

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2625

ANSWERED ON:29.03.2012

QUALITY OF CATERING IN RAILWAYS

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Will the Minister of RAILWAYS be pleased to state:

(a) the number of complaints received in regard to serving of stale/inferior quality of eatables and the other deficiencies in the catering service during the last one year, zone-wise;

(b) the details of the action taken by the Railways including the names of contractors whose contracts have been terminated as a result thereof; and

(c) the other steps taken or being taken by the Railways to improve the quality of eatables/food items and other services in all the trains and at railway stations?

Answer

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

(a) and (b): Details of complaints against stale/inferior quality of food and other deficiencies during the last year, zone-wise and action taken thereto are given as Appendix.

(c): Vide the New Catering Policy 2010, the management of catering services has been shifted from Indian Railway Catering and Tourism Corporation (IRCTC) to the Zonal Railways. Thereby the supervision and monitoring has been strengthened by the Zonal Railways by deploying railway personnel, who check quality and hygiene and take corrective action in a time-bound manner. Zonal Railways have set up a Catering Monitoring Cell at Head Quarters and division level, which works round the clock to redress the passenger grievances as quickly as possible. About 30741 inspections have been carried out during March, 2011 to February, 2012 by the Zonal Railways at all levels.