

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:547
ANSWERED ON:24.11.2011
JAN AHAAR CAFETERIAS
Alagiri Shri S. ;Singh Rajkumari Ratna

Will the Minister of RAILWAYS be pleased to state:

- (a) whether Jan Ahaar Cafeterias have been commissioned at various railway stations;
- (b) if so, the names of stations commissioned with Jan Ahaar Cafeteria, zone-wise;
- (c) the mechanism adopted by the Railways to check them time to time to avoid the irregularities; and
- (d) the success achieved as a result thereof?

Answer

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

- (a): Yes, Madam.
- (b) : A Statement is laid on the Table of the House.
- (c): Supervision and monitoring 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, and affordable food to the passengers.
- (d): Overall complaints in respect of catering services have reduced by 49.9% during October, 2010 to September 2011, in comparison to the corresponding period of last year.