

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA**

**UNSTARRED QUESTION NO.1730
TO BE ANSWERED ON 21.09.2020**

E-CATERING SERVICE

**†1730. SHRIMATI RATHVA GITABEN VAJESINGBHAI:
SHRI JASWANT SINGH BHABHOR:
SHRI PARBATBHAI SAVABHAI PATEL:
SHRI NARANBHAI KACHHADIYA:
SHRI SHANTANU THAKUR:**

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of the revenue earned as compared to the expenditure incurred by IRCTC on the E-catering service during the last three years;**
- (b) the details of the target fixed in comparison to the passengers who ordered food from IRCTC E-catering service during the last three years; and**
- (c) the steps taken by the Government to improve IRCTC E-catering service?**

ANSWER

MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY

(SHRI PIYUSH GOYAL)

(a): The details of the revenue earned as compared to the expenditure incurred by Indian Railway Catering and Tourism Corporation (IRCTC) on the e-Catering service during the last three years are as follows:

Financial Year	Revenue Earned (₹ in crores)	Expenditure Incurred (₹ in crores)
2017-18	3.47	3.90
2018-19	4.42	4.65
2019-20	8.63	6.47

(b): The details of the target fixed in comparison to the passengers who ordered food from IRCTC e-catering service during the last three years are as follows:

	2017-18	2018-19	2019-20
Target set for no. of meals booking through e-Catering per day	15,000	10,376	20,000
Target achieved in no. of meals booking through e-Catering per day	5,188	11,858	21,571

(c): E-catering service on Indian Railways is managed by IRCTC. Initially, e-Catering, as a pilot project, was undertaken on 45 major stations and has subsequently been extended to all 'A-1' & 'A' category of stations. Prior to COVID-19 pandemic, e-Catering service was available at 325 Railway stations through 225 Service Providers and 12 Food Aggregators, supplying an average number of 21,571 meals per day.

Various steps have been taken by IRCTC to proliferate e-Catering which are as follows:

- (i) A user friendly mobile version of website has been created which is gathering an encouraging response from the passengers.**
- (ii) Reputed delivery aggregators have been roped in to facilitate smooth delivery of food.**
- (iii) Issuance of electronic invoice for orders booked through e-Catering.**
- (iv) Online registration of vendors.**
- (v) Vendors/Aggregators can apply for ID card, food delivery through electronically mode only.**
- (vi) Bulk Order mechanism has facilitated group passengers to get 'value for money' food.**