

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:5048
ANSWERED ON:09.12.2010
NEW CATERING POLICY 2010
Lingam Shri P.

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that under ``New Catering Policy 2010`` any license vendor can be summarily evicted and license could be scrapped if five complaints are lodged against the licensee without any enquiry;
- (b) if so, the details thereof;
- (c) whether there is any provision of enquiry; and
- (d) if so, the details thereof ?

Answer

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

(a): No, Madam.

(b): Does not arise.

(c) and (d): Yes, Madam. There is a provision for enquiry into each complaint, which if found substantiated, results in appropriate action like counselling, warning, fine and termination of contract etc. according to the gravity of the offence.