

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:3561

ANSWERED ON:13.02.2014

QUALITY OF FOOD

Reddy Shri Modugula Venugopala ;Thakor Shri Jagdish

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

- (a) whether the catering facilities are not adequate at various railway stations in the country;
- (b) if so, the details thereof and the steps taken by the Railways thereon;
- (c) whether the quality of food served in trains has deteriorated after privatisation of food vending services;
- (d) if so, the details thereof and steps taken by the Railways in this regard;and
- (e) the steps being taken by Railways to prevent begging at railway station?

**Answer**

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

(a) and (b) Adequate catering facilities are provided by the railways at stations based on the categorization of the railway stations, stoppage of number of trains and the number of passengers dealt with etc.

(c) and (d) Privatization of food vending services has been in vogue on Indian Railways for more than two decades. Improvement in the quality of catering services is an on-going process. A new Catering Policy has been introduced since July 2010. The salient features of which are as under:-

(i) The policy seeks to bring improvements in catering by shifting the task of monitoring quality of service from Indian Railway Catering and Tourism Corporation (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. (ii) To make available quality food for the not-so-affluent classes of passengers by providing Janta food and Jan Ahaar (economy combo-meals) including regional cuisine. (iii) A defined Quality Assurance Programme through passenger satisfaction surveys and through third party audits. (iv) A proactive and effective complaint redressal mechanism for redressal of complaints on catering services.

(e) Regular drives are launched at Railway stations against the menace of begging. If any person is found to indulge in begging at station, he is prosecuted under Section 144 of the Railways Act 1989 by Railway Protection Force (RPF).