

1	2	3	4
2016-17	14879.44	12879.03	11992.47
2017-18	16836.54	13984.53	13091.27
2018-19	17671.16	15148.56	14127.44

Monitoring of quality and hygiene in catering services

3922. DR. VINAY P. SAHASRABUDDHE: Will the Minister of RAILWAYS be pleased to state:

(a) the number of grievances related to catering services that were received by Centralised Catering Services Monitoring Cell (CSMC) in the past five years and the number of them that were resolved;

(b) the number of regular and surprise inspections conducted by Railway officials in the past two years for monitoring of quality and hygiene, the details of the penal actions taken like imposition of fines or termination of contract; and

(c) the details of NABCB-accredited auditing agencies currently associated with Railways for conducting third party audit of the catering services?

THE MINISTER OF RAILWAYS (SHRI PIYUSH GOYAL): (a) The number of grievances related to catering services that were received by Centralised Catering Services Monitoring Cell (CSMC) in the past five years and the number of them that were resolved are given in Statement-I (*See below*).

(b) The number of regular and surprise inspections conducted by Railway officials in the past two years for monitoring of quality and hygiene along with the action taken are given in Statement-II (*See below*).

(c) TUV India Private Limited, an NABCB-accredited auditing firm, is currently associated with IRCTC/Railways for conducting third party audit of the catering services.

Statement-I

The number of grievances related to catering services that were received by Centralised Catering Services Monitoring Cell (CSMC) in the past five years and the number of them that were resolved

Year	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Complaints	1649	2599	4324	4328	4286	17186
Complaints Resolved	1649	2599	4324	4328	3729	16629

Statement-II

The number of regular and surprise inspections conducted by Railway officials in the past two years for monitoring of quality and hygiene along with the action taken

Year	Type of Inspection conducted	Total No. of Inspections	Details of penal action taken during Inspections						
			Fined		Warned	Termination	Suitably Advised	Other Action	Total
			No. of cases	Amount of fine Imposed (in ₹)					
2017-18	Regular Inspections	36737	12847	4,39,22,659	5432	0	8088	10370	36737
	Surprise Inspections	4377	2097	82,13,698	938	0	826	516	4377
2018-19	Regular Inspections	43096	12153	3,95,36,565	6848	0	11349	12746	43096
	Surprise Inspections	4704	2236	76,75,616	983	1	692	792	4704