

18

STANDING COMMITTEE ON RAILWAYS

(2012-13)

FIFTEENTH LOK SABHA

**MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

**[Action taken by the Government on the recommendations/
observations contained in the 15th Report of the Standing
Committee on Railways (Fifteenth Lok Sabha) on 'New
Catering Policy - 2010 of Indian Railways']**

EIGHTEENTH REPORT



**LOK SABHA SECRETARIAT
NEW DELHI**

April, 2013/ Vaisakha, 1935 (Saka)

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Committee on Railways (Fifteenth Lok Sabha) on 'New Catering
Policy -2010 of Indian Railways']**

Presented to Lok Sabha on 22.04.2013

Laid in Rajya Sabha on 22.04.2013



**LOK SABHA SECRETARIAT
NEW DELHI**

April, 2013/ Vaisakha, 1935 (Saka)

CONTENTS

	PAGE
COMPOSITION OF THE COMMITTEE.....	(iii)
INTRODUCTION	(iv)
CHAPTER I Report.....	1
CHAPTER II Recommendations/Observations which have been accepted by the Government	13
CHAPTER III Recommendations/Observations which the Committee do not desire to pursue in view of the Government's replies.....	23
CHAPTER IV Recommendations/Observations in respect of which Replies of the Government have not been accepted by the Committee and which require reiteration	26
CHAPTER V Recommendations/Observations in respect of which final replies of the Government are still awaited	33

APPENDICES

I Minutes of the sitting of the Standing Committee on Railways held on 05.04.2013.....	34
II Analysis of Action Taken by the Government on the Recommendations/Observations contained in the 15 th Report (15 th Lok Sabha) on 'New Catering Policy – 2010 of Indian Railways'.....	36

**COMPOSITION OF THE STANDING COMMITTEE ON RAILWAYS
(2012-13)**

Shri T. R. Baalu - Chairman

MEMBERS

LOK SABHA

2. Shri Partap Singh Bajwa
3. Dr. Ram Chandra Dome
4. Smt. Maneka Gandhi
5. Shri Pralhad Joshi
6. Shri Bhaskar Rao Patil Khatgonkar
7. Dr. Nirmal Khatri
8. Shri Surendra Singh Nagar
9. Shri Devender Nagpal
10. Shri Anand Prakash Paranjpe
11. Shri Rayapati Sambasiva Rao
12. Shri Rudra Madhab Ray
13. Shri Magunta Sreenivasulu Reddy
14. Smt. Satabdi Roy
15. Smt. Yashodhara Raje Scindia
16. Shri Ganesh Singh
17. Shri Lal Ji Tandon
18. Shri Ashok Tanwar
19. Shri Harsh Vardhan
20. Dr. Vivekanand
21. Smt. Dimple Yadav

RAJYA SABHA

22. Shri Husain Dalwai
23. Shri Prabhat Jha
24. Shri Om Prakash Mathur
25. Dr. Barun Mukherji
26. Shri K. Parasaran
27. Shri Ambeth Rajan
28. Shri Tarini Kanta Roy
29. Shri Bashistha Narain Singh
30. Shri Ishwar Singh
31. Shri Nandi Yellaiah

SECRETARIAT

- | | | | |
|----|-----------------------|---|---------------------|
| 1. | Shri K. Vijaykrishnan | - | Joint Secretary |
| 2. | Shri Abhijit Kumar | - | Director |
| 3. | Shri Arun K. Kaushik | - | Additional Director |
| 4. | Ms. Swati Parwal | - | Committee Officer |

INTRODUCTION

I, the Chairman of the Standing Committee on Railways (2012-13), having been authorized by the Committee to present the Report on their behalf, present this Eighteenth Report of the Committee on Action Taken by the Government on the Recommendations/Observations contained in the Fifteenth Report of the Standing Committee on Railways on 'New Catering Policy – 2010 of Indian Railways'.

2. The Fifteenth Report was presented to the Lok Sabha on 21.05.2012 and it contained 16 Recommendations/Observations. The Ministry of Railways have furnished their Action Taken Replies in respect of all the recommendations/observations.

3. The Committee considered and adopted the Draft Action Taken Report at their sitting held on 05.04.2013.

4. An analysis of the Action Taken by the Government on the Recommendations/ Observations contained in the Fifteenth Report of the Standing Committee on Railways (Fifteenth Lok Sabha) is given in Appendix-II.

NEW DELHI;
17 April, 2013
27 Vaisakha, 1935 (Saka)

T.R. BAALU
Chairman,
Standing Committee on Railways

CHAPTER-I

REPORT

This Report of the Committee deals with the Action Taken by the Government on the recommendations and observations contained in the Fifteenth Report of the Standing Committee on Railways on "New Catering Policy-2010 of Indian Railways". The Report was presented to the Lok Sabha on 25.04.2012. Simultaneously, the Report was also laid in the Rajya Sabha.

2. Action Taken Notes have been received from the Government on all the 16 recommendations/observations contained in the Report. These have been broadly categorized as follows:

- (i) Recommendations/observations which have been accepted by the Government:-

Para Nos. 1, 2, 3, 4, 6, 8, 9, 13 and 15

Total : 9
Chapter-II

- (ii) Recommendations/observations which the Committee do not desire to pursue in view of the Government's replies:-

Para Nos. 7 and 16

Total : 2
Chapter-III

- (iii) Recommendations/observations in respect of which replies of the Government have not been accepted by the Committee and which require reiteration:-

Para Nos. 5, 10, 11, 12 and 14

Total : 5
Chapter-IV

- (iv) Recommendations/observations in respect of which final replies are awaited:-

Para Nos. Nil

Total : Nil
Chapter-V

3. The Committee will now deal with the action taken by the Government on some of their recommendations/observations.

I. Implementation of New Catering Policy

(Recommendation Para No. 5)

4. The Committee were distressed to note that though the New Catering Policy of 2010 was issued in July, 2010, it was being implemented at a very slow pace. During their visit to Ahmedabad, Bangalore, Mysore and Goa during May, 2011, the Committee observed that there were certain problems being faced by the Zonal Railways in taking over the catering services from IRCTC which include shortage of staff litigation by contractors and the lack of specialized manpower with the Railways. The Committee recommended that all issues should be identified and sorted out expeditiously and steps be taken for effective implementation of the Policy within a specified time frame. Further, the Railways should take urgent steps for establishment of ISO certified base kitchens in the Railway premises itself to ensure timely supply of meals and effective supervision, modernization and mechanization of catering equipment, management of catering service by professional, stringent criteria for selection of catering contractors, recruitment of trained/professionally qualified staff and training of catering staff from time to time. The Committees also desired that pantry cars should invariably be provided in all long distance trains at the earliest in all long distance trains which have a running time exceeding 16 hours.

5. In their action taken reply, the Ministry of Railways have stated as under:

“Instructions have been issued vide Board’s letter no. E(NG)I-2003/IR/10 dated 28.12.10 to restore the catering cadre as existed on 31.03.2003 at the time of transfer of catering activities along with staff to IRCTC which is approximately 5269 posts including 1284 Group C and 3985 Group D. As a result of this all catering staff at present, there are total 1959 (Group C 736 and Group D 1223) catering staff available in the catering Department over IR. Further 188 IRCTC absorbee erstwhile Railways catering staff have exercised their option to come back railways catering department. In this regard after

approval of Board/MR and concurrence of DoP P&W instruction are under issue in consultation with federation.

Emphasis has been laid on setting up of modern base Kitchen to ensure quality, hygiene and proper logistics. Further, Zonal railways have been instructed to identify the locations to set up base kitchens to ensure that all mobile units are serviced by these base kitchens. Presently, 14 base kitchens are in operation inside the railways premises, out of them 8 are being run departmentally and 6 are licensee managed. Further, there are 135 base kitchens located outside railway premises which are being managed by the private licensees.

Catering Policy 2010 stipulates that catering services are to be managed departmentally by the Railways duly imparting in-service training to the staff. In this regard Board has issued instructions in this regard and zonal railways are to take action accordingly.

As per new Catering Policy 2010, the demands for attachment of pantry cars to the trains are considered based on various factors such as priority of the train, (first priority to Duronto/Rajdhani then Super fast Mail/Express trains then the trains running more than 24 hours either way) its commercial justification and availability of pantry cars and load limitation in the trains etc. In cases where trains are not provided with a Pantry Car, the catering services are provided through Train Side Vending (TSV) or through static catering units at en-route stations.”

6. The Committee are not satisfied with the reply of the Ministry of Railways. The reply does not mention the specific problems faced by the zonal railways in taking over catering services from the IRCTC. Besides, the present status of taking over of catering services from IRCTC has not been furnished to the Committee. The Committee, therefore, desire that specific hurdles faced

by the zonal railways in the implementation of the New Catering Policy and steps being taken for its expeditious implementation be informed to the Committee. The Committee would also like to be regularly informed of the progress made in the matter. The Committee further desire that in trains where provision of pantry cars is not feasible, steps should be taken for providing fresh food items to the passengers.

II. Setting up of Base Kitchens

(Recommendation Para No. 8)

7. As per the Catering Policy 2010, Zonal Railways were to set up modern, mega and medium base kitchens to supply food in bulk and packaged to mobile units as well as static units to provide good quality, hygienic and affordable food to passengers. The Committee had been informed that the Railways had issued detailed guideline for the facilities to be provided in the base kitchens which included ISO-22000 certification, setting up a grid of mega and medium base kitchens in Railway premises, setting up of proper pathway connecting base kitchens to platforms, for proper training of the departmental catering staff training to be organized through trained personnel from reputed institutions of hotel management/catering institutes/food craft institutes and identifying a grid of trains and the specific needs to be provided for each trains for the nominated base kitchen at the stations where each train will stop at the meal timing. According to the Ministry of Railways (Railway Board), the design modules incorporating the mechanism and the state-of-the –art technology will be formulated and issued to the Zonal Railways. The Committee desired that the formulation of these design modules should be completed without any delay. The Committee were happy to note that a pilot project for setting up a modern and mechanized base kitchen had already been initiated by the South Central railway and recommend that all Zonal Railways should follow suit so that the infrastructure related to the setting up of modern base kitchens is speedily developed.

8. In their action taken reply, the Ministry of Railways have stated as under:

“Emphasis has been laid on setting up of modern base Kitchen to ensure quality, hygiene and proper logistics. Further, Zonal railways have been instructed to identify the locations to set up base kitchens to ensure that all mobile units are serviced by these base kitchens. Presently, 14 base kitchens are in operation inside the railways premises, out of them 8 are being run departmentally and 6 are licensee managed. Further, there are 135 base kitchens located outside railway premises which are being managed by the private licensees.”

9. The Committee have been apprised that the zonal railways have been entrusted with the task of identifying the location for setting up base kitchens. However, the Committee are highly disappointed to learn that only 14 base kitchens are in operation inside the railway premises. The Committee would like to be informed by the Ministry about the details of the number and location of base kitchens to be set up in various zonal railways and the grid of trains that would be serviced by them. According to the Ministry, there are 135 base kitchens located outside railway premises which are being managed by private licensees. The Committee would like to be informed about the upgradation of these existing base kitchens to international standards and about the proposal to bring them under zonal railways’ management. The Committee urge the Ministry to undertake the establishment of base kitchens on a priority basis.

III. Ban on cooking at Platforms

(Recommendation Para No.9)

10. The New Catering Policy provides for ban on cooking on platforms at suburban stations and attempts to progressively reduce cooking on stalls and trolleys on the platform except for items which could be prepared through electrically operated equipment only. Further, it stipulates that in order to insure cooking free platforms, Zonal Railways may identify suitable space, if available, on railway premises near railway stations for setting up kitchens by the licensees of static units as per the terms and conditions of extant policy on land/rent. Though the Committee appreciated the concern of the Railways about the fire hazards on platforms due to cooking of food, they were apprehensive that such blanket ban on cooking might cause considerable inconvenience to the passengers as well as to the licencees. They felt that either the space for setting up kitchens may not be available at most of the railway stations or the licensee may not be in a position to set up its kitchen. They, therefore, desired that while implementing the Policy, the Railways should carefully examine this aspect in order to avoid inconvenience to the passengers as well as to the licensees. Adequate safety measures may be taken by the Railways to avoid electrical short-circuits, etc.

11. In their action taken reply, the Ministry of Railways have stated as under:

“Para 7.1 of Catering Policy clearly provides for ‘attempts to progressively reduce cooking on stalls and trolleys on platforms’

The way forward to achieve cooking free stalls/trolleys is defined in para 7.8 – *i.e.* by identification of suitable space on railways premises.

A large number of references from various fora including Railways have been received by this Ministry regarding allowing cooking on the platforms. The matter has been reviewed by the Board and Instructions already exist in which Zonal Railway have already been suggested to take certain steps for following two modes of cooking (i) Electrical induction Cooking (ii) Cooking through LPG gas subject to fulfillment of the certain requirements.”

12. The Committee are happy to note that the zonal railways have been instructed to take steps for following two modes of cooking, viz., electrical induction cooking and cooking through LPG, subject to fulfilment of certain requirements. The Committee desire the Railways to ensure the implementation of the same and to ensure that no inconvenience is caused to the passengers at the railway stations on this account.

(Recommendation Para No. 10)

13. Though the Committee appreciated the contention of the Railways that it was the social responsibility of the Railways to provide food to the passengers at affordable prices, they would like to caution the railways to not to compromise with the quality of food as a result thereof, Indian Railways have a vast network covering Kashmir in the north to Kanyakumari in the south and upto Bhuj in the west to Agartala in the east, with each region having its distinct regional cuisines. In view of this, it is imperative on the part of the Railways to ensure the availability of regional cuisines depending upon the area. The Committee hope that the New Catering Policy will take care of these concerns.

14. In their action taken reply, the Ministry of Railways have stated as under:

“As per the new catering Policy 2010, Zonal Railways are empowered to decide the menu of the a-la –carte items including the regional cuisines of the local area. A list of 63 a-la-carte items including seasonal regional cuisines prepared by a committee of CCMs (catg.) has already been circulated for its implementation in the zonal railways. Inclusion of regional cuisines is an on-going process”.

15. The Committee are dissatisfied to note that the Ministry has not considered their recommendation in toto. The reply is silent with respect to ensuring the quality of food. The Committee would like to reiterate that the

Ministry must assure that the best quality of food is provided to the passengers.

IV. Provision of Safe-Drinking water in trains and at stations

(Recommendation Para No. 11)

16. The provision of safe drinking water in trains and at stations is of much concern to the Committee. During their visits to various places, the Committee have found that at a majority of stations normal tap water stored in tanks is used for drinking purposes. The Committee have also noted the scarcity of packaged water in some long distance trains. Instances of supply of water bottles without labels of their manufacturing/expiry dates and even unsealed water bottles have also have been brought to the notice of the Committee. The Committee note that with a view to supplying packaged drinking water in trains and stations, the IRCTC has set up two plants at Nangloi, Delhi, and at Danapur, Bihar. The Committee have been informed that these plants employ an eight-stage purification process to guarantee safe drinking water, free from harmful contaminants. The Committee have been further informed that the Railways are working on six more projects for providing drinking water and the standard terms of documents are getting finalized. While appreciating the same, the Committee desire that the setting up of these projects should be expedited. The Committee also feel that these plants should have capacity to introduce package/pouches of different volumes so that passengers can have wider options. The Committee further recommend that surprise inspections should be carried out periodically at the selling points so that the problem of sale of unlabelled water bottles is checked. The Committee also desire that provision of RO System should be made mandatory at all the railway station in order to ensure supply of safe drinking water to the passengers.

17. In their action taken reply, the Ministry of Railways have stated as under:

“Adequate drinking water facilities of quality standards as per prescribed norms have been provided at railways stations on Indian Railways. Treated potable water is supplied through taps on Railway platforms for

drinking purpose. The same water is used for coach water filling which is stored in tanks in coaches for supply to toilets.

With a view to provide free quality drinking water round the clock through Reverse Osmosis(RO) process at railways stations, instructions have been issued to the zonal railways to allow private parties to install and operate such machines through commercial publicity route. Presently, 21 such machines are being operated on Railways.

IRCTC had initially set up two packaged drinking water plants at Nangoli (Delhi) and Danapur (Bihar) for production of 1000 ml packaged drinking water bottle. Recently IRCTC has just setup a plant at Palur in Tamilnadu which has started functioning and setting up plant at Ambarnath in Maharashtra is under process. Further, the work of setting up six packaged drinking water bottling plant (PDW) at Mal, Nasik, Farakka, Amethi, Ambala and Trivandrum has been entrusted to IRCTC on PPP basis.

As per Policy wherever Rail Neer is not adequately available BIS (Bureau of Indian Standard) approved packaged drinking water having requisite laid down standards are shortlisted by Zonal railways and permitted for sale in the train and railway premises. The sale of Packaged Drinking Water bottles by non-reputed private companies not permitted. Surprise inspections have been carried out by the Zonal railways, at all levels and action like imposition of fine etc. is taken if any contractor is found to be selling non-approved brand of packaged drinking water.”

18. The Committee have been apprised by the Ministry that treated potable water is supplied through taps on railway platforms for drinking purposes and that zonal railways have been instructed to allow private parties to install and operate RO system through commercial publicity route. However, only 21 such machines are in operation which is quite inadequate, keeping in view the vast railway network. More RO machines should be installed/operated on a war footing. The Committee further note that the suggestion of introducing

drinking water pouches/packages of different volumes by these plants has not been addressed by the Ministry. The Committee, therefore, reiterate that the all the concerns raised by the Committee be appropriately considered by the Ministry and a time-frame may be put in place for the convenience of the passengers.

V. Proper supervision of Quality of food

(Recommendation Para No. 12)

19. Quality control of food items and drinking water supplied to the travelling public by the Railways is a matter of the utmost concern for the Committee. Quality control is of paramount importance in any concern dealing with food and beverages as it is directly linked with the health and safety of the customers. The Committee had been informed that under the New Catering Policy, the Chief Commercial Manager (CCM) will be the overall in-charge for the Zonal Railway but the inspections will be done by the catering staff available with him on a daily basis and they will have their domain knowledge. The Committee were of the considered view that the Railways should put in place a scientific quality control mechanism. The Committee were also of the view that the complaint/grievance mechanism should be further strengthened, with every complaint being attended to/redressed in a time bound manner. The Committee also recommended that besides imposing heavy penalties on the defaulting contractors, the concept of blacklisting of persistent defaulter should also be introduced.

20. In their action taken reply, the Ministry of Railways have stated as under:

“Supervision and monitoring has been strengthened through an institutional mechanism put in place by the zonal railways by deploying railway personnel, who check quality and hygiene and take corrective action in a time bound manner. An SAG level officer has been nominated as CCM/Catering over each zonal railway for effectively carrying out the implementation of the policy. Zonal railways have set up

a daily monitoring mechanism through Catering Monitoring Cell at HQ and Divisional level working round the clock. Since the introduction of the new Catering Policy 2010, about 49924 inspections have been carried out by the Zonal railways at all levels, as a result complaints have come down by about 41.1 % as compared to the corresponding period of last year. No. of complaints reported regarding stale /inferior quality of food and other deficiencies during last one year i.e. Mar'11 to Feb,12 and action taken thereon are as follows:- No. of complaints related to catering services- 3348, Fine - 727, Warned -748, Suitably Advised - 874, Not substantiated - 225, D&AR action -124, Any other -222, and action Pending in 428 cases.”

21. The Committee note with satisfaction that an institutional quality control and complaint redressal mechanism has been put in place and that the complaints are being promptly attended to. However, the Committee feel that stringent measures should be taken against persistent defaulting contractors.

VI. Cleanliness and Hygiene

(Recommendation Para No. 14)

22. The Committee had recommended that hygiene should be of paramount importance to the Railways and it should invariably be a part of the Catering Policy. The Committee felt that the cleanliness of the coaches is other important area which require serious attention of Railways.

23. In their action taken reply, the Ministry of Railways have stated as under:

“Indian Railways endeavor to improve upon the standards of cleanliness and hygiene in the trains. Proper maintenance of coaches and toilets is ensured during primary maintenance as well as secondary maintenance/terminal attention of the trains.

For further improving upon the standards of cleanliness in coaches, schemes like Intensive mechanized cleaning of coaches, On Board House-Keeping Services (OBHS) during the run of the trains and cleaning attention

to trains during their stoppage at “Clean Train Stations” etc. have also been launched by Indian Railways. However, instructions are reiterated form time to time to the railways to give adequate attention towards cleanliness of coach and toilets of the trains.”

24. The Committee are not satisfied with the reply of the Government. Concrete measures taken/proposed by the railways for maintaining cleanliness and hygeine at the Railway stations have not been spelt out in the reply. The Committee, therefore, stress that hygiene must be considered as an inalienable part of the catering system and the Committee must be apprised of the concrete measures taken in this regard.

CHAPTER – II

RECOMMENDATIONS / OBSERVATIONS WHICH HAVE BEEN ACCEPTED BY THE GOVERNMENT

Recommendation (Para. Nos. 1, 2 & 3)

1. The Indian Railways is one of the world's largest rail networks with 64,460 route kilometers of route length. As a national common carrier transporting passengers and goods over its network, the Indian Railways has always played a key role in India's social and economic development. It is also an affordable means of transportation for millions of passengers. During 2010-11, it carried 7,651 million passengers. Passenger kilometers, which is calculated by multiplying the number of journeys by mean kilometric distance was 979 billion during the period. Passenger earnings in 2010-11 were Rs. 25,705.64 crore. In such a vast system, catering to millions of passengers daily, it is imperative that the railways provide the best catering services to the commuters who extend their continued patronage to the Railways.

2. The Committee noted that the New Catering Policy 2010 of the Indian Railways was formulated in the wake of an announcement to this effect made by the Minister of railways during the Budget speech of 2009-10. The New Catering Policy, 2010 sought to modify the Indian Railways catering policy of 2005 which had been necessitated in the light of the experience gained and the public perception of the policy since it started operation. The modifications pertain to establishing good governance standards and improving the quality of catering services for providing food and beverage to the passengers travelling on trains and on railway premises like platforms, concourses etc. The Committee have conducted an in depth examination of the New Catering Policy, 2010 and reached certain conclusions which are discussed in the succeeding paragraphs.

Recommendation (Para No. 3)

The Committee have been informed that the Catering Policy of 2005 had led to a situation in which there were a large number of complaints from different segments. Some of the problems that were noticed in that policy included the issue of monopoly catering and the lack of an effective monitoring mechanism. These major problems are stated to have been addressed in the New catering Policy, 2010 wherein it had been decided that both the static and mobile catering work would be taken over by the Zonal Railway while the Indian Railways Catering and Tourism Corporation (IRCTC) which had earlier been entrusted with this job would be dealing with the upper end, i.e. food plazas, food courts and tourist activities. The Committee are of the view that the Catering Policy of 2005 lacked a professional, futuristic vision for an undertaking of size of the Indian railways which catered to a huge travelling public daily. Besides, the Catering Policy of 2005 was not planned in a professional and scientific manner, necessitating a new Catering Policy in just another five years time. The Committee fail to understand how it was decided to entrust the responsibility of catering services of such a vast railway network to a Public Sector Undertaking (PSU) which has to work with a commercial motive without ascertaining its capability to address the clients requirements in a socially responsible manner. However, the Committee are given to understand that the New Catering Policy, 2010 would address the problem of the railways would be able to make use of its available personnel of all the railway stations for ensuring effective monitoring of catering services. The Committee appreciate that the new Policy acknowledges catering as a passenger service unlike the Policy of 2005 which sought to treat catering as an independent profit source. The Committee hope that the New Catering Policy, 2010, will be implemented efficaciously to benefit the passengers with social responsibility as the prime criterion.

Reply of the Government

Improvement in catering services is an ongoing process. A new catering policy, 2010 has been introduced with a view to bring perceptible improvement in catering services. There is a paradigm shift in the new policy with regard to the whole approach towards railway catering. Whereas earlier policy sought to treat Catering as an independent profit centre, this policy acknowledges catering as a passenger service. The policy has sought to bring improvements in catering by shifting the task of monitoring quality of service from IRCTC to the Zonal Railways and attempts to leverage Zonal Railways' vast and elaborate all-India network in order to effect a thorough supervision and control over catering activities. Emphasis has been placed to ensure the availability of quality food for the not-so-affluent classes of passengers by providing Janata food and low cost regional cuisine (economy combo-meals) by means of Jan Ahaar outlets, Refreshment Rooms, Stand alone outlets and the vending stalls. Given the vast variety of cuisines and culinary preferences all over the country, regional cuisine is being encouraged and the zonal railways has been given the authority to design the menu, recipes and fix tariff of the a-la carte items within their jurisdiction as per the local taste and purchasing power.

A list of 63 a-la-carte items including seasonal regional cuisines prepared by a committee of CCMs has been circulated for its implementation in the zonal railways.

A Standard Bid Document for award of contracts for mobile units has been issued on 28-06-2011 and SBD for award for General Minor Units (GMU) has been issued on 05.07.2012 to make allotments through process of tendering. The Standard Bid Document envisages eligibility criteria, bid evaluation criteria, details of technical and financial requirements along with general and special conditions of contract. Adequate weightage has been given to the quality of services in the bid documents. Detailed instructions on Train Side Vending Policy (TSV) has been issued on 16.6.2011 to provide good quality, hygienic and affordable food through train side vending to passengers travelling in those trains, which have no pantry car facility.

Supervision and monitoring has been strengthened through an institutional mechanism put in place by the zonal railways by deploying railway personnel, who check quality and hygiene and take corrective action in a time bound manner. An SAG level officer has been nominated as CCM/Catering over each zonal railway for effectively carrying out the implementation of the policy. Zonal railways have set up a daily monitoring mechanism through Catering Monitoring Cell at HQ and Divisional level working round the clock. Since the introduction of the new Catering Policy 2010, about 49,924 inspections have been carried out by the Zonal railways, at all levels. As a result of this overall %age reduction in complaints has come to 41.1% in comparison to last year.

[Ministry of Railways O.M. No. 2012/BC-II/XV/300/3,
Dated 24.08.2012]

Recommendation (Para No.4)

The Committee note that the reasons which warranted a shift in the Policy include the basic philosophy of treating catering services more as a profit centre and less as a passenger service and the lack of monitoring of quality of service as the IRCTC could not make use of the vast railway network. However, the Committee agree with the submission of the Railways that the core competence of IRCTC should be to continue to concentrate on high end tourism and high and catering services which are very much necessary. They, therefore, recommend that the Railways should take effective steps to help IRCTC to grow in these directions to that the commercial interests of IRCTC are not harmed as a result of the implementation of New Catering Policy.

Reply of the Government

As per Catering Policy 2010, IRCTC would continue to be a service provider to the Indian Railways and shall be responsible for managing the premium and high

end outlets like Food Plazas, Food Courts and Fast Food Units; and institutional catering outside railways. . IRCTC is also selling a huge number of tourism products such as Luxuries Tourist Trains – Maharaja Express, Buddhists special trains, Bharat Darshan trains, Bharat Tirth trains, hill railways etc. In the long term perspective the interest of IRCTC would not be harmed although to an extent in the initial stages of the change there will be a temporary setback of loss of revenue. However, with the new directions of a greater emphasis on IRCTC to concentrate on high-end catering from Food Plazas, Fast Food Units and Food Courts, etc. IRCTC will become a financially healthy and vibrant organization.

IRCTC had initially set up two packaged drinking water plants at Nangoli (Delhi) and Danapur (Bihar) for production of 1000 ml packaged drinking water bottle. Recently IRCTC has just setup a plant at Palur in Tamilnadu which has started functioning and setting up plant at Ambarnath in Maharashtra is under process. Further, the work of setting up six packaged drinking water bottling plant (PDW) at Mal, Nasik, Farakka, Amethi, Ambala and Trivandrum has also been entrusted to IRCTC on PPP basis. Further as per MOU between IRCTC and Indian Railways and article of association, IRCTC is taking up the catering units of both government and its PSU's and also those of State government units.

Some headway has been made towards it, Such as IRCTC's has taken over/started the catering units in the following Government offices/ PSUs (i) Out door catering in Ministry of External affairs, South Block, (ii) Indian institute of Public administration NDLS , (iii) Ministry of Finance , North Block (iv) Cafeteria in Krishi Bhawan , NDLS (v) Food Court in IIT Delhi, (vi) CBI head quarter Lodhi Road(vii) Food Plaza at Pune –Solapur Highway, (viii) Multi cuisine cafeteria in Cochin. Hence scope of work for IRCTC is vast.

As per announcement of Hon'ble MR in Budget Speech 2012-13, IRCTC will go ahead for setting up of executive lounges at some important stations.

[Ministry of Railways O.M. No. 2012/BC-II/XV/300/3,
Dated 24.08.2012]

Recommendation (Para No.6)

The Committee have been informed during evidence that the IRCTC's absorbing a lot of staff which had been posted on deputation from Railways and the Railways are addressing the staff issue in consultation with staff federations. The Chairman, Railway Board had assured the Committee that staffing issue would be addressed purposefully. The Committee recommend that as assured during the evidence, there should be no trimming of staff presently working with IRCTC as a result of the implementation of New Catering Policy

Reply of the Government

It has been stated by IRCTC that no trimming of staff presently working with IRCTC as a result of implementation of New Catering Policy,2010 is being contemplated. It is also stated that no exercise in this regard has been undertaken by IRCTC. In the past contracts of some Manpower engaged on contractual basis for specific jobs were not renewed on the expiry of the contract period.

[Ministry of Railways O.M. No. 2012/BC-II/XV/300/3,
Dated 24.08.2012]

Recommendation (Para No.8)

As per the Catering Policy 2010, Zonal Railways are to set up modern, mega and medium base kitchens to supply food in bulk and packaged to mobile units as well as static units to provide good quality, hygienic and affordable food to passengers. The Committee have been informed that the Railways have issued detailed guideline for the facilities to be provided in the base kitchens which include ISO-22000 certification, setting up a grid of mega and medium base kitchens in Railway premises, setting up of proper pathway connecting base kitchens to platforms, for proper training of the departmental

catering staff training to be organized through trained personnel from reputed institutions of hotel management/catering institutes/food craft institutes and identifying a grid of trains and the specific needs to be provided for each trains for the nominated base kitchen at the stations where each train will stop at the meal timing. According the Ministry of Railways (Railway Board), the design modules incorporating the mechanism and the state-of-the –art technology will be formulated and issued to the Zonal Railways. The Committee desire that the formulation of these design modules should be completed without any delay. The Committee are happy to note that a pilot project for setting up a modern and mechanized base kitchen has already been initiated by the South Central railway and recommend that all Zonal Railways should follow suit so that the infrastructure related to the setting up of modern base kitchens is speedily developed.

Reply of the Government

Emphasis has been laid on setting up of modern base Kitchen to ensure quality, hygiene and proper logistics. Further, Zonal railways have been instructed to identify the locations to set up base kitchens to ensure that all mobile units are serviced by these base kitchens. Presently, 14 base kitchens are in operation inside the railways premises, out of them 8 are being run departmentally and 6 are licensee managed. Further, there are 135 base kitchens located outside railway premises which are being managed by the private licensees.

[Ministry of Railways O.M. No. 2012/BC-II/XV/300/3,
Dated 24.08.2012]

Comments of the Committee

(Please see recommendation para no. 9 of Chapter I)

Recommendation (para No.9)

The New Catering Policy provides for ban on cooking on platforms at suburban stations and attempts to progressively reduce cooking on stalls and trolleys on the platform except for items which could be prepared through electrically operated equipment only. Further, it stipulates that in order to insure cooking free platforms, Zonal Railways may identify suitable space, if available, on railway premises near railway stations for setting up kitchens by the licensees of static units as per the terms and conditions of extant policy on land/rent. Though the Committee appreciate the concern of the Railways about the fire hazards on platforms due to cooking of food, they are apprehensive that such blanket ban on cooking may cause considerable inconvenience to the passengers as well as to the licencees. They feel that either the space for setting up kitchens may not be available at most of the railway stations or the licensee may not be in a position to set up its kitchen. They, therefore, desire that while implementing the Policy, the Railways should carefully examine this aspect in order to avoid inconvenience to the passengers as well as to the licensees. Adequate safety measures may be taken by the Railways to avoid electrical short-circuits, etc.

Reply of the Government

Para 7.1 of Catering Policy clearly provides for “attempts to progressively reduce cooking on stalls and trolleys on platforms”

The way forward to achieve cooking free stalls/trolleys is defined in para 7.8 – i.e. by identification of suitable space on railways premises.

A large number of references from various fora including Railways have been received by this Ministry regarding allowing cooking on the platforms. The matter has been reviewed by the Board and Instructions already exist in which Zonal

Railway have already been suggested to take certain steps for following two modes of cooking (i) Electrical induction Cooking (ii) Cooking through LPG gas subject to fulfillment of the certain requirements.

[Ministry of Railways O.M. No. 2012/BC-II/XV/300/3,
Dated 24.08.2012]

Comments of the Committee

(Please see recommendation para no. 12 of Chapter I)

Recommendation (para No.13)

The Committee are concerned to note the existence of unauthorized vending in trains and a stations. They strongly feel that unauthorized vending not only causes loss of revenue to Railways but also poses a health hazard for the passengers. The Committee urge the Railways to urgently work out suitable measures to check unauthorized vending, both in moving trains and at stations.

Reply of the Government

As per the policy of the railways, persons with valid permits only are allowed to vend on the platform and those who do not possess valid permits are dealt under the relevant sections of the Railways Act. Permits are issued only within the ambit of the policy of the administration.

Regular drives by RPF, Commercial are being conducted against unauthorized vendors. The persons apprehended are prosecuted under section 144 of the Railways Act. As many as 1,49,954 unauthorized vendors were apprehended and prosecuted and fine of Rs 5,51,98,508/- was realized during the year 2011.

[Ministry of Railways O.M. No. 2012/BC-II/XV/300/3,
Dated 24.08.2012]

Recommendation (para No.15)

The Committee note that the New Catering Policy provides for proper management of solid waste. The Committee hope that the same shall be implemented in letter and spirit. These issues require continuous surveillance of Railways. Frequent surveys should be conducted and feedback taken from passengers.

Reply of the Government

In the new Catering Policy, para 8 specifically mention about the disposal of garbage. With the transfer of Catering units from IRCTC to the zonal Railways and introduction of more number of trains, the disposal of waste material has become a strategic issue for ensuring cleanliness on railway premises. In this regard instructions have been circulated to all zonal railways to encourage eco-friendly packaging material for service of food and beverages at stations and on trains. A detailed procedure for collection and disposal of waste arising out of pantry car services and static units is circulated to all zonal railways vide Board's letter No. 2009/TG-III/600/25 (Coml. Cir. 45/2011) dated 13.09.2011. Railways are instructed to arrange frequent inspections at various levels and ensure that Board's instructions are rigidly adhered to.

Zonal Railway have been instructed to obtain feedback from traveling passengers on the level of catering services provided. For Rajdhani/Shatabdi/Duronto trains, monthly feedback and for other Mail/Express trains and major static units, a quarterly feedback needs to be taken. Feedback from the passenger are required to be scrutinized by the zonal Railways accordingly the complaints of repetitive nature need to be taken up sternly.

[Ministry of Railways O.M. No. 2012/BC-II/XV/300/3,
Dated 24.08.2012]

CHAPTER – III

RECOMMENDATIONS / OBSERVATIONS WHICH THE COMMITTEE DO NOT DESIRE TO PURSUE IN VIEW OF THE GOVERNMENT'S REPLIES

Recommendation (Para. No. 7)

With a view to ensuring that adequate catering facilities are available to the travelling public, simultaneously ensuring that there is no congestion on platforms, the scale of catering services through static units has been legislated in the New Catering Policy 2010 and the Zonal Railways have been directed to prepare a blueprint for the catering unit at each station as per the maximum static units. According to the Railways, there are seven categories of stations and various facilities such as catering, drinking water and other passenger amenities are to be provided at various station in accordance with the blueprint. The Committee desire that the blueprint for the each station should be implemented in letter and spirit and there should not be any let up in this regard. They further desire that the implementation of the blueprint in respect of each station should be regularly and closely monitored at the Board level.

Reply of the Government

As per para 3.5.1 of the New Catering Policy 2010, zonal Railways decide the extent, type and scale of catering services required to be provided at each station, on-board trains so as to ensure adequate availability of affordable food for common passengers. Further, para 5.1 of the Catering Policy. 2010 provides that the zonal Railways will prepare a Blue Print for the catering units at each stations so as to ensure adequate facilities are available before permitting any other type of outlet.

In this regard, instructions already exist to zonal railway to prepare a master plan (Blue Print) of the catering services to be provided at railways stations on each Division based on requirement and as per scale provided in Catering Policy, 2010. Accordingly Zonal Railways has prepared the blueprint for each category of stations as per scale given in new Catering Policy, 2010.

[Ministry of Railways O.M. No. 2012/BC-II/XV/300/3,
Dated 24.08.2012]

Recommendation (Para. No. 16)

The Committee note that a provision for reservation in award of contracts has been made in favour of the underprivileged and marginalized sections of society in the New Catering Policy. They are concerned to note that like in the Catering Policy of 2005, no provision for reservation has been made for major units, including pantry cars, in the New Catering Policy of 2010. 25% reservations in minor units at A, B and C category of stations and 49.5% of reservations have been provided in all units at D, E & F category of stations. The Committee desire that a uniform policy of reservation should be followed in all catering units at all stations/trains. They, therefore, recommend that the existing reservation policy of the Government of India should be strictly complied with.

Reply of the Government

There is no Constitutional provision to make reservations for the SC/ST in the matter other than services/appointment. Article 15(4) stipulates that “Nothing shall prevent the State from making any provision for the reservation of appointment or posts in favour of any backward class of citizen, which in the opinion of the state is not adequately represented in the services under the state.” It is in the broader sense, that nothing shall prevent the state from making any special provision for the advancement of any socially and educationally backward classes of citizens or for the SCs and STs. In view of above and in order to up lift the socially and economically backward people of the society, Indian Railways has already made

25% reservation at A, B & C category of railway station in minor catering units and 49.5% reservation at D, E & F category of railway station for allotment of various static minor catering stalls to such persons. Further, to set up a major catering units over the railways a huge amount of investment and commercial expertise in the business is required. Hence, in order to invite a wider competition amongst the bidding contractors and also to provide better catering services to the travelling public, reservation in the major catering units has not been provided. The Catering Policy 2010 has not made any changes in the reservation as given in the Catering Policy 2005, which was deliberated many times by the Parliamentary Committee.

Moreover, reservations in these sectors are not the mandate of the Constitution. Non- reservation in the major units and only 25% of reservation in minor catering units of A, B and C category stations is a conscious decision of the Railway Board which is in the general interest of the traveling public.

[Ministry of Railways O.M. No. 2012/BC-II/XV/300/3,
Dated 24.08.2012]

CHAPTER-IV

RECOMMENDATIONS/OBSERVATIONS IN RESPECT OF WHICH REPLIES OF THE GOVERNMENT HAVE NOT BEEN ACCEPTED BY THE COMMITTEE AND WHICH REQUIRE REITERATION

Recommendation (Para No. 5)

The Committee are distressed to note that though the New Catering Policy of 2010 was issued in July, 2010, it is being implemented at a very slow pace. During their visit to Ahmedabad, Bangalore, Mysore and Goa during May, 2011, the Committee observed that there were certain problems being faced by the Zonal Railways in taking over the catering services from IRCTC which include shortage of staff litigation by contractors and the lack of specialized manpower with The Railways. The Committee recommend that all issues should be identified and sorted out expeditiously and steps be taken for effective implementation of the Policy within a specified time frame. Further, the Railways should take urgent steps for establishment of ISO certified base kitchens in the Railway premises itself to ensure timely supply of meals and effective supervision, modernization and mechanization of catering equipment, management of catering service by professional, stringent criteria for selection of catering contractors, recruitment of trained/professionally qualified staff and training of catering staff from time to time. the Committees so desire that pantry cars should invariably be provided in all long distance trains at the earliest in all long distance trains which have a running time exceeding 16 hours.

Reply of the Government

Instructions have been issued vide Board's letter no. E(NG)I-2003/IR/10 dated 28.12.10 to restore the catering cadre as existed on 31.03.2003 at the time of transfer of catering activities along with staff to IRCTC which is

approximately 5269 posts including 1284 Group C and 3985 Group D. As a result of this all catering staff at present, there are total 1959 (Group C 736 and Group D 1223) catering staff available in the catering Department over IR. Further 188 IRCTC absorbee erstwhile Railways catering staff have exercised their option to come back railways catering department. In this regard after approval of Board/MR and concurrence of DoP P&W instruction are under issue in consultation with federation.

Emphasis has been laid on setting up of modern base Kitchen to ensure quality, hygiene and proper logistics. Further, Zonal railways have been instructed to identify the locations to set up base kitchens to ensure that all mobile units are serviced by these base kitchens. Presently, 14 base

kitchens are in operation inside the railways premises, out of them 8 are being run departmentally and 6 are licensee managed. Further, there are 135 base kitchens located outside railway premises which are being managed by the private licensees.

Catering Policy 2010 stipulates that catering services are to be managed departmentally by the Railways duly imparting in-service training to the staff. In this regard Board has issued instructions in this regard and zonal railways are to take action accordingly.

As per new Catering Policy 2010, the demands for attachment of pantry cars to the trains are considered based on various factors such as priority of the train, (first priority to Duronto/Rajdhani then Super fast Mail/Express trains then the trains running more than 24 hours either way) its commercial justification and availability of pantry cars and load limitation in the trains etc. In cases where trains are not provided with a Pantry Car, the catering services are provided through Train Side Vending (TSV) or through static catering units at en-route stations.

[Ministry of Railways O.M. No. 2012/BC-II/XV/300/3,

Dated 24.08.2012]

Comments of the Committee

(Please see recommendation para no. 6 of Chapter I)

Recommendation (Para No. 10)

Though the Committee appreciate the contention of the Railways that it is the social responsibility of the Railways to provide food to the passengers at affordable prices, they would like to caution the railways to not to compromise with the quality of food as a result thereof, Indian Railways have a vast network covering Kashmir in the north to Kanyakumari in the south and upto Bhuj in the west to Agartala in the east, with each region having its distinct regional cuisines. In view of this, it is imperative on the part of the Railways to ensure the availability of regional cuisines depending upon the area. The Committee hope that the New Catering Policy will take care of these concerns.

Reply of the Government

As per the new catering Policy 2010, Zonal Railways are empowered to decide the menu of the a-la –carte items including the regional cuisines of the local area. A list of 63 a-la-carte items including seasonal regional cuisines prepared by a committee of CCMs (catg.) has already been circulated for its implementation in the zonal railways. Inclusion of regional cuisines is an on-going process.

[[Ministry of Railways O.M. No. 2012/BC-II/XV/300/3,
Dated 24.08.2012]

Comments of the Committee

(Please see recommendation para no. 159 of Chapter I)

Recommendation (Para No.11)

The provision of safe drinking water in trains and at stations is of much concern to the Committee. During their visits to various places, the Committee have found that at a majority of stations normal tap water stored in tanks is used for drinking purposes. The Committee have also noted the scarcity of packaged water in some long distance trains. Instances of supply of water bottles without labels of their manufacturing/expiry dates and even unsealed water bottles have also have been brought to the notice of the Committee. The Committee note that with a view to supplying packaged drinking water in trains and stations, the IRCTC has set up two plants at Nangloi, Delhi, and at Danapur, Bihar. The Committee have been informed that these plants employ an eight-stage purification process to guarantee safe drinking water, free from harmful contaminants. The Committee have been further informed that the Railways are working on six more projects for providing drinking water and the standard terms of documents are getting finalized. While appreciating the same, the Committee desire that the setting up of these projects should be expected. The Committee also feel that these plants should have capacity to introduce package/pouches of different volumes so that passengers can have wider options. The Committee further recommend that surprise inspections should be carried out periodically at the selling points so that the problem of sale of unlabelled water bottles is checked. The Committee also desire that provision of RO System should be made mandatory at all the railway station in order to ensure supply of safe drinking water to the passengers.

Reply of the Government

Adequate drinking water facilities of quality standards as per prescribed norms have been provided at railways stations on Indian Railways. Treated potable water is supplied through taps on Railway platforms for drinking purpose. The same water is used for coach water filling which is stored in tanks in coaches for supply to toilets.

With a view to provide free quality drinking water round the clock through Reverse Osmosis(RO) process at railways stations, instructions

have been issued to the zonal railways to allow private parties to install and operate such machines through commercial publicity route. Presently, 21 such machines are being operated on Railways.

IRCTC had initially set up two packaged drinking water plants at Nangoli (Delhi) and Danapur (Bihar) for production of 1000 ml packaged drinking water bottle. Recently IRCTC has just setup a plant at Palur in Tamilnadu which has started functioning and setting up plant at Ambarnath in Maharashtra is under process. Further, the work of setting up six packaged drinking water bottling plant (PDW) at Mal, Nasik, Farakka, Amethi, Ambala and Trivandrum has been entrusted to IRCTC on PPP basis.

As per Policy wherever Rail Neer is not adequately available BIS (Bureau of Indian Standard) approved packaged drinking water having requisite laid down standards are shortlisted by Zonal railways and permitted for sale in the train and railway premises. The sale of Packaged Drinking Water bottles by non-reputed private companies not permitted. Surprise inspections have been carried out by the Zonal railways, at all levels and action like imposition of fine etc. is taken if any contractor is found to be selling non-approved brand of packaged drinking water.

[Ministry of Railways O.M. No. 2012/BC-II/XV/300/3,
Dated 24.08.2012]

Comments of the Committee

(Please see recommendation para no.18 of Chapter I)

Recommendation (Para No.12)

Quality control of food items and drinking water supplied to the travelling public by the Railways is a matter of the utmost concern for the Committee. Quality control is of paramount importance in any concern dealing with food and beverages as it is directly linked with the health and safety of the customers. The Committee have been informed that under the New Catering Policy, the Chief Commercial Manager (CCM) will be the overall in-charge for the Zonal Railway but the inspections will be done by the catering staff available with him on a daily basis and they will have

their domain knowledge. The Committee are of the considered view that the Railways should put in place a scientific quality control mechanism. The Committee are also of the view that the complaint/grievance mechanism should be further strengthened, with every complaint being attended to/redressed in a time bound manner. The Committee also recommend that besides imposing heavy penalties on the defaulting contractors, the concept of blacklisting of persistent defaulter should also be introduced.

Reply of the Government

Supervision and monitoring has been strengthened through an institutional mechanism put in place by the zonal railways by deploying railway personnel, who check quality and hygiene and take corrective action in a time bound manner. An SAG level officer has been nominated as CCM/Catering over each zonal railway for effectively carrying out the implementation of the policy. Zonal railways have set up a daily monitoring mechanism through Catering Monitoring Cell at HQ and Divisional level working round the clock. Since the introduction of the new Catering Policy 2010, about 49924 inspections have been carried out by the Zonal railways at all levels, as a result complaints have come down by about 41.1 % as compared to the corresponding period of last year. No. of complaints reported regarding stale /inferior quality of food and other deficiencies during last one year i.e. Mar'11 to Feb,12 and action taken thereon are as follows:- No. of complaints related to catering services- 3348, Fine - 727, Warned -748, Suitably Advised - 874, Not substantiated - 225, D&AR action -124, Any other -222, and action Pending in 428 cases.

[Ministry of Railways O.M. No. 2012/BC-II/XV/300/3,
Dated 24.08.2012]

Comments of the Committee

(Please see recommendation para no. 21 of Chapter I)

Recommendation (Para No.14)

The Committee also recommend that hygiene should be of paramount importance to the Railways and it should invariably be a part of the Catering Policy. The Committee feel that the cleanliness of the coaches is other important area which require serious attention of Railways.

Reply of the Government

Indian Railways endeavor to improve upon the standards of cleanliness and hygiene in the trains. Proper maintenance of coaches and toilets is ensured during primary maintenance as well as secondary maintenance/terminal attention of the trains.

For further improving upon the standards of cleanliness in coaches, schemes like Intensive mechanized cleaning of coaches, On Board House-Keeping Services (OBHS) during the run of the trains and cleaning attention to trains during their stoppage at “Clean Train Stations” etc. have also been launched by Indian Railways. However, instructions are reiterated form time to time to the railways to give adequate attention towards cleanliness of coach and toilets of the trains.

[Ministry of Railways O.M. No. 2012/BC-II/XV/300/3,
Dated 24.08.2012]

Comments of the Committee

(Please see recommendation para no. 24 of Chapter I)

CHAPTER-V

**RECOMMENDATIONS/OBSERVATIONS IN RESPECT OF WHICH FINAL
REPLIES ARE STILL AWAITED**

--- NIL ---

NEW DELHI;
April, 2013
Vaisakha, 1935 (Saka)

T.R. BAALU
Chairman,
Standing Committee on Railways

APPENDIX-I

MINUTES OF THE EIGHTH SITTING OF THE STANDING COMMITTEE ON RAILWAYS (2012-13)

The Committee sat on Friday, the 5th April, 2013, at 1100 hrs. in Committee Room No. G-074, Parliament Library Building, New Delhi.

PRESENT

SHRI T.R. BAALU - CHAIRMAN

MEMBERS

LOK SABHA

2. Dr. Ram Chandra Dome
3. Shri Pralhad Joshi
4. Dr. Nirmal Khatri
5. Shri Surendra Singh Nagar
6. Shri Anand Prakash Paranjpe
7. Shri Rayapati Sambasiiva Rao
8. Shri Rudra Madhab Ray
9. Smt. Satabdi Roy
10. Shri Ganesh Singh
11. Shri Lalji Tandon
12. Shri Harsh Vardhan

RAJYA SABHA

13. Shri Husain Dalwai
14. Shri Prabhat Jha
15. Dr. Barun Mukherji
16. Shri Ambeth Rajan
17. Shri Tarini Kanta Roy
18. Shri Bashistha Narain Singh
19. Shri Ishwar Singh
20. Shri Nandi Yellaiah

SECRETARIAT

- | | | | |
|----|-----------------------|---|---------------------|
| 1. | Shri K. Vijaykrishnan | - | Joint Secretary |
| 2. | Shri Abhijit Kumar | - | Director |
| 2. | Shri Arun K. Kaushik | - | Additional Director |

** ** ** **

2. At the outset, the Chairman welcomed the Members to the sitting of the Committee. Thereafter, the Committee took up for consideration the following draft Reports and adopted the same without any modifications:

(i) ** ** ** **

(ii) Action taken by the Government on the recommendations/ observations of the Committee contained in their 15th Report on 'New Catering Policy - 2010 of Indian Railways'; and

(iii) ** ** ** **

3. The Committee also authorized the Chairman to finalise the Reports and present the same to Parliament.

4. ** ** ** **

The Committee then adjourned.

APPENDIX-II

ANALYSIS OF ACTION TAKEN BY THE GOVERNMENT ON THE RECOMMENDATIONS/OBSERVATIONS CONTAINED IN THE 15TH REPORT (15TH LOK SABHA) ON 'NEW CATERING POLICY – 2010 OF INDIAN RAILWAYS'

Total number of Recommendations/Observations	16
(i) Recommendations/Observations which have been accepted by the Government – Para Nos. 1, 2, 3, 4, 6, 8, 9, 13 and 15	9
Percentage of total	56.25%
(ii) Recommendations/Observations which the Committee do not desire to pursue in view of the Government's replies – Para Nos. 7 and 16	2
Percentage of total	12.50%
(iii) Recommendations/Observations in respect of which replies of the Government have not been accepted by the Committee and which require reiteration – Para Nos. 5, 10, 11, 12 and 33	5
Percentage of total	31.25%
(iv) Recommendations/Observations in respect of which final replies are still awaited - Para Nos. Nil	Nil
Percentage of total	0