

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:26

ANSWERED ON:19.11.2009

QUALITY OF FOOD

Gangaram Shri Awale Jaywant;Jeyadurai Shri S. R.;Singh Shri Ganesh

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of complaints regarding serving of substandard food and contaminated water both in trains as well as at railway stations received by the Railways during each of the last three years and the current year, zone-wise;
- (b) the action taken/ penalty imposed by the Railways in each of such cases particularly against license holder vendors;
- (c) whether the Railways have devised any framework or mechanism to ensure safety, hygiene and nutritional content of food provided by the catering services both in trains as well as at railway station; and
- (d) if so, the details thereof along with the steps taken by the Railways to conduct audit of food safety?

Answer

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

(a) and (b): A statement showing complaints received regarding substandard food and contaminated water on mobile as well as static units for the last three year and the current year (up to sept.2009) and action taken thereto is given in the appendix.

(c) and (d): Railways is undertaking various measures to ensure food safety, hygiene and nutritional content of food etc. as under:-

- i) Food Audit has been done by M/s TUV SUD South Asia in various areas including premium Trains, base Kitchen & Food Plazas.
- ii) A number of special drive have been conducted on premium trains including Rajdhani, Shatabdi and other Mail/Express trains and licensees base kitchens through officers and Quality Control Professionals (QCPs) so as to improve quality of catering services. Punitive actions have been taken against defaulting licensees by imposing heavy fines in case of major deficiencies and warnings in case of minor deficiencies.
- iii) A web enabled automated Complaint management System and a dedicated complaint cell at zonal/regional level has been put into place for efficient redressal of complaints. A national toll free number 1800-111-139 has been launched for lodging of complaints by passengers.
- iv) Customer Satisfaction Survey has been conducted through M/s IMRB International trains.

APPENDIX REFERRED TO IN REPLY TO PARTS (a) AND (b) OF UNSTARRED QUESTION NO 26 BY SHRI JAYWANTRAO AWALE, SHRI S.R. JEYADURAI AND SHRI GANESH SINGH TO BE ANSWERED IN LOK SABHA ON 19.11.2009 REGARDING QUALITY OF FOOD.

(a) and (b) Zone wise details of complaints regarding quality of food and water for last three year and current year (uptill sept'09)

IRCTC

Zone	Year	Type of Catering Units	Complai-nts related to quality of food & water	Action Taken				
				Warned eling	Fin ed	Coun s- nated	Advised	Ter mi- Under

NORTH ZONE 2006-07 Mobile

Static #	2007-08	2008-09	2009-10
Mobile	407	227	258
Static	1	7	6
Warned	214	173	104
Fin ed	122	29	136
Coun s- nated	0	0	7
Advised	68	25	0
Ter mi- Under	3	0	11

WEST ZONE 2006-07 Mobile

Static #	2007-08	2009-10
Mobile	180	180
Static	3	3
Warned	89	89
Fin ed	62	62
Coun s- nated	0	0
Advised	29	29
Ter mi- Under	0	0

2008-09 Mobile 111 45 11 53 0 2 0
 Static 3 2 1 0 0 0 0
 2009-10 Mobile 146 84 43 7 0 0 12
 Static 17 10 2 2 0 0 3

EAST ZONE 2006-07 Mobile

Static #
 2007-08 Mobile 146 60 35 0 51 0 0
 Static 0 0 0 0 0 0 0
 2008-09 Mobile 331 124 20 187 0 0 0
 Static 12 2 0 0 0 0 10
 2009-10 Mobile 128 79 42 7 0 0 0
 Static 24 0 0 0 0 0 24

SOUTH ZONE 2006-07 Mobile

Static #
 2007-08 Mobile 116 33 16 0 66 1 0
 Static 2 2 0 0 0 0 0
 2008-09 Mobile 92 40 37 6 0 9 0
 Static 13 3 5 1 0 0 4
 2009-10 Mobile 74 13 58 1 0 0 2
 Static 29 6 3 1 0 0 19

SOUTH CENTRAL

ZONE 2006-07 Mobile

Static #
 2007-08 Mobile 84 40 19 0 25 0 0
 Static 0 0 0 0 0 0 0
 2008-09 Mobile 20 9 9 2 0 0 0
 Static 2 0 0 2 0 0 0
 2009-10 Mobile 20 6 12 0 0 0 2
 Static 4 2 2 0 0 0 0

TOTAL 2006-07# Mobile &

Static 2502 741 221 243 1258 39 0
 2007-08 Mobile 933 436 254 0 239 4 0
 Static 6 4 0 0 2 0 0
 2008-09 Mobile 781 391 106 248 25 11 0
 Static 37 9 7 3 0 0 18
 2009-10 Mobile 626 286 291 22 0 0 27
 Static 80 21 9 4 0 0 46

No separate data for mobile & static and zone wise was maintained during 2006-07.