

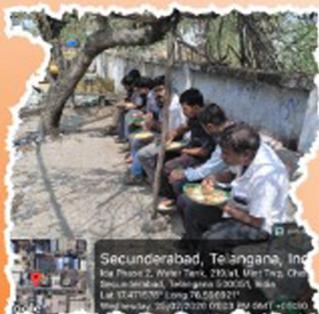
సంపూర్ణమైన, పరిశుభ్రమైన, పోషక భోజనాలు - చిరుధారలకు ప్రత్యేకత

Represented by

HKM
HARITABLE FOUNDATION

BREAKFAST	LUNCH
7:00AM to 9:30AM	12:00PM to 2:30PM

REPORT ON INDIRAMMA CANTEENS - 2026 HYDERABAD





PEOPLES PULSE
an ear to the ground

**REPORT ON
INDIRAMMA CANTEENS
HYDERABAD - 2026**

**Surabhi Complex, 5th floor, Opp: Srikara Hospital, Lakdikapool, Khairathabad,
HYDERABAD - 500 004, peoplespulse.hyd@gmail.com, Cell No: 8179115784**





Total Samples	: 4000
Total Indiramma Canteens	: 150
Indiramma Canteens visited	: 75
Samples collected from each Canteen	: 45-55

Gender wise Samples Collected

Gender	Percentage
Male	73.1%
Female	26.9%

Age group wise Samples Collected

Age	Percentage
18-25 Years	9.5%
26-35 Years	27.7%
36-45 Years	33.3%
46-60 Years	22.1%
60 & Above Years	7.4%

Community wise Samples Collected

Caste	Percentage
SC	22.6%
ST	13.6%
BC	42.3%
OC	12.3%
Muslims	6.9%
Other Minorities	2.3%

Occupation wise Samples Collected

Occupation	Percentage
Daily wage workers	32.4%
Auto drivers	19.8%
Small traders	15.1%
Students	9.4%
Unemployed	5.8%
Others	17.5%

Indiramma Canteens: Bridging the Gap between Welfare Promise and Ground Reality

Food in Indian civilization has always been much more than mere sustenance. It is regarded as sacred, carrying deep ethical and cultural significance, as beautifully expressed in the ancient principle “Annam Parabrahma Swaroopam.” This principle reminds every generation that providing food is not just a service but an act closely linked to human dignity, respect, and well-being. In modern governance, this civilizational value finds strong resonance in the United Nations Sustainable Development Goals, especially Goal 2, which commits nations to achieve Zero Hunger.

It is precisely in this broader moral and developmental context that the Telangana Government’s Indiramma Canteens must be understood. Originally launched in 2014 as Annapurna Canteens, the scheme was designed with a clear and compassionate objective: to address the daily struggle of the urban poor in securing at least one affordable, hygienic meal. What began as a modest initiative with only a handful of centres in Hyderabad have now grown into an extensive network of 150 canteens spread across the city and its peripheries, serving meals at a nominal price of just ₹5.

Over more than a decade, the government has introduced several structural improvements. Makeshift arrangements have gradually been replaced by container-based units, supported by substantial public investment running into crores of rupees. Breakfast services have been added, and in strategic locations near major hospitals, night meals have also been introduced. These developments clearly demonstrate the government’s ongoing commitment to strengthening the programme and expanding its reach.

Methodology of the Study

The entire survey on Indiramma Canteens was conducted under the able guidance of Shri R. Dileep Reddy, Director of People's Pulse Research Organisation. The field-level execution was handled by a committed research team that included senior researchers G. Murali Krishna, Akhila, and Pradeep. These team members personally visited the canteens, engaged in detailed conversations with staff, beneficiaries, and other stakeholders, and gathered first-hand information about the actual functioning of the system.

The study was carried out over a period of nearly one month, starting from 23rd February 2026 to 30th March 2026. During this time, the team successfully collected 4,000 samples from across 150 Indiramma Canteens operating in Hyderabad. To ensure depth and accuracy, the researchers physically visited 75 canteens and collected between 45 to 55 responses from each of these locations.

The methodology was designed to be thorough and multi-dimensional. It included direct observation of the physical conditions at each canteen, structured interviews with people who were consuming food on the spot, interactions with those who were taking parcels, and open discussions with the staff responsible for day-to-day operations. Special care was taken to understand not just quantitative responses but also the qualitative experiences and suggestions of the users. All data collected was systematically compiled and analysed in detail to present a reliable and holistic understanding of the current status of the Indiramma Canteen system.

The study presents a nuanced and balanced picture. On the positive side, the Indiramma Canteens are successfully reaching their intended beneficiaries — largely daily wage workers, auto drivers, small traders, and other vulnerable sections from Backward Classes, Scheduled Castes, and Scheduled Tribes. Around 36% of users visit daily, and the scheme provides meaningful economic relief, with 62% of respondents saving between ₹500 and ₹750 per month. The service is reasonably fast, with 70% receiving food within 5–10 minutes.

However, the study also highlights several important areas that need focused attention and improvement. These include consistency in food taste and freshness, nutritional value, full functionality of infrastructure, hygiene and sanitation standards, menu adherence, and regular monitoring mechanisms.

While the scheme is undoubtedly serving a critical need and functioning as a safety net for thousands of people every day, there exists considerable scope to elevate its quality and impact so that it fully realises its original vision of providing dignified and wholesome meals.

This detailed narrative report captures the ground reality as experienced by the users themselves. It presents all major findings in a comprehensive manner and concludes with practical, actionable recommendations for the kind consideration of the Government. With sincere implementation of these suggestions, the Indiramma Canteens can emerge as a flagship model of urban food security in India.

Profile of Beneficiaries and Patterns of Usage

One of the most important insights of the study lies in understanding who actually uses the Indiramma canteens and how they engage with the system. Among the 4,000 respondents surveyed, 73.1% are men and 26.9% are women, indicating a strong dependence among male workers, particularly those engaged in informal and labour-intensive occupations. Age-wise, the majority of users fall within the economically active population, with 27.7% in the 26–35 age group and 33.3% in the 36–45 category, followed by 22.1% in the 46–60 bracket. Younger users aged 18–25 account for 9.5%, while only 7.4% are above 60 years.

The social composition of beneficiaries shows that the scheme is largely reaching its intended sections. Backward Classes constitute 42.3% of users, followed by Scheduled Castes at 22.6% and Scheduled Tribes at 13.6%. Other Castes account for 12.3%, Muslims 6.9% and other minorities 2.3%. Occupationally, the canteens are closely tied to the informal economy, with 32.4% of respondents being daily wage workers, 19.8% auto drivers, and 15.1% small traders. Students account for 9.4%, the unemployed 5.8%, and others 17.5%.

The frequency of usage highlights the extent of dependence on the system. About 36% of respondents visit the canteens daily, while 22% come two to three times a week and 16% once a week. Occasional usage is reported by 12%, monthly visits by 10%, and 4% are first-time users. This pattern indicates that the canteens are not merely supplementary but serve as a regular source of food for a significant section of the population.

Operational efficiency, particularly in terms of waiting time, emerges as a relatively positive aspect. Around 70% of respondents reported receiving food within 5 to 10 minutes, while 20% said they wait 10 to 15 minutes and 10% between 20 to 25 minutes. In a context where time directly impacts daily earnings, such efficiency plays an important role.

However, when respondents were asked why they choose Indiramma canteens, the responses reflect a more concerning reality. A substantial 74% cited affordability as the primary reason, while 22% pointed to the lack of alternative options. Only 4% indicated that food quality influences their choice. This clearly suggests that the scheme is driven largely by economic necessity rather than satisfaction.

Consumption patterns further reinforce this dependence. Around 41.4% of respondents primarily consume lunch, while 24.2% rely on breakfast and 34.4% consume both meals. Lunch, therefore, emerges as the most critical offering, aligning with the needs of the working population.

The financial impact of the scheme is significant. About 62% of users reported saving between ₹500 and ₹750 per month, while 28% save between ₹750 and ₹1000, and 10% between ₹1000 and ₹1500. For low-income households, these savings contribute meaningfully to financial stability. Despite this, awareness of the subsidy structure remains low, with only 18% of respondents aware of the actual cost of meals, while 82% are not.

Food preferences within the canteens reflect a demand for simple and familiar items. Among breakfast options, 35% prefer idli, followed by 28% puri and 23% bonda. Pongal is preferred by 7%, set dosa by 4%, and upma by 3%. However, adherence to the prescribed menu remains weak, with only 3% of respondents stating that it is followed, while 81% say it is not followed and 16% report occasional compliance.

The question of food quality emerges as a central concern. For breakfast, only 3% of respondents rated the taste as very good and 13% as good, while 44% described it as average and 40% as bad. The situation is significantly worse for lunch, where 70% rated the taste as bad, with only 1% describing it as very good and 6% as good.

Freshness is another major issue. Only 5% of respondents stated that food is always served hot and fresh, while 12% said it is sometimes fresh. A large majority of 83% reported that food is rarely fresh, affecting both satisfaction and trust in the system.

The quality of accompanying items such as curries, dal, chutney, and sambar is also a matter of concern, with 82% of respondents rating them as bad, 13% as average, 4% as good, and only 1% as very good.

In terms of quantity, 76% of respondents felt that breakfast portions are sufficient, while 24% disagreed. For lunch, satisfaction levels are lower, with only 54% finding the quantity sufficient and 46% considering it inadequate.

The scheme's impact on food security appears partial. While 55% of respondents said that the canteens have helped reduce their food insecurity, 40% said they have not experienced such relief, and 5% were uncertain.

Nutritional perception remains weak. Only 1% of respondents consider the food very healthy and 4% healthy, while 35% believe it is not healthy and 60% are unsure. Correspondingly, only 7% reported an improvement in nutritional intake, while 45% said no and 48% expressed uncertainty.

Cleanliness is another area of concern. Only 1% rated it as very good and 12% as good, while 47% described it as average and 40% as poor. Similarly, operational discipline is inconsistent, with only 16% stating that canteens function according to official schedules, while 67% said they do not and 17% were unsure.

Infrastructure deficiencies are particularly severe. About 98% of respondents reported that wash basins are not functional, and 100% stated that RO water systems are not working. Around 88% said that fans and lights are not functioning properly. Drinking water availability is also inadequate, with 79% reporting insufficient supply.

Despite these systemic issues, staff behaviour is relatively positive. Around 42% of respondents described staff as helpful and 36% as courteous, while 17% rated them as average and only 5% as arrogant.

Finally, in terms of monitoring, only 5% of respondents reported that GHMC officials conduct inspections, while 95% said no such oversight exists. In contrast, 85% acknowledged inspections by HKM, indicating uneven supervision.

Taken together, these findings present a clear and balanced picture. The Indiramma canteens are widely used, economically important, and operationally accessible. At the same time, they face significant challenges in food quality, infrastructure, hygiene, and monitoring, which need focused attention.

Operational Ground Reality

The government's move to introduce container-based units represented a major investment aimed at improving facilities. However, the study observed that in a majority of locations, these units are not yet fully functional. Water connections, drainage, fans, lighting, and wash basins often remain incomplete or non-working. RO water systems are largely non-functional, and many respondents complained about insufficient water availability. Sanitation conditions vary but require attention in many places. Issues such as irregular garbage collection, lack of dedicated cleaning staff, proximity to garbage dumps, and absence of proper seating are commonly observed. Users are frequently seen eating on roadsides or standing, which reduces dignity and comfort, especially during monsoon or summer.

Field observations also highlighted challenges in food preparation and supply. Rice is often sticky or of lower quality. Curries tend to be diluted, and basic ingredients like onions are missing due to centralised cooking. Breakfast items sometimes lack proper texture. The contractor-based staffing model shows inconsistencies in wages, training, and working conditions. Monitoring by GHMC officials appears limited, as reported by 95% of respondents.

These operational realities indicate that while the system is serving large numbers daily, several interconnected gaps in infrastructure, hygiene, and management are preventing it from achieving higher standards.

Recommendations: Strengthening the Indiramma Canteen System

- * A comprehensive and clearly defined policy framework must be developed for the Indiramma canteen system. At present, the absence of a formal policy document outlining roles, responsibilities, operational standards, and accountability mechanisms has resulted in inconsistencies and gaps across locations. A structured relaunch of the scheme with well-defined Standard Operating Procedures is essential to ensure uniformity and long-term sustainability.
- * The quality, taste, and nutritional value of food must be brought in line with Food Safety and Standards Authority of India (FSSAI) guidelines. The current food experience indicates serious deficiencies in both taste and nutrition. It is therefore necessary to design a scientifically balanced menu in consultation with the National Institute of Nutrition (NIN), Hyderabad, clearly specifying what food should be served, in what quantity, and with what nutritional composition.
- * The prescribed menu should be strictly implemented across all canteens, with regular monitoring to ensure compliance. At present, there is a significant gap between the menu on paper and the food served on the ground. Standardisation will not only improve quality but also build trust among beneficiaries.

- * Immediate steps must be taken to improve food quality at the fundamental level, including better rice quality, proper preparation of curries and dal, adequate chutney supply, and balanced use of salt, spices, and ingredients. There is a strong need to move away from excessively diluted and inconsistent food preparation practices.
- * Based on user feedback, the system should consider introducing alternative meal formats such as sambar rice, curd rice, pulihora, tomato rice, vegetable rice, jeera rice, or millet-based options. Such changes can improve both acceptability and nutritional value while maintaining operational feasibility.
- * All container-based canteens must be made fully functional without delay. Facilities such as wash basins, RO water systems, fans, lighting, drainage, and water connections must be repaired and operationalised immediately. Public investment in infrastructure must translate into actual usability on the ground.
- * All canteens currently operating from temporary or outdated structures should be shifted into standardised container units, ensuring uniform infrastructure and improved service conditions across all locations.
- * Basic amenities must be strengthened by installing CCTV cameras, complaint boxes, and clearly visible toll-free grievance numbers in every canteen. This will improve transparency, accountability, and responsiveness to user concerns.
- * There is an urgent need to improve cleanliness and sanitation standards. Dedicated cleaning staff should be appointed at every canteen, and regular waste management systems must be put in place. Dustbins should be installed, garbage collection should be ensured daily, and coordination with municipal sanitation departments should be strengthened.
- * Measures must be taken to address environmental hygiene issues, including the control of flies, rodents, and unsanitary surroundings such as nearby garbage dumps and public urination spaces. Clean surroundings are essential for maintaining user confidence and health standards.

- * Adequate seating arrangements and shelter facilities should be provided, particularly in high-footfall locations. At present, the absence of such facilities forces beneficiaries to eat on roadsides, exposing them to dust, traffic, and weather conditions.
- * The availability and quality of drinking water must be ensured, either by restoring RO systems or by providing sufficient and safe water packets. Water shortage and poor quality currently remain major concerns.
- * Staff working conditions must be significantly improved. This includes ensuring fair and uniform wages, timely salary payments, and removal of arbitrary commission-based disparities. A motivated workforce is essential for maintaining service quality.
- * All staff should be provided with formal training in hygiene, food handling, and service delivery, along with a mandatory dress code or uniform, to ensure professionalism and basic standards of cleanliness.
- * Additional manpower should be deployed in high-demand locations to reduce workload pressure and operational stress, particularly where a single individual is managing multiple responsibilities.
- * A dedicated Indiramma Canteen Advisory Committee should be established to oversee the functioning of the system. This committee should meet at least twice a month to review performance, monitor compliance, and ensure that corrective actions are implemented.
- * Regular and surprise inspections must be institutionalized, with clear accountability for lapses. Monitoring should not be occasional or symbolic, but continuous and structured.
- * Ministers, MLAs, and municipal representatives, particularly corporators, should undertake regular field visits and inspections, including personally consuming food at the canteens. This will enhance accountability and provide direct feedback on ground realities.

- * A robust data and monitoring system should be introduced to track key indicators such as the number of meals served, food supply, wastage levels, operational costs, and user feedback. At present, the absence of such data limits effective decision-making.
- * A comprehensive reassessment of canteen locations should be conducted to ensure that centres are placed in areas of maximum demand and accessibility. Some existing locations may require relocation or adjustment.
- * The government may consider piloting community-based management models, particularly by involving Self-Help Groups (SHGs), women's groups, or local organisations. Such models have shown success in other states and can improve both accountability and quality.
- * Opportunities for Corporate Social Responsibility (CSR) partnerships should be explored to enhance infrastructure, food quality, and overall service standards.
- * Special provisions should be considered for canteens located near hospitals, including the possibility of providing free or further subsidised meals for patients and their attendants, given their vulnerable condition.
- * A comprehensive high-level review of the scheme should be conducted by the state government, and the findings should be presented through a public white paper, ensuring transparency and informed policy direction.
- * Finally, the government should consider establishing a dedicated corporation or institutional body to manage and continuously evaluate the scheme, ensuring that it evolves in response to ground realities and user needs.

Conclusion

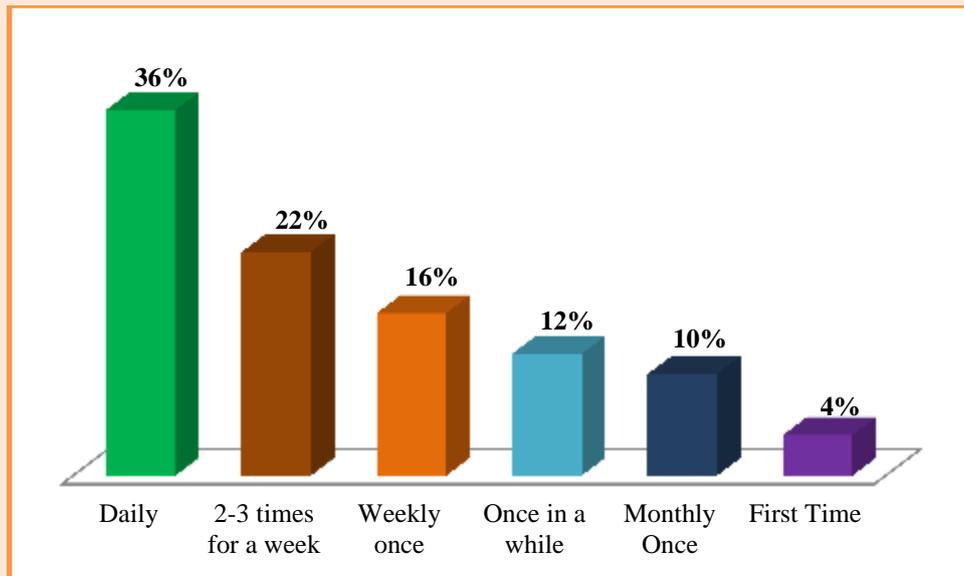
The Indiramma Canteens have emerged as a vital welfare programme that touches the lives of thousands of urban poor every single day. The scheme's reach, affordability, and economic support to marginalised families are commendable achievements. However, as this independent study has shown, there are several practical areas where thoughtful improvements can make a significant difference.

By addressing the gaps in food quality, infrastructure, hygiene, and monitoring with determination and care, the Government can transform Indiramma Canteens into a truly outstanding model of public service — one that not only feeds people but serves them with dignity, respect, and excellence. People's Pulse Research Organisation is grateful for the opportunity to present this detailed assessment and remains fully committed to supporting the Government in taking this important initiative forward.



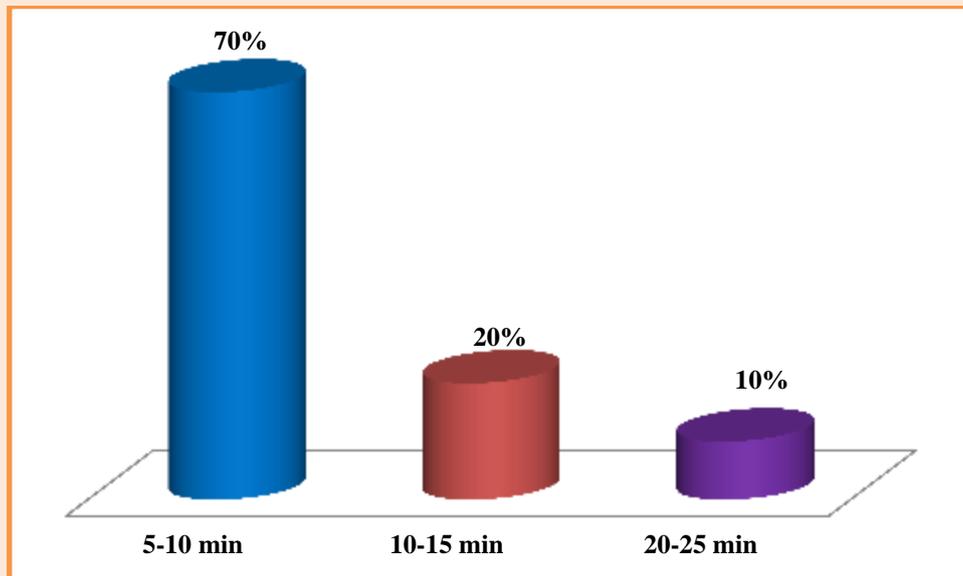
How often do you visit Indiramma's Canteen?

Particulars	Percentage
Daily	36%
2-3 times for a week	22%
Weekly once	16%
Once in a while	12%
Monthly Once	10%
First Time	4%



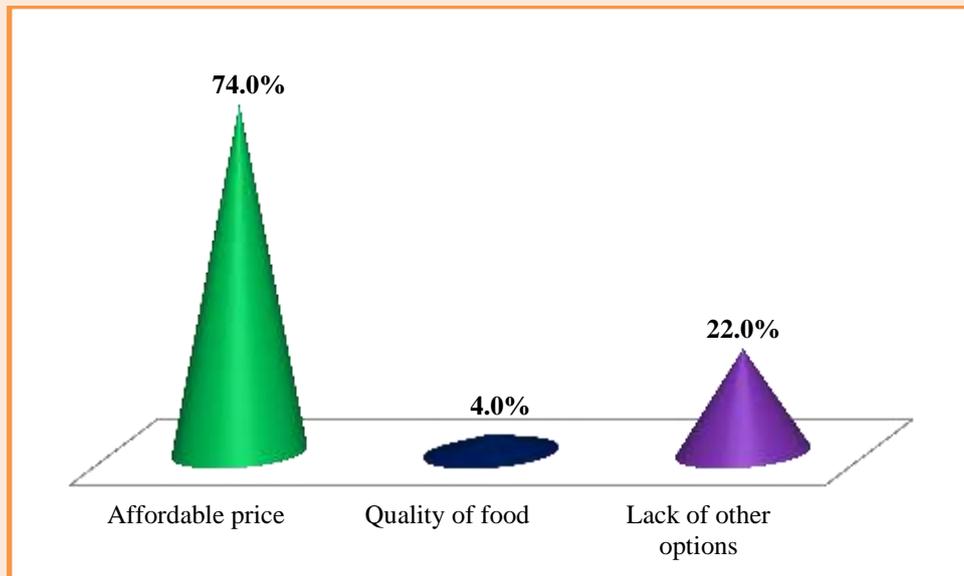
What is average waiting time to have Breakfast or Meals at Indiramma Canteen?

Time	Percentage
5-10 min	70%
10-15 min	20%
20-25 min	10%



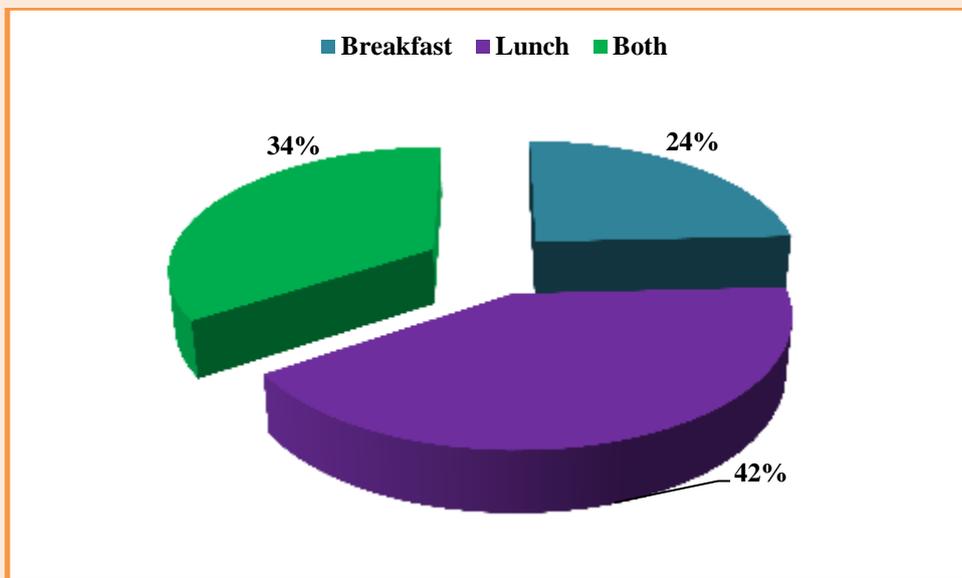
What is the Primary reason for choosing Indiramma canteen to have food?

Particulars	Percentage
Affordable price	74.0%
Quality of food	4.0%
Lack of other options	22.0%



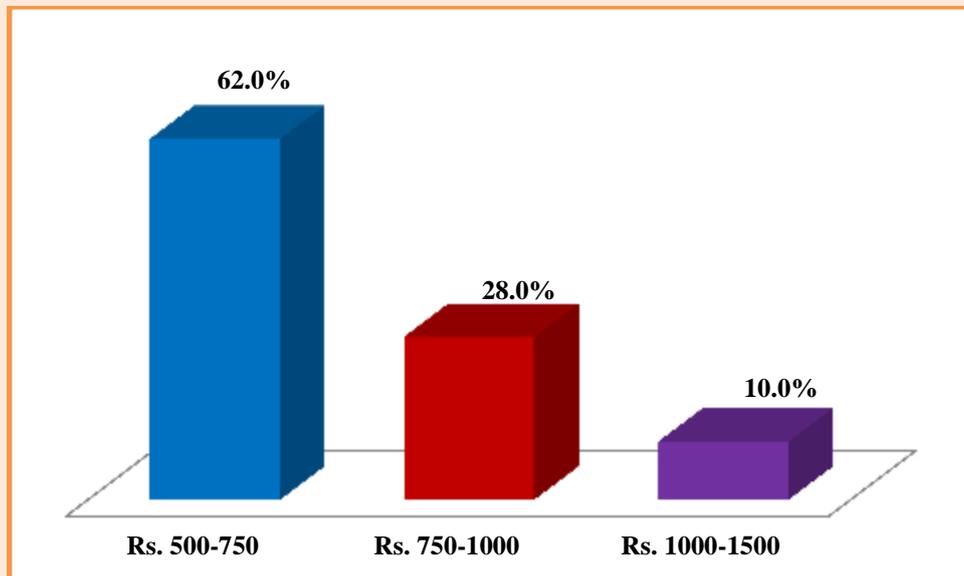
At Indiramma canteen, which item do you consume the most?

Particulars	Percentage
Breakfast	24.2%
Lunch	41.4%
Both	34.4%



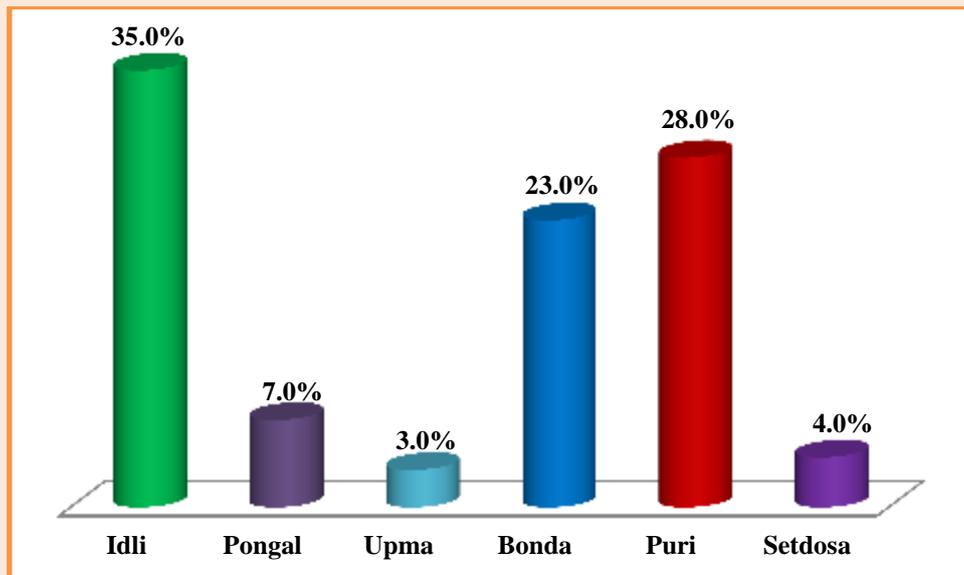
How much money you are saving by using Indiramma canteen for month?

Amount	Percentage
Rs. 500-750	62.0%
Rs. 750-1000	28.0%
Rs. 1000-1500	10.0%



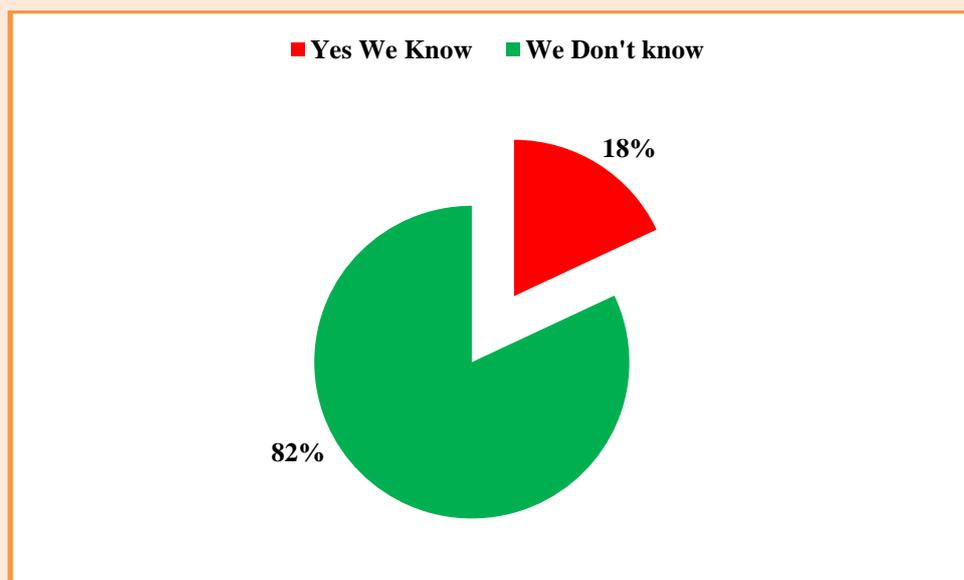
Which Breakfast item do you prefer most served in Indiramma canteen?

Item	Percentage
Idli	35.0%
Pongal	7.0%
Upma	3.0%
Bonda	23.0%
Puri	28.0%
Setdosa	4.0%



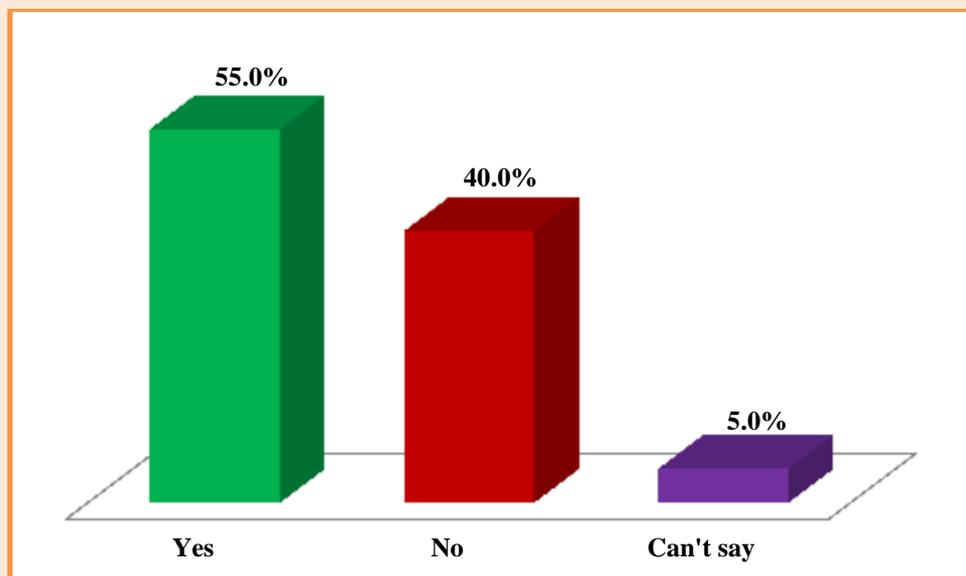
Did you know that the government's Indiramma Canteen costs Rs.19 for tiffin, including Rs.5 from the public and Rs.29.83 for lunch including public contribution of ₹5?

Particulars	Percentage
Yes We Know	18.0%
We Don't know	82.0%



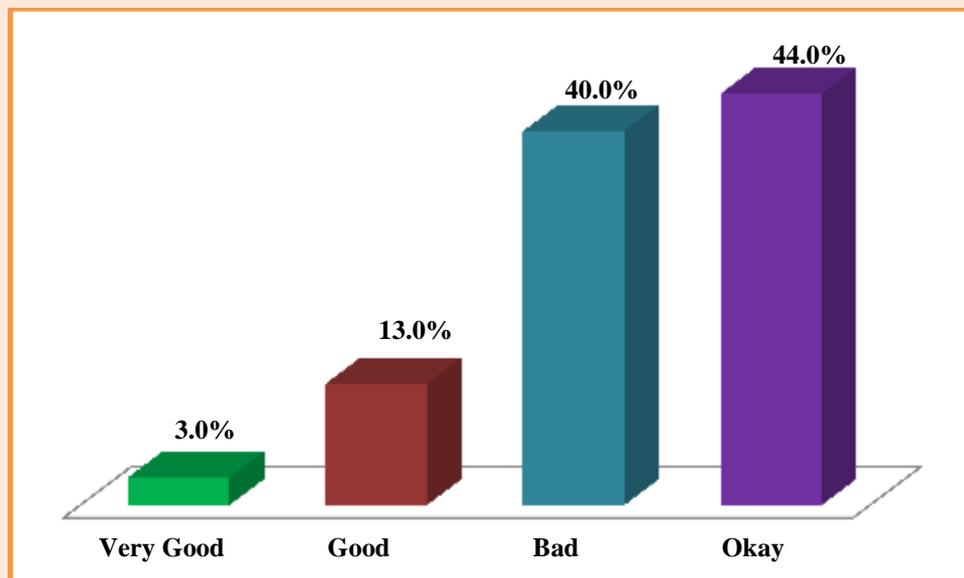
Has the Indiramma reduced your food Insecurity?

	Percentage
Yes	55.0%
No	40.0%
Can't say	5.0%



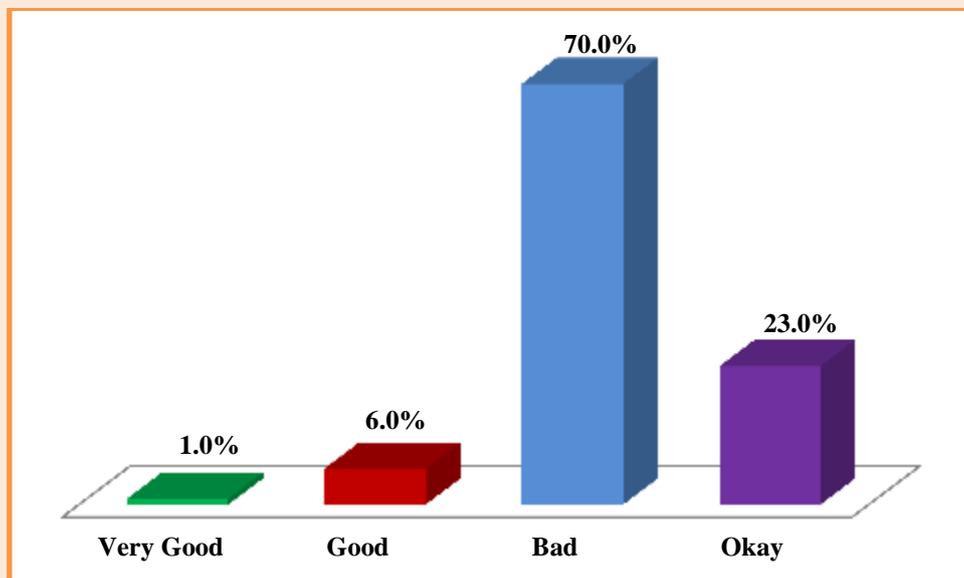
Rate the taste of food served as “Breakfast” at Indiramma canteen?

	Percentage
Very Good	3.0%
Good	13.0%
Bad	40.0%
Okay	44.0%



Rate the taste food served as “Lunch” at Indiramma canteen?

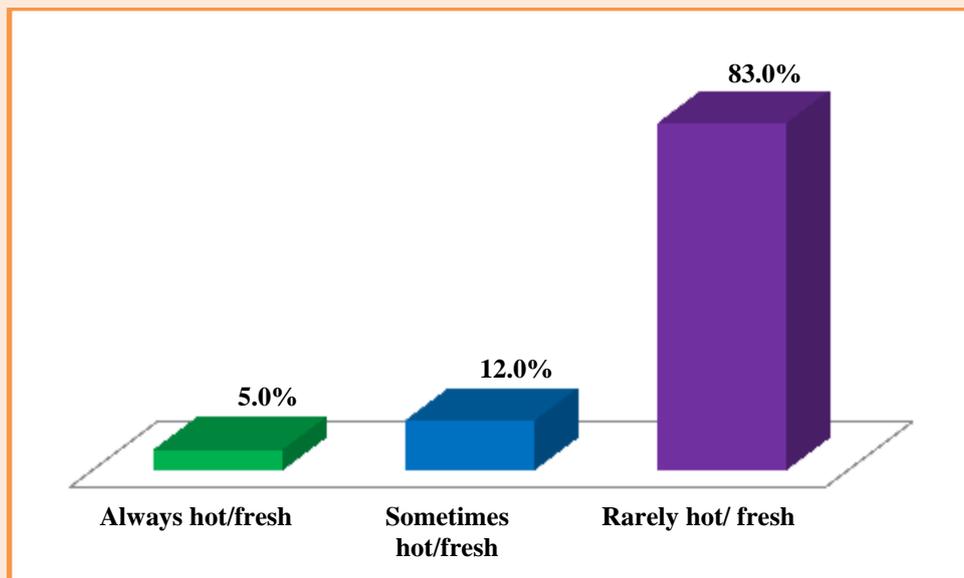
	Percentage
Very Good	1.0%
Good	6.0%
Bad	70.0%
Okay	23.0%





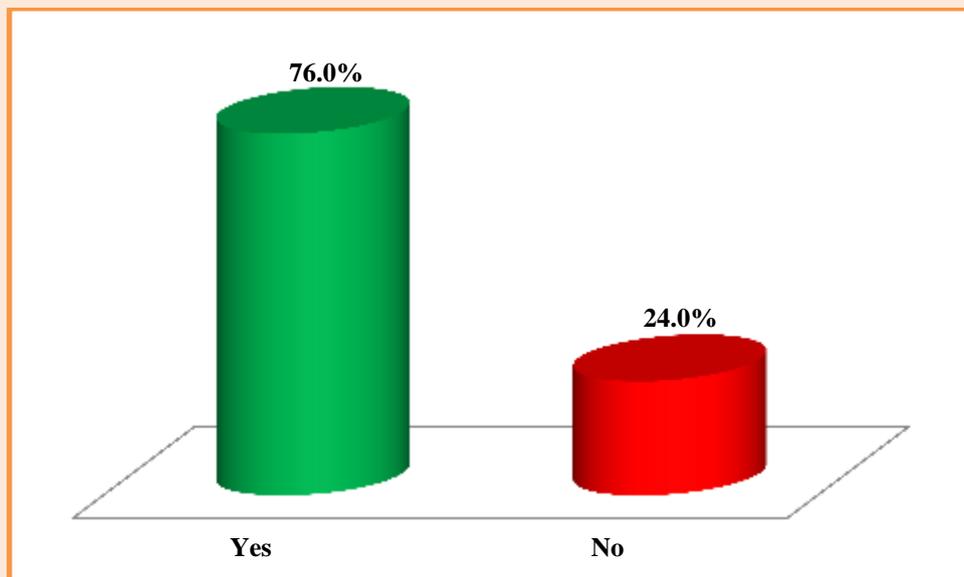
Is the food served hot/ fresh at Indiramma canteens?

	Percentage
Always hot/fresh	5.0%
Sometimes hot/fresh	12.0%
Rarely hot/ fresh	83.0%



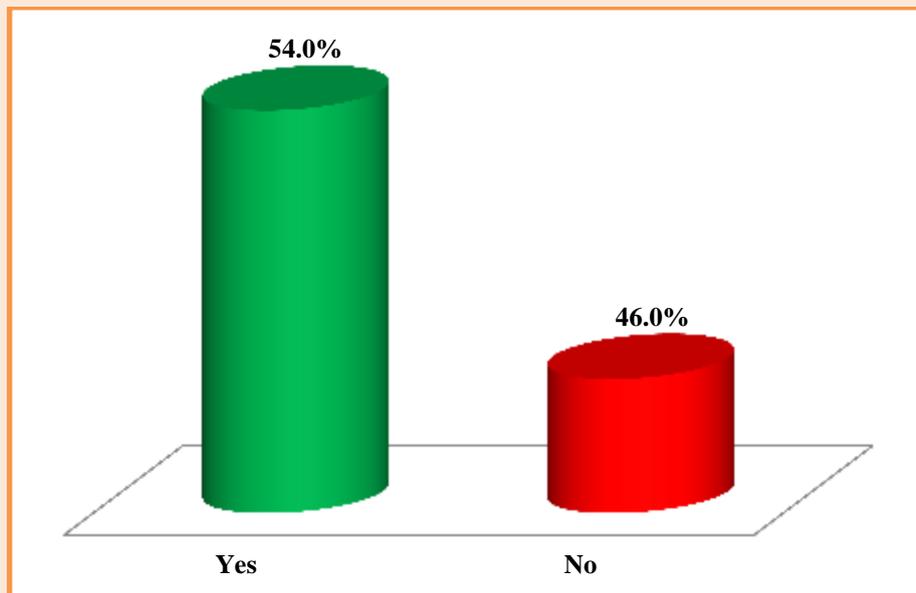
Is the Quantity of the food served sufficient for you as breakfast?

	Percentage
Yes	76.0%
No	24.0%



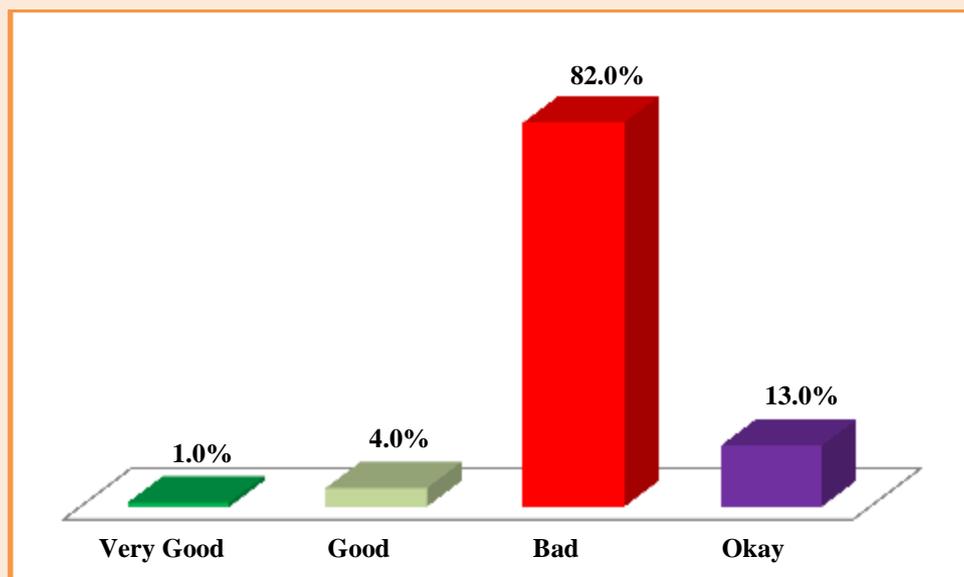
Is the Quantity of the food served sufficient for you as Lunch?

	Percentage
Yes	54.0%
No	46.0%



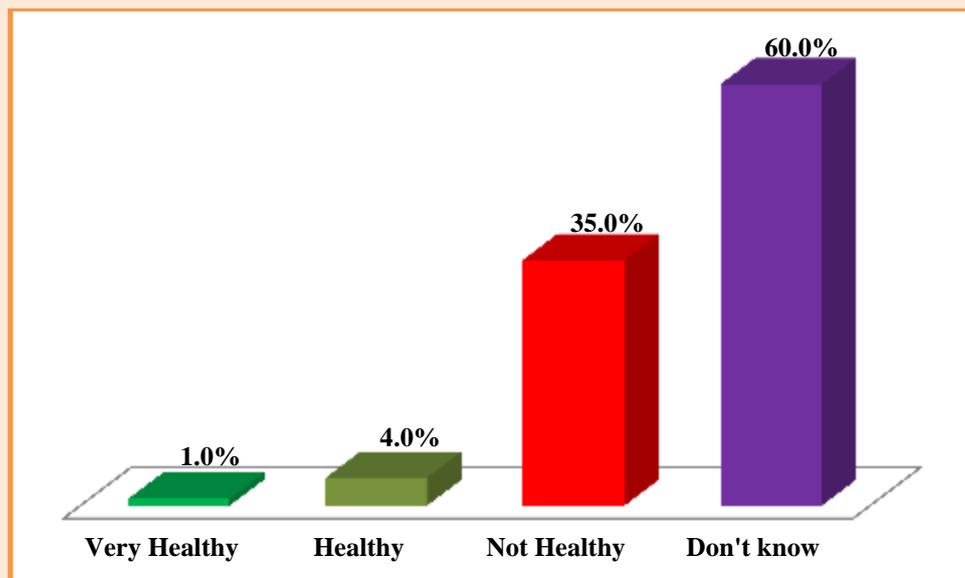
Rate of taste of Curries, Dal, Chutney, Sambar served in Lunch at Indiramma canteens?

	Percentage
Very Good	1.0%
Good	4.0%
Bad	82.0%
Okay	13.0%



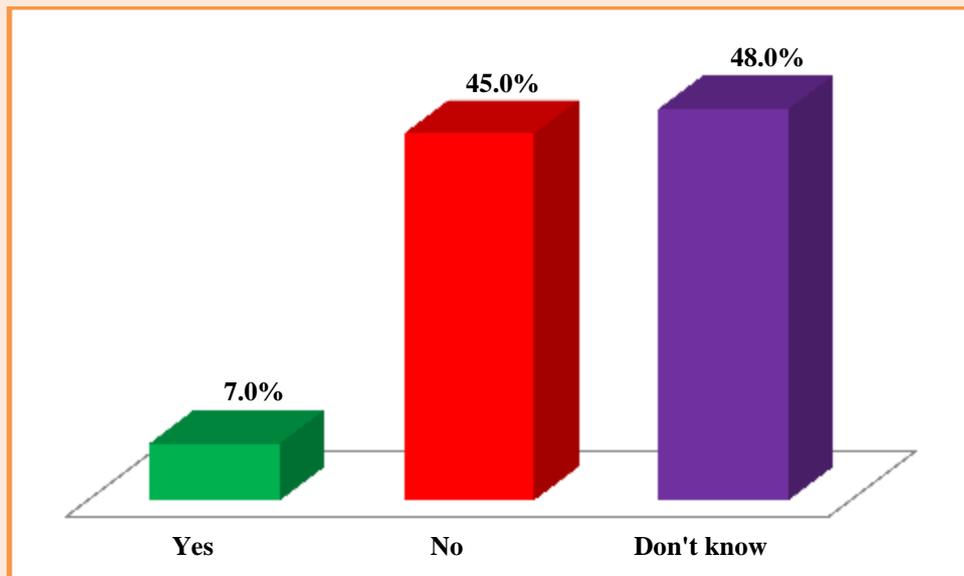
Rate the Nutritional value of the food served at Indiramma canteens?

	Percentage
Very Healthy	1.0%
Healthy	4.0%
Not Healthy	35.0%
Don't know	60.0%



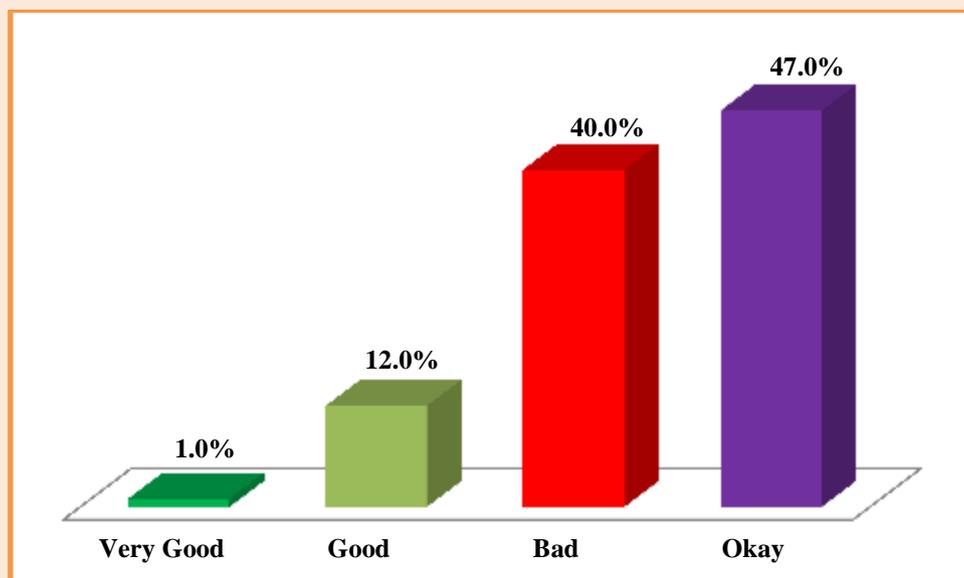
**In your opinion, Indiramma canteen helped in your
Nutritional intake?**

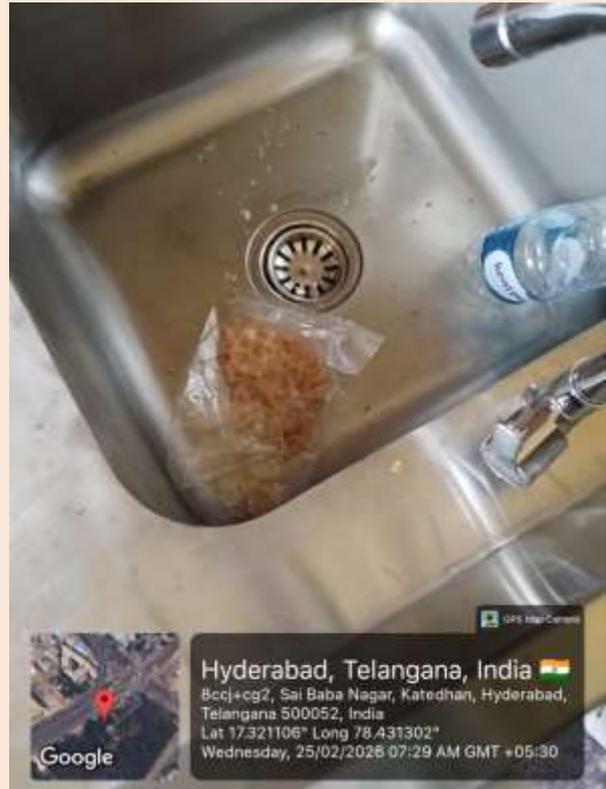
	Percentage
Yes	7.0%
No	45.0%
Don't know	48.0%



Rate the Cleanliness of the Indiramma canteen premises?

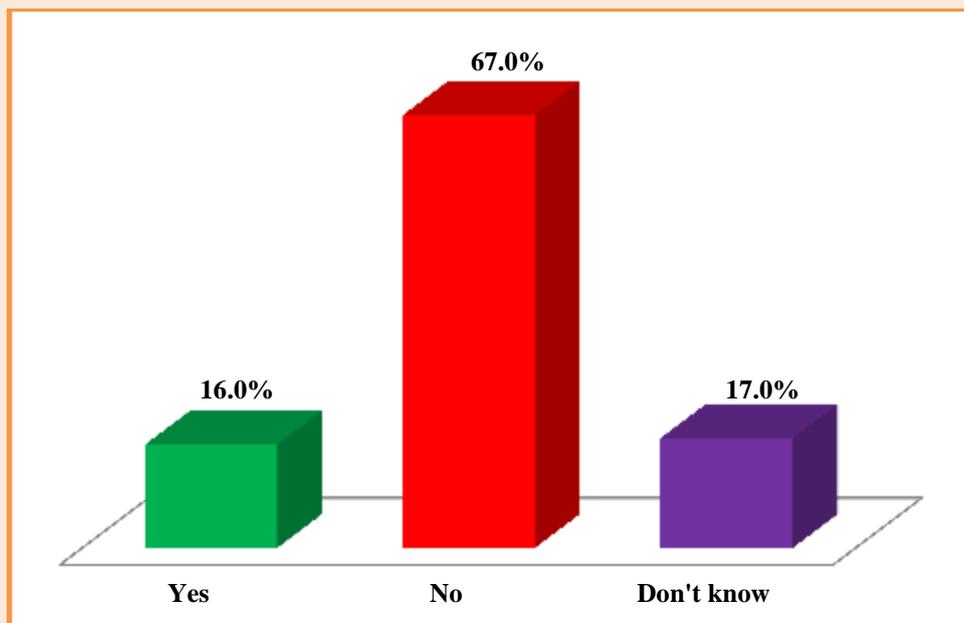
	Percentage
Very Good	1.0%
Good	12.0%
Bad	40.0%
Okay	47.0%





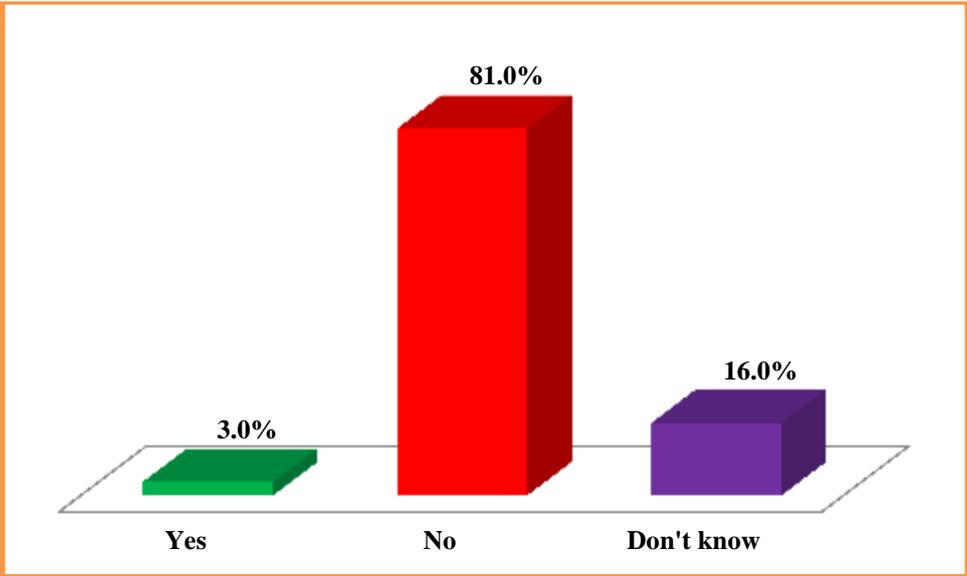
Are the Indiramma canteens operational strictly as for the official schedule?

	Percentage
Yes	16.0%
No	67.0%
Don't know	17.0%



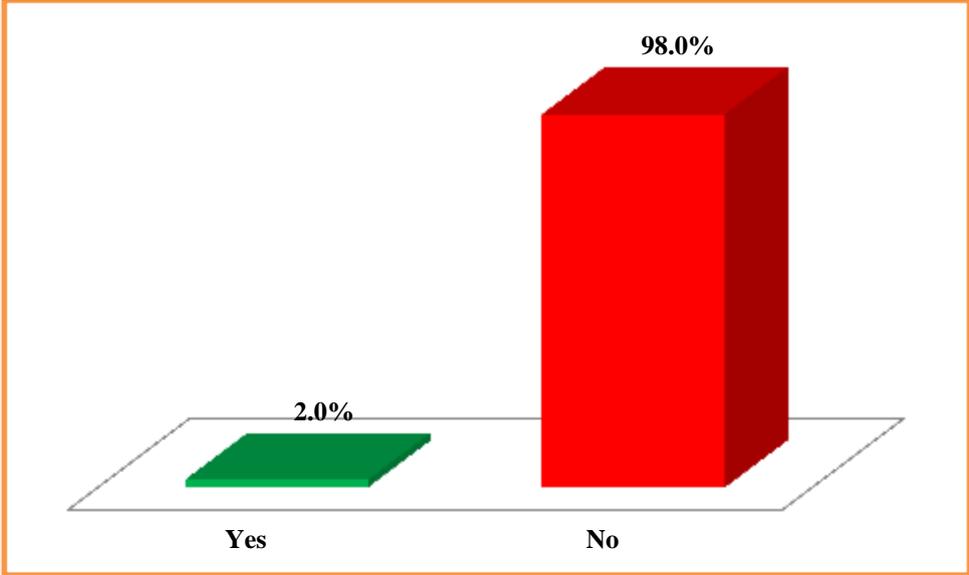
In your opinion, is Breakfast & Lunch serving as for the official menu at Indiramma canteens?

	Percentage
Yes	3.0%
No	81.0%
Occasionally	16.0%



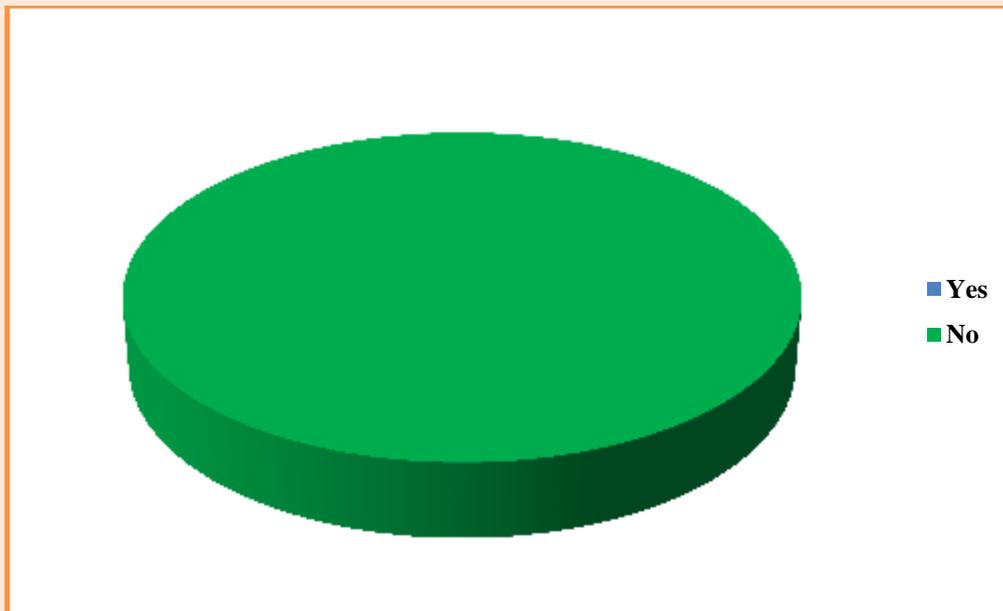
In your opinion, is Washbasins are functional at Indiramma canteens?

	Percentage
Yes	2.0%
No	98.0%



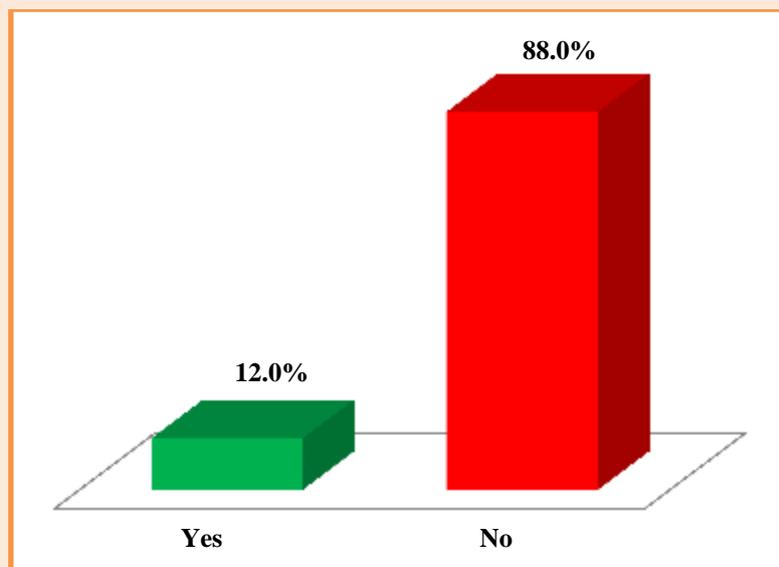
In your opinion, RO water plants working at Indiramma canteens?

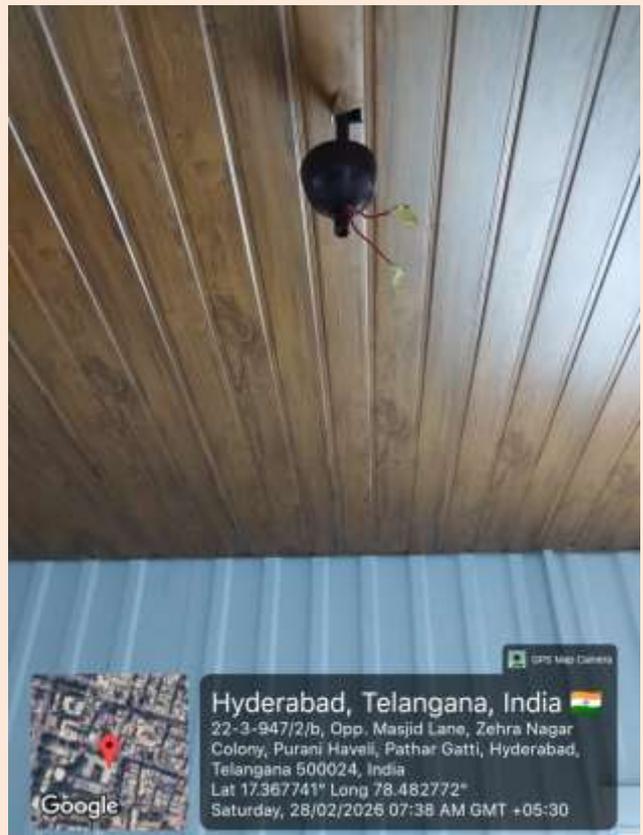
	Percentage
Yes	0%
No	100%



In the container setup at Indiramma canteens are the fans & lights
are functioning?

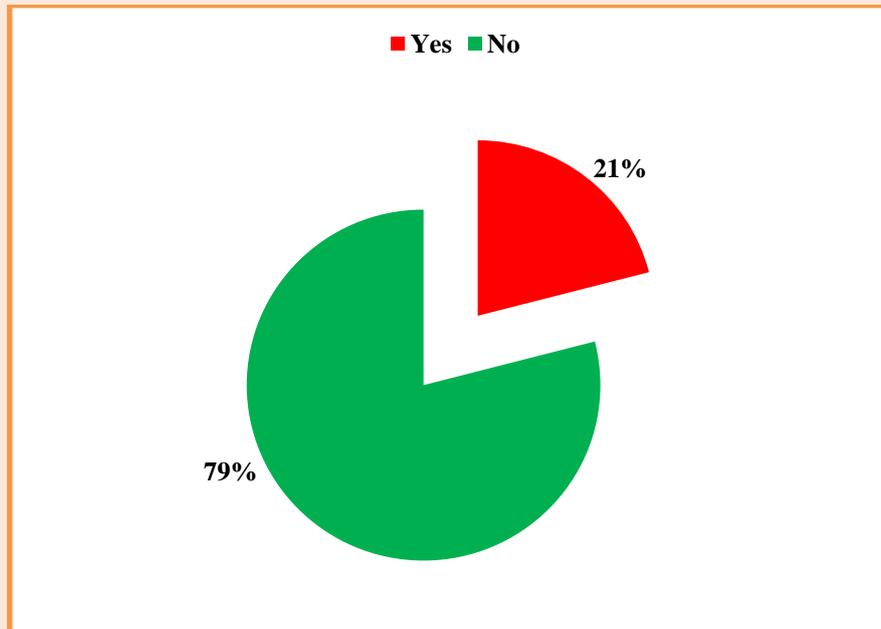
	Percentage
Yes	12.0%
No	88.0%





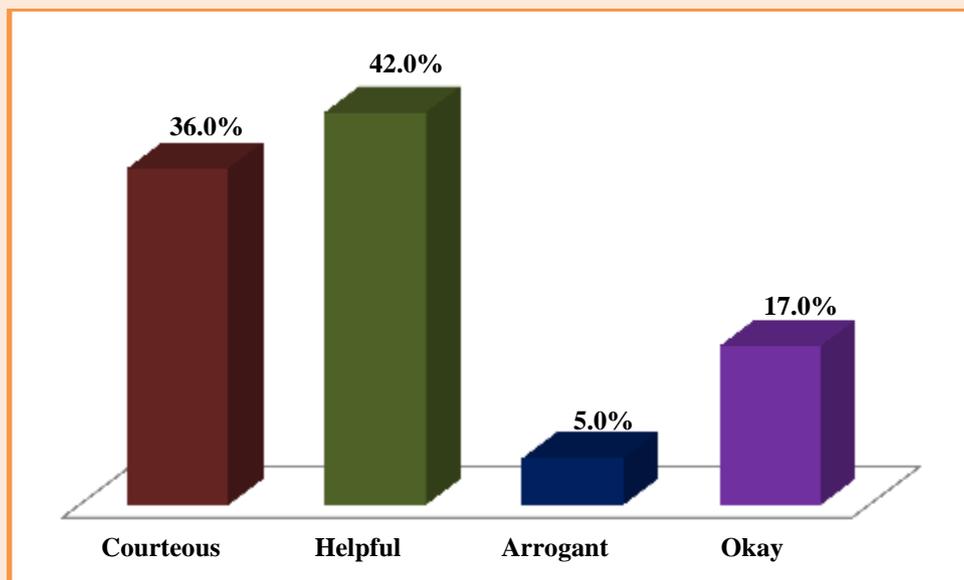
In your opinion are you getting sufficient quantity of water packets at Indiramma canteens?

	Percentage
Yes	21.0%
No	79.0%



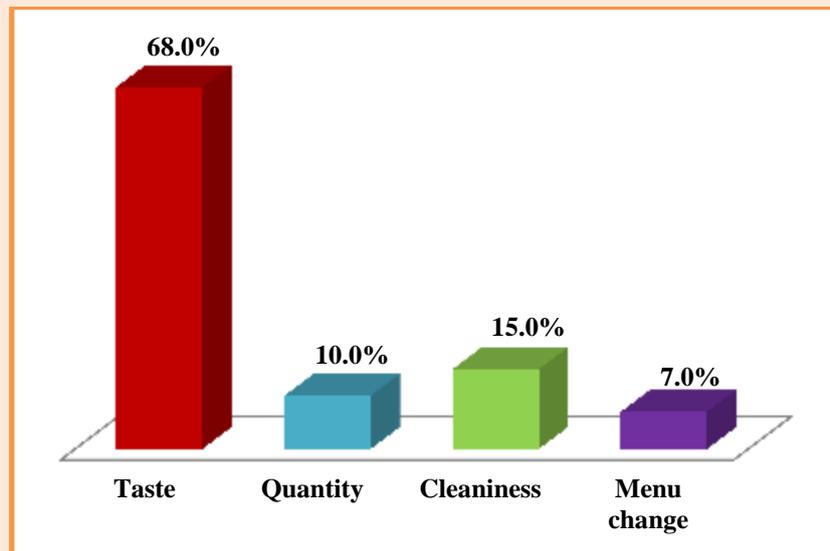
In your opinion is serving staff courteous and helpful at Indiramma Canteens?

Particulars	Percentage
Courteous	36.0%
Helpful	42.0%
Arrogant	5.0%
Okay	17.0%



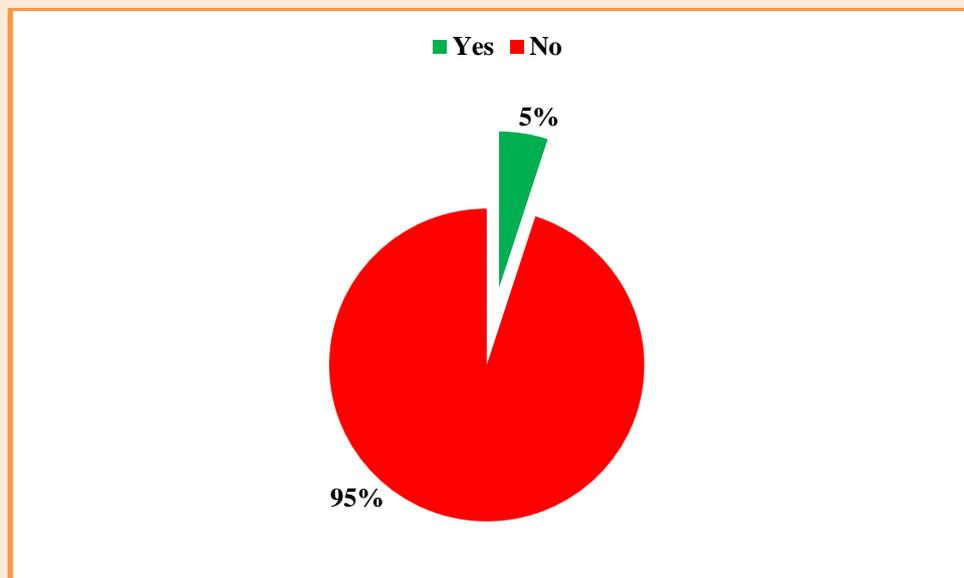
In your opinion please give suggestions to improve Indiramma canteens?

	Percentage
Taste	68.0%
Quantity	10.0%
Cleanliness	15.0%
Menu change	7.0%



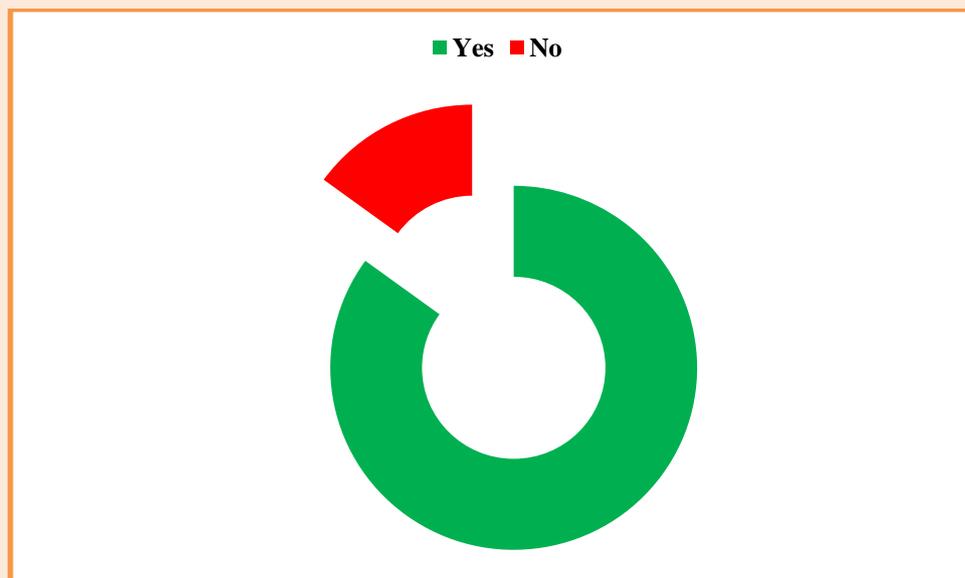
Is anyone coming to inspect Indiramma canteens from GHMC?

	Percentage
Yes	5.0%
No	95.0%



Is anyone coming to inspect Indiramma canteens from HKM?

	Percentage
Yes	85.0%
No	15.0%









Hyderabad, Telangana, India 🇮🇳

Fgsf, Phase 1, Ida Jeedimetla, Chinthal, Jeedimetla, Hyderabad, Telangana 500055, India

Lat 17.512738° Long 78.447678°

Saturday, 28/02/2026 08:23 AM GMT +05:30



Google

GPS Map Camera

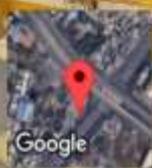


Hyderabad, Telangana, India 🇮🇳

3, Mumbai Highway Rd, Suvidha Arcade, Rtc Colony, L. B. Nagar, Hyderabad, Telangana 500074, India

Lat 17.348637° Long 78.550291°

Saturday, 28/02/2026 10:02 AM GMT +05:30



Google

GPS Map Camera

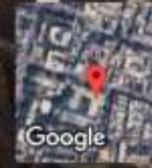


Hyderabad, Telangana, India 🇮🇳

22-3-947/2/b, Opp. Masjid Lane, Zehra Nagar Colony, Purani Haveli, Pathar Gatti, Hyderabad, Telangana 500024, India

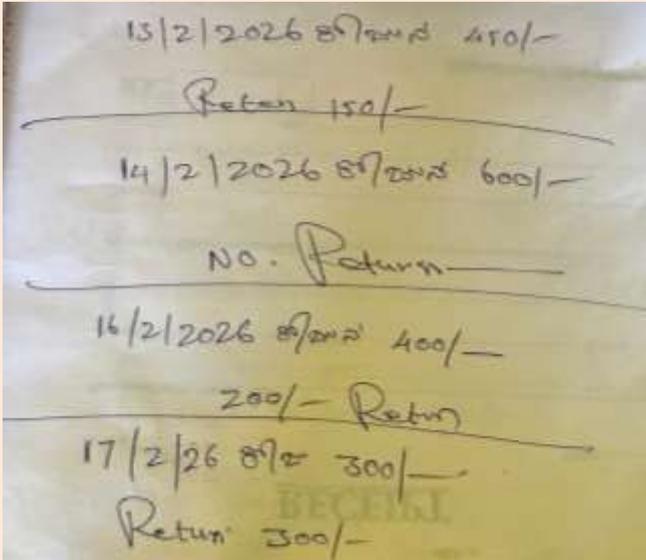
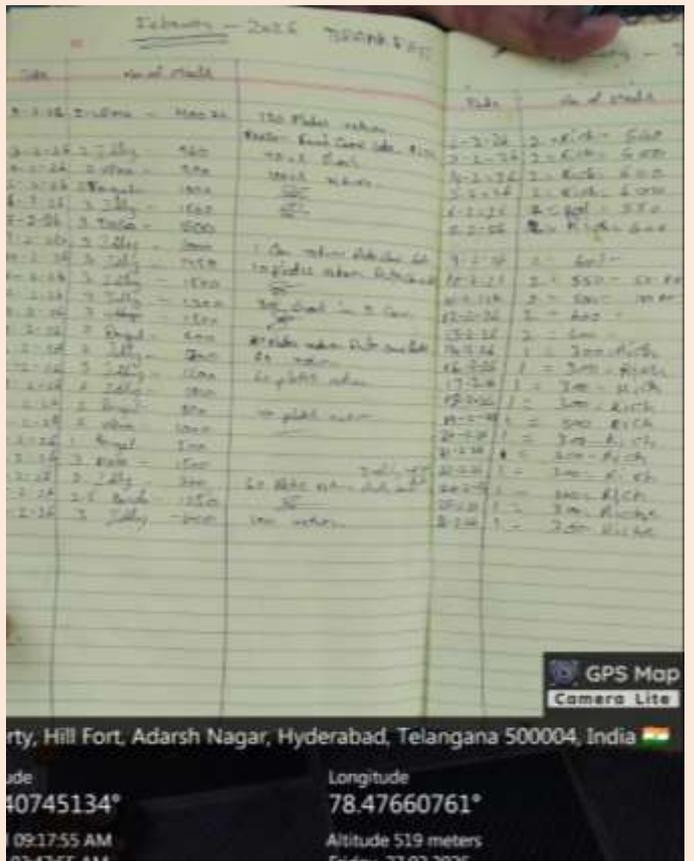
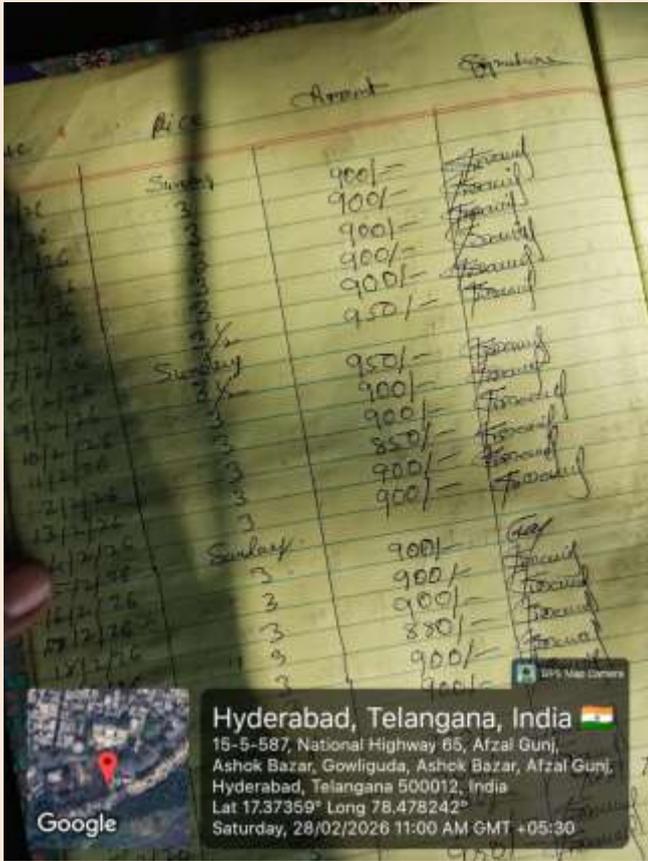
Lat 17.367769° Long 78.482757°

Saturday, 28/02/2026 08:29 AM GMT +05:30



Google

GPS Map Camera





Hyderabad, Telangana, India 🇮🇳

Jntu, Miyapur Rd, Madhava Nagar Colony, Mathrusree Nagar, Hafeezpet, Hyderabad, Telangana 500090, India
Lat 17.496489° Long 78.362346°

Wednesday, 25/02/2026 08:32 AM GMT +05:30



PEOPLES PULSE

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