

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:222

ANSWERED ON:22.11.2012

CATERING IN TRAINS AND STATIONS

Dutt Smt. Priya Sunil;Pakirappa Shri S.;Punia Shri P.L. ;Ramkishun Shri ;Semmalai Shri S.

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) whether even after the implementation of new catering policy, there has been very little improvement in the quality of food and services in trains and stations;
- (c) if so, the details of the action taken by the Railways including the names of contractors whose contracts have been terminated as a result thereof; and
- (d) 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 ADHIR RANJAN CHOWDHURY)

- (a) and (c): Zone-wise details of complaints received in regard to serving of stale/inferior quality of eatables and other deficiencies in the catering service during the last one year and action taken thereto are appended.
- (b): No, Madam. Improvement in catering services is an ongoing process. After the implementation of New Catering Policy 2010, the number of complaints has come down.
- (d): A new Catering Policy, 2010 has been introduced, which has an all 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 for items like Standard meals, Breakfast, Tea/Coffee. Jan-Ahaar outlets have been set up for sale of Janta Meals and low cost affordable regional cuisine. Uniform Menu and Tariff of A-la-Carte items as suggested by a Committee has been advised to Zonal Railways for implementation. Supervision and monitoring has been strengthened through an institutional mechanism put in place by the zonal railways by deploying railway personnel including very senior officials, who check quality and hygiene and take corrective action in a time bound manner through regular, surprise and periodical inspections.