

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3367

ANSWERED ON:22.03.2017

Poor Quality of Food

Dhotre Shri Sanjay Shamrao;Shewale Shri Rahul Ramesh;Singh Shri Satya Pal

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the average time taken by the Government in resolving the grievances/ complaints of the passengers pertaining to poor food quality in long distance/premium trains has increased during each of the last three years and the current year;
- (b) if so, the details thereof and the reasons therefor along with the number of such complaints received from the passengers of the said trains during the said period;
- (c) the details of the penalties imposed on the contractors and the number of contracts terminated by the Government on such complaints so far;
- (d) the role played by the Catering Monitoring Service Cell (CMSC) in addressing the said grievances/complaints and imposition of the said penalties; and
- (e) the other steps taken/being taken by the Government to improve the catering services and prompt redressal of grievances/complaints of the passengers along with the achievements thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI RAJEN GOHAIN)

(a): No, Madam.

(b) & (c): Do not arise. The number of complaints regarding poor quality of food in trains and action taken thereon including imposition of fine, termination of contracts during the last three years and the current year are Appended.

(d): A centralized Catering Services Monitoring Cell (CSMC) has been set up in Railway Board's office having a toll free number 1800-111-321 for prompt redressal of the passenger grievances related to the catering activities by providing real time assistance to travelling public. Further, on the same pattern Catering Monitoring Cells have been set up at Zonal and Divisional levels for daily monitoring of the catering activities.

(e): With the objective to provide quality food to rail passengers, new Catering Policy 2017 has been issued on 27.02.2017 wherein Indian Railway Catering and Tourism Corporation Limited (IRCTC) has been mandated to carry out the unbundling by creating a distinction primarily between food preparation and food distribution. The new catering policy, inter-alia, includes the following features for unbundling of catering services (i) IRCTC shall manage catering services on all mobile units. (ii) Meals for all mobile units will be picked up from the nominated kitchens owned, operated and managed by IRCTC. (iii) IRCTC will engage service providers for hospitality industry for service of food in trains. (iv) IRCTC shall not outrightly outsource or issue licenses for provision of catering services to private licensees. (v) IRCTC shall retain the ownership and shall be fully accountable for all the issues pertaining to setting up and operation of the Base Kitchens and quality of food. Other steps taken to ensure good quality and hygienic food served to the passengers inter-alia include:- (i) Phased introduction of station based e-catering at all A1 and A category stations for widening the range of options available to passengers for ordering food of their choice. (ii) Introduction of precooked food ('ready to eat' meals). (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) Imposition of penalties in case of deficiencies detected in services. (v) Operation of All India Helpline (No.138) for rail-users to lodge complaints/suggestions regarding food and catering services (vi) A Twitter handle with the address @IRCATERING has also been made operational to cater to the complaints/suggestions with regard to catering services.
