

N Rlwys issues guidelines on food items

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Ludhiana: With a view to overcoming passenger woes related to the poor quality of food items, along with overcharging on daily food items being sold at different food stalls and trolleys inside the railway station premises, the Northern Railways have released a set of instructions to be followed by all vendors for the betterment of passengers, failing which they will face action in the form of heavy penalties.

The local commercial department has received an official notification from senior authorities of the Northern Railway Board, in which they have mentioned that local railway officials must inform all food stall vendors to place a complaint book inside their premises, and put up a notice board mentioning the rates of all items being sold by them, along with a complaint number of the board, police control room, and commercial department officials. The railways have also asked caterers that all food items sold by them must contain the FSSAI (Food Safety and Standards Authority of India) code, so that passengers can avail their services without any hesitation.

Meanwhile, railway sources said: “Due to rise in complaints related to poor quality food being served to passengers, railways have released new guidelines to food vendors working inside the station premises, and also local officials to conduct proper checks for verifying whether the orders have been implemented or not.”

Ludhiana railway station director Abhinav Singla said: “The railway board has issues a set of strict guidelines to vendors and catering service providers, so that overcharging and other issues related to bad quality of food items being sold by them will come down to some extent. Local railways will ensure the proper implementation of the guidelines, and if someone is found not applying the norms properly, then appropriate action will be taken against him/her as per the norms.”

A passenger can contact the toll-free number of the Indian Railways — 1800-111-321 — for registering a complaint against the vendors charging excessive amounts on food items in the station premises. Passengers can also complain on 138 or 182 of the Railway Protection Force (RPF) about expired food items, and on the Twitter handle of the Indian Railways for quick action.