

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO.3562  
TO BE ANSWERED ON 07.12.2016**

**CATERING COMPLAINTS**

**3562. SHRI RAJESH KUMAR DIWAKER:  
SHRI AJAY NISHAD:**

**Will the Minister of RAILWAYS be pleased to state:**

- (a) the number of complaints received by the Railways against private catering companies for over-charging and flouting directions during the last three years, year-wise;**
- (b) whether any investigation is going on against such catering firms;**
- (c) if so, the names of the companies against whom such investigations are going on;**
- (d) whether some catering agencies have been found not serving food items as per approved contract; and**
- (e) if so, the details thereof and the action taken against such agencies?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF RAILWAYS  
(SHRI RAJEN GOHAIN)**

**(a) to (e): A Statement is laid on the Table of the House.**

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 3562 BY SHRI RAJESH KUMAR DIWAKER AND SHRI AJAY NISHAD TO BE ANSWERED IN LOK SABHA ON 07.12.2016 REGARDING CATERING COMPLAINTS**

**(a), (d) & (e): In its endeavour to provide quality and hygienic food to the passengers, Railways have developed and operationalized an institutionalized mechanism for monitoring of quality and hygiene of catering services through regular inspections at various levels to address catering complaints. Year-wise total number of complaints including private catering companies received by the Railways for over-charging and flouting directions during the last three years and current year are as under:-**

<b>Head</b>	<b>Year wise No. of Complaints related to catering services over Indian Railways</b>			
	<b>2013 (01.01.2013 to 31.12.2013)</b>	<b>2014 (01.01.2014 to 31.12.2014)</b>	<b>2015 (01.01.2015 to 31.12.2015)</b>	<b>2016 (01.01.2016 to 30.06.2016)</b>
<b>Over Charging</b>	<b>955</b>	<b>1162</b>	<b>2333</b>	<b>1686</b>
<b>Quality</b>	<b>2724</b>	<b>2986</b>	<b>1957</b>	<b>1125</b>
<b>Quantity</b>	<b>524</b>	<b>381</b>	<b>218</b>	<b>106</b>
<b>Misbehaviour</b>	<b>148</b>	<b>202</b>	<b>181</b>	<b>80</b>
<b>Hygiene</b>	<b>113</b>	<b>107</b>	<b>106</b>	<b>93</b>
<b>Miscellaneous</b>	<b>1387</b>	<b>1469</b>	<b>1360</b>	<b>994</b>
<b>Total</b>	<b>5851</b>	<b>6307</b>	<b>6155</b>	<b>4084</b>
<b>Head</b>	<b>Year wise Action Taken on Complaints related to catering services over Indian Railways</b>			
	<b>2013 (01.01.2013 to 31.12.2013)</b>	<b>2014 (01.01.2014 to 31.12.2014)</b>	<b>2015 (01.01.2015 to 31.12.2015)</b>	<b>2016 (01.01.2016 to 30.06.2016)</b>
<b>Fined</b>	<b>1976</b>	<b>2480</b>	<b>3028</b>	<b>1922</b>
<b>Warned</b>	<b>2194</b>	<b>2190</b>	<b>1445</b>	<b>1068</b>
<b>Termination</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>0</b>
<b>Suitably Advised</b>	<b>528</b>	<b>579</b>	<b>777</b>	<b>302</b>
<b>Not Substantiated</b>	<b>680</b>	<b>405</b>	<b>445</b>	<b>221</b>
<b>D &amp; AR Action</b>	<b>58</b>	<b>107</b>	<b>26</b>	<b>17</b>
<b>Any Other</b>	<b>414</b>	<b>543</b>	<b>432</b>	<b>554</b>
<b>Total</b>	<b>5851</b>	<b>6307</b>	<b>6155</b>	<b>4084</b>

**(b) & (c): Yes, Madam. The names of the catering Companies/Firms against whom investigations are going on are as under:-**

<b>S. No.</b>	<b>Name of the Companies /Firms</b>	<b>Zonal Railways</b>
<b>1</b>	<b>M/s Pankaj Kumar</b>	<b>Central</b>
<b>2</b>	<b>M/s R.K. Associates</b>	<b>East Coast</b>
<b>3</b>	<b>M/s S.B. Catering Services</b>	<b>Northern</b>
<b>4</b>	<b>M.s Vikash Kumar Gupta &amp; Co.</b>	<b>South Eastern</b>
<b>5</b>	<b>M/s Sunshine Caterers</b>	<b>Western</b>

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