

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
UNSTARRED QUESTION NO. 762
TO BE ANSWERED ON 04.02.2026**

OVERCHARGING BY IRCTC VENDORS ON TRAINS

762. SHRI JANARDAN SINGH SIGRIWAL:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government is aware of instances where IRCTC catering vendors on trains have been illegally overcharging passengers higher than those prescribed for food items and if so, the details thereof;**
- (b) the total number of complaints received from passengers regarding overcharging by IRCTC vendors on trains during the last three years, zone-wise along with the action taken by the Government thereon;**
- (c) whether the Government has conducted any inspections to monitor compliance with approved menu rates of food/beverages on trains and if so, the details and findings thereof;**
- (d) whether any disciplinary/penal action has been taken against the defaulting contractors/vendors/catering staff involved in overcharging and if so, the number and nature of such actions taken during the said period; and**
- (e) whether the Government proposes to implement additional measures/digital monitoring systems to prevent such illegal overcharging in future 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.

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 RailMadad Portal. With the launch of RailMadad Portal, Indian Railways provided passengers a single window system to register complaints and suggestions.

IRCTC and Railway officials conduct surprise and periodic checks to ensure compliance with catering standards on trains. IRCTC has deployed supervisors and catering assistants for ongoing monitoring of onboard services and real-time resolution of passengers grievances. To enhance inspection coverage, IRCTC has engaged additional Hospitality Monitors for sectional oversight of catering services on mail express trains

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.**