

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
STARRED QUESTION NO.80  
TO BE ANSWERED ON 20.12.2017**

**IRREGULARITIES IN CATERING CONTRACTS**

**†\*80. SHRI UDAY PRATAP SINGH:  
SHRIMATI REKHA VERMA:**

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

**(a) whether cases of fraud/irregularities have come to the notice and complaints have also been received in the name of granting extension in the catering contracts in various States of the country including Madhya Pradesh;**

**(b) if so, the details thereof including the action taken in this regard, State/UT-wise;**

**(c) whether the Government has done any evaluation of the loss of revenue caused to the railways each year due to the said scam; if so, the details including estimated loss as a result thereof, the reaction of the Government thereto and if not, the reasons therefor;**

**(d) whether the Government has also received complaints against private catering firms/companies/agencies regarding charging of higher prices over and above the prescribed prices of various items and the violation of guidelines/approved contracts during the last three years; and**

**(e) if so, the details thereof including the names of the catering firms/agencies involved in such irregularities against whom investigation has been undertaken and the outcome thereof?**

**ANSWER  
MINISTER OF RAILWAYS AND COAL  
(SHRI PIYUSH GOYAL)**

**(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 STARRED QUESTION NO. 80 BY SHRI UDAY PRATAP SINGH AND SHRIMATI REKHA VERMA TO BE ANSWERED IN LOK SABHA ON 20.12.2017 REGARDING IRREGULARITIES IN CATERING CONTRACTS**

**(a): No, Madam.**

**(b): Does not arise.**

**(c): There is no loss of revenue to the Railways.**

**(d): 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 firms/companies /Agencies regarding charging of Higher Prices of various items and the violation of guidelines/approved contracts, 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:-**

<b>Head</b>	<b>Year wise No. of Complaints related to catering services over Indian Railways</b>			
	<b>2014-15</b>	<b>2015-16</b>	<b>2016 -17</b>	<b>2017-18 (01.04.2017 to 31.10.2017) (7 Months)</b>
<b>Over Charging</b>	<b>1403</b>	<b>2809</b>	<b>4156</b>	<b>2890</b>
<b>Quality</b>	<b>3249</b>	<b>3032</b>	<b>2464</b>	<b>1059</b>
<b>Quantity</b>	<b>404</b>	<b>237</b>	<b>243</b>	<b>117</b>
<b>Misbehaviour</b>	<b>215</b>	<b>216</b>	<b>217</b>	<b>137</b>
<b>Hygiene</b>	<b>116</b>	<b>158</b>	<b>302</b>	<b>138</b>
<b>Miscellaneous</b>	<b>1668</b>	<b>2256</b>	<b>3055</b>	<b>1324</b>
<b>Total</b>	<b>7055</b>	<b>8708</b>	<b>10437</b>	<b>5665</b>

**Contd..2/-**

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<b>Head</b>	<b>Year wise Action Taken on Complaints related to catering services over Indian Railways</b>			
	<b>2014-15</b>	<b>2015-16</b>	<b>2016 -17</b>	<b>2017-18 (01.04.2017 to 31.10.2017)</b>
<b>Fined</b>	<b>2829</b>	<b>3568</b>	<b>3882</b>	<b>2505</b>
<b>Warned</b>	<b>2438</b>	<b>2684</b>	<b>2288</b>	<b>1305</b>
<b>Termination</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>12</b>
<b>Suitably Advised</b>	<b>638</b>	<b>938</b>	<b>649</b>	<b>440</b>
<b>Not Substantiated</b>	<b>465</b>	<b>664</b>	<b>532</b>	<b>394</b>
<b>D &amp; AR Action</b>	<b>108</b>	<b>15</b>	<b>21</b>	<b>4</b>
<b>Any Other</b>	<b>574</b>	<b>837</b>	<b>1113</b>	<b>1005</b>
<b>Total</b>	<b>7055</b>	<b>8708</b>	<b>10437</b>	<b>5665</b>

**(e): No, Madam. No investigation is going on. Suitable penal action has been initiated as per extant provisions depending on the gravity of the lapse.**

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