

Government of India
Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs

LOK SABHA
UNSTARRED QUESTION NO. 5927
TO BE ANSWERED ON 03.04.2018

SERVICE CHARGES AT RESTAURANTS

5927. DR. A. SAMPATH:

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री be pleased to state that whether the
Government has taken steps to penalise these restaurant establishments which charge service
charge from the customers even after the Government notification that paying of the same is
not mandatory?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री सी. आर. चौधरी)

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI C. R. CHAUDHARY)

The Department of Consumer Affairs issued guidelines on fair trade practices related to charging of service charge from Consumers by hotels/restaurants in April, 2017. As per these guidelines the Bill presented to the customer may clearly display that service charge is voluntary and a service charge column of the Bill may be left blank for the customer to fill up before making payment. An aggrieved consumer can approach a Consumer Disputes Redressal Commission/forum of appropriate jurisdiction in case of unfair/restrictive trade practices.
