

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:952

ANSWERED ON:16.08.2012

NEW CATERING POLICY

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

- (a) the salient features of New Catering Policy,2010;
- (b) the details of the trains where agencies have been engaged under the policy;
- (c) whether the new agencies are concentrating on profit maximization instead of social cause including serving the people; and
- (d) if so, the steps taken by the Railways to make such catering policy serve public interest?

**Answer**

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

(a) The New catering policy, 2010 issued on 21.07.2010 seeks to bring improvements by shifting the task of monitoring quality of service from Indian Railway Catering and Tourism Corporation (IRCTC) to the Zonal Railways and attempts to leverage Zonal Railways' vast and elaborate all-India network in order to effect a thorough supervision and control over catering activities. The policy acknowledges catering as a passenger service with emphasis on quality, hygiene with economic price. Supervision and monitoring has been strengthened through an institutional mechanism to 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. Emphasis has been placed to ensure the availability of quality food at affordable rate for all classes of passengers by providing Janta food and Janahaar (economy combo-meals) by means of Refreshment Rooms, Stand alone outlets and the vending stalls. Ceiling limit of holding has been redefined and made stringent to avoid monopoly. System of fixing license fee has been rationalized. Tenure and renewal of General Minor catering units has been streamlined.

(b): Details of the trains where agencies have been engaged under the above policy is Appended.

(c): No, Madam.

(d): Does not arise.