

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.1692
TO BE ANSWERED ON 26.07.2017**

COMPLAINTS AGAINST CATERING COMPANIES

1692. SHRI INNOCENT:

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of complaints received by the Railways against private catering companies for charging more than the prescribed prices especially during the journey from North India to South India and violation of guidelines during the last three years, year-wise;**
- (b) whether any investigation is going on against such catering firms;**
- (c) if so, the names of companies against which investigation is going on;**
- (d) whether some of the catering agencies are not providing edible items as per the 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.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 1692 BY SHRI INNOCENT TO BE ANSWERED IN LOK SABHA ON 26.07.2017 REGARDING COMPLAINTS AGAINST CATERING COMPANIES

(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 those against private catering companies, received by the Railways for charging more than the prescribed prices and violation of guidelines during the last three years, year-wise are as under:-

Head	Year wise No. of Complaints related to catering services over Indian Railways			
	2014 (01.01.2014 to 31.12.2014)	2015 (01.01.2015 to 31.12.2015)	2016 (01.01.2016 to 31.12.2016)	2017 (01.01.2017 to 30.06.2017)
Over Charging	1162	2333	3319	3169
Quality	2986	1957	2034	1473
Quantity	381	218	180	158
Misbehaviour	202	181	217	135
Hygiene	107	106	274	161
Miscellaneous	1469	1360	2462	1738
Total	6307	6155	8486	6834
Head	Year wise Action Taken on Complaints related to catering services over Indian Railways			
	2014 (01.01.2014 to 31.12.2014)	2015 (01.01.2015 to 31.12.2015)	2016 (01.01.2016 to 31.12.2016)	2017 (01.01.2017 to 30.06.2017)
Fined	2480	3028	3882	3102
Warned	2190	1445	2288	1761
Termination	3	2	2	6
Suitably Advised	579	777	649	429
Not Substantiated	405	445	532	526
D & AR Action	107	26	21	5
Any Other	543	432	1113	1005
Total	6307	6155	8486	6834

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(b): No, Madam.

(c): Does not arise.
