

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

STARRED QUESTION NO:301
ANSWERED ON:06.12.2007
TERMS FOR ALLOTMENT OF KIOSKS AT THE RAILWAY STATIONS
Bhai Lal Shri

Will the Minister of RAILWAYS be pleased to state:

- (a) the present criteria and the terms and conditions laid down by the Railways for allotting kiosks at the railway stations;
- (b) whether the Railways received complaints against the allotment of kiosks at various railway stations during the last three years;
- (c) if so, the details thereof ; and
- (d) the action taken against kiosks owners where complaints have been received about the violation of terms by them?

Answer

MINISTER OF RAILWAYS (SHRI LALU PRASAD)

(a) to (d) : A Statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF STARRED QUESTION NO. 301 BY SHRI BHAILAL TO BE ANSWERED IN THE LOK SABHA ON 6.12.2007 REGARDING THE TERMS FOR ALLOTMENT OF KIOSKS AT THE RAILWAY STATIONS.

(a): As per extant policy guidelines, contracts for unreserved catering units, i.e., stalls/trolleys and bookstalls at 'A', 'B' and 'C' category stations, and Automatic Vending Machines (AVM), Fast Food Units at all categories of stations over Indian Railways are awarded by Indian Railway Catering and Tourism Corporation (IRCTC) through two packet tender system. Catering contracts for 'D', 'E' and 'F' category stations and reserve category minor catering and other vending units at 'A', 'B' and 'C' category stations are awarded by Divisional Railway Managers by calling applications through press notification. Milk stalls/parlours/booths are allotted to apex co-operative societies approved by Government of Center/State/Union Territory by calling applications.

For allotment of Subscriber Trunk Dialing/Public Call Office (STD/PCO) booths at 'A', 'B' & 'C' category stations, two packet tender system is followed. For 'D', 'E' & 'F' category stations, the allotment is done on the basis of draw of lots by the Divisional Railway Manager by inviting applications.

(b): No separate statistics are maintained regarding complaints on allotment of kiosks at stations.

(c): Does not arise.

(d): Actions like warning, counseling; fines etc. are taken against licensees against whom complaints are found substantiated.