

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:2480

ANSWERED ON:08.12.2014

SUBSTANDARD FOOD .

Chavan Shri Ashok Shankarrao;Choudhary Shri Ram Tahal;Dhurve Smt. Jyoti;Gawali (Patil) Ms. Bhavana;Giluwa Shri Laxman;Kachhadia Shri Naranbhai;Kumar Shri P.;Sawant Shri Arvind Ganpat;Singh Shri Kunwar Haribansh;Tumane Shri Krupal Balaji;Vichare Shri Rajan Baburao

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

- (a) whether the Railways are aware of the difficulties being faced by passengers due to lack of basic amenities in trains like clean toilets, safe drinking water, quality of food etc., if so, the details thereof;
- (b) the details of complaints received by Railways from passengers regarding unhygienic conditions, cockroaches, non-functional of lights and fans and serving of substandard food, zone-wise during the last three years;
- (c) whether the Railways has also received complaint against poor catering facilities in certain long distance trains including Ranchi Rajdhani train, if so, the action taken thereon; and
- (d) the action taken/being taken against the defaulting caterers along with details of those whose license were cancelled, zone-wise and year-wise during the last three years ?

**Answer**

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

(a) Yes, Madam.

(b) A total number of 5670 complaints were received by Railways from passengers regarding unhygienic conditions, cockroaches, non-functioning of lights, fans and other electrical equipment and catering services including substandard food during 2012-13, 2013-14 and April 2012 - October 2014.

(c) Yes, Madam.

(d) Penal action including imposition of fine and termination of contract is taken on case to case basis against defaulting contractors depending on gravity of complaints.

During last three years starting from 01.01.2012 to November 2014, license of M/s ABC Enterprises was cancelled on North Western Railway. Besides, fine was imposed in 561 cases and warnings were issued in 623 cases to the caterers during the above cited period.