

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

STARRED QUESTION NO:328

ANSWERED ON:31.07.2014

BASE KITCHENS .

Boianapalli Shri Vinod Kumar;Kateel Shri Nalin Kumar

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways propose to set up mega, medium and small base kitchen as per the requirement of meals to be served in running trains;
- (b) if so, the details thereof including the locations identified for setting up such kitchens along with the funds provided for the purpose;
- (c) whether the Railways have established any institutionalised mechanism including third party Audit to monitor the quality and hygiene of food items being served both at railway stations and in running trains and to attend the complaints of the passengers in this regard in a time bound manner; and
- (d) if so, the details thereof along with the number of complaints attended by them during each of the last three years and the current year?

Answer

MINISTER OF RAILWAYS (SHRI D. V. SADANANDA GOWDA)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF STARRED QUESTION NO. 328 BY SHRI B. VINOD KUMAR AND SHRI NALIN KUMAR KATEEL TO BE ANSWERED IN LOK SABHA ON 31.07.2014 REGARDING BASE KITCHENS.

(a) & (b): As per the Standard Bid Document (SBD) for mobile units, Base Kitchens on Indian Railways are to be set up by the licensees on locations/stations based on the requirement and timings of meals to be served to passengers in running trains. Indian Railways has no plan to set up any departmental base kitchen and thus, no provision for railway funds has been made.

(c) & (d): Yes, Madam. Zonal Railways have a detailed institutionalized mechanism for monitoring of quality and hygiene of catering services through regular, surprise and periodical inspections. If any deficiency is found, corrective actions are taken including penal actions like imposition of fines, termination of contract according to the gravity of the offence. For real time assistance Catering Monitoring Cells have been set up on Zonal and Divisional level. A Centralized Catering Services Monitoring Cell (CSMC) has been set up at national level with a toll free number 1800-111-321. A defined Quality Assurance Programme with passenger opinion feedback scheme has also been made a part of the mechanism to improve the quality of catering services on trains. A pilot project for Introduction of Interactive Voice Response System (IVRS) based feedback system has been launched on some trains. Further to improve the quality and hygiene of catering services, Third Party Audit of catering services are to be conducted at periodic intervals by independent and reputed auditing agencies accredited by NABCB (National Accreditation Board for

Certification Bodies) as empanelled by the zonal railways. The parameters for audit include all aspects of catering services like personal hygiene, infrastructure facilities, cleaning and sanitation, food safety, storage facilities, implementation of regulatory, statutory and safety regulations, quality of presentation etc.

The numbers of complaints attended by the zonal railways on quality and hygiene during the last three years and the current year i.e. 2011, 2012, 2013 and 2014 (upto June 2014) were 1448, 1765, 2762 and 1205 respectively.