

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:3811  
ANSWERED ON:02.12.2010  
QUALITY OF BED LINEN AND FOOD  
Krishnaswamy Shri M.

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

- (a) details of quality upgradation exercise taken by the Railways to improve bed linen and food on trains;
- (b) the details of contractors and policy in this regard for providing bed linen and food in the Railways including Southern Railway; and
- (c) the details where in-house laundry and food is supplied in Southern Railways?

**Answer**

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

(a) Indian Railways have always endeavored to provide good quality washed linen and hygienic food at affordable prices to its passengers.

With a view to further improve upon the standards of cleanliness and hygiene in the linen supplied to passengers in trains, Railways are in the process to set up mechanized laundries at important coaching depots.

New Catering Policy, 2010 has also been announced to address the issues regarding quality of food supplied in trains. The management of catering services has been transferred to the Zonal Railways from Indian Railway Catering and Tourism Corporation (IRCTC) in order to leverage on Railways' reach and resources all over the country.

Regular Checks/Inspections are also carried out at various levels to monitor the level of cleanliness of linen and quality of food.

(b) Washing of linen and distribution to the passengers and the Catering services On Board in Indian Railways, including Southern Railway, are a mix of 'Departmental' and 'Outsourced' services. Wherever outsourced, the agencies/contractors are selected through prescribed procedures including Tenders.

(c) Railways have planned to set up mechanized in-house laundry for linen washing at Basin Bridge (Chennai), Trivandrum and Ernakulam coaching depots of Southern Railway.

As of now, there is no departmental catering on any of the trains on Southern Railway.