

(c) Occurrence and filling up of vacancies is a continuous process involving numerous steps and vacancies are filled by placement of indents with recruitment agencies as per operational requirements. Some of the vacancies are likely to remain unfilled at a particular period of time. Railway Recruitment Boards (RRBs) and Railway Recruitment Cells (RRCs) are regularly providing panels of successful candidates to Railways. During 2017-18, 1,51,843 vacancies and in 2019, 1,42,577 vacancies have been notified for filling up on Indian Railways.

Availability of quality food at stations and in trains

† 3954. DR. KIRODI LAL MEENA: Will the Minister of RAILWAYS be pleased to state:

(a) the measures taken by Railways to provide healthy and quality catering services to railway passengers on payment basis at railway stations and in all the passenger trains, according to their speed; and

(b) the details of special arrangements along with action plan of Railways to make 'good food fair price' campaign effective?

THE MINISTER OF RAILWAYS (SHRI PIYUSH GOYAL): (a) To provide quality and hygienic food to passengers, a new Catering Policy has been issued on 27th February, 2017 *vide* which Indian Railway Catering and Tourism Corporation Limited (IRCTC) has been mandated to carry out unbundling of catering services by creating a distinction between food preparation and food distribution on trains. For this purpose, meals for trains are to be sourced from kitchens owned, operated and managed by IRCTC. To ensure hygienic and good quality food to passengers, following measures have been taken by Railways:—

- I. To upgrade quality of food preparation, IRCTC has upgraded 46 Kitchen Units in the last two years. To ensure centralized monitoring of the kitchen activities, CCTVs have been installed in 38 Kitchen Units. Sharing of live streaming of the Kitchen Units through website of IRCTC has been made operational.
- II. To ensure compliance of Food Safety Norms, Food Safety and Standards Authority of India (FSSAI) certification from Designated Food Safety Officers of each catering unit has been made mandatory. Food Safety Supervisors have been deployed at Kitchen Units to monitor food safety and hygienic practices. Food samples collected by Food Safety Officers/Supervisors are

†Original notice of the question was received in Hindi.

sent to the nominated accredited Laboratories under Food Safety and Standard Act for analysis and testing. Penalties are imposed in cases of detection of unsatisfactory food samples.

- III. Examination of quality of food, hygiene and cleanliness in Pantry Cars and Kitchen Units is done through Third Party Audit. Customer satisfaction survey is also conducted through Third Party Agencies.
- IV. Regular and surprise inspections are conducted by Railway officials including Food Safety Officers.
- V. In addition to above, to ensure hygienic and good quality food to passengers, following measures have also been initiated by Railways:—
 - (i) System of printing QR code and other details like name of kitchen, date of packaging etc. on food packets has been initiated.
 - (ii) Introduction of Ready to Eat (RTE) Meals.
 - (iii) Provision of E-Catering services in trains.
 - (iv) Monitoring and supervision of catering service through operation of centralized Catering Service Monitoring Cell (CSMC) toll free number 1800-111-321, Twitter handle, CPGRAMS, E-Mail and SMS based complaints redressal.

(b) In its endeavour to provide quality and hygienic food to the passengers, Railways have institutionalized a mechanism for monitoring of quality, hygiene and sale of catering items at notified rates through regular inspections at various levels. The prescribed tariff of catering items has already been notified for both mobile and static catering units on Indian Railways. The notified menu and tariff are displayed prominently for information of passengers and is also available on websites of IRCTC/Indian Railways, in Trains at a Glance, Pantry Cars etc. *"No Bill- The food is for FREE"* campaign has also been launched by Indian Railways.

Provision of CUG mobile connections to railway employees

†3955. SHRI P. L. PUNIA: Will the Minister of RAILWAYS be pleased to state:

- (a) the number of railway employees who have been provided with CUG mobile connections by the Railways, the details thereof including respective mobile network operator;

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