

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:5845
ANSWERED ON:02.05.2013
CATERING IN TRAINS
Haldar Shri Sucharu Ranjan;Rathod Shri Ramesh

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that there has been a serious cut in quantity of tea/coffee, snacks and juices being supplied in the past three months even though rail fares have been increased;
- (b) if so, the details thereof;
- (c) whether the pantry car officials in Rajdhani and Shatabdi trains are supposed to display the items to be served to passengers during snacks/breakfast/lunch/dinner etc.;
- (d) if so, the reason for the same not being displayed as was being done earlier and whether there is any collusion between contractors and railway employees in this regard;
- (e) if so, the action taken against the contractors for not supplying the desired quality and quantity of food to passengers as well as found indulged in over-charging beyond the stipulated fare list for food items; and
- (f) whether there exist any mechanism to check the quantity of food being served to the passengers, and if so, the steps being taken to ensure that rate list of food items in the all Rajdhani and Shatabdi trains are displayed compulsorily?

Answer

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

- (a): No, Madam.
- (b): Does not arise.
- (c): As per instructions the menu for Rajdhani/Shatabdi express trains indicating the items served to passengers in breakfast/lunch/evening tea/dinner are displayed in the tray mat while supplying the items to the passengers. Menu cards are also available with pantry car manager.
- (d): Does not arise.
- (e): Complaints regarding overcharging and less quantity food are dealt with severely and punitive action like imposition of fine, warning, suitably advised and termination of contract etc. are taken according to the gravity of offence/irregularity.
- (f): Supervision and monitoring have been strengthened through a mechanism put in place by deploying railway personnel, who check quality, quantity and hygiene and take corrective action in a time-bound manner. A centralized Catering Services 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, on the same pattern, Catering Monitoring Cells have been set up at Zonal and Divisional level for daily monitoring of the catering activities. Continuous monitoring through all these is being ensured.