



“Creating an effective Railway Hawker Policy”

(Collective inputs from 145,000 strong Make Railways Better circle)

1. Unauthorized hawkers must be completely restricted
2. The number of hawkers allowed on a platform should be ascertained by railways
3. A process should be defined to provide licenses to the hawkers
4. The hawkers who are already selling at those platforms should be given preference for licensing
5. Quality checks should be put in place for licensed hawkers
6. Only IRCTC authorised hawkers, in proper and recognisable uniform and badge showing their Name and Permit Number should be allowed
7. Orientation must be given to hawkers atleast twice a year on do's and don'ts of operating at a Railway Station
8. RPF should be asked to make sure that prohibited items like tobacco are not sold in the railway premises
9. RPF should take immediate action on any reports of presence of unauthorised vendors in the railway premises
10. If any unauthorized vendor sneaks into the railway premises, they should be arrested and fined
11. RPF should keep a vigil that no unauthorised vendor is selling things inside the train
12. CCTVs and Spot checks should be implemented so RPF and other officials aren't letting hawkers in for bribes
13. The prices of the products that the licensed hawkers sell must be approved by the Railways and the prices displayed on each item
14. If unlicensed hawkers are found selling their wares freely in coaches or on platforms, then disciplinary action must be taken against him and the Station Superintendent
15. All food items sold must be clean and safely packed. No exposed food items should be allowed to be sold by hawkers
16. All vendors must be given training on hygiene and safety aspects
17. There must also be a system for receiving complaints against hawkers and its expeditious resolution
18. Passengers should be effectively advised to check the badge of the vendor before buying anything from them.