Chairman of the Railway Board Reviews IRCTC War Room; Directs Strengthening of Passenger Feedback and Kitchen Monitoring Systems to Improve the Quality of Catering Services

Focus on Real-time Kitchen Surveillance, Effective Inspections, Prompt Action on Deficiencies and Closer Monitoring of Rail Madad Complaints

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Chairman and Chief Executive Officer (CEO), Railway Board (Ministry of Railways), Sh. Satish Kumar reviewed the functioning of the IRCTC War Room at the IRCTC office yesterday, with a focus on strengthening the systems for passenger feedback, kitchen monitoring and quality assurance in catering services.

During the review, the Chairman of the Railway Board (CRB) interacted with the dedicated team for monitoring and feedback-related activities. He emphasized on strengthening the existing systems to make monitoring more responsive, technology-driven and outcome-oriented.

Sh. Satish Kumar directed that the Rail Madad interface should be further automated to enable passengers to communicate with the concerned system in a simple and convenient manner through a single click. Closer monitoring of Rail Madad complaints was also emphasized, including direct interaction with passengers wherever required, so that passenger concerns can be understood and resolved more effectively.

To strengthen accountability of inspecting agencies, the CRB directed that each inspecting agency should systematically post details of deficiencies observed as well as performance during inspections, enabling their work to be continuously monitored and evaluated.

Strengthening Real-time Kitchen Monitoring

The review also focused on expanding camera-based monitoring of railway catering kitchens. At present, four camera feeds are available for monitoring kitchen operations. The CRB directed that additional cameras be provided in raw material storage areas, along with a PTZ (Pan-Tilt-Zoom) camera, to enable wider and more effective surveillance of kitchen activities.

The camera-based monitoring system is also being used to assess the condition and functioning of kitchens. Where poor conditions are observed, appropriate notice and corrective action are to be initiated. During the review, a kitchen at Anantapur in South Central Railway was noted to require improvement based on inspection and video monitoring.

Particular emphasis was placed on the preparation of roti and paratha, identified as an area requiring focused review. The CRB directed that the entire process of roti and paratha preparation be comprehensively reviewed to identify gaps and ensure consistent quality.

Stronger Third-Party Inspections and Deterrent Action

Sh. Satish Kumar also reviewed the role of third-party inspection agencies in maintaining catering standards. While third-party inspection arrangements are available at several locations, emphasis was placed on ensuring that inspections are effective, meaningful and outcome-oriented. Agencies whose performance is found to be consistently ineffective should be reviewed for appropriate action, including delisting wherever warranted, to ensure that inspection mechanisms deliver the intended quality assurance.

The use of Artificial Intelligence-based monitoring and detection systems was also discussed. The CRB directed that AI-based alerts relating to issues such as rodents, cockroaches and other deficiencies should not remain limited to detection. Such instances should be followed by appropriate warning letters and deterrent action, ensuring that identified deficiencies result in timely corrective measures.

The review underscored the need for more effective inspections, stronger technology-enabled monitoring and prompt follow-up action to continuously improve the quality of railway catering services. The initiatives are aimed at strengthening passenger confidence, improving food quality and hygiene standards, and ensuring a more responsive and passenger-centric catering ecosystem across Indian Railways.

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