

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION No. 1815  
TO BE ANSWERED ON 30.07.2025**

**SALE OF FOOD ITEMS AT HIGHER RATE IN BALLARSHAH RAILWAY  
STATION**

**†1815. SMT. DHANORKAR PRATIBHA SURESH:**

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

- (a) whether the Government has received any complaints regarding selling of food items by the vendors at a rate higher than the printed retail price at Ballarshah (Maharashtra) Railway Station;**
- (b) if so, whether the said activity is posing a threat to the health of passengers, if so, the details of the action taken by the Government against such unauthorised vendors or the details of the officials who failed to take action against them;**
- (c) the mechanism in place for regular checking of quality and rate of food items at railway station, the reasons for the ineffective functioning of the mechanism; and**
- (d) the immediate and long-term measures likely to be taken by the Government to ensure pure and affordable food availability to the passengers?**

**ANSWER**

**MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND  
ELECTRONICS & INFORMATION TECHNOLOGY  
(SHRI ASHWINI VAISHNAW)**

**(a) to (d): It is the continuous endeavour of Indian Railways (IR) to provide good quality and hygienic food to travelling passengers at stations, as per the approved rate list. Prompt and appropriate punitive action, including imposition of fines, disciplinary action, counselling,**

**warning etc., is taken in case of catering-related complaints. During the current calendar year, a penalty of Rs.35,500/- has been imposed against defaulting licensees for 04 cases of overcharging at Ballaharshah station.**

**All the items, which are sold at stations, are approved by the Food Safety and Standards Authority of India (FSSAI). Regular and surprise inspections are conducted to ensure no overcharging as well as better quality.**

**Following measures have been taken to improve services to passengers at stations :**

- Installation of POS machines at static catering units to promote billing and digital payments.**
- Approved rate lists are prominently displayed at catering units for passenger awareness.**
- Regular food sampling, as a part of the inspection and monitoring mechanism, to ensure good quality of food.**
- Regular drives are carried out by Railway Protection Force (RPF) against unauthorised vending.**
- Issuance of standardized Identity Cards to ensure sale and service of food items by authorised vendors only.**
- Affordable and economy meals are made available to passengers at stations through static units and dedicated service counters placed at platforms.**
- Feedback from passengers through RailMadad and its quick resolution.**

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