

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2431

ANSWERED ON:08.12.2014

PRE COOKED FOOD

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Will the Minister of RAILWAYS be pleased to state:

- (a) whether Railway propose for serving pre-cooked foods or branded food items on all trains; along with the details of the vendors;
- (b) if so, the details thereof, train-wise;
- (c) whether Western Central Railway Zone at Jabalpur have received certain complaints against food quality, quantity and their prices and if so, the details thereof; and
- (d) the action taken/being taken by the Competent authority to monitor the food services at Jabalpur railway stations?

Answer

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

(a) and (b): Yes, Madam. Zonal Railways and Indian Railways Catering and Tourism Corporation (IRCTC) have conducted trials for service of pre-cooked (ready-to-eat) meals of reputed brands on some trains. A draft policy on pre-cooked meals has been uploaded on the website of Indian Railways inviting suggestions/comments from all stakeholders.

(c) and (d): Some complaints against food quality, quantity and their prices have been received at Jabalpur. However, the same are not with respect to pre-cooked food. During the last three years (i.e. 01.01.2012 to 30.11.2014) a total of 15 complaints have been received against food quality, quantity and their prices at Jabalpur station and suitable action has been taken including imposition of fine in 9 cases, warning given in 2 cases etc. Further, instructions have also been issued to Chief Commercial Manager of West Central Railway to carry out inspections through the subordinate officers in order to monitor the catering services and take corrective action in case of deficiencies found.