

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.1964
TO BE ANSWERED ON 07.03.2018**

PRICES MORE THAN MRP

1964. SHRI M.B. RAJESH:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that the railway passengers had to pay extra cost for food served in Railways as compared to the price list available in IRCTC website;**
- (b) if so, the action taken by the Government in this regard;**
- (c) whether it is also a fact that the catering services and food quality in Rajdhani/Duronto/Shatabdi/Superfast and other paid services in pantry are not upto the mark; and**
- (d) if so, the total number of complaints received by the Government in this regard and the action taken thereon?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) & (b) As per the extant instructions, passengers have to pay the cost for food as notified by the Railway Board. Some complaints have been received from time to time with respect to alleged overcharging from authorised railway vendors. Such complaints are inquired and taken to their logical conclusions as per extant rules.

(c) & (d): All efforts are made to ensure that the catering services and food quality in Rajdhani/Duronto /Shatabdi/Superfast and other paid services in pantry car is upto the mark. Details of number of complaints related to catering services, quality of food and action taken thereon during the last Financial Year and Current Financial Year (i.e. 01.04.2016 to 31.01.2018) are Appended.

APPENDIX REFERRED TO IN REPLY TO PARTS (c) AND (d) OF UNSTARRED QUESTION NO. 1964 BY SHRI M.B. RAJESH TO BE ANSWERED IN LOK SABHA ON 07.03.2018 REGARDING PRICES MORE THAN MRP

(c)& (d): Details of number of complaints related to catering services, quality of food and action taken thereon during the last Financial Year and Current Financial Year (i.e. 01.04.2016 to 31.01.2018) are as under:-

Head	Year-wise No. of Complaints related to catering services over Indian Railways	
	2016-17 (01.04.2016 to 31.03.2017)	2017-18 (01.04.2017 to 31.01.2018)
Over Charging	4156	3552
Quality	2464	1290
Quantity	243	172
Misbehaviour	217	210
Hygiene	302	107
Miscellaneous	3055	1785
Total	10437	7116
Head	Year-wise Action Taken on complaints related to catering services over Indian Railways	
	2016-17 (01.04.2016 to 31.03.2017)	2017-18 (01.04.2017 to 31.01.2018)
Fined	4812	2724
Warned	2823	1655
Termination	3	16
Suitably Advised	893	828
Not Substantiated	704	557
D & AR Action	24	9
Any Other	1178	1327
Total	10437	7116
