

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

STARRED QUESTION NO:334

ANSWERED ON:13.02.2014

CATERING POLICY

Choudhary Shri Nikhil Kumar;Panda Shri Prabodh

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

- (a) the aims and objectives including the salient features of the New Catering Policy introduced by the Railways;
- (b) whether the quality of food in trains and Railway Stations has improved since the introduction of the new policy;
- (c) if so, the details thereof and if not, the reasons therefor and the steps taken to improve food quality in trains;
- (d) the details of the trains in which catering services are provided, zone-wise; and
- (e) whether Akhil Bharatiya Railway Khan-Pan Licensees Welfare Association have given any memorandum/letter on certain demands/suggestions including licenses of Static Units for earning livelihood and if so, the details thereof and action taken by the Railways in this regard?

**Answer**

MINISTER OF RAILWAYS (SHRI MALLIKARJUN KHARGE)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF STARRED QUESTION NO. 334 BY SHRI PRABODH PANDA AND SHRI NIKHIL KUMAR CHOUDHARY TO BE ANSWERED IN LOK SABHA ON 13.02.2014 REGARDING CATERING POLICY.

(a): The aims and objectives of the Catering Policy 2010 are (i) to provide good quality hygienic, affordable food to the travelling public by adopting best trade and hospitality industry practices (ii) to have an inclusive approach where from the least advantaged passenger to the relatively affluent will be provided catering services in a socially responsible manner (iii) to meet all the social objectives of the Government, including provision of reservations as per Government Directives issued from time to time. The Salient features of the Catering Policy 2010 are as follows:-

# The policy seeks to bring improvements in catering by shifting the task of monitoring quality of service from 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.

# 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.

# Provision of transparent allotments of all major units and of General Minor Units at A, B & C category stations through open, competitive, two-packet tendering system on the basis of Standard Bid Document and allotment of Special Minor Units (reserved units) and General Minor Units at D, E & F category stations through applications.

# Provision of reservation to an extent of 25% in allotment of Minor Units at A, B & C category of stations and 49.5% in allotment of Minor Units at D, E & F category of stations.

# A defined Quality Assurance Programme through passenger satisfaction surveys and through third party audits.

# A proactive and effective complaint redressal mechanism for redressal of complaints on catering services.

(b) and (c): Yes, Madam. It is a continuous endeavour by the Indian Railways to provide good quality hygienic food to Railway passengers. Improvement in the quality of catering services is an on-going process. The steps taken to improve the quality of catering services include the following:-

(i) 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. (ii) Jan-Ahaar outlets have been set up for sale of Janta Meals and low cost affordable regional cuisine. (iii) Supervision and monitoring has been strengthened through regular and surprise inspections and corrective actions. (iv) 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. (v) Detailed instructions regarding waste management have been issued in order to maintain hygiene and cleanliness at all catering units. (vi) 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. 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. (vii) In addition, regular passenger satisfaction surveys are also conducted. (viii) 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.

(d): The zone-wise details of pairs of trains in which catering services are provided through pantry cars/mini pantries, are appended.

(e): Yes, Madam. Some demands/suggestions have been received from Akhil Bhartiya Railway Khan-Pan Licensees Welfare Association regarding allowing sale of additional items to the contractors at their Fruit/Juice Stalls, ceiling limit on holding of catering licensee units, cancellation of notices of demand of licence fee arrears on Gross Domestic Product (GDP) formula, change of category of stations, relocation of vending stalls, stopping of tendering of vending contracts, grant of renewal of licences etc. The demands and suggestions are examined based on the extant policies.