

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:2364
ANSWERED ON:11.03.2010
QUALITY OF FOOD AT RAILWAY STATIONS
Adsul Shri Anandrao Vithoba

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have received complaints regarding unhygienic/unbranded food items being sold at various Railway stations by flouting laid down norms of IRCTC and Railways particularly at Bhushawal Railway Station of Central Railways in Maharashtra;
- (b) if so, the number and nature of complaints received by the Railways during the year 2009;
- (c) whether the Railways have conducted any enquiry in this regard;
- (d) if so, the outcome thereof; and
- (e) the action taken by the Railways in this regard?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI K. H. MUNIYAPPA)

- (a): Yes, Madam. Complaints have been received regarding sale of unhygienic/unbranded food at Railway Stations. Two complaints have been received regarding catering services at Bhusawal Railway station, pertaining to unauthorized hawking and over charging, both were investigated and fine of Rs. 5,000/- was imposed. Taking cognizance of Hon'ble MPs observations at Bhusawal station, a fine of Rs. 25,000/- was imposed on the licensee of the Food Plaza on account of deficiencies in services.
- (b): 41 complaints have been received in the year 2009 by IRCTC regarding unhygienic/unbranded food at railway stations.
- (c): Yes Madam, all complaints are inquired into.
- (d) and (e): Fines totaling Rs. 92,000/- have been imposed in 13 cases, warning have been issued in 16 cases in one case contract has been terminated and counseling have been done in 2 cases. Action is pending in the remaining 9 cases.