

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.2492
TO BE ANSWERED ON 01.08.2018**

PRIVATE CATEREING COMPANIES

† 2492. SHRI LALLU SINGH:

Will the Minister of RAILWAYS be pleased to state:

- (a) the year-wise number of complaints received by the Railways during the last three years against private catering companies for taking more price than prescribed and violating the guidelines;**
- (b) whether any inquiry is being conducted against such catering firms;**
- (c) if so, the names of such companies against which said inquiry is being conducted;**
- (d) whether some catering agencies are not serving eatables in terms of approved contract; and**
- (e) if so, the details thereof along with details of the action taken against such agencies?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) to (e): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 2492 BY SHRI LALLU SINGH TO BE ANSWERED IN LOK SABHA ON 01.08.2018 REGARDING PRIVATE CATEREING COMPANIES

(a) to (e) : The total complaints received (including against Private Caterers) in Railways with regard to overcharging and other deficiencies/lapses on catering services and the fine imposed thereon are as under:

Year	Nature of complaints	Number of complaints	Number of cases fine imposed	Total Amount of fine Imposed.
2015-16	Over Charging	2809	1918	₹2,08,28,150
	Other Deficiencies	5899	1650	₹1,08,01,700
	Total	8708	3568	₹3,16,29,850
2016-17	Over Charging	4156	2651	₹2,93,47,428
	Other Deficiencies	6281	2161	₹1,79,92,450
	Total	10437	4812	₹4,73,39,878
2017-18	Over Charging	4185	2425	₹3,65,63,257
	Other Deficiencies	5732	1437	₹1,21,36,209
	Total	9917	3862	₹4,86,99,466
2018-19 (up to 30.06.18)	Over Charging	873	490	₹35,89,820
	Other Deficiencies	1965	352	₹30,85,140
	Total	2838	842	₹66,74,960

Currently no inquiry is being conducted against any Private Caterers. During the period from 2015-16 to 2018-19 (i.e Upto 30.06.2019) a total number of 21 contracts for catering services in respect of (i) Ambhuj Hotel & Real Estate (ii) Doon Caterers (iii) G. Bharathi

(iv) Golden Caterers (v) H D & Sons (vi) K.M Musthafa (vii) Mahadev Sales Agency (viii) R K Associates & Hotelier (ix) R C Yadav (x) S. Nagraj (xi) Sai Balaji Food & Beverages Ltd. (xii) Satyam Caterers Pvt. Ltd and (xiii) Sunshine Caterers were terminated for various cases of deficiencies/lapses in catering services.
