

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

LOK SABHA

**UNSTARRED QUESTION NO. 512
TO BE ANSWERED ON 20.11.2019**

QUALITY OF FOOD IN TRAINS

**512. SHRIMATI VANGA GEETHA VISWANATH:
SHRI VENKATESH NETHA BORLAKUNTA:**

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways is providing quality and hygienic food to the passengers in private trains like Tejas; and

(b) if not, the details and number of cases reported in this regard?

ANSWER

MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY

(SHRI PIYUSH GOYAL)

(a): Yes, Sir. IRCTC is providing Quality and Hygienic food to the passengers in private Tejas train.

(b): The details of the complaint received by IRCTC for private Tejas train along with the action taken against them are at Appendix.

APPENDIX REFERRED TO IN REPLY TO PART (b) OF UNSTARRED QUESTION NO. 512 BY SHRIMATI VANGA GEETHA VISWANATH AND SHRI VENKATESH NETHA BORLAKUNTA TO BE ANSWERED IN LOK SABHA ON 20.11.2019 REGARDING QUALITY OF FOOD IN TRAINS

(b): The details of the complaint received by IRCTC for private Tejas train along with the action taken against them are as follows:-

Private Train No. & Name	Head	Total Number of Complaints	Action Taken											
			Fined			Warned	Termination	Suitably Advised	Not Substantiated	D & AR Action	Any Other	Pending	Total	
			No. of Cases	Amount of Fine imposed	Amount of Fine realised									
82501/02 NDLS-LJN Tejas Express	Over Charging	0	0	0	0	0	0	0	0	0	0	0	0	0
	Quality	4	0	0	0	3	0	1	0	0	0	0	0	4
	Quantity	0	0	0	0	0	0	0	0	0	0	0	0	0
	Misbehaviour	0	0	0	0	0	0	0	0	0	0	0	0	0
	Hygiene	0	0	0	0	0	0	0	0	0	0	0	0	0
	Miscellaneous	1	0	0	0	1	0	0	0	0	0	0	0	1
	Total	5	0	0	0	0	4	0	1	0	0	0	0	5
