

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1782

ANSWERED ON:09.12.2015

Discontinuation of Pantry Car Facility

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Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that the Government has decided to discontinue pantry car facility in long distance trains and introduce e-catering system;
- (b) if so, the details thereof and the total number of trains in which pantry cars have been removed;
- (c) whether the Government is aware that majority of the passengers are not accustomed to the e-catering system and the passengers in long distance trains will not get even tea and snacks in the trains if the pantry car system is discontinued and if so, the reaction thereto;
- (d) whether the food compartment system will continue until all the stations have been provided e-catering facility and if so, the details thereof and if not, the reasons therefor; and
- (e) whether e-catering service is likely to be extended to other railway stations of the country and if so, the details thereof along with the steps taken by the Government to provide quality food to passengers where e-catering service will not be available?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) to (e): No instructions have been issued for discontinuation of pantry car facility in trains. However, in order to widen the range of food options available to passengers, E-catering services have been introduced, through Indian Railway Catering and Tourism Corporation (IRCTC) in trains without pantry car or Train Side Vending as well as on 45 designated stations from where passengers of originating/passing trains can avail of this facility. IRCTC has tied up with renowned, reputed and established brands in the field of catering services so that the passengers can order good quality and hygienic food of their choice. Further, Janta Khana is also being made available through E-catering services. Efforts are being made to proliferate and popularize this service through print and electronic media so that passengers can order food of their choice conveniently. Based on the feedback received from rail-users, this scheme will be further extended to other railway stations. Steps have been taken /are being taken to ensure that good quality and hygienic food is served to the passengers which include: (i) Imposition of penalties in case of deficiencies detected in services. (ii) Introduction of precooked food ('ready to eat' meals) in the range of options available to passengers. (iii) Operation of centralized Catering Service Monitoring Cell (CSMC) (toll free number 1800-111-321) for prompt redressal of passenger grievances relating to the catering activities and real time assistance to travelling public. (iv) Operation of all India Helpline (No.138) for rail-users to lodge complaints/suggestions regarding food and catering services.
