

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
LOK SABHA  
UNSTARRED QUESTION NO. 5506  
TO BE ANSWERED ON 25.03.2026**

**COMPLAINTS OF PASSENGERS REGARDING OVERCHARGING AND OTHER  
ISSUES**

**5506. SHRI RAJIV PRATAP RUDY:**

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

- (a) the details of the incidents reported during the last one year where passengers have been physically assaulted/threatened after complaining about overcharging of food/other services by railway staff vendors;**
- (b) the current protocols and processes to address the issues highlighted by passengers;**
- (c) whether it is a fact that details such as seat number of the complainant are shared with the vendor and if so, the safeguards implemented to ensure the safety of the passenger;**
- (d) the details of the actions taken by the Government in cases reported over the past years including the outcomes of investigations, incident-wise; and**
- (e) whether there is any plan to introduce stricter anonymous complaint system to ensure timely redressal of grievances without putting them at risk and if so, the details thereof and if not, the reasons therefor?**

**ANSWER**

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

**(SHRI ASHWINI VAISHNAW)**

**(a) to (e): 'RailMadad is Indian Railways grievance redressal mechanism that provides passengers an integrated platform for grievances, assistance and inquiry. In RailMadad, passengers can seek redressal through multiple channels such as Helpline number-139, RailMadad Web, App and SMS. RailMadad also allows passengers to share feedback on the resolution of their grievances.**

**Grievances related to overcharging of food/other catering services in trains are received in RailMadad. However, no separate data regarding passengers physically assaulted/threatened by Railway staff vendors after complaining about overcharging of food/other services is maintained in RailMadad.'**

**Indian Railways serves nearly 58 crore meals annually across its trains, with complaints averaging only about 0.0008%, which includes complaints related to overcharging. Following inquiries into these complaints, fines amounting to ₹2.6 crore have been imposed over the past three years. During the year 2025, 3 incidents of assault on railway passengers by Pantry Car staff have been reported. Legal action has been taken against the Pantry Car staff by the respective Government Railway Police.**

**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:**

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

- ix. Imposition of suitable penalty in cases of overcharging, if any.**
- x. In case any such incident in trains is reported, prompt and appropriate punitive action is taken against the service providers for deficiency in service.**

**Further the following steps are being taken by the Railways in coordination with GRP/Local Police for safety and security of passengers in trains and at stations:-**

- i. On vulnerable and identified routes/sections trains are escorted by Railway Protection Force in addition to trains escorted by Government Railway Police of different States.**
- ii. Railway Help Line number 139 (integrated with Emergency Response Support System No. 112) is operational (24x7) over Indian Railways for security related assistance to passengers in distress.**
- iii. Surveillance is kept through CCTV cameras provided in number of coaches and railway stations for enhanced security of passengers.**
- iv. Frequent announcements are made over the Public Address System to educate passengers on precautionary measures for their safety and security.**
- v. Railways are in regular touch with passengers through various social media platforms like. Twitter, Facebook, etc. to enhance security of passengers and to address their security concerns.**
- vi. Zonal railways have been instructed for deployment of proper combined strength of male & female RPF/RPSF personnel in train escort parties, to the extent possible.**
- vii. State Level Security Committee of Railways (SLSCR) have been constituted for all State/Union Territories under the Chairmanship of respective Director General of Police/Commissioner of States/Union Territories for regular monitoring and review of security arrangements of the Railways.**

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