

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:3983  
ANSWERED ON:21.03.2013  
COMPLAINTS IN CATERING  
Kanubhai Patel Jayshreeben

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

- (a) whether railway contractors do not supply food in trains as per approved list provided by the Railways;
- (b) if so, the details of such complaints received by the Railways during the last one year, zone-wise;
- (c) whether contractors charge more than the approved rates from the passengers for foods supplied to them in trains; and
- (d) if so, the number of complaints received during the said period, zone-wise and the action being taken by the Railways against contractors to ensure good quality food at approved rates?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY)

- (a) and(b) Railway contractors provide food in trains as per approved list provided by the Railways and severe action like warning, imposition of fines and termination of contract etc. are taken if any deviation is found.
- (c) and(d) Yes, Madam. Some complaints of overcharging have been reported. Details of zone- wise complaints received and action taken during last one year (01.02.2012 to 31.01.2013) are appended.