

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO.1450  
TO BE ANSWERED ON 27.12.2017**

**OVER CHARGING OF FOOD**

**1450. SHRI KODIKUNNIL SURESH:**

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

- (a) whether caterers have been found over charging for food items in trains;**
- (b) if so, the details of action taken against them, zone-wise;**
- (c) whether the Government is considering to revoke their contracts permanently; and**
- (d) if not, the reasons therefor?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF RAILWAYS**

**(SHRI RAJEN GOHAIN)**

**(a) and (b): 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. Zone-wise total number of complaints of overcharging of food items in trains received by the Railways and action taken thereon during the last and current Financial Year (i.e. 01.04.2016 to 31.10.2017) are appended.**

**Contd..2/-**

**(c) and (d): Providing quality catering service under both mobile and static catering units at the prescribed tariff is the aim of the Railways. Checking of quality, quantity and overcharging of food is an integral part of its inspection which is being done regularly by Railway officials. All complaints are dealt strictly and action including monetary penalty, debarring and termination of contract is taken as per the gravity of the complaint and decisions are taken on case to case basis. Accordingly, during the current Financial Year (i.e. April to October 2017), 12 catering contracts have been terminated and 08 contractors have been blacklisted/debarred for complaint related to catering or other contractual deficiencies.**

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**APPENDIX REFERRED TO IN REPLY TO PARTS (a) AND (b) OF UNSTARRED QUESTION NO. 1450 BY SHRI KODIKUNNIL SURESH TO BE ANSWERED IN LOK SABHA ON 27.12.2017 REGARDING OVER CHARGING OF FOOD**

**(a) and (b): Zone-wise total number of complaints of overcharging of food items in trains received by the Railways and action taken thereon during the last and current Financial Year (i.e. 01.04.2016 to 31.10.2017) are as under:-**

Zonal Railway	Total Number of Complaints	Action Taken								
		Fined	Warned	Termination	Suitability Advised	Not Substantiated	D & A R Action	Any Other	Pending	Total
Central	877	651	28	1	13	27	1	154	2	877
East Central	885	391	223	0	10	147	0	114	0	885
East Coast	498	250	210	0	25	0	0	13	0	498
Eastern	543	348	120	0	6	68	0	0	1	543
North Central	279	234	12	0	7	25	1	0	0	279
North Eastern	202	108	34	0	0	60	0	0	0	202
Northeast Frontier	87	57	13	0	1	12	0	4	0	87
Northern	392	260	20	0	14	30	3	57	8	392
North Western	483	370	18	0	11	3	0	81	0	483
South Central	44	29	7	0	8	0	0	0	0	44
South East Central	59	43	9	0	3	2	0	2	0	59
South Eastern	145	63	46	0	0	31	0	1	4	145
Southern	291	140	35	0	57	7	0	46	6	291
South Western	394	257	111	0	1	0	0	21	4	394
West Central Railway	234	169	20	0	19	15	0	8	3	234
Western	594	439	45	0	16	11	0	83	0	594
IRCTC	1039	558	168	1	62	14	2	146	88	1039
<b>TOTAL</b>	<b>7046</b>	<b>4367</b>	<b>1119</b>	<b>2</b>	<b>253</b>	<b>452</b>	<b>7</b>	<b>730</b>	<b>116</b>	<b>7046</b>

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