

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:2959

ANSWERED ON:14.03.2013

QUALITY OF CATERING

Ajnala Dr. Rattan Singh;Mahajan Smt. Sumitra;Rajbhar Shri Ramashankar;Saroj Shri Tufani;Singh Shri Brij Bhushan Sharan;Singh Shri Rakesh;Sugavanam Shri E.G.

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

- (a) whether it has come to the notice of Railways that a number of companies which have been black listed are still reportedly supplying food items in trains in the name of other companies;
- (b) if so, the details of such cases reported during the last three years and the current year and the action taken against them, zone-wise;
- (c) the number of complaints regarding substandard food supply by the train caterers to the passengers and lack of hygiene reported during the said period, zone-wise;
- (d) the action taken by the Railways in response to the complaints received; and
- (e) the details of measures initiated to ensure the optimum quality of eatables/food items in trains as well as at railway stations?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO.2959 BY SHRI BRIJBHUSHAN SHARAN SINGH, DR. RATTAN SINGH AJNALA, SHRI RAMASHANKER RAJBHAR, SHRIMATI SUMITRA MAHAJAN, SHRI TUFANI SAROJ, SHRI RAKESH SINGH AND SHRI E.G. SUGAVANAM TO BE ANSWERED IN LOK SABHA ON 14.03.2013 REGARDING QUALITY OF CATERING.

(a) No, Madam.

(b) Does not arise.

(c) and (d) Zone-wise details of number of complaints regarding substandard food supplied by the train caterers and lack of hygiene reported and action taken during last three years and current year are Appended.

(e) Improvement in the quality of catering services is an on-going process. Supervision and monitoring have been strengthened through a mechanism put in place by deploying railway personnel, who check quality and hygiene and take corrective action in a time-bound manner. Feedback regarding quality of services is always taken from passengers through opinion cards. Catering Monitoring Cells have been set up at Zonal and Divisional level for daily monitoring of the catering activities. Further, on the same pattern, a centralized Catering Complaint Monitoring Cell has been set up in Board's office having a toll free number 1800-111-321 for prompt redressal of the passenger grievances related to the catering activities for real time assistance to travelling public. Further, a transparent contract awarding, management and monitoring procedure has been defined in the New Catering Policy, 2010 for which 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. Detailed instructions regarding waste management have been issued in order to maintain hygiene and cleanliness at all catering units. As per extant Catering Policy, 2010, railways propose to have base kitchens in railway premises for closely monitoring the quality.