333 cases in 2008-09, 5602 cases in 2009-10 and 3517 cases upto Oct,2010.
- (d) and (e): A policy is being considered for IRCTC staff for according them appropriate placement within the Railways.