

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

STARRED QUESTION NO:182
ANSWERED ON:22.08.2013
QUALITY OF CATERING
Rajendran Shri C.;Singh Shri Jitender

Will the Minister of RAILWAYS be pleased to state:

- (a) whether there have been complaints about serving substandard eatables/food items and lack of hygienic conditions in Rajdhani/Shatabdi and other distance trains;
- (b) if so, the details thereof including the total number of complaints received during the last one year, zone-wise and the action taken thereon including cancellation of contracts;
- (c) whether the Railways have conducted any review regarding the effectiveness of the new catering policy;
- (d) if so, the details and the outcome thereof; and
- (e) the steps taken or being taken by the Railways to improve the quality of catering and other services besides ensuring hygienic conditions in the trains?

Answer

MINISTER OF RAILWAYS (SHRI MALLIKARJUN KHARGE)

(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. 182 BY SHRI C. RAJENDRAN AND SHRI JITENDER SINGH MALIK TO BE ANSWERED IN LOK SABHA ON 22.08.2013 REGARDING QUALITY OF CATERING.

(a) and (b): It is a continuous endeavour by the Indian Railways to provide good quality hygienic food to Railway passengers. However, some complaints regarding serving substandard eatables/food items and lack of hygienic conditions in Rajdhani/Shatabdi and other distance trains have been received. Zone wise details of complaints and action taken during last one year (01.01.2012 to 31.12.2012) are Appended.

(c): The new Catering Policy, 2010 has been introduced on 21st July, 2010. The review of its effectiveness is an ongoing process.

(d) and (e): To improve the quality of catering services in the trains, a mechanism for monitoring and supervision has been put in place by deploying railway personnel, who check quality and hygiene through regular, surprise and periodical inspections and take corrective action. In addition, regular passenger satisfaction surveys are also conducted. Catering Services Monitoring Cell with a toll free number at national level has been set up for real time redressal of complaints. In case of deficiencies/ irregularities in services punitive actions like imposition of fine, warning, suitable advice and termination of contracts etc. are taken under the new Catering Policy.

A transparent contract awarding, management and monitoring procedure has been defined to ensure quality covering provision of third party audit of quality and mandatory ISO (Indian Standards Organization) certification of Base Kitchens. Waste management procedures to maintain hygiene and cleanliness and implementation of the new Food Safety and Standard Act (FSSA) have been notified. On board House-Keeping Services (OBHS) for cleaning of coaches on run and cleaning attention to trains during their stoppage at "Clean Train Stations (CTS)" and pest and rodent control treatment through professional agencies in the major coaching depots have also been launched.