

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.4024
TO BE ANSWERED ON 10.08.2016**

CATERING POLICY

†4024. SHRI MANSUKHBHAI DHANJIBHAI VASAVA:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government takes any action for not adhering to the rules of Catering Policy;**
- (b) if so, the details of the cases of violation which came to the notice of the Railways during the last three years and the action taken thereon, zone-wise;**
- (c) whether this practice is going on in connivance of Railway officers with the corrupt licence holder contractors; and**
- (d) if so, the details thereof and the punitive action taken by the Government in this regard?**

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI RAJEN GOHAIN)**

(a) to (d): As per Catering Policy 2010, Zonal Railways have been mandated to manage catering activities over Indian Railways and ensure implementation of the policy provisions in letter and spirit. Accordingly, Zonal Railways have been empowered to take action against the defaulters for violation of the provisions of Catering Policy, if any, depending upon the gravity of the offense. In last three years, cases of violation of catering policy provisions have not been reported. However, complaints on catering are investigated and action is taken. Action taken for the last three years and current year up to June, 2016 is Appended.

APPENDIX REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO. 4024 BY SHRI MANSUKHBHAI DHANJIBHAI VASAVA TO BE ANSWERED IN LOK SABHA ON 10.08.2016 REGARDING CATERING POLICY

(a) to (d): Details of catering complaints received by Railways during the last three years and current year and action taken thereon are as under:-

Head	Year wise No. of Complaints related to catering services over Indian Railways			
	2013 (01.01.2013 to 31.12.2013)	2014 (01.01.2014 to 31.12.2014)	2015 (01.01.2015 to 31.12.2015)	2016 (01.01.2016 to 30.06.2016)
Over Charging	955	1162	2333	1686
Quality	2724	2986	1957	1125
Quantity	524	381	218	106
Misbehaviour	148	202	181	80
Hygiene	113	107	106	93
Miscellaneous	1387	1469	1360	994
Total	5851	6307	6155	4084

Head	Year wise Action Taken on Complaints related to catering services over Indian Railways			
	2013 (01.01.2013 to 31.12.2013)	2014 (01.01.2014 to 31.12.2014)	2015 (01.01.2015 to 31.12.2015)	2016 (01.01.2016 to 30.06.2016)
Fined	1976	2480	3028	1922
Warned	2194	2190	1445	1068
Termination	1	3	2	0
Suitably Advised	528	579	777	302
Not Substantiated	680	405	445	221
D & AR Action	58	107	26	17
Any Other	414	543	432	554
Total	5851	6307	6155	4084
