

# THE TIMES OF INDIA

## Soon, Southern Railway passengers can watch live visuals from IRCTC kitchens

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CHENNAI: Southern Railway will facilitate an IRCTC initiative of installing cameras in kitchens to give confidence to passengers about the hygienic conditions in which food is prepared for them. Passengers can watch -- on IRCTC website -- live feed from these cameras. The topic of facilitating CCTV cameras was discussed at a recent meeting which Southern Railway general manager R K Kulshrestha had with ITRCTC director V Sriram and other officials. The meeting reviewed the new initiatives of IRCTC in improving the catering services and introduction of new initiatives for the benefit of the passengers of Southern Railway, according to a statement.

Southern Railway is facilitating electronic payment at catering establishments, so that passengers have the option of non-cash payment. In all pantry car trains, bills can be paid using credit cards. At majority of the stalls at stations, payment can be made using credit cards or any other e-payment system. IRCTC introduced "If No Bill - Food Is Free" and "No TIP" campaigns to provide transparency in

transactions. This resulted in positive feedback from passengers. IRCTC personnel take instantaneous feedback and complaints with the help of tablets in trains as well as at select stations.

The statement has said Southern Railway is improving the availability of quality food at stations by increasing the number of outlets. Presently, tenders for 250 additional food stalls are at different stages of commissioning.

With the help of IRCTC, Southern Railway will provide catering facilities through onboard licensed suppliers to ensure availability of food on trains which don't have pantry cars.

Southern Railway said availability of drinking water is of paramount importance to it. It has ensured that packaged drinking water is available at stations all times. This is achieved with the help of IRCTC by way of Rail Neer bottles and water vending machines.

Presently, 187 water vending machines are installed at different stations and further 120 will be installed in due course. In Southern Railway, 16 food plazas and nine fast food units operated by IRCTC are providing quality food to passengers. Another eight food plazas and 25 fast food units will be established in the near future.

The statement said Southern Railway strives to provide quality food to the passengers and also address their inconveniences at the earliest.

Various steps are undertaken towards this end. A round the clock catering monitoring cell (phone number 044 – 25332545) is operational at Southern Railway headquarters to receive complaints and resolve the same.

With the active participation of IRCTC, further steps are undertaken to improve the passenger satisfaction. All the food packets are labelled with supplier's name, product weight, Food Safety and Standards Authority of India licence number of the supplier and the production unit and rate of the product.