

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3174

ANSWERED ON:29.08.2013

RAIL NEER

Ponnam Shri Prabhakar;Singh Shri Brij Bhushan Sharan;Sudhakaran Shri K.

Will the Minister of RAILWAYS be pleased to state:

- (a) whether some catering people are refilling used Rail Neer bottles from the railway stations and selling it to passengers thereby causing health hazards to the passengers;
- (b) if so, the details thereof including the mechanism existing in the Railways for carrying out inspection in the pantry cars for ensuring the quality of food and water served in it;
- (c) the details of such inspection reports during 2012-13 till date; and
- (d) whether the complaints regarding selling unreported brands of drinking water bottle other than Rail Neer have received with the Railways and if so, the details thereof, zone-wise along with the corrective measures being taken in this regard?

Answer

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

- (a): No such case of refilling of Rail Neer bottles by catering licensee has come to notice as per available records.
- (b)and (c): It is a continuous endeavour by the Indian Railways to provide good quality hygienic food and water 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 and take corrective action in a time-bound manner. About 44286 inspections have been carried out in the last one year April,12 to June,13. 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. Passengers' opinion cards also circulated for feedback and improvement. 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.
- (d): Zone-wise details of complaints received by the railways during Financial Year 2012-13 and 2013-14 (up to July,13) regarding selling unreported brands of drinking water bottle other than Rail Neer and action taken thereon is Appended.