

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

STARRED QUESTION NO:351
ANSWERED ON:17.08.2000
PRIVATISATION OF CATERING SERVICES
JAIBHAN SINGH PAWAYA

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government have decided to privatise the catering services at railway stations and in trains;
- (b) if so, the details thereof and the reasons therefor; and
- (c) the steps proposed to be taken to ensure reasonable prices as well as better and efficient services by private caterers?

Answer

MINISTER OF RAILWAYS (KUMARI MAMATA BANERJEE)

(a) to (c) A statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF STARRED QUESTION NO. 351 BY SHRI JAIBHAN SINGH PAWAYA TO BE ANSWERED IN LOK SABHA ON 17.08.2000 REGARDING PRIVATISATION OF CATERING SERVICES.

(a) to (c) The existing catering policy, which was formulated in the year 1992, called for privatisation of certain activities including catering services on Indian Railways. The policy lays emphasis on induction of professional caterers of repute and having required expertise to ensure proper quality of catering services to the passengers. At present, private licensees are managing catering services on 3050 railway stations and in 124 pairs of trains. In addition to this, railways manage the catering services departmentally at 68 railway stations and in 49 pairs of trains. Besides, catering services are managed both by departmental units and licensees at 32 railway stations.

The catering licensees are governed under an agreement which defines the terms and conditions of the responsibilities and duties of the licensees and also the system of monitoring of their services. Licensees sell the items on the rates prescribed by railways. In order to maintain the standard of services to the customers, railways have prescribed the scale of services in case of both mobile and static catering units as well as the use of standard packing material and improved presentation. Regular checks are exercised at various levels besides taking passengers opinion polls from time to time. Menu boards, containing rates and quantity of food items, are displayed in refreshment rooms, stalls and in pantry cars. Menu cards are also available with the bearers in trains. Detailed information on railway catering including rates of catering items is also published in public timetable for the information of rail users.