

DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION

SOUTH II

CONSUMER COMPLAINT NO. DC/AB1/670/CC/412/2023

SANJAY KUMAR MISHRA

PRESENT ADDRESS - A-139, 2ND FLOOR SWAPANKUNJ,POCKET-8 KALKAJI EXTENSION
KALKAJI, NEW DELHI-110019.SOUTH EAST,DELHI.

.....Complainant(s)

Versus

DRM NORTHERN RAILWAYS

PRESENT ADDRESS - NORTHERN RAILWAY, HEADQUARTERS OFFICE, KASTURBA
GANDHI MARG, NEW DELHI-110001.SOUTH EAST,DELHI.

.....Opposite Party(s)

BEFORE:

**MONIKA AGGARWAL SRIVASTAVA , PRESIDENT
DR. RAJENDER DHAR , MEMBER
RITU GARODIA , MEMBER**

FOR THE COMPLAINANT:

NEMO

FOR THE OPPOSITE PARTY:

NEMO

DATED: 10/07/2026

ORDER

CONSUMER DISPUTES REDRESSAL COMMISSION – X

GOVERNMENT OF N.C.T. OF DELHI

UdyogSadan, C – 22 & 23, Institutional Area

(Behind Qutub Hotel)

New Delhi – 110016

Case No.:412/23

Sanjay Kumar Mishra

A-139, 2nd Floor, Pkt-8

Swapan Kunj, Kalkaji Extn.,

Delhi-110019

.....Complainant

VS.

G M (Northern Railways).

Baroda House, K. G. Marg,

New Delhi-110001

.....OPPOSITE PARTY

Date of Institution-21.12.2023

Date of Order-10.07.2026

ORDER

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RITU GARODIA-MEMBER

1. The complainant pertains to unfair trade practice on the part of OP.
2. The brief facts as stated in the complaint are that the complainant booked a ticket from Prayagraj to Delhi on 25.10.2022 for travelling on 28.10.2022. The train number was 12275 and PNR number was 2612124040 for the said travel. The complainant got a seat bearing No.55 in the compartment No.B-8 vide ticket number RAC-52.
3. The complainant stated that he was sharing a common seat with Mr. Kaushlesh Kumar, who

was another passenger on the same RAC ticket. It is alleged that the complainant and Mr. Kaushlesh Kumar were provided with only one blanket, one pillow and 2 bedsheets for the whole journey by the attendant. It is imputed that the journey was not manageable as one blanket was to be shared between strangers. It is further alleged that no passengers were given napkins.

4. It is stated that the complainant requested the attendant for a separate blanket and pillow. It is alleged that the attendant replied, *“This is the rule that for one seat, one blanket, one pillow and 2 bedsheets are only provided.”*
5. It is further stated that complainant twitted and received a message from the Railways Services on Twitter to share the PNR. When the complainant shared all the details with them, the attendant handed a towel. No extra blanket, bed sheet and pillow was provided.
6. It is alleged that the complainant requested TTE to provide the complaint book which was declined by the TTE. It is further alleged that the complainant received a message on Twitter that his issue will be resolved by the DRM, Prayagraj.
7. The complainant lodged a written complaint on 29.10.2022 from New Delhi Railway Station. The complainant received a letter after 6 months informing him that his complaint has been forwarded to the DRM ALD.
8. The complainant also filed an RTI to raise 2 questions which are:
 - i. *After confirmation of an RAC seat, when 2 different persons are given a single berth, then why only a single pillow and a single blanket is provided to them? Why are the Napkins not provided in the AC Coaches nowadays?*
 - ii. *If a passenger is paying full amount for an RAC confirmed seat, then why is he/she made to travel only on half a seat during the journey.*
9. It is alleged that the complainant did not receive any reply.

10. The complainant prays for compensation of Rs.20 00,000/-.
11. OP in its reply raised an objection regarding territorial jurisdiction as the issue does not pertain to Delhi.
12. OP further states that bedrolls are provided to the passenger as per the railway rule. An extra blanket is provided as per demand/requirement and availability of bed roll during the travel. OP further states that the present dispute is under examination with the concerned railway i.e. NC Railway, Allahabad. It is further stated that this Commission will be apprised about the action taken after the receipt of investigation report.
13. It is clarified that railways award a contract for on-board housing services for providing the bedroll to passengers.
14. The complainant has filed rejoinder in consonance with the averments made in the complaint. The complainant has explained that the train journey commenced from Prayagraj and ended in Delhi. Therefore, this Commission has the relevant jurisdiction.
15. The complainant has filed evidence by way of an affidavit. and has exhibited as the following documents:
 - i. Copy of complaint is exhibited as Exhibit CW-1/1.
 - ii. Copy of Twitter message is exhibited as Exhibit CW-1/2.
 - iii. Copy of replies is exhibited as Exhibit CW-1/3.
 - iv. Copy of complaint in New Delhi Railway Station is exhibited as Exhibit CW-1/4.
 - v. Copy of letter received is exhibited as Exhibit CW-1/5.
 - vi. Copy of RTI is exhibited as Exhibit CW-1/6.
 - vii. Copy of video in pen drive is exhibited as Exhibit CW-1/7.

16. OP has filed evidence by way of an affidavit and has exhibited as the following documents:

- i. Copy of Authority letter is exhibited as OPW2/1.
- ii. Copy of letter dated 18.10.2024 is exhibited as OPW2/2.
- iii. Copy of letter dated 15.10.2024 is exhibited as OPW2/3.

OP has also stated in its evidence that the complaint was attended by the linen distribution staff and a separate bedroll was provided. It is further stated that a penalty of Rs.1,000/- was imposed by the railway on the contractor on account of passenger complaint.

17. The Commission has considered the pleadings and documents on record. The complainant resides within the jurisdiction of this Commission. Hence the complaint falls within the territorial jurisdiction of this Commission.

18. The complainant had complained in Northern Railway regarding sharing of blanket and pillow between two RAC passengers on 29.10.2022.

19. The complainant has made the same complaint on 28.10.2022 to Railway Ministry on twitter @RailMinIndi. The Railway sewa replied on 29.10.2022 that the matter was escalated to the concerned officer.

20. Sr DME C&W ALD replied on 29.10.2022 as follows:

Complaint already attended by onboard staff. Inconvenience caused is deeply regretted.

21. A partial copy of letter sent by Assistant Commercial Manager to the complainant states that the matter has been entrusted to concerned authorities namely Sr.DME/C&W Allahbad for examining and taking necessary action.

22. An internal letter of North Central Railway dated 09.10.2024 gives the details of the ticket as follows:

Complaint Ref. No.	Name of Passenger	PNR No.	Train No.
2022102806972	Mr.Sanjay Mishra	2612124040	12275(PRYJ-NDLS Humsafar Exp)

23. DME (C&W) letter dated 15.10.24 to Assistant Commercial Manager (General) contained the following details:

With reference to the letter dated 30.09.24 received in this office on 03.10.24, concerning complaint Case No.412/2023 filed by Mr. Sanjay Kumar Mishra in District Consumer Disputes Redressal Commission, New Delhi regarding issue with RAC ticket service, provision of bedding and lack of response to the passenger's grievances on the Humsafar Express (Train No.12275) dated 28.10.2022, a penalty of Rs.1000/- has been imposed and deducted from the concerned firm falling to provide satisfactory service.

24. DME (C&W) letter dated 18.10.2024 to Assistant Commercial Manager (General) contained the following details:

- a. At 23.07 Hours the complaint was formally registered in the system under the reference number mentioned above.*
- b. TTE Suresh Kumar Bind of Humsafar Express was informed by Shri Sanjay Kumar Mishra immediately. Linen staff was not available at the time of grievance registration*
- c. The Mechanical Control (ALD) department of Prayagraj division was notified. The concerned linen distribution staff was assigned to redressal of bedroll distribution.*
- d. At 23:38 Hours the complaint was attended by the linen distribution staff and*

separate bedroll was provided and the complaint was closed.

25. The complainant had filed RTI regarding blanket. The Railways has replied vide letter dated 30.11.2023 is as follows:

Que.02 It is submitted that provision of linen to both RAC passengers on a single berth is policy matter and pertain to Railway Board. Further there is no policy to provide napkin to AC 3rd tier passenger under linen management.

26. A Government of India, Ministry of Railway Circular bearing No.2005TG-V/17/04 dated 23.09.2009 is as follows :

Sub: Provision of bedrolls kis to RAc Passengers in AC classes

At present RAC passengers are charged fares at par with passengers holding confirmed reservation, but not provided with bedroll facility. In AC Classes (except AC Chair Car) since one berth is shared by two RAC passengers.

2. Board has examined the matter and it has been decided that blanket and a bedsheet may be given to RAC passengers travelling in AC Classes (except AC Chair Car) as the bedroll charges are included in fare being collect from them and it is also a requirement in AC Class.

27. Thus it is evident and admitted by both the parties that the complainant travelled from Prayagraj to Delhi on 28.10.2022 on a RAC ticket. He shared a berth with a stranger. Both the passengers were only provided one pillow and one blanket. The complainant made complaints to TTE and to Railway Ministry on Twitter. He received a reply that complaint has been attended.

28. The internal communication between Railway indicates that a penalty of Rs.1,000/- was imposed on the Contractual firm providing linen services. The communication also records that a separate bedroll was provided which has been vehemently denied by the

complainant.

29. The Government circular in 2009 clearly demonstrates that blanket and bedsheet may be given to RAC passengers as the bedroll charges are included in the fare.
30. The Railways provided one blanket to two completely unrelated passengers in violation of circular dated 23.09.2009. Thereafter, the railways imposed a Rs.1,000/- penalty on the linen contractor, but failed to inform the complainant about the same or provide compensation to the passenger. Even, in the reply filed before this Commission, Railways are silent about this penalty. Moreover, OP has not placed on record any proof that a separate bedroll was provided to the complainant.
31. Hence, we find OP guilty of deficiency in service and direct OP to pay Rs.20,000/- as compensation for mental harassment and physical inconveniences. We also award a cost of Rs.5,000/- to be paid towards litigation expenses.
32. Order to be complied with within 60 days failing the entire Order will carry in an interest of 7% from date of Order till realization. Copy of the order be provided to the parties as per rules. File be consigned to record room. Order be uploaded on the website

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MONIKA AGGARWAL SRIVASTAVA
PRESIDENT

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DR. RAJENDER DHAR
MEMBER

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RITU GARODIA
MEMBER