

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
UNSTARRED QUESTION NO. 4175
TO BE ANSWERED ON 18.03.2026**

COMPLAINTS AGAINST PRIVATE CATERING CONTRACTORS

4175. SHRI ARVIND DHARMAPURI:

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of complaints received against private catering companies for overcharging passengers and violating prescribed norms during each of the last three years, year-wise;**
- (b) the details of action taken on such complaints including penalties, fines collected, warnings issued and other corrective measures;**
- (c) the details of fine collected from such catering companies during the said period and the manner in which such amounts are accounted for and utilised by the Railways;**
- (d) whether any investigations contract reviews have been initiated against catering companies for violations and if so, the details thereof; and**
- (e) whether the Government is considering termination of contracts as a first resort for cases of serious repeated violations of the policy guidelines governing such action and if so, the details thereof?**

ANSWER

**MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY**

(SHRI ASHWINI VAISHNAW)

(a) to (e): Indian Railways serve about 58 cr meals every year on average. About only 0.0008% complaints are received on average. Based on inquiry on these complaints during the last three years, a fine of Rs 2.6 cr has been imposed.

Passenger complaints related to overcharging in trains are handled by IRCTC promptly and appropriate punitive action is taken against the service providers for deficiency in service as per terms and conditions of contract agreement. IRCTC publishes the debarment list on its official website.

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In order to take passenger feedback, the complaint management system over Indian Railways has been strengthened, simplified and made more accessible over the last few years through the introduction of Rail Madad Portal. With the launch of Rail Madad Portal, Indian Railways provided passengers a single window system to register complaints and suggestions.

Indian Railways continuously endeavour to make available food items to the travelling passengers as per the prescribed rates. Necessary steps are accordingly taken by Indian Railways from time to time to ensure the same. Following steps have been taken by Railways to curb overcharging in trains:

- **SMS is sent to passengers with a link of menu and tariff to make them aware of rates.**
- **Installation of Point of Sale (POS) machines for billing and cashless payments.**
- **Conducting awareness campaigns to promote billing and curb overcharging.**
- **Rates stickers on Packaged Drinking Water (PDW) Buckets and Tea/Coffee urns.**
- **Introduction of e-pantry service in Mail/Express trains to facilitate passengers to book meals through an online module.**
- **Implementation of QR code enabled Identity Cards to onboard catering staff.**
- **Distribution of pamphlets to create awareness regarding the rate of catering items and Packaged Drinking Water bottles.**
- **Special Inspection Drives to check overcharging and billing issues.**
- **Imposition of suitable penalty in cases of overcharging, if any.**
