

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:4382  
ANSWERED ON:20.02.2014  
CATERING SERVICES  
Rane Dr. Nilesh Narayan

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

- (a) the details of trains in which catering services are being provided to passengers, zone-wise;
- (b) the number of trains which have more than 1000 km journey distance and are having no pantry cars;
- (c) the criteria adopted by the Railways to attach pantry cars to long distance passenger trains;
- (d) whether it is a fact that Railways are planning to conduct food audits by a third party for maintaining quality of food in trains and at stations; and
- (e) if so, the details thereof and assessment made regarding improvements that have taken place after taking over of the catering from IRCTC by the Railways?

**Answer**

MINISTER OF THE 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. 4382 BY DR. NILESH N. RANE TO BE ANSWERED IN LOK SABHA ON 20.02.2014 REGARDING CATERING SERVICES.

(a) Zone-wise details of pairs of trains in which catering services are provided through pantry cars/mini pantries are as under:-

Zonal Railways	Rajdhani	Duronto	Shatabdi	Mail/Express	Total
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Central	0	2	1	29	32
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East Central	1	0	0	16	17
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East Coast	2	1	1	22	26
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Eastern	2	3	1	17	23
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North Central	0	0	1	0	1
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North Eastern 0 0 0 9 9

Northeast 0 0 1 22 23  
Frontier

Northern 10 2 11 14 37

North Western 0 1 1 8 10

South Central 0 2 0 14 16

South East 0 0 0 5 5  
Central

South Eastern 0 4 0 22 26

Southern 0 1 2 43 46

South Western 2 1 1 17 21

West Central 0 0 0 1 1

Western 3 3 1 17 24

Total 20 20 21 256 317

(b) There are about 294 pairs of trains, which have more than 1000 km journey distance and are having no pantry cars over Indian Railways.

(c) As per norms laid down in the Catering Policy 2010, provision for attachment of pantry cars is based on order of priority with first priority to Duronto and Rajdhani Express trains; followed by long distance premier superfast trains; Mail & Express trains with more than 24 hours journey time either way; and lastly for the remaining trains, with preference to those trains in which vestibules are provided. In cases where trains are not provided with a pantry car, the catering services are provided through Train Side Vending (TSV) in trains and/or by supply of meals through static catering units at en-route stations.

(d) Yes, Madam.

(e) The mechanism for Third Party Audit along with passenger opinion feedback scheme is part of the Standard Bid Document (SBD)

to improve the quality of catering services on trains. The Third Party Audit is to be conducted by reputed agencies authorized/prescribed by the zonal railways the process for which has been initiated. The steps taken to improve the quality of catering services include the following:-

(i) A new Catering Policy has been introduced with effect from July, 2010 wherein the task of monitoring quality of service has been shifted from Indian Railway Catering and Tourism Corporation (IRCTC) to the Zonal Railways so as to leverage vast and elaborate all-India network of zonal railway in order to effect a thorough supervision of catering services.(ii) A defined Quality Assurance Programme through passenger satisfaction surveys and through third party audits is to be brought in place. (iii) Supervision and monitoring has been strengthened through regular and surprise inspections and corrective actions. Catering Services Monitoring Cell with a toll free number 1800- 111- 321at national level has been set up for real time redressal of complaints. Similar monitoring cell are also functioning on zonal railways (iv) Jan-Ahaar outlets have been set up for sale of Janta Meals and low cost affordable regional cuisine (v) Surprise, regular and periodical inspections are being conducted by Zonal Railways at various levels to improve the quality of catering services in the trains and at stations. About 23960 inspection have been carried out in the last one year i.e. from 01.12.2012 to 30.11.2013 if any irregularity is found punitive actions like imposition of fine, warning and termination of contract etc. are taken according to the gravity of offence/irregularity (vi) A transparent contract awarding, management and monitoring procedure has been defined in Standard Bid Documents for award of catering contracts which have been prepared by engaging professional agencies having domain knowledge and expertise wherein stringent eligibility criteria to ensure quality with detailed penalty clauses have been defined

(vii) Detailed instructions regarding waste management have been issued in order to maintain hygiene and cleanliness at all catering units

(viii) In addition, regular passenger satisfaction surveys are also conducted. (ix)A uniform tariff and menu has been notified for items like Standard meals, Breakfast, Tea/Coffee and a-la-carte items for provision of quality food at affordable rates.