

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

STARRED QUESTION NO:283  
ANSWERED ON:13.12.2012  
RAILWAYS CATERING SERVICE  
Singh Shri Mahabali;Virendra Kumar Shri

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

- (a) the existing responsibilities entrusted to the Indian Railways Catering and Tourism Corporation (IRCTC) and the reasons for stripping them from their primary catering responsibility;
- (b) the manner in which the catering service is presently being rendered to the passengers after implementation of the New Catering Policy, 2010;
- (c) whether any review has been conducted or feedback obtained by the Railways for ascertaining the effectiveness of the new catering policy and if so, the details thereof;
- (d) whether the Railways have addressed the complaints of the passengers in this regard; and
- (e) if so, the action being contemplated to improve the quality of catering service in the Railways?

**Answer**

MINISTER OF RAILWAYS (SHRI PAWAN KUMAR BANSAL)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF STARRED QUESTION NO. 283 BY SHRI MAHABALI SINGH AND SHRI VIRENDRA KUMAR TO BE ANSWERED IN LOK SABHA ON 13.12.2012 REGARDING RAILWAYS CATERING SERVICE.

(a): With the introduction of the New Catering Policy, issued on 21st July, 2010 the Indian Railway Catering and Tourism Corporation (IRCTC) is responsible for management of premium catering services of Food plaza, Food courts and Fast food units, production and sale of 'Rail Neer' Packaged Drinking Water, tourism and e-ticketing / i-ticketing activities on Indian Railways apart from other non-railway catering and tourism activities. Catering services were transferred from IRCTC to Indian Railways because IRCTC did not have the vast network and reach for monitoring and supervision of activities as available with railways. Consequently there was a public perception of deterioration of quality of catering services.

(b): Presently the catering services are provided through static and mobile units managed by zonal railways departmentally or through licensees.

(c) and (d): There is an effective complaint redressal mechanism set in place on zonal railways. As a result after the transfer of catering activities to the Railways the number of complaints have been reduced by 49.2% from Sept. 2010 to Aug. 2011 as compared to the corresponding period of previous year i.e. Sept. 2009 to Aug. 2010 when the management was with IRCTC.

(e): Improvement in the quality of catering services is an on-going process. The following steps have been taken to improve the quality of catering services.

(i) For provision of quality food at affordable rates, a uniform tariff and menu has been notified for items like Standard meals, Breakfast, Tea/Coffee and a-la-carte items.

(ii) Jan-Ahaar outlets have been set up for sale of Janta Meals and low cost affordable regional cuisine.

(iii) Supervision and monitoring has been strengthened through regular and surprise inspections and corrective actions.

(iv) 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 have been defined.

(v) Detailed instructions regarding waste management have been issued in order to maintain hygiene and cleanliness at all catering units.

