

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:1217  
ANSWERED ON:03.03.2011  
COST OF FOOD AND BEVERAGES SERVED IN TRAINS  
Choudhary Shri Bhudeo

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

- (a) whether the exorbitant charges are being taken on the food items and beverages being served to passengers on trains;
- (b) if so, the names of the food items/beverages on which additional charges are being levied alongwith the items which are kept free of additional charges;
- (c) the details of the action taken/proposed to be taken against unscrupulous vendors/contractors; and
- (d) the details of the steps proposed to be taken for fair billing of the aforesaid food-items/beverages in future?

**Answer**

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

(a) and (b): No, Madam. The tariff and menu of Rajdhani/Shatabdi Express trains and the rates of standard casserole meals, tea and coffee for other Mail/Express trains, which were last revised in 1999 and 2003 respectively are just and reasonably priced. The price of these items were not increased despite escalation of prices of raw material and staff cost. Charges are levied on food items/beverages as per laid down norms as decided by Railway Board.

(c) and (d): Surprise checks are being conducted at various levels to curb overcharging and deterrent action taken against the persons indulging in overcharging; similarly action is taken on such complaints if substantiated. Instructions exist that the waiters and bearers have to carry the menu card indicating the tariff duly approved by the licensing authority. Instructions have also been given to issue cash memo to the customers for the services given. Further, new Catering Policy 2010 has emphasized computerized billing arrangement and prominent display arrangements billing at Refreshment Rooms/Restaurants/ Snack Bars.