

**GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA**

UNSTARRED QUESTION NO:3477

ANSWERED ON:08.08.2017

Service Charge

Rajendran Shri S.

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether it is a fact that the Government has issued a public statement that the service charge can not be forced on consumers;
- (b) if so, the details thereof;
- (c) whether the Government has clarified that the service charge is voluntary; and
- (d) if so, the details and guidelines issued thereof ?

Answer

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI C. R. CHAUDHARY)

(a) to (d) : The Government has issued guidelines on fair trade practices related to charging of service charge from consumers by hotels/restaurants. As per these guidelines, the bills presented to customers may clearly display that service charge is voluntary and the service charge column of the bill may be left blank for the customer to fill up before making payment. A copy of the guidelines issued on 21st April, 2017 is at Annexure.
