

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:35
ANSWERED ON:05.12.2013
INCREASE IN THEFT CASES
Thamaraiselvan Shri R.

Will the Minister of RAILWAYS be pleased to state:

- (a) whether after privatization of sanitation work in trains theft cases have increased in trains and railway yards;
- (b) if so, the details thereof along with the reaction of the Railways thereto;
- (c) whether the quality of food served in trains has come down after privatization of catering services;
- (d) if so, the details thereof; and
- (e) the steps taken/being taken by the Railways to check the quality of food served in trains by these private caterers?

Answer

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

(a) to (e): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 35 BY SHRI R. THAMARASELVAN TO BE ANSWERED IN LOK SABHA ON 05.12.2013 REGARDING INCREASE IN THEFT CASES.

(a): No, Madam.

(b): Does not arise.

(c): No, Madam.

(d): Does not arise.

(e): It is a continuous endeavour by the Indian Railways to provide good quality hygienic food to Railway passengers. Emphasis has been made in new Catering Policy 2010 for conducting surprise and periodical inspections by Zonal Railways at various levels. 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 1800 111 321 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.