

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO.1835  
TO BE ANSWERED ON 13.02.2019**

**CHARGING MORE THAN MRP**

**1835. SHRI DILIP PATEL:**

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

- (a) the number of complaints received by the Railways against private catering companies for over-charging passengers and flouting directions, year-wise details of the last three years;**
- (b) whether any investigation is going on against catering firms running contracts in the Railways for over-charging passengers and flouting directions of the Ministry; and**
- (c) if so, the names of the companies against whom such investigations are going on?**

**ANSWER**

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

**(SHRI RAJEN GOHAIN)**

**(a): The year-wise details of the overall number of complaints received by the Railways, including against Private Caterers, for over-charging passengers and flouting directions, during the last three years are Appended.**

**(b) & (c): Currently, no case is under investigation in Railways against catering firms for over-charging and flouting directions of the Ministry of Railways. However, appropriate penal action is taken against the service providers for over-charging and other deficiencies.**

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**APPENDIX REFERRED TO IN REPLY TO PART (a) OF UNSTARRED QUESTION NO. 1835 BY SHRI DILIP PATEL TO BE ANSWERED IN LOK SABHA ON 13.02.2019 REGARDING CHARGING MORE THAN MRP**

**(a): Year-wise overall Complaints Related to Overcharging and Other Deficiencies in Catering Services including Private catering companies over Indian Railways**

Period	Head	Total Number of Complaints	Action Taken								
			Fined		Warned	Termination	Suitably Advised	Not Substantiated	D & AR Action	Any Other	Total
			No. of cases	Fine Imposed (₹)							
2015-16	Over Charging	2809	1918	2,08,28,150	442	1	91	155	5	197	2809
	Other Deficiencies	5899	1650	1,08,01,700	2242	1	847	509	10	640	5899
	Total	8708	3568	3,16,29,850	2684	2	938	664	15	837	8708
2016-17	Over Charging	4156	2651	2,93,47,428	751	1	141	265	4	343	4156
	Other Deficiencies	6281	2161	1,79,92,450	2072	2	752	439	20	835	6281
	Total	10437	4812	4,73,39,878	2823	3	893	704	24	1178	10437
2017-18	Over Charging	4185	2436	3,66,73,257	664	4	229	311	7	534	4185
	Other Deficiencies	5732	1438	1,21,46,209	1320	12	1132	457	3	1370	5732
	Total	9917	3874	4,88,19,466	1984	16	1361	768	10	1904	9917
2018-19 (up to 31.12.2018)	Over Charging	2575	1658	1,05,45,220	386	0	87	165	11	268	2575
	Other Deficiencies	4225	694	54,79,150	1607	0	762	329	0	833	4225
	Total	6800	2352	1,60,24,370	1993	0	849	494	11	1101	6800

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