

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:854

ANSWERED ON:04.08.2011

CATERING SERVICES IN TRAINS

Anuragi Shri Ghansyam ;Jaiswal Shri Gorakh Prasad ;Pakkirappa Shri S.;Singh Rajkumari Ratna;Vardhan Shri Harsh;Viswanathan Shri P.

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have taken note of deficiencies and serving of sub-standard food items/eatables by catering services at stations and in the pantry cars in trains;
- (b) if so, the details thereof and the remedial steps being taken in this regard including roping in quality control professionals to improve quality of the foods;
- (c) whether instances of over charging by pantry cars contractors and trolley operators been reported; and
- (d) if so, the corrective action taken in the matter?

Answer

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

(a) and (b): A new Catering Policy has been introduced w.e.f. 21.07.2010 to bring improvements in caterin by shifting the task of monitoring quality of service from Indian Railway Catering and Tourism Corporation (IRCTC) to the Zonal Railways and attempts to leverage Zonal Railways' vast and elaborate all-India network in order to effect a thorough supervision and control over catering activities. Due to intensive monitoring and supervision of Railways and subsequent to transfer of catering services to Zonal Railways from Indian Railway Catering and Tourism Corporation (IRCTC), the number of complaints reported on catering have reduced substantially, nearly by 46%, since Sept. 2010 upto May 2011, in comparison to the corresponding period of last year. With a view to rope in quality control professionals to improve the quality of the foods, Standard Bid Document (SBD) has been issued for managing the catering services, wherein adequate weightage has been given to engage reputed professionals to ensure quality of food.

(c) and (d): Some cases have been reported on the Railways. If the complaint is found substantiated, the Zonal Railways take corrective action on the licensees like counseling, warning, imposition of fine and even termination of contracts etc. according to the gravity of the offence.