

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

STARRED QUESTION NO:51

ANSWERED ON:24.02.2011

QUALITY OF FOOD IN RAILWAYS

Nagar Shri Surendra Singh;Singh Shri Rakesh

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the quality of the food and drinking water served in the trains and at the Railway Stations is far away from satisfaction;
- (b) if so, the reaction of the Railways thereon;
- (c) the number of complaint received alongwith the follow-up action taken thereon in this regard during the last two years, zone- wise;
- (d) the concrete steps taken/proposed to be taken to improve the quality of food items and drinking water in the Indian Railways;
- (e) whether any proposal is under consideration for making food items/ drinking water pouches available at concessional rates to the general commuters; and
- (f) if so, the details thereof?

Answer

MINISTER OF RAILWAYS (KUMARI MAMATA BANERJEE)

(a) to (f): A Statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (f) OF STARRED QUESTION NO. 51 BY SHRI SURENDRA SINGH NAGAR AND SHRI RAKESH SINGH TO BE ANSWERED IN LOK SABHA ON 24.02.2011 REGARDING QUALITY OF FOOD IN RAILWAYS.

(a) and (b): It is the continuous endeavour of the Indian Railway to provide good quality, hygienic food at affordable prices as also good quality drinking water to passengers. The New Catering Policy, 2010 has been announced on 21st July 2010 which seeks to address the issues through departmental monitoring and supervision with emphasis on catering as a passenger service.

(c): The number of cases reported on sub-standard catering have reduced substantially by 20% during the current year upto Jan.2011 as compared to the corresponding period of last year. The details of number of cases reported during the last two years, year-wise and zone-wise of sub-standard catering along with action taken against defaulters are at Appendix.

(d) to (f): Emphasis has been given on quality, hygiene and economic price in the New Catering Policy while at the same time Ceiling limit of holding has been redefined and made stringent to avoid monopoly. System of fixing license fee has been rationalized. Presently, 32 Jan Ahaar Cafeterias have been commissioned through which Jan Ahaar items of good quality, regional cuisines have been introduced at affordable prices. Drinking water is made available either through sealed disposable containers or packaged drinking water bottles. To provide pure, quality and hygienically packed drinking water, Railways have set up Rail Neer plants at Nangloi and Danapur which are of international standards such as those laid down by the World Health Organization, and as also the EURO standards.