

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:1324

ANSWERED ON:12.12.2013

SUB STANDARD FOOD

Bapurao Shri Khatgaonkar Patil Bhaskarrao;Chitthan Shri N.S.V.;Gaikwad Shri Eknath Mahadeo;Paranjpe Shri Anand  
Prakash;Punia Shri P.L.

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

- (a) whether the Railways have received many complaints of serving sub-standard food in Rajdhani/Duronto trains;
- (b) if so, the details thereof;
- (c) whether the Railways have appointed a committee to calculate the realistic prices and redraw the menu rationally in these trains;
- (d) if so, the details of the recommendations by the committee; and
- (e) the other steps taken by the Railways to undertake periodic audit of quality of services in these trains?

**Answer**

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

(a) and (b): It is a continuous endeavour by the Indian Railways to provide good quality hygienic food to Railway passengers. However, about 3861 complaints of sub-standard food have been reported in all trains including Rajdhani/Duronto trains during the period 01.04.2010 till 31.10.2013. Suitable action viz. imposition of fine, warning, termination etc. have been taken against the licensees.

(c) and (d): Yes, Madam. With a view to arrive at the realistic prices, Committees had been nominated by Board to recommend the revised menu and tariff of Rajdhani/Shatabdi/Duronto express trains. The committees have scientifically examined all aspects of costing keeping in view the objectives to provide hygienic and affordable meal to the travelling passengers on the premium trains. Based on the reports of the committees, the revised menu & tariff have been issued on 09.10.2013.

(e): 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 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.