

**GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE**

.....

**LOK SABHA
UNSTARRED QUESTION No. 3031
TO BE ANSWERED ON FRIDAY, THE 5th JANUARY, 2018
PAUSHA 15, 1939 (SAKA)**

“Service Charges in Hotels/Restaurants Post GST”

3031. SHRIMATI KIRRON KHER:

Will the Minister of FINANCE be pleased to state:

- (a) the details of steps taken by the Government to ensure hotels and restaurants don't charge service charge in addition to Goods and Services Tax(GST);
- (b) the details of redressal mechanism for a customer who is being charged additional service charge; and
- (c) the details of proposed penalty for hotels and restaurants which are charging such service charge?

ANSWER

MINISTER OF STATE FOR FINANCE

(SHRI SHIV PRATAP SHUKLA)

- (a) The Department of Consumer Affairs has framed and circulated Guidelines on fair trade practices related to charging of service charge from consumers by hotels / restaurants.
- (b) & (c) The guidelines specify that a customer is entitled to be heard and redressed under the provisions of the Consumer Protection Act, 1986 and can approach a Consumer Disputes Redressal Commission / Forum of the appropriate jurisdiction.