

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:1229

ANSWERED ON:12.12.2013

WITHDRAWAL OF CATERING SERVICE FROM IRCTC

Patel Shri Bal Kumar;Shankar Alias Kushal Tiwari Shri Bhisma

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether the Railways have withdrawn primary catering services in trains and stations from IRCTC;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether the Railways are considering for restoration of these facilities;
- (d) whether the Railways have also proposed to take over the management of book stalls operational on station platforms from IRCTC; and
- (e) if so, the details thereof and the reasons therefor?

**Answer**

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

(a) and (b): With the introduction of the New Catering Policy, issued on 21st July, 2010, Indian Railway Catering and Tourism Corporation (IRCTC) is responsible for management of premium catering services of Food plaza, Food courts and Fast food units. Catering services were transferred from IRCTC to Indian Railways mainly because IRCTC did not have the vast network and reach for monitoring and supervision of activities as available with Indian Railways. Consequently there was a public perception of deterioration of quality of catering services. However, during this transition IRCTC continues to provide catering services in all Duronto & few Rajdhani/Shatabdi express trains departmentally.

(c): No, Madam.

(d) and (e): Yes, Madam. Instructions have been issued on 28.03.2012 for transfer of management of bookstalls from Indian Railway Catering and Tourism Corporation (IRCTC) to Zonal Railways, so as to ensure supervision and monitoring by the railways in view of its vast and elaborate all-India network in comparison to IRCTC.