

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

LOK SABHA

**UNSTARRED QUESTION NO.633
TO BE ANSWERED ON 05.02.2020**

OVER CHARGING ON FOOD ITEMS

†633. SHRI SANTOSH KUMAR:

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has received complaints regarding overcharging from the passengers for the food items being sold by the Railway operated IRCTC catering service in superfast trains; and

(b) if so, the details thereof along with the number of complaints received in this regard and the action taken by the Government in this regard?

ANSWER

MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY

(SHRI PIYUSH GOYAL)

(a) & (b): Yes, Sir. Complaints have been received regarding overcharging of food items being sold in the trains including Superfast. The details of these complaints received during the period from 01.04.2019 to 31.12.2019 along with the action taken against them are as under:

Total no. of Complaints	No. of cases of fine imposed	Amount of fine imposed (in ₹)	Warned	Suitably Advised	Not Substantiated	Any Other	Total
1962	989	75,39,800	526	273	55	119	1962

Further, Indian Railways have taken following measures to curb overcharging:

- **Introduction of hand held POS machines along with QR code for generation of bills.**
- **Prominent display of Menu/Tariff through various means viz. websites, social media, newspaper, trains at a glance etc. mandatory with waiters.**
- **Deployment of onboard IRCTC supervisors for continuous monitoring.**
- **MRP on food boxes - "*No MRP, the license get cancelled*".**
- **Awareness Campaign "*No Bill- The food is for FREE*".**
- **A robust system for passenger feedback and complaints exists for redressal through Rail Madad, Twitter handle, CPGRAMS, E-Mail and SMS based complaints.**
