

LOKPAL OF INDIA
Plot No - 6, Vasant Kunj Institutional Area - Phase II
New Delhi - 110070.

Complaint No. : 4225/2022
Date : 31st March, 2023
Coram : **Justice Pradip Kumar Mohanty**
Acting Chairperson

Shri Dinesh Kumar Jain
Member

Shri Mahender Singh
Member

ORDER


Perused the Action Taken Report (ATR) dated 02.03.2023 received vide letter No.2022/V2/ECR/Traffic/6 from the Dy. Director/Vig.2, Railway Board in compliance with the Order of Full Bench dated 22.11.2022 in respect of Complaint No.4225/2022.

2. The complaint is regarding the alleged illegal activities going on in the Mughalsarai Railway Station, with the connivance of Railways Officials. These include the alleged illegal catering of food articles and water pouches by the 'catering mafia' with the help of unscrupulous vendors, who operate in unhygienic conditions and use poor-standard ingredients that can adversely affect the health of the public at large. It is further alleged that liquor is being illegally sold by them.

3. This complaint was considered by the Full Bench on 22.11.2022 and vide Order of the same date the complaint was disposed of as there was no issue of corruption mentioned in the complaint. However, looking to the aspects that the complaint highlights allegedly illegal activities that can have an adverse impact upon the general public and the public exchequer, the Full Bench considered it appropriate to forward the complaint to the Chairman, Railway Board for further necessary action at their end and with the direction to submit an ATR to the Registry of the Lokpal of India within four (04) weeks of the receipt of the Order.

4. In compliance with the Full Bench Order, an ATR dated 02.03.2023 has been received from the Railway Board. The ATR states that the Commercial Directorate of East Central Railway has apprised that necessary actions have been taken to curb the activities of illegal vending and various irregularities in catering services at all stations over East Central Railway. Commercial and Railway Protection Force officials are conducting regular and surprise checks against illegal vending and various irregularities in Catering services at all important stations. Railway Protection Force conducts special drive against illegal vending from time to time which is also supported by officers and field supervisors of the Commercial department. Any complaint regarding Catering received via Rail Madad and other online portals are investigated and suitable penalties are imposed if required. The ATR also mentions about the various actions taken by the Deen Dayal Upadhyay (DDU)/East Central Railway against illegal vending and various irregularities in catering in the current FY 2022-23 on unauthorized vendors, etc. and huge amounts have been received by the Railways as penalty from various unauthorized vendors, etc. The ATR concludes that the matter of illegal vending and other irregular activities have been taken very seriously and all necessary steps have been taken to curb such activities.

5. Having gone through the ATR submitted by the Railway Board, we are of the view that necessary steps are being taken by the concerned officials of the Railways. We have taken note of this and have decided to close the matter.


Court Master
Lokpal of India

/RR/