

LOKPAL OF INDIA
(Plot No.6, Institutional Area, Phase-II, Vasant Kunj)
New Delhi

Complaint No. : 2219/2022

Date : 02nd February, 2023

Coram : **Justice Pradip Kumar Mohanty**
Acting Chairperson

Shri Dinesh Kumar Jain
Member

Shri Mahender Singh
Member

ORDER

Perused the complaint.

This is a Non Format complaint dated 04.03.2022 which was perused by the Full Bench on 01.11.2022. It has been alleged in the complaint that the Mugalsarai Railway Station is under the control of catering mafia who are indulged in corrupt activities with the connivance of RPF, GRP and Railway staff. After perusing the complaint, the Full Bench of Lokpal directed that the complaint may be forwarded to the Chairman, Railway Board for obtaining a status report in the matter within a period of six weeks i.e. on or before 23.12.2022.

A status report dated 22.12.2022 has been received from the Railway Board which has been perused by us. It has been informed that the said complaint was enquired into by the Railway Administration i.e. Deen Dayal Upadhyaya (DDU) Division and East Central Railway.

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The result of enquiry revealed that "to curb the menace of unauthorized vending at all major stations over DDU Division, intensive drives are undertaken by the Railway Protection Force (RPF) in association with the Commercial Supervisors in the field and necessary punitive actions are taken against the unauthorized vendors under Section 144 of Railway Act 1989. In the year 2022, 375 illegal vendors have been arrested by the RPF at DDU station and a fine of Rs.60,29,200/- have been collected as penalty by the Hon'ble Court.

To keep a comprehensive watch on the catering/vending activities being undertaken at the catering units at all major Railway Stations over DDU division, regular and surprise inspections are done by the Railway officials and any instance of irregularity, reported/noticed, is suitably penalized. During 2022-23, a total of 471 inspections of catering units have been carried out by Commercial Officials and Rs.2,14,500/- penalty has been imposed against 124 cases of irregularities noticed. Random samples are also collected to ensure compliance of food safety norms and standards prescribed by FSSAI and based on the report, corrective actions are taken. Further, a fine of Rs.1,10,000/- was also imposed after investigation of 90 grievance cases that were received through Rail Mandal and online portals.

There are total 35 static catering units (Stalls & Food Plaza) available at 8 platforms of DDU Railway Station wherein approximately 250 nos. of authorized vendors have been deployed to ensure availability of adequate catering facilities to the passengers at the station. All vendors at DDU Railway Station have been provided with valid authority and police verification has been done for all of them.

With reference to reported sale of liquor at DDU Railway Station, it is stated that regular drives are conducted by RPF in association with Commercial Department during 2022, a total of 1912 bottles of liquor were seized and 22 persons were arrested by RPF at DDU station. In addition,

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during 2022, a total of 3641 liters of illegal liquor and 126 bottles and 230 tetra packs of illegal liquor was seized by the Government Railway Police and 94 persons have been arrested.

Further, taking cognizance of the gravity of the complaint, railway authorities of DDU Division have been sensitised to keep close watch on any unauthorized vending activities at DDU Railway Station.

Regular coordination meetings of RPF with Commercial officials at DDU Railway station are being conducted to fine tune their strategies against unauthorized vending and irregularities in catering services. A joint team of RPF and GRP has also been constituted to put in place measures to eliminate unauthorized activities and ensure passenger safety at DDU Railway Station".

In view of the status report submitted by the Railway Board, we are of the view that no further order needs to be made in the matter and, accordingly, the complaint stands disposed of.


Court Master
Lokpal of India