

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:2426

ANSWERED ON:07.12.2006

COMMITTEE ON RAILWAY CATERING SERVICE

Khan Shri Mohammad Tahir;Shiwankar Shri Maha Deo Rao

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

(a) whether the Committee appointed by the Delhi High Court has slammed the Railways for serving poor quality of food in the coaches, railway restaurants and platforms;

(b) if so, the details thereof and the reaction of the Railways thereto ; and

(c) the steps taken by the Railways to ensure providing hygienic food to the passengers in the trains and at stations ?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS ( SHRI R. VELU)

(a): Yes, Sir.

(b): The Committee appointed by the Hon'ble High Court of Delhi has inspected the base kitchen at New Delhi, Refreshment Room at Hazrat Nizamuddin and the Self-service Restaurant at Delhi Junction Railway station. The committee has reported non-functioning of various equipments, shortage of staff, lack of ventilation in the kitchen, lack of cleanliness in the kitchen, non-maintenance of personal hygiene by the staff, etc. Suitable steps have been taken to improve the condition of these locations. Action to a great extent has been initiated by Indian Railway Catering & Tourism Corporation (IRCTC) to improve the hygiene condition of Base Kitchen and its equipments. Improvements in systems/services undertaken by the corporation are detailed as under:

(i) Air curtain has been installed at the main door of the base Kitchen;

(ii) Six Fly Catchers have been installed;

(iii) New Cold Store facility will be installed at the Base Kitchen shortly;

(iv) Staff has been imparted training on 'personal hygiene, workplace hygiene and customer service' through Indian Tourism Development Corporation (ITDC);

(v) New equipments such as Potato peeler, masala grinder etc. have been procured;

(vi) Staff will be provided with new uniforms shortly;

(vii) Fresh white wash and painting work has been done;

(viii) Food Audit has been conducted by Vimta Labs and a rating of 83 % in Food Safety and 86.7 % in food storage has been given by the Agency;

(ix) Renovation of exhaust chimney and cool air flow system is under process;

(x) Procurement of new packaging material and equipment to provide hygienic and safe packaged food to railway passengers is under active consideration;

(xi) Following disciplinary action against the staff has also been taken: Assistant Manager, Delhi region has been shifted;

Catering Supervisor, Delhi has been suspended and charge sheeted for major penalty; Chief Catering Inspector, Base Kitchen and Chief Catering Inspector, Delhi, have also been taken up.

(c): In order to ensure that standardized hygienic food and beverage are supplied to rail users, prescribed hygienic norms are followed by the base kitchens and other cooking units. Indian Railway Catering and Tourism Corporation (IRCTC) have already undertaken renovation of base kitchens / cooking units. Replacement of old / defective furniture, food service equipments and other gadgets, gas pipelines etc. are undertaken on need basis. In addition to above, massive training programs are being conducted for catering staff to upgrade the quality of services. Good quality raw materials are procured from reputed cooperative societies approved by Bureau of Indian Standards (BIS) and Agmark standards as applicable. To ensure the quality of food, "Services Monitoring Cells" (SMC) have

been created at Zonal level by IRCTC to take immediate remedial action. Officials of Indian Railway and IRCTC are also carrying out routine inspections/surprise checks/ special drives to ensure quality and hygienic condition of catering services.