

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

STARRED QUESTION NO:28

ANSWERED ON:09.08.2012

CATERING IN RAILWAYS

Jaiswal Shri Gorakh Prasad ;Wankhede Shri Subhash Bapurao

Will the Minister of RAILWAYS be pleased to state:

- (a) the zone-wise number and names of the agencies including the Multi National Corporations (MNCs) engaged since implementation of New Catering Policy, 2010;
- (b) the details of the trains where new agencies have been engaged under the policy;
- (c) whether the new agencies are reportedly concentrating in profit maximisation without paying adequate attention to public interest;
- (d) if so, the steps taken by the Railways to make such catering policy serve public interest;
- (e) whether these companies owe sizeable amount to the Railways;
- (f) if so, the details thereof and the measures initiated to recover such dues; and
- (g) the other steps taken/being taken by the Railways to make catering services effective?

Answer

MINISTER OF RAILWAYS (jsy ea=h) (SHRI MUKUL ROY)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (g) OF STARRED QUESTION NO. 28 BY SHRI SUBHASH BAPURAO WANKHEDE AND SHRI GORAKH PRASAD JAISWAL TO BE ANSWERED IN LOK SABHA ON 09.08.2012 REGARDING CATERING IN RAILWAYS.

(a) and (b): Zone-wise number and names of the agencies including details of trains where new agencies have been engaged since implementation of New Catering Policy, 2010 is appended. No Multi National Corporations (MNCs) has been engaged since issue of New Catering Policy, 2010.

(c): No, Madam.

(d) and (g): The new Catering Policy, 2010 has an inclusive approach wherein from the least advantaged passenger to the relatively affluent are provided catering services in a socially responsible manner. The Policy emphasises on provision of quality and hygienic food at economic price. A uniform tariff and menu has been notified by the Ministry of Railway for meals on Rajdhani/Shatabdi/Duronto trains and for items like Standard meals, Breakfast, Tea/Coffee. Jan-Ahar outlets have been set up for sale of Janta Meals and low cost affordable regional cuisine. Supervision and monitoring has been strengthened through an institutional mechanism put in place by the zonal railways by deploying railway personnel, who check quality and hygiene and take corrective action in a time bound manner through regular, surprise and periodical inspections. In order to make catering services effective, a transparent contract awarding, management and monitoring procedure has been defined in the New Catering Policy, 2010. Standard Bid Documents for award of catering contracts have been prepared by the Ministry by engaging professional agencies

having domain knowledge and expertise wherein stringent eligibility criteria to ensure quality with detailed penalty clauses in case of deficiencies have been defined. The policy guidelines for Train Side Vending contracts have been issued for catering services in trains run without pantry car. Fixation of license fee has been rationalized. Ceiling limits of holdings have been redefined and made stringent to avoid monopoly. Detailed instructions regarding waste management have been issued in order to maintain hygiene and cleanliness at all catering units.

(e): No, Madam.

(f): Does not arise.