

## RAILWAYS' NEW CATERING POLICY 2010

### Modernization of base kitchens, special drive on premium trains, 3rd party audit & Customer satisfaction Surveys

A new Catering Policy 2010 of Indian Railways has been introduced w.e.f. 21st July, 2010 which has revised policy guidelines regarding management of mobile as well as static catering units.

The management of providing onboard catering services to the railway passengers on Indian Railways is now to be done by the Zonal Railways instead of IRCTC, in a phased manner.

During the current year from January to 20th July, 2010, a total number of 687 complaints have been received regarding sub-standard food and contaminated water.

Number of Complaints received from North Zone i.e. Northern Railway, North Central Railway, North Eastern Railway and North Western Railway is 257; from West Zone i.e. Western Railway, Central Railway and West Central Railway is 105; East Zone i.e. Northeast Frontier Railway, Eastern Railway, South Eastern Railway, South East Central Railway, East Central Railway and East Coast Railway is 180; South Zone i.e. Southern Railway and South West Railway is 113 and South Central Zone i.e. South Central Railway is 32.

Following steps are taken to maintain quality of food and mobile as well as static units:-

1. Modernization of base kitchens and cell kitchens where food is prepared for onward transmission to mobile unit.
2. Conducting special drive on premium trains and base kitchen.
3. Conducting 3rd party audit by reputed agencies.
4. Customer satisfaction surveys.
5. Web enabled complaint management systems.
6. Toll free number to lodge complaint.

This information was given by the Minister of State for Railways, Shri K.H. Muniyappa in a written reply in Lok Sabha today.