

Quality of food sold at railway stations

†1536. SHRI ASHK ALI TAK: Will the Minister of RAILWAYS be pleased to state:

(a) whether there is any mechanism to check the quality of food being sold at railway stations, if so, the details thereof and if not, the reasons therefor; and

(b) whether any cases have been registered against selling of sub-standard food in the last two years, if so, the action taken so far in such cases?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA): (a) Yes, Sir. Zonal Railways have a detailed institutionalized mechanism for monitoring of quality and hygiene of catering services through regular, surprise and periodical inspections. If any deficiency is found, corrective actions are taken including penal actions like imposition of fines, termination of contract according to the gravity of the offence. For real time assistance, Catering Monitoring Cells have been set up at Zonal and Divisional levels. A Centralized Catering Services Monitoring Cell (CSMC) has been set up at national level with a toll free number 1800-111-321. A defined Quality Assurance Programme with passenger opinion feedback scheme has also been made a part of the mechanism to improve the quality of catering services on trains. A pilot project for introduction of Interactive Voice Response System (IVRS) based feedback system has been launched on some trains. Further, to improve the quality and hygiene of catering services, Third Party Audit of catering services are 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.

(b) Approximately 196 cases of selling sub-standard food at stations have been registered by the zonal railways in the last two years (*i.e.* 1.11.2012 to 31.10.2014) and suitable action has been taken including imposition of fine in 91 cases, warning given in 52 cases etc.

Trains running in Andhra Pradesh

1537. SHRIMATI THOTA SEETHARAMA LAKSHMI: Will the Minister of RAILWAYS be pleased to state:

†Original notice of the question was received in Hindi.