

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:5795
ANSWERED ON:08.09.2011
COMPLAINTS AGAINST CATERING AND BEDROLL CONTRACTORS
Owaisi Shri Asaduddin

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of trains especially Rajdhani and Shatabdi where catering facilities have been provided by approved contractors;
- (b) the number of complaints received by the Railways against bedrolls and food and other amenities being provided by the said contractors;
- (c) whether in spite of a number of complaints, the contractors have not improved these facilities;
- (d) if so, the number of contractors whose contracts have been cancelled by the Railways during the last three years; and
- (e) steps taken or being taken by the Railways to keep a proper check on the contractors and ensure the optimum quality of catering and bedroll facilities in trains?

Answer

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

(a) to (e): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 5795 BY SHRI ASADUDDIN OWAIISI TO BE ANSWERED IN LOK SABHA ON 08.09.2011 REGARDING COMPLAINTS AGAINST CATERING AND BEDROLL CONTRACTORS.

(a): In 14 out of 22 Rajdhani, and in all the 13 Shatabdi Express trains, catering facilities have been provided by Private licensees.

(b) to (e): During the last three financial years 1203 complaints regarding quality of food, 41 complaints regarding bedroll and 1451 complaints regarding other amenities were received from the passengers in cases where the services have been provided through the private licensees working on Rajdhani/Shatabdi trains. 3 contracts on Rajdhani/Shatabdi trains were cancelled by Indian Railway Catering and Tourism Corporation (IRCTC) during the last three financial years on account of complaints.

Improvement in catering activities is an on going process. A New Catering Policy 2010 has been introduced with effect from 21.07.2010 which emphasizes on provision of good quality hygienic affordable food to the passengers. Due to intensive monitoring and supervision by the railways and subsequent to transfer of catering from IRCTC, the complaints have reduced substantially, by 48.02% since September, 2010 upto July, 2011, in comparison to the corresponding period of last year. The over all improvement in services has been effected by all licensees, including those managing Rajdhani/Shatabdi trains. During the period Sep 2010 to July 2011, about 24164 inspections have been carried out by Zonal Railways for the improvement of catering services. Zonal Railways take corrective action on the deficiencies and irregularities found during inspections.

Railways are also in the process to set up mechanized laundries at important locations to further improve upon the quality of washing of linen, so as to bring improvement in bedroll services.