

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:2415

ANSWERED ON:10.03.2011

CATERING SERVICES IN TRAINS

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

- (a) the details of trains in which catering services are being provided to passengers, zone-wise;
- (b) the number of trains which have more than 1000 KM journey distance and are having no pantry cars;
- (c) the criteria adopted by the Railways to attach pantry cars to long distance passenger trains;
- (d) whether it is a fact that Railways are planning to conduct food audits by a third party for maintaining quality of food in trains and at stations; and
- (e) if so, the details thereof and assessment made regarding improvements that have taken place after taking over of the catering from IRCTC by the Railways?

**Answer**

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

- (a): Catering services on trains are adequately organized either through a Pantry car attached on them, or by existing Static Units at stations on which the trains have a stoppage. The zone-wise details of trains running with pantry / mini pantry are given in Appendix.
- (b): 154 number of Mail/Express trains running more than 1000 kilometers are presently not having pantry car.
- (c): The attachment of pantry cars to trains is based on factors such as operational feasibility due to existing load of the train, maximum load permitted on each section, priority of the train, journey time, commercial justification, availability of pantry cars and other exigencies etc. among others. Given these considerations the decision to attach pantry cars in long distance trains is taken.
- (d) and (e): As per Catering Policy 2010, Zonal Railways will conduct passenger satisfaction surveys by means of third party audits. The Catering Policy, 2010 issued on 21.07.2010 also provides for take over of all mobile and static catering units except food plaza, fast food units and food courts from IRCTC by zonal railways. Since September, 2010 complaints have come down by about 30%, vis-a-vis the corresponding period during 2009-10.