

- (ii) Thalassery-Mattannur-Wayanad-Coorg-Mysore rail line:- For this alignment area, Kerala Rail Development Corporation Limited (KRDCL), a Joint Venture Company of Government of Kerala and Ministry of Railways had submitted feasibility report for a new line from Thalassery to Piriyaapatna for consideration and requisite approvals. As per this report, total cost for construction of 180 Km. long new line has been assessed as ₹ 5000 crore. It is observed that the proposed new line passes through the Western Ghats having fragile ecosystem and protected forest areas/sanctuaries. However, the report has been prepared without any survey on ground and there is no assessment of the impact of railway line in the forest zone. Local people are also agitating against the proposed alignment which passes through the State of Karnataka. Accordingly, KRDCL has been advised to sort out the issues of forest clearances and alignment with all the stakeholders involved including Government of Karnataka and thereafter, update the report for appropriate consideration.

Complaints for overcharging by railway caterers

2878. SHRI ELAMARAM KAREEM: Will the Minister of RAILWAYS be pleased to state:

- (a) the number of complaints for overcharging by railway caterers received over the last four years; and
- (b) the details of action taken against railway caterers over the last four years zone-wise?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN): (a) and (b) In its endeavour to provide quality and hygienic food to the passengers, Railways have developed and operationalized an institutionalized mechanism for monitoring of quality and hygiene of catering services through regular inspections at various levels to address catering complaints. Zone-wise total number of complaints of overcharging of food items in trains received by the Railways and action taken thereon during the last 04 Financial Years and current Financial Year period (*i.e.* 01.04.2018 to 30.06.2018) are given in Statement-I, II, III, IV and V respectively (*See below*).

Providing quality catering service under both mobile and static catering units at the prescribed tariff is the aim of the Railways. Checking of quality, quantity and overcharging of food is an integral part of its inspection, which is being done regularly by Railway officials. All complaints are dealt strictly and action including monetary penalty, debarring and termination of contract is taken as per the gravity of the complaint and decisions are taken on case to case basis.

Statement-I

Zone-wise total number of complaints of overcharging of food by Railway Caterers in trains received by the Railways and action taken thereon during the Financial Year 2014-15

Zonal Railway	Total No. of Complaints	Fined		Action Taken						
		No. of Case	Amount of Fine imposed	Warned	Termination	Suitably Advised	Not Substantiated	D& AR Action	Any Other	Total
1	2	3	4	5	6	7	8	9	10	11
Central	183	125	₹ 27,19,000	30	0	7	16	1	4	183
East Central	126	87	₹ 6,90,000	21	0	4	10	0	4	126
East Coast	15	9	₹ 2,00,000	5	0	1	0	0	0	15
Eastern	82	54	₹ 3,99,000	28	0	0	0	0	0	82
North Central	51	45	₹ 2,18,000	0	0	0	4	0	2	51
North Eastern	52	34	₹ 1,70,000	10	0	0	8	0	0	52
Northeast Frontier	37	24	₹ 83,500	3	0	0	10	0	0	37
Northern	147	120	₹ 2,68,500	10	0	4	16	0	7	147
North Western	49	35	₹ 5,90,000	6	0	1	0	0	7	49
South Central	29	22	₹ 30,500	0	0	6	0	0	1	29
South East Central	23	15	₹ 61,500	6	0	2	0	0	0	23

Written Answers to

[10 August, 2018]

Unstarred Questions

349

1	2	3	4	5	6	7	8	9	3	11
South Eastern	34	29	₹ 3,67,000	4	0	0	1	0	0	34
Southern	94	72	₹ 57,01,000	6	0	8	5	0	3	94
South Western	40	37	₹ 1,21,500	3	0	0	0	0	0	40
West Central	77	50	₹ 4,21,000	15	0	2	7	0	3	77
Western	313	267	₹ 21,03,000	29	0	9	8	0	0	313
IRCTC	51	7	₹ 49,000	13	0	1	8	1	21	51
TOTAL	1403	1032	₹ 1,41,92,500	189	0	45	83	2	52	1403

Statement-II

Zone-wise total number of complaints of overcharging of food by Railway Caterers in trains received by the Railways and action taken thereon during the Financial Year 2015-16

Zonal Railway	Total No. of Complaints	Fined		Action Taken						
		No. of Case	Amount of Fine imposed	Warned	Termination	Suitably Advised	Not Substantiated	D & AR Action	Any Other	Total
Central	498	391	₹ 55,14,500	43	0	8	26	1	29	498
East Central	491	244	₹ 20,15,000	112	0	21	28	0	86	491
East Coast	132	73	₹ 16,68,500	53	0	5	0	0	1	132
Eastern	210	132	₹ 12,85,500	53	0	15	10	0	0	210

North Central	60	46	₹ 2,38,000	0	0	0	11	0	3	60
North Eastern	129	57	₹ 2,44,050	37	0	0	34	1	0	129
Northeast Frontier	57	30	₹ 92,000	8	0	0	13	0	6	57
Northern	231	208	₹ 24,80,000	13	0	1	4	1	4	231
North Western	132	105	₹ 8,89,500	10	0	3	6	0	8	132
South Central	22	18	₹ 17,000	0	0	2	1	0	1	22
South East Central	24	11	₹ 36,500	8	0	1	4	0	0	24
South Eastern	67	52	₹ 3,57,000	10	0	0	5	0	0	67
Southern	137	83	₹ 22,12,600	20	0	22	1	0	11	137
South Western	77	54	₹ 2,72,500	16	0	0	0	0	7	77
West Central	73	47	₹ 1,91,000	18	0	4	1	0	3	73
Western	386	345	₹ 32,41,500	25	0	7	4	0	5	386
IRCTC	83	22	₹ 73,000	16	1	2	7	2	33	83
TOTAL	2809	1918	₹ 2,08,28,150	442	1	91	155	5	197	2809

Statement-III

Zone-wise total number of complaints of overcharging of food by Railway Caterers in trains received by the Railways and action taken thereon during the Financial Year 2016-17

Zonal Railway	Total No. of Complaints	Fined		Action Taken						
		No. of Case	Amount of Fine imposed	Warned	Termination	Suitably Advised	Not Substantiated	D & AR Action	Any Other	Total
Central	626	496	₹ 1,08,39,800	23	0	7	21	0	79	626
East Central	599	215	₹ 17,07,000	158	0	10	125	0	91	599
East Coast	306	156	₹ 13,95,000	135	0	11	0	0	4	306
Eastern	378	277	₹ 26,59,000	97	0	1	3	0	0	378
North Central	172	147	₹ 5,21,500	7	0	2	16	0	0	172
North Eastern	127	83	₹ 4,61,500	17	0	0	27	0	0	127
Northeast Frontier	61	39	₹ 63,700	10	0	1	8	0	3	61
Northern	271	185	₹ 6,81,500	16	0	10	20	2	38	271
North Western	236	186	₹ 8,85,000	17	0	4	2	0	27	236
South Central	29	17	₹ 13,000	6	0	6	0	0	0	29
South East Central	40	27	₹ 62,000	6	0	3	2	0	2	40
South Eastern	95	42	₹ 3,98,000	32	0	0	21	0	0	95

Southern	172	81	₹ 24,92,750	25	0	38	3	0	25	172
South Western	175	71	₹ 25,050	94	0	1	0	0	9	175
West Central	121	74	₹ 1,66,000	19	0	8	13	0	7	121
Western	419	373	₹ 59,30,000	28	0	10	1	0	7	419
IRCTC	329	182	₹ 10,46,628	61	1	29	3	2	51	329
TOTAL	4156	2651	₹ 2,93,47,428	751	1	141	265	4	343	4156

Statement-IV

Zone-wise total number of complaints of overcharging of food by Railway Caterers in trains received by the Railways and action taken thereon during the Financial Year 2017-18

Zonal Railway	Total No. of Complaints	Fined		Action Taken						
		No. of Case	Amount of Fine imposed	Warned	Termination	Suitably Advised	Not Substantiated	D & AR Action	Any Other	Total
1	2	3	4	5	6	7	8	9	10	11
Central	266	165	₹ 90,51,000	6	1	7	7	1	79	266
East Central	403	233	₹ 14,51,000	67	0	0	22	0	81	403
East Coast	242	115	₹ 4,65,500	100	0	16	1	0	10	242
Eastern	166	73	₹ 63,40,000	23	0	5	65	0	0	166
North Central	97	63	₹ 5,08,000	5	0	5	14	3	7	97

Written Answers to

[10 August, 2018]

Unstarred Questions 353

1	2	3	4	5	6	7	8	9	10	11
North Eastern	93	36	₹ 2,06,000	17	0	0	39	1	0	93
Northeast Frontier	56	26	₹ 74,000	9	0	2	9	0	10	56
Northern	154	76	₹ 15,17,000	5	0	4	14	1	54	154
North Western	315	224	₹ 12,24,500	4	0	7	7	0	73	315
South Central	16	12	₹ 15,500	1	0	3	0	0	0	16
South East Central	30	20	₹ 40,500	6	0	0	2	0	2	30
South Eastern	51	23	₹ 2,25,000	16	0	0	10	0	2	51
Southern	154	84	19,21,935	19	1	20	4	0	26	154
South Western	271	224	₹ 34,68,972	21	0	8	5	0	13	271
West Central	146	122	₹ 3,72,600	4	2	15	2	0	1	146
Western	220	92	₹ 46,50,000	14	0	7	13	1	93	220
IRCTC	1505	837	₹ 60,31,750	343	0	130	93	0	102	1505
TOTAL	4185	2425	₹ 3,65,63,257	660	4	229	307	7	553	4185

354 Written Answers to

[RAJYA SABHA]

Unstarred Questions

Statement-V

Zone-wise total number of complaints of overcharging of food by Railway Caterers in trains received by the Railways and action taken thereon during the current Financial Year period 2018-19 (i.e. 01.04.2018 to 30.06.2018)

Zonal Railway	Total No. of Complaints	Fined		Action Taken						
		No. of Case	Amount of Fine imposed	Warned	Termination	Suitably Advised	Not Substantiated	D & AR Action	Any Other	Total
1	2	3	4	5	6	7	8	9	10	11
Central	9	5	₹ 43,000	0	0	0	1	0	3	9
East Central	54	54	₹ 2,80,000	0	0	0	0	0	0	54
East Coast	22	11	₹ 17,500	9	0	0	2	0	0	22
Eastern	0	0	₹0	0	0	0	0	0	0	0
North Central	26	11	₹ 1,00,000	0	0	1	10	0	4	26
North Eastern	12	4	₹ 3,500	2	0	0	6	0	0	12
Northeast Frontier	0	0	₹0	0	0	0	0	0	0	0
Northern	39	23	₹ 2,37,500	1	0	1	0	2	12	39
North Western	31	21	₹ 2,00,000	1	0	0	1	0	8	31
South Central	0	0	0	0	0	0	0	0	0	

Written Answers to

[10 August, 2018]

Unstarred Questions

355

1	2	3	4	5	6	7	8	9	10	11
South East Central	5	4	₹ 3,000	0	0	0	1	0	0	5
South Eastern	2	2	₹ 40,000	0	0	0	0	0	0	2
Southern	12	6	₹ 19,000	1	0	0	0	0	5	12
South Western	21	9	₹ 19,000	1	0	7	2	0	2	21
West Central	22	18	₹ 1,16,000	1	0	0	3	0	0	22
Western	16	7	₹ 25,500	0	0	0	0	0	9	16
IRCTC	602	315	₹ 24,85,820	172	0	37	22	0	56	602
TOTAL	873	490	₹ 35,89,820	188	0	46	48	2	99	873

356 Written Answers to
[RAJYA SABHA]

Unstarred Questions