

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

STARRED QUESTION NO:142

ANSWERED ON:01.12.2011

SERVICES IN TRAINS

Gandhi Shri Feroze Varun;J Helen Davidson

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

- (a) whether serving of substandard items/eatables and unhygienic conditions of compartments have been reported in Rajdhani/Shatabdi and other long distance trains;
- (b) if so, the reaction of the Railways thereto;
- (c) the number of complaints received in regard to serving of stale/inferior quality of eatables and the other deficiencies in the catering service during last one year, zone-wise;
- (d) the corrective action taken including termination of contracts of the contractors in the matter; and
- (e) the other steps taken or being taken by the Railways to improve the quality of eatables/food items and other services in the trains?

**Answer**

MINISTER OF RAILWAYS(SHRI DINESH TRIVEDI)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF STARRED QUESTION NO. 142 BY SHRIMATI J. HELEN DAVIDSON AND SHRI VARUN GANDHI TO BE ANSWERED IN LOK SABHA ON 01.12.2011 REGARDING SERVICES IN TRAINS.

(a) and (b): Yes, Madam. Some complaints on services of substandard items/eatables and unhygienic conditions of compartments on Rajdhani/Shatabdi and other long distance trains have been received and are being redressed regularly. It is the continuous endeavour of Indian Railways to provide good services to the travelling passengers. Accordingly, a New Catering Policy 2010 has been issued wherein the management of catering services has been transferred from Indian Railway Catering and Tourism Corporation (IRCTC) to Zonal Railways. The thrust of the New Catering Policy 2010 acknowledges catering as a passenger service whereas earlier policy sought to treat catering as an independent profit centre. To improve the standards of cleanliness and hygiene in trains, Schemes for Mechanized Cleaning of coaches in depots, On board housekeeping scheme for frequent cleaning during run in Rajdhani/Shatabdi and few mail/express trains and "Clean Train Stations" for cleaning at nominated stations have been launched.

(c) and (d): The details of number of cases reported during the last one year, and action taken zone-wise of sub-standard catering are at Appendix. Apart from this, 27875 inspections have been carried out by Zonal Railway at all levels during the same period.

(e): The Catering Policy, 2010 has underlined several steps to improve the quality of eatables/food items on the train which include supervision and monitoring which has been strengthened and resulted in reduction of complaints by 37.07% during November, 2010 to October, 2011 in comparison to last year when the management of catering services was under IRCTC. Standard Bid Documents (SBD) for award of tenders for contracts for provision of catering services on trains have been redesigned with a stringent eligibility criteria with weightage on quality parameters to ensure quality catering services. Regular inspections/checks are being carried out at various levels to monitor and attend cleanliness in coaches.