

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION No. 2777
TO BE ANSWERED ON 06.08.2025**

COMPLAINTS OF CORRUPTION IN IRCTC

†2777. SHRI SANJAY HARIBHAU JADHAV:

SHRI OMPRAKASH BHUPALSINH ALIAS PAVAN RAJENIMBALKAR:

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of the steps being taken by the Government to remove corruption in IRCTC;**
- (b) the reasons for not taking action on the complaints given by Members of Parliament, Members of Legislative Assembly and public representatives against mobile catering clusters allotted by IRCTC;**
- (c) the reasons for awarding more than 80 per cent contracts in cluster-A Khanpan trains to only one family;**
- (d) the reasons for allotting contracts to big contractors by IRCTC in contradiction of rules despite criminal cases are pending against them;**
- (e) the action taken by the Government thereon;**
- (f) whether only one affidavit is required from contractors while allocating catering contracts by the Railway Administration, if so, the details thereof; and**
- (g) the details of total number of such allotment came to the notice of the Government and the action taken thereon?**

ANSWER

**MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)**

- (a) to (g): With the objective of bringing about improvement in quality and hygiene of food in trains, Ministry of Railways issued instructions vide**

Commercial Circular No.24 of 2023. It is envisaged to award contracts for clusters of trains in place of an individual train. Emphasis has been placed on infrastructure development and fixing end-to-end accountability of food production and services onboard.

Indian Railway Catering & Tourism Corporation Limited (IRCTC) has undertaken tendering of these clusters of trains under the framework of the extant policy guidelines. Tenders have been awarded through a transparent process to the highest bidders as per the terms and conditions stipulated in the tender documents. Robust monitoring systems and compliance measures have been put in place by IRCTC to prevent any unethical practices or unfair advantages to any contractor.

A total of 24 bidders participated in the tenders for clusters of trains floated by IRCTC, out of which 20 entities have been awarded contracts by IRCTC. No contract was awarded by IRCTC in contradiction of the tender conditions. The details of Letters of Award (LOA), issued to multiple service providers, are published on the website of IRCTC. None of the successful bidders has got 80% of the Cluster A contracts awarded till date.

Receipt of representations, suggestions, grievances, complaints etc. from stakeholders, elected representatives, catering associations, individuals etc. by Railways at various levels is a continuous and dynamic process. These concerns are examined on merits and necessary action is taken accordingly. In 2024-25, Rs. 13.2 Crores of penalties were imposed on complaints received by IRCTC. Further, complaints are continuously monitored on RailMadad Portal.

On an average, 16.5 lakh meals are served per day on the Indian Railways' network. It is the endeavour of Indian Railways to ensure smooth and uninterrupted services of such a large volume of meals to passengers. Necessary measures are accordingly put in place from time to time to improve overall services to passengers.
