

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3581
ANSWERED ON:15.12.2014
COMPANIES UNDER IRCTC
Singh Shri Uday Pratap

Will the Minister of RAILWAYS be pleased to state:

- (a) the total number of registered companies providing catering facilities in trains under IRCTC at present;
- (b) the details and licence number, registration number, the date of registration and the last date of validity of registration of the companies;
- (c) whether the Railways have taken measures for the improvement in catering facilities in trains; and
- (d) if so, the details thereof?

Answer

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

(a) and (b): Information is being collected and will be laid on the Table of the House.

(c) and (d): Yes, Madam. Measures taken for improvement in catering facilities in trains include (i) Third Party Audit of catering services 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. (ii) Introduction of Pre-cooked Food (ready to eat meals) to improve the quality, hygiene and to provide variety of options of meals to the passengers. (iii) Introduction of E-Catering so that passengers can book the food of their choice while booking the ticket through internet. (iv) Standardization of cooking and services of food through setting up of modern and mechanized state of the art base kitchens. (v) A pilot project for feedback of the passengers through Interactive Voice Response System (IVRS) has been launched on some trains. (vi) Mechanism for monitoring and supervision through regular, surprise and periodical inspections including setting up of a Catering Services Monitoring Cell with a toll free number 1800- 111- 321 at national level for real time redressal of complaints. (vii) Imposition of stringent punitive action including heavy penalties in case of deficiencies in services.