

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2087
ANSWERED ON:22.08.2013
CATERING SERVICES
Singh Shri Rakesh

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have taken cognizance of lack of quality and purity of eatable items being sold in the trains and at the railway stations;
- (b) if so, whether the Railways have taken any steps to deal with it;
- (c) if so, the details thereof and whether the Railways have taken cognizance of the matter that sites allotted to "SANCHI" parlours of the cooperative sector at various railway stations in Madhya Pradesh including Jabalpur are far from the reach of passengers;
- (d) if so, whether the Railways would consider allotting such sites to these parlours which are within the reach of passengers by giving a special status to these parlours conforming quality norms; and
- (e) if so, the details thereof ?

Answer

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

(a) to (e): It is a continuous endeavour by the Indian Railways to provide good quality hygienic food to Railway passengers. Accordingly, a New Catering Policy, 2010 has been introduced on 21.07.2010 with a mandate for effective quality assurance programme, wherein ISO-22000 (International Organization for Standardization) standards are to be progressively implemented for major contracts/units. Supervision and monitoring have been strengthened through a mechanism put in place by deploying railway personnel, who check quality and hygiene alongwith feedback/opinion of passenger and take corrective action in a time-bound manner. About 34565 inspections have been carried out in the last one year April,12 to March,13. 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. 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. If any irregularity is found punitive actions like imposition of fine, warning and termination of contract etc are taken according to the gravity of offence/ irregularity. As per extant Catering Policy, 2010, railways propose to have base kitchens in railway premises for close monitoring the quality.

The milk stall/parlour licences are awarded by calling application by the Divisional Railway Manager to apex dairy cooperative societies approved by the Government at the central/ state/ union territories, who are member of National Cooperative Dairy Federation of India (NCDFI) and/or developed under the aegis of "Operation Flood Programme" and preference in allotment is given to local apex dairy cooperative societies. The Milk stall/parlour allotted to SANCHI parlours, location is jointly decided at stations within the reach of the passengers. While allotting the stalls including the Milk parlours railways are ensure that there is no congestion at the stations/concourse area and passengers flow is not affected.