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**STANDING COMMITTEE ON
RAILWAYS
(2011-12)
FIFTEENTH LOK SABHA**

**MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

NEW CATERING POLICY – 2010 OF INDIAN RAILWAYS

FIFTEENTH REPORT



**LOK SABHA SECRETARIAT
NEW DELHI**

May, 2012/ Vaisakha, 1934 (Saka)

SCR NO.: 164

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Presented to Lok Sabha on 21.05.2012

Laid in Rajya Sabha on 21.05.2012



**LOK SABHA SECRETARIAT
NEW DELHI**

May, 2012/ Vaisakha, 1934 (Saka)

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COMPOSITION OF THE STANDING COMMITTEE ON RAILWAYS (2011-12)

Shri T. R. Baalu - Chairman

MEMBERS

LOK SABHA

2. Shri Khiladi Lal Bairwa
3. Shri Ram Sunder Das
4. Smt. Maneka Gandhi
5. Shri Pralhad Joshi
6. Shri Bapi Raju Kanumuru
7. Dr. Nirmal Khatri
8. Dr. (Smt.) Botcha Jhansi Lakshmi
9. Shri Anand Prakash Paranjape
10. Shri Somabhai G. Koli Patel
11. Dr. Padmsinha Bajirao Patil
12. Smt. Satabdi Roy
13. Smt. Yashodhara Raje Scindia
14. Shri Sharief-ud-din `Shariq`
15. Shri Gopal Singh Shekhawat
16. Shri Ganesh Singh
17. Chaudhary Lal Singh
18. Kunwar Rewati Raman Singh
19. Shri Lalji Tandon
20. Dr. Girija Vyas
21. Shri Nama Nageswara Rao

RAJYA SABHA

22. Shri K.E. Ismail
23. Shri Om Prakash Mathur
24. Smt. Kusum Rai
25. Shri Ambeth Rajan
26. Shri Tarini Kanta Roy
27. Shri T.M. Selvaganapathi
28. Shri Ishwar Singh
29. Shri Ramchandra Prasad Singh
30. Shri Palvai Govardhan Reddy
31. Shri Nandi Yellaiah

SECRETARIAT

- | | | | |
|----|-----------------------|---|---------------------|
| 1. | Shri K. Vijaykrishnan | - | Joint Secretary |
| 2. | Shri Abhijit Kumar | - | Director |
| 3. | Shri Arun K. Kaushik | - | Additional Director |

INTRODUCTION

I, the Chairman of the Standing Committee on Railways (2011-12), having been authorised by the Committee to present the Report on their behalf, present this Fifteenth Report of the Standing Committee on Railways on 'New Catering Policy – 2010 of Indian Railways'.

2. The Committee took evidence of the representatives of the Ministry of Railways (Railway Board) on 27.12.2010, 04.07.2011 and 18.07.2011.

3. The Committee considered and adopted the Report at their sitting held on 15.05.2012. Minutes of the related sittings are given in appendix to the Report.

4. The Committee wish to express their thanks to the officers of the Ministry of Railways (Railway Board) for appearing before the Committee and furnishing the material and information which the Committee desired in connection with the examination of the 'New Catering Policy – 2010 of Indian Railways'. They would also like to place on record their deep sense of appreciation for the valuable assistance rendered to them by officials of Lok Sabha Secretariat attached to the Committee.

5. For facility of reference and convenience, the observations and recommendations of the Committee have been printed in bold letters in Part-II of the Report.

NEW DELHI;
15 May, 2012
25 Vaisakha , 1934 (Saka)

T.R. BAALU
Chairman,
Standing Committee on Railways

PART I

A. BACKGROUND ANALYSIS

1. Pursuant to a Cabinet decision, the catering business of Indian Railways was being progressively hived off to the Indian Railways Catering and Tourism Corporation (IRCTC) through relevant provisions in the Catering Policy of 2005. Modifications in the policy were necessitated in the light of the experience gained and how the public perceived the changes since the introduction of this policy. The modifications largely pertained to establishing good governance standards and improving the quality of these services, including for providing food and beverage services to passengers traveling on trains through mobile catering services and operation and management of the static catering contracts dealing with provision of food and beverages to passengers traveling on train, on railway premises like platforms, concourses, etc. The Minister of Railways, during her Railway Budget Speech 2009-10, announced that "All railway zones have been instructed to give priority to provision of good quality food, drinking water and toilet facilities and ensure cleanliness on trains and stations. Further, availability of Janata Khana should be ensured and we will be introducing national and regional cuisines in our catering. A comprehensive policy including strict monitoring mechanism would be developed for achieving these objectives". In the light of above, a new Catering Policy, 2010 was formulated and issued vide M/O Railways (Railway Board) Commercial Circular No. 35/2010 dated 21.07.2010 (Annexure). The objectives/salient features of the Catering Policy, 2010 are as under:

OBJECTIVES OF CATERING POLICY

1. To provide hygienic, good quality affordable food to the traveling public by adopting best trade and hospitality industry practices.
2. The policy will have an inclusive approach where from the least advantaged passenger to the relatively affluent will be provided catering services in a socially responsible manner.

3. It would meet all the social objectives of the Government, including provision of reservations as per Government Directives issued from time to time.
2. Informing the Committee about the objectives and salient features of the New Catering Policy, 2010, the Chairman, Railway Board, stated as under:

"As you will remember, in the Vision 2020 document which had been presented in the hon. Parliament and also in the Budget Speech of our Railway Minister, we had assured that quality of catering would be improved by adopting sound and proven business practices; setting up a chain of modern base kitchens and branded restaurants at stations and encourage innovation in on-board catering.

We found that the old policy which was promulgated in 2005 had led to a situation in which there were a huge number of complaints pouring in from every corner. We went into them and found that there were certain problems in that policy which led to two or three serious problems. The first one related to the monopoly catering. We found that the food was being picked up from the area where we were not having any control. We also found that the monitoring mechanism had left much to be desired. In the static units we found that there were a huge number of complaints of monopolistic allotment. These two problems have been addressed in the new catering policy which has come in the year 2010 where we have decided that both the static and mobile catering work will be taken over by the zonal railways and the IRCTC which had earlier been entrusted with this job would be dealing with the upper end, that is, food plazas and food courts and we will allow them to concentrate on the tourist activities. We took this decision because we found that railways being a huge network and catering service being provided to the passengers at almost every station, it was necessary that the zonal railways controlled the monitoring work because we have Stationmasters at every station, we have got staff at every station while we cannot expect the IRCTC to put their staff at 7000 stations or put a large number of their employees who would be then doing only monitoring work and we may not be engaging them fully. But our Stationmasters among all other works can very easily monitor the performance of the static units at the station. In the same way for the mobile units we have a unit for monitoring the working of the licensee who is doing the pantry car work. We have put them under the General Manager so that we can concentrate the work zone-wise and improve that. We are working on it. The policy is now being implemented. We have created more than 5000 posts in the catering department now under the General Manager. We are gradually taking over this work from the IRCTC... Every month we are going ahead with the taking over of this work. Wherever contract is getting completed or is getting over, that work is being transferred to the zonal railway so that we have a better control over that.

I am very happy to tell you that in the last three months we have had a drop of 30 per cent in the number of complaints on catering matter. We hope to

bring it down substantially. Once this transfer of work is over, gradually we hope that in another nine to twelve months it should be possible for us to have a system of monitoring as well as allotting static units in such a way that there are hardly any complaints. That is what we are aiming at and we hope that we will be successful.”

3. The Ministry of Railways informed the Committee in a written reply as under:

“The salient features of the New Catering Policy are as follows:

- Earlier policy sought to treat catering as an independent profit center whereas this policy acknowledges catering as a passenger service.
- The policy seeks to bring in improvements in catering by shifting the task of monitoring quality of service from IRCTC to the Zonal Railways and attempts to leverage Zonal Railways’ vast and elaborate all-India network in order to effect a thorough supervision and control over catering activities.
- Emphasis has been placed to ensure the availability of quality food for the not-so-affluent classes of passengers by providing Janata food and Jan Ahaar (economy combo-meals) by means of Refreshment Rooms, Stand-alone outlets and vending stalls.
- Supervision and monitoring has been strengthened through an institutional mechanism to be put in place by the Zonal Railways by deploying railway personnel, who would check quality and hygiene and take corrective action in a time-bound manner.
- IRCTC shall be responsible for managing the premium and high end outlets like Food Plazas, Food Court and Fast Food Units.
- Regional cuisine is being encouraged and zonal railways are being given authority to design the menu, recipes and fix tariff for a-la carte items.
- The reservation policy and segregation of the Static Units to fulfill the social responsibility of the railways towards the underprivileged sections of the society as envisaged in the earlier policy is being continued.
- The stringent ceiling limits on the holdings for each category of units have been addressed to curb the issue of monopolization.
- Minor Units: An individual company/firm can hold max. 2 at a station and a maxm. of 10 units per zone.
- Mobile Units and Base kitchen: A max. of 10% of similar units over IR.

- For ensuring the quality of food in mobile units, special emphasis has been laid on setting up a grid of modern mega, medium and small base kitchens by the Zonal Railways at en route stations.
- The above salient features of the New Catering Policy would go a long way to improve the catering services on Indian Railways and shall fulfill the aspirations of the passengers.”

B. IMPLEMENTATION OF NEW CATERING POLICY

4. Informing the Committee about the status of implementation of the New Catering Policy, the Ministry of Railways stated in a written reply as under:

“Almost all the static/mobile catering units earlier with IRCTC have been transferred to Railways. The only exception are those where IRCTC is managing the units with the departmental manpower e.g. Jan Ahaars, Durontos and a few other static units and also those units which are under litigation. The unit-wise details of the implementation of the New Catering Policy are as under:

Sl. No.	Item	Details	Remarks
1.	Mobile Catering Units (Pantry cars)	Out of total 297 pantry car services over Indian Railways, 263 have been taken over.	The remaining 33 pantry services are being managed departmentally by IRCTC and one is under the litigation.
2.	Jan Ahaar	As on 22.06.2011 there are 49 Jan Ahaars operation on Indian Railways. Out of total 32 Jan Ahaars managed by IRCTC, Zonal Railways have taken over 5 Jan Ahaars and have started 17 Jan Ahaars departmentally.	Zonal Railways are in process of opening new Jan Ahaars for ensuring availability of low-cost regional cuisines for the not so affluent passengers.
3.	Other Static Units	Out of 7899 static units for transfer from IRCTC to Zonal Railways, a total of 7748 units have been transferred. Only 151 units remains to be taken over by the Zonal Railways.	Out of remaining 151 units, IRCTC is managing 103 units departmentally.
4.	Base Kitchens	Out of total 9 departmental base kitchens managed by IRCTC, 4 have been taken over by the zonal railways and 5 are managed by IRCTC departmentally.	

5.	Staff Position	5269 (1284 Gr. 'C' and 3985 Gr. 'D') posts have been restored to the railway catering cadre which was in force as on 31.03.2003, as to implement the New Catering Policy 2010. So far 1706 staff are presently available in catering department. With the available catering staff, Zonal Railways has started departmental activities apart from supervision of licensee managed units.	Filling up of the vacancies are in process.
6.	Catering Monitoring System	Catering Monitoring cell has been opened at Zonal Headquarter and in divisions for the quick redressal of catering related complaints.	Action is taken on all the complaints by imposing penalty, warning, etc.

5. When asked about the experience of Railways so far with the New Catering Policy, the Ministry of Railways stated as under:

"We are satisfied with the results of the transfer of the catering activities from IRCTC to Railways. This is borne out of the significant reduction in the number of complaints against poor quality catering now received vis-à-vis the number of complaints received earlier."

6. The Committee desired to know about the changes that have been made in the catering system since the implementation of the New Catering Policy. The Ministry of Railways informed the Committee in a written reply as under:

"The major changes made consequent to the implementation of Catering Policy are as under:

(7) The position of transfer of catering units as on 22.06.2011 is as under:

Status of Transfer of Units from IRCTC to Zonal Railways (as on 29.06.2011)											
Total No. of Units				Taken over by Z Rlys				To be taken over by Z Rlys			
P/Car	TSV	Major static	Minor static	P/Car	TSV	Major static	Minor static	P/Car	TSV	Major static	Minor static
297	149	937	6950	263	21	912	6850	34	128	25	100

(ii) Standard Bid Document (SBD) for awarding of catering licences of Rajdhani/Shatabdi/Duronto Express and Mail/Express trains has been issued to Zonal Railways. The SBD envisages award of contract on two packet tender system. The first packet is a detailed technical evaluation to shortlist only reputed experienced catering units to participate in the financial bid (and packet bidding). New features in the bid document include stringent technical eligibility criteria based on the highest scores achieved by the bidders on

different parameters have been incorporated. In the earlier SBD, the technical criteria were not properly designed and award of contract was primarily focused on the highest bid offered by the licensee.

(iii) Detailed instructions for award of Train Side Vending (TSV) contracts by Zonal Railways have been issued on 22.06.2011.

(7) This new TSV guidelines propose meals on order through mobile service provider at selected meal pick up points.

b. This policy also proposes the introduction of a-la-carte meals inclusive of regional cuisines.

(iv) Take away and TSV are major thrust area for improvement in Catering service.

(v) Emphasis given for low cost popular combo meals through proliferation of Janahar outlets.

(vi) Monitoring mechanism developed to monitor quality of service. Departmental supervision in areas where private licensees are managing catering services introduced in a big way. Catering Monitoring Cells have been set up on Zonal Railways in each division to have effective monitoring of catering units as well as their complaint redressal."

7. The Committee undertook a study visit to Ahmedabad, Bangalore, Mysore and Goa during May, 2011 to assess the impact of implementation of the New Catering Policy. Broadly, the following suggestions were put forward before the Committee by the respective Zonal Railways for improvement in New Catering Policy:

- (i) Establishment of ISO certified base kitchens in Railway premises itself to ensure timely supply of meals and effective supervision
- (ii) Modernization and mechanization of catering equipment for quality catering services
- (iii) Management of catering services by professionals
- (iv) Stringent criteria for selection of catering contractors
- (v) Recruitment of trained/professionally qualified staff
- (vi) Training of catering staff from time to time

C. ROLE OF IRCTC

8. As pointed out earlier, in the Catering Policy of 2005, the catering business of the Indian Railways was hived off to the IRCTC. However, the Catering Policy 2010 involved the transfer of catering business back from IRCTC to Zonal Railways. When asked about the shortcomings which were noticed in the functioning of IRCTC which

necessitated this action and whether these shortcomings could not have been rectified by IRCTC, the Ministry of Railways (Railway Board) informed the Committee in a written reply as under:

"Through the provisions in the Catering Policy of 2005, the catering business of Indian Railways had been shifted progressively to the Indian Railways Catering and Tourism Corporation (IRCTC). Modification of the policy has now been necessitated after the experience gained of catering managed under IRCTC and public perception of quality of catering services provided under IRCTC's management. Shortcomings were earlier noticed in the provision of the catering facilities over IR which arose out of the basic philosophy being followed by IRCTC for treating catering service more as a profit centre and less as a passenger service. It was perceived by the Railways that this philosophy of acknowledging catering as a passenger service and not an independent profit centre cannot be implemented by IRCTC.

Consequently, the New Catering Policy was formulated by Railways clearly legislating the shift in the objectives of providing catering services from the perspective of PASSENGER SERVICE which would not be amenable to IRCTC's philosophy of profit centre and the catering services to be now provided to passengers through mobile and static units has been brought under the purview of New Catering Policy 2010 which has the element of passenger service as its core objective.

The New Catering Policy, 2010 seeks to bring in improvements in catering by shifting the task of monitoring quality of service from IRCTC to the Zonal Railways through attempts to leverage zonal railways vast and elaborate all India network in order to effect a thorough supervision and control over catering activities.

The New Catering Policy 2010 has given focus to provide good quality, affordable food to common passengers; regional cuisines have been encouraged.

IRCTC as a PSU would have a profit motive more pronounced in its activities as compared to the objectives of a Ministry. Hence, it was felt that the improvement necessary and as required would not have been possible to be achieved by IRCTC"

9. In this regard, the Chairman, Railway Board, stated during evidence as under:

"There have been lot of ups and downs on the catering policy of the Railways. The Railways have been acutely aware that catering is a major concern on the system and we have been at pains to try and find ways and means to serve a very large cross-section of people. Initially, it was thought that hiving off the catering activities to a separate professional body would be able to address these concerns. So, we did make IRCTC and catering was given to them in

entirety for some time, but when IRCTC was created and because it was a PSU, it had its survival at stake which necessitated much greater focus on profitability this was at variance with the requirements of the philosophy of catering as far as Indian Railways network is concerned. The Indian Railways network serves the poorest section of our society. In fact, a large number of our passengers are poor and any organization, which ash profitability as a philosophy of survival, cannot address the concerns of service with effectiveness. The IRCTC was initially created with the objective of providing high-end catering and tourism facilities and the entire catering facilities were handed over to IRCTC. Only subsequently with experience it was seen that this initiative of diverting the catering services of the entire Indian Railway network to IRCTC was perhaps not working as envisaged.

Then it was considered that catering should, at least at the smaller stations as well as on-board trains, be taken back by the Indian Railways. One of the reasons why this was done was because the Indian Railways has a very vast network spread all over the country. So, there is a complete connect between what is happening on trains or at stations and what the policy-making body at the Railway Board does. Perhaps the IRCTC was unable to address the grass root level concerns. So, as a philosophy, the New Catering Policy was considered and after lot of deliberations, it was promulgated last year with a different emphasis and this emphasis was to treat catering as a passenger service. The philosophy itself underwent a change and it was thought that the time has come to treat catering as a passenger service. To this end, it was decided that progressively the catering facilities – mobile catering facilities on trains as well as static units at the stations – would be taken over from the IRCTC. We were aware that this cannot be done entirely in a very short while.

10. When asked whether the Railways had signed any MoU with IRCTC, the Chairman, Railway Board, stated as under:

"The MoUs were signed at several stages with IRCTC from 2005 onwards. It was initially thought – when we formed IRCTC – that IRCTC would concentrate on high-end catering and tourism industry, the potential of which remained untapped as far as the Railway system was concerned. So, in the initial stages of IRCTC, budget hotels were constructed; tourism trains were started; and those facilities of the Railways, which perhaps could not be addressed by the Railways as an organization, where some kind of market-savvy policies were necessary and where a different kind of working ethics was necessary. So, it was thought that IRCTC would take over this segment and would progress in this. Subsequently, it was thought that perhaps IRCTC could be given the entire catering facilities of the Indian Railways. This was a decision, which was taken progressively in mid-stream, but when catering was hived off to the IRCTC by the Indian Railways completely, it was realized that a lot of segments of society – who travel by trains – those issues were not getting addressed adequately. It was because the Corporation, as such, was not able to harness an inherent strength to cater to the needs of the vast and complex network. There was a slight disconnect. In fact, disconnect was

experienced between the availability of catering services as IRCTC could provide them and the requirements at the grass-root level of the organization. Thereafter, a re-thinking was there and it had not gone on for too long, and immediately a new catering policy – which would address these concerns, without actually taking away the core competency of IRCTC – was considered. The core competency of IRCTC would be to continue to concentrate on high-end tourism; high-end catering facilities, which are very much necessary in the market place; and to bring back the catering services for the normal passenger to the Railways because the Railway system in its entirety and its vastness was considered to be adequately poised to address those concerns."

11. When asked whether the Railway Board had signed an MoU with IRCTC before handing over the facilities to them, the Chairman, Railway Board, informed the Committee that the MoU was under finalization.

12. When the Committee desired to know whether there was any plan to wind up IRCTC, the Chairman, Railway Board, informed the Committee during evidence as under:

"I just wanted to clarify one or two issues. There is no plan at present to wind up IRCTC. As I have expressed hitherto that the plan is to let IRCTC concentrate on its core competency of high end catering facilities and development of tourism which is a major area which is coming up now and which requires focused and concentrated attention of an organization like IRCTC. I am confident that with this core competency, IRCTC should grow from strength to strength in future. As far as catering facilities provided to the common passengers on the railways is concerned, I would again reiterate that the Indian railway network is so vast and we have a 150 year tradition of how systems are managed on the railway network, it requires activities right up to the grassroots level, that is, right up to the station level. Unless you have an organization which is connected from the apex level on a day to day basis, the common passenger issues in many cases fail to get addressed. Our concern was to address these issues which were being felt as detrimental to the common rail passenger who can pay very little for his catering facilities and who needs to be provided some catering facility on train. So, it is with this objective that a mild course correction was done in what IRCTC would do and what the Indian Railways would do.

Coming on to the second part of your question, I would like to inform the august House that after 2010 when the Railways have now begun to progressively take over the common catering facilities for the passengers, there has been a 46 per cent reduction in the complaints regarding catering on the railway system. That is because we have a direct connect right up to the grassroots level. If there is an issue to be addressed, it can be immediately addressed right from the Chairman, Railway Board to the Zonal Railway, General Manager to the station manager. It can be addressed very

quickly without any problem. Therefore, the speed at which the complaint is addressed is much quicker whereas we felt that IRCTC perhaps would be able to meet its objectives by concentrating on other activities for which also there is very great requirement on the system today.

13. When asked whether the problems which were being faced with IRCTC could not be sorted out when Member (Traffic) himself was the Chairman of IRCTC, the Chairman, Railway Board, stated during evidence as under:

"I would like to answer this question in a slightly different manner. The Member (Traffic) is definitely the Chairman of the IRCTC. But IRCTC by virtue of being a public sector undertaking could not and perhaps would not be able to harness the inherent strength of the vast Indian Railways' administrative network because a PSU by its very definition is a core competency situation and we felt that core competency has to be concentrated on. For example, if you look at the practical day to day issues, suppose there is a problem of some issue about a catering meal on a train, who will address it? The PSU unfortunately cannot be made to work under the railway administrative set up either at the Divisional level or at the Zonal level. There can only be a hand-holding situation. And we found that this hand-holding situation, although it was attempted and a lot of effort was made to provide support from the Railways, was unfortunately not found to be very successful because the hierarchy which is required to address these issues somehow could not come. This is the practical, grassroots level situation which I have explained."

14. When the Committee desired to know the future of the people working in IRCTC, as a result of the trimming of IRCTC, the Chairman, Railway Board, informed the Committee during evidence as under:

"To the first part of your question on the trimming of the organization as you mentioned, we are leaving IRCTC to grow in a certain sector which is necessary. As far as the staffing related issues are concerned, we are in fact absorbing a lot of the staff. Most of them are our own staff who had gone from the Indian Railways to IRCTC. So, we are addressing those issues in consultation with our staff federations. A lot of them have come back. We have already restored over five thousand posts which were in existence on the Indian Railways on the catering side before it went to IRCTC. A lot of these people have come back. We have already restored over five thousand posts which were in existence on the Indian Railways on the catering side before it went to IRCTC. A lot of these people are coming back to their original posts with also proper training. There is a situation of training also. I am confident that as far as the staff related issues, which is the Hon. Member's concern, that is being addressed fully and will be addressed fully. We do not anticipate any problem in the staff related issues."

15. When asked whether the IRCTC's commercial interests will not be harmed as a result of the New Catering Policy, the Ministry of Railways (Railway Board) informed the Committee in a written reply as under:

"In the long term perspective the interest of IRCTC would not be harmed although to an extent in the initial stages of the change there will be a temporary setback of loss of revenue. However, with the new directions of a greater emphasis on IRCTC to concentrate on high-end catering from Food Plazas, Fast Food Units and Food Courts, etc. IRCTC will become a financially healthy and vibrant organization. As per Catering Policy 2010, IRCTC would continue to be a service provider to the Indian Railways and shall be responsible for managing the premium and high end outlets like Food Plazas, Food Courts and Fast Food Units; and institutional catering outside railways. IRCTC is also selling a huge number of tourism products such as Luxuries Tourist Trains – Maharaja Express, Buddhists special trains, Bharat Darshan trains, Bharat Tirth trains, hill trains, etc.

Further, as per MoU between IRCTC and Indian Railways and article of association, IRCTC is taking up the catering units of both government and its PSUs and also those of state government units.

Some headway has been made towards it, such as IRCTC has taken over/started the catering units in the following Government offices/PSUs (i) Outdoor catering in Ministry of External Affairs, South Block, (ii) Indian Institute of Public Administration, NDLS, (iii) Ministry of Finance, North Block, (v) Cafeteria in Krishi Bhawan, NDLS (vi) Food court in IIT Delhi (vii) CBI headquarter in Lodhi Road (viii) Food Plaza at Pune – Solapur Highway (ix) Multi cuisine cafeteria in Cochin. Hence, scope of work for IRCTC is vast."

D. BLUEPRINTS FOR CATERING UNITS

16. The Ministry of Railways (Railway Board) had informed the Committee that with a view to ensuring that adequate catering facilities were available vis-à-vis that there was no congestion on platforms, the scale of catering services through static units had been legislated in the New Catering Policy, 2010. Zonal Railways had been directed to prepare a blueprint for the catering unit at each station as per the maximum static units as per the scale given below:

Category of station	No. of maximum catering units at	No. of maximum catering units at	No. of AVMs as per main/island platform	No. of misc. stalls as per main/island platform
----------------------------	---	---	--	--

	main platform	island platform		
A	6	5	5	1
B	5	4	4	1
C	5	4	3	1
D	3	3	2	1
E	1	1	1	1
F	As per requirement	As per requirement	1	1

Note: The classification of stations under A, B, C, D, E & F categories is done as per yardsticks given below:

- (i) A category station: If annual earning is more than 6 crores.
- (ii) B category station: Annual earning is more than 3 to 6 crores.
- (iii) C category station: All suburban stations.
- (iv) D category station: Annual earning between 1 crores to 3 crores.
- (v) E category station: All stations other than A, B, C, D and F category stations
- (vi) F category station: All flag/halt stations.

17. When asked about the salient features of the blueprint, the Chairman, Railway Board, informed the Committee during evidence as under:

"There are seven categories of stations. Depending on the number of stations, each station is categorized. They are provided with the scale of facilities, which are clearly legislated. These facilities include facilities of catering, provision of drinking water, as also other passenger amenities and facilities. It is very clearly legislated and it has been conveyed to the Zonal Railways. Feedback is being received from Zonal Railways and we are in constant touch with them."

18. When asked about the steps taken to ensure the implementation of the blueprint at each station, the Chairman, Railway Board, stated during evidence as under:

"As far as the lower end and less privileged passengers are concerned, the Railways has now made a policy of introducing *jan ahaar* where the cost of any item would range between Rs. 5 and Rs. 30 at the maximum and the items of food which would be supplied from these *jan ahaar* counters would be region based, that is, cater to the taste of the people of that area and also be cost effective. So, on that spread of *jan ahaar* at the stations, we hope to cope with the problem of the weaker sections of our society. Apart from this, there is a strong effort to popularize the *janata khana*, that is, the *puri-bhaji*. These would be monitored and further strengthened.

As far as cleanliness and hygiene at the railway stations are concerned, we are attempting in a large number of ways to address these issues. We have

also introduced on-board hygiene services in a number of trains where the cleaning parties would travel on the train itself and would be available for cleaning of compartments and coaches. As far as the stations are concerned, we have a clear policy which has been given to the zonal railways on how cleaning is to be carried out through contractual and departmental means both at station platforms and approaches and also entire concourse area of the station. But as Hon. Member has said we have perhaps not come up to the expectations. We have to come up to the expectations."

E. MODERNIZATION OF KITCHENS

19. As per Catering Policy 2010, the Zonal Railways are to set up modern mega, medium base kitchens to supply food in bulk or packaged to mobile units as well as the static units to provide good quality, hygienic and affordable food to passengers. The Railway Board has issued the detailed guidelines for the facilities to be provided in the base kitchens which include ISO: 22000 certification. The salient features of the instructions issued in this regard are (i) base kitchens will progressively be ISO 22000 certified; (ii) Zonal Railways will set up a grid of mega, medium Base kitchens which will be in the premises of the railways so as to reduce the distance of transfer of meals from base kitchens to the train; (iii) A proper pathway connecting base kitchens to platform; (iv) for proper training of the departmental catering staff, training to be organized through trained personnel from reputed institutes of hotel management/catering institutes/food craft institutes; (v) Identify a grid of trains and the specific meals (breakfast, lunch, dinner, etc.) to be provided for each train for the nominated base kitchens at the station where each train stops at the meal timing.

20. According to the Ministry of Railways (Railway Board), design modules incorporating mechanization and state-of-the-art technology will now be formulated and issued to zonal railways.

21. A pilot project for setting up a modern and mechanized base kitchen has already been initiated by South Central Railway.

22. Briefing the Committee about the concept of base kitchen, the Chairman, Railway Board, informed:

"On the food items which are available in Jan Ahar outlets, we are hardly making any profit. It is on no-profit-no-loss basis. That way, it is a social responsibility on us to provide that kind of food. There is a cross-subsidisation though we do not openly talk about it. But overall, we should not make losses. Such type of food should be made available.

Secondly, you talked of the regional cuisine as to how it can be done area-wise. We have decided that we will have a grid of base kitchens. There will be mega base kitchens; there will be midi base kitchens depending upon the necessity."

23. Elaborating further, the Chairman, Railway Board, stated as under:

"You please appreciate the point here that in Delhi area, I am required to pick up nearly two lakh meals a day but we do not have a base kitchen which can supply these meals from one point. So, we have to provide a world-class base kitchen here, and that is what we are aiming at. But there are places where I pick up only 5,000 meals a day. In those places, there will be smaller base kitchens. We will be able to monitor the hygienic condition and the method of cooking, the material being used in a more intense manner if it is done at the station. When a train leaves from Chandigarh for Chennai, by the time it reaches Nagpur you will start getting food from the local cuisines there. You will get a Puran Poli, you will get Sri Kand from Nagpur. And the moment you go down to Secunderabad or even Cuddappah and Guntakal, you will get the local food. The base kitchen will be producing those things in the train. The demand from the passengers will be taken in the train and communicated to the base kitchen so that the food of that variety will be lifted. This is what we are now aiming at in the 2010 Catering Policy. Once the base kitchen grid is fully in place, I think, everybody will get food of his choice depending upon the area in which he is traveling."

F. PACKAGED DRINKING WATER

24. In its endeavour to meet the growing and varied demands of railway passengers, IRCTC had expanded the ambit and gamut of services offered to the passengers; one of these is manufacturing and supply of packaged drinking water under the brand name of 'Rail Neer'.

25. The need for setting up of the packaged drinking water has arisen out of the large consumption of water on railways and the frequent cases of failure in sample checks of various BIS certified brands of packaged drinking water. To ensure that the railway users get safe and quality packaged drinking water, Rail Neer was made the exclusive brand to be sold at railway premises and in trains. Accordingly, IRCTC was instructed to set up state-of-the art plants comparable with the best in the

industry. In the initial phase, IRCTC was instructed to set up initially only two plants – one at Nangloi, Delhi, and the other at Danapur, Bihar. The capacity utilization of these plants is 100 per cent.

26. As per the Ministry of Railways, Rail Neer is using processes that guarantee safe drinking water, i.e. crystal clear, low in dissolved solids and free from all pathogenic bacteria and viruses as well as other harmful contaminants like fluoride, arsenic, nitrate and iron and conforming to the BS specifications. The plants conform to European Union Norms and employ an eight-stage purification process, the highest employed by any plant in India. The following eight processes are employed:

1. Activated carbon – Multistage activated carbon
2. Softner-Process employed for making Rail Neer
3. Ultra filtration
4. Reverse Osmosis
5. Calcite filter
6. Micron filters
7. Ultra Violet filters
8. Ozonation

27. When asked to state the steps taken to ensure supply of sufficient water in trains, the Chairman, Railway Board, briefed the Committee as under:

"We are aware of this problem. The need of water in trains is very high. That is why, in this Budget we have provided for six more projects to come up under PPP for providing drinking water. We are working on it. The standard terms of the document are just getting finalised. We will have some more places from where we will get Railneer."

28. The Committee pointed out that there were instances where water bottles were being supplied in some trains which did not carry any expiry date, on this the Chairman, Railway Board, assured the Committee that the matter would be looked into.

29. When asked whether any policy had been framed for the quantity of water supplied in the trains, the Chairman, Railway Board, stated during evidence as under:

"The policy states that two drinking water bottles will be given for journeys beyond 20 hours and one drinking water bottle will be given for journeys below 20 hours free of charge and the second drinking water bottle on payment. That is the system."

G. QUALITY CONTROL

30. When asked about the frequency of checking the quality of food, the Chairman, Railway Board, stated during evidence as under:

"Till now IRCTC was having Quality Inspectors with them and they were doing it. When we are now taking over the mobile catering units, they are being monitored by the CCM of the Zonal Railways. There is a constant checking. Thousands of such checks have been done and we are trying to improve it. As I told you, my complaints have been reduced by 30 per cent. I am not saying that there are zero complaints. Complaints are still quite high. But they are 30 per cent less than what they were last year. We hope to bring it down much further."

31. When asked as to who would be responsible for checking the quality once the role of the IRCTC was over, the Ministry of Railways informed the Committee that the job of checking the quality was delegated to CCM of Zonal Railways. When the Committee desired to know whether CCM was competent to ensure the quality of food, the Chairman, Railway Board, stated during evidence as under:

"CCM will be the overall in-charge for the Zone. But the inspections will be done by the catering staff available with him on a daily basis as they will have this domain knowledge and the CCM will do the overall monitoring. We will monitor as to what kind of food is being provided through the number of complaints that are coming and ourselves when we travel. Food is something that when we eat it we know what kind of food is being provided, whether it has been cooked properly and whether we are happy with it or not."

32. During the visit of the Committee to Ahmedabad, Bangalore, Mysore and Goa during May, 2011, the Committee were informed by various Zonal Railways that stringent action, including warning, imposing penalty, etc. was taken against the licencees, if found guilty.

H. RESERVATION IN CATERING UNITS

33. As per the Catering Policy, 2010, there will be no reservation in contractors for major units, including pantry cars. 25% reservations in minor units have been provided at 'A', 'B' and 'C' category of stations and 49.5% reservations have been provided in all units at 'D', 'E' and 'F' category of stations.

34. The break-up of reservation of 25% in minor units at 'A', 'B' and 'C' categories is as under:

S. No.	Category	Percentage
1	Scheduled Caste	6%
2	Scheduled Tribe	4%
3	People below poverty line	3%
4	Freedom fighter/women including war widows and widows of railway employees, persons who have been dislocated/displaced due to their land having been taken over by the railways for its own use.	4%
5	OBCs	3%
6	Minorities	3%
7	Physically challenged persons	2%
	Total	25%

35. The break-up of reservation of 49.5% of all units at 'D', 'E' and 'F' category of stations is as under:

S. No.	Category	Percentage
1	Scheduled Caste	12%
2	Scheduled Tribe	8%
3	OBCs	20%
4	Minorities	9.5%
	Total	49.5%

The eligibility criteria for reserved units at 'A', 'B' and 'C' categories are as under:

- Reputation/business standing of the applicant
- Turn-over of applicant's business in catering
- Financial standing to mobilize resources to employ the requisite staff and to run the unit
- Previous experience in catering business
- Previous track record/experience of the applicant in railway catering, if any
- Size of the establishment and staff requirement for running the unit duly giving details of break-up of each activity, i.e. number of waiters/cooks to be employed
- Location of the unit

- Weightage should be given to each parameter by the nominated Selection Committee in advance, prior to calling of applications.
- The details of weightage to each parameter and the selection criteria shall be declared in the advertisement inviting application for the license.
- The Selection Committee will tabulate, compile and finalise the selection in a fair, equitable and transparent manner.

The eligibility criteria for reserved units at 'D', 'E' and 'F' categories are as under:

➤ Essential

- In case of individual/partnership firms, the individual/partners should be literate
- In case of individual/partnership firms, the individual/partners should have good moral character
- The applicant should be solvent
- The individual/partners and the employees, particularly those handling preparation of food, should not be suffering from any infectious disease.
- For reserved categories, relevant certificate from concerned authority as a proof of being a member of certain reserved category, should be furnished.

➤ Desirable

- Previous experience in catering business
- Financial standing to mobilize resources to employ the requisite staff and to run the unit
- Previous track record, if any.

36. When asked as to what were the reasons for different reservation for different category of stations, the Chairman, Railway Board, stated during evidence as under:

"This was the decision which has been taken over a period of time since 1990 when the catering policy was made. It is a dynamic situation. So, presently, the reservation stands for A, B and C category stations and these figures we have presented for your kind information for it was felt that in D, E and F category stations more representation would be required because it would be easier for the less privileged section of the society to get those."

PART II

RECOMMENDATIONS/OBSERVATIONS

The Indian Railways is one of the world's largest rail networks with 64,460 route kilometres of route length. As a national common carrier transporting passengers and goods over its network, the Indian Railways has always played a key role in India's social and economic development. It is also an affordable means of transportation for millions of passengers. During 2010-11, it carried 7,651 million passengers. Passenger kilometres, which is calculated by multiplying the number of journeys by mean kilometric distance was 979 billion during the period. Passenger earnings in 2010-11 were Rs. 25,705.64 crore. In such a vast system, catering to millions of passengers daily, it is imperative that the Railways provide the best catering services to the commuters who extend their continued patronage to the Railways.

2. The Committee note that the New Catering Policy, 2010 of the Indian Railways was formulated in the wake of an announcement to this effect made by the Minister of Railways during the budget speech of 2009-10. The New Catering Policy, 2010 sought to modify the Indian Railways' Catering Policy of 2005 which had been necessitated in the light of the experience gained and the public perception of the policy since it started operation. The modifications pertain to establishing good governance standards and improving the quality of catering services for providing food

and beverage to passengers travelling on trains and on railway premises like platforms, concourses, etc. The Committee have conducted an in depth examination of the 'New Catering Policy, 2010' and reached certain conclusions which are discussed in the succeeding paragraphs.

3. The Committee have been informed that the Catering Policy of 2005 had led to a situation in which there were a large number of complaints from different segments. Some of the problems that were noticed in that policy included the issue of monopoly catering and the lack of an effective monitoring mechanism. These major problems are stated to have been addressed in the New Catering Policy, 2010 wherein it had been decided that both the static and mobile catering work would be taken over by the Zonal Railways while the Indian Railways Catering and Tourism Corporation (IRCTC) which had earlier been entrusted with this job would be dealing with the upper end, *i.e.* food plazas, food courts and tourist activities. The Committee are of the view that the Catering Policy of 2005 lacked a professional, futuristic vision for an undertaking of the size of the Indian Railways which catered to a huge travelling public daily. Besides, the Catering Policy of 2005 was not planned in a professional and scientific manner, necessitating a new Catering Policy in just another five years' time. The Committee fail to understand how it was decided to entrust the responsibility of catering services of such a vast railway network to a Public Sector Undertaking (PSU) which had to work with a commercial motive without ascertaining its capability to address the clients' requirements in a socially responsible manner. However, the Committee

are given to understand that the New Catering Policy, 2010 would address the problem as the Railways would be able to make use of its available personnel at all the railway stations for ensuring effective monitoring of catering services. The Committee appreciate that the new Policy acknowledges catering as a passenger service unlike the Policy of 2005 which sought to treat catering as an independent profit source. The Committee hope that the New Catering Policy, 2010 will be implemented efficaciously to benefit the passengers with social responsibility as the prime criterion.

4. The Committee note that the reasons which warranted a shift in the Policy include the basic philosophy of treating catering services more as a profit centre and less as a passenger service and the lack of monitoring of quality of service as the IRCTC could not make use of the vast Railway network. However, the Committee agree with the submission of the Railways that the core competence of IRCTC should be to continue to concentrate on high end tourism and high end catering services which are very much necessary. They, therefore, recommend that the Railways should take effective steps to help IRCTC to grow in these directions so that the commercial interests of IRCTC are not harmed as a result of the implementation of the New Catering Policy.

5. The Committee are distressed to note that though the New Catering Policy of 2010 was issued in July, 2010, it is being implemented at a very slow pace. During their visit to Ahmedabad, Bangalore, Mysore and Goa during May, 2011, the Committee observed that there were certain

problems being faced by the Zonal Railways in taking over the catering services from IRCTC which included shortage of staff, litigation by contractors and the lack of specialized manpower with the Railways. The Committee recommend that all issues should be identified and sorted out expeditiously and steps be taken for effective implementation of the Policy within a specified time frame. Further, the Railways should take urgent steps for establishment of ISO certified base kitchens in the Railway premises itself to ensure timely supply of meals and effective supervision, modernization and mechanization of catering equipment, management of catering services by professionals, stringent criteria for selection of catering contractors, recruitment of trained/professionally qualified staff and training of catering staff from time to time. The Committee also desire that pantry cars should invariably be provided in all long distance trains at the earliest in all long distance trains which have a running time exceeding 16 hours.

6. The Committee have been informed during evidence that the IRCTC is absorbing a lot of staff which had been posted on deputation from Railways and the Railways are addressing the staff issue in consultation with staff federations. The Chairman, Railway Board, had assured the Committee that staffing issue would be addressed purposefully. The Committee recommend that as assured during the evidence, there should be no trimming of staff presently working with IRCTC as a result of the implementation of the New Catering Policy.

7. With a view to ensuring that adequate catering facilities are available to the travelling public, simultaneously ensuring that there is no congestion on platforms, the scale of catering services through static units has been legislated in the New Catering Policy, 2010 and the Zonal Railways have been directed to prepare a blueprint for the catering unit at each station as per the maximum static units. According to the Railways, there are seven categories of stations and various facilities such as catering, drinking water and other passenger amenities are to be provided at various stations in accordance with the blueprint. The Committee desire that the blueprint for the each station should be implemented in letter and spirit and there should not be any let up in this regard. They further desire that the implementation of the blueprint in respect of each station should be regularly and closely monitored at the Board level.

8. As per the Catering Policy 2010, Zonal Railways are to set up modern mega and medium base kitchens to supply food in bulk and packaged to mobile units as well as static units to provide good quality, hygienic and affordable food to passengers. The Committee have been informed that the Railways have issued detailed guidelines for the facilities to be provided in the base kitchens which include ISO:22000 certification, setting up a grid of mega and medium base kitchens in Railway premises, setting up of proper pathway connecting base kitchens to platforms, for proper training of the departmental catering staff training to be organized through trained personnel from reputed institutes of hotel management/catering institutes/food craft institutes and identifying a

grid of trains and the specific needs to be provided for each train for the nominated base kitchen at the stations where each train will stop at the meal timing. According to the Ministry of Railways (Railway Board), the design modules incorporating the mechanism and the state-of-the-art technology will be formulated and issued to the Zonal Railways. The Committee desire that the formulation of these design modules should be completed without any delay. The Committee are happy to note that a pilot project for setting up a modern and mechanized base kitchen has already been initiated by the South Central Railway and recommend that all Zonal Railways should follow suit so that the infrastructure related to the setting up of modern base kitchens is speedily developed.

9. The New Catering Policy provides for ban on cooking on platforms at suburban stations and attempts to progressively reduce cooking on stalls and trolleys on the platform except for items which could be prepared through electrically operated equipment only. Further, it stipulates that in order to ensure cooking free platforms, Zonal Railways may identify suitable space, if available, on railway premises near railway stations for setting up kitchens by the licencees of static units as per the terms and conditions of extant policy on land/rent. Though the Committee appreciate the concern of the Railways about the fire hazards on platforms due to cooking of food, they are apprehensive that such blanket ban on cooking may cause considerable inconvenience to the passengers as well as to the licencees. They feel that either the space for setting up kitchens may not be available at most of the railway stations or the licencee may

not be in a position to set up its kitchen. They, therefore, desire that while implementing the Policy, the Railways should carefully examine this aspect in order to avoid inconvenience to the passengers as well as to the licencees. Adequate safety measures may be taken by the Railways to avoid electrical short-circuits, etc.

10. Though the Committee appreciate the contention of the Railways that it is the social responsibility of the Railways to provide food to the passengers at affordable prices, they would like to caution the Railways to not to compromise with the quality of food as a result thereof. Indian Railways have a vast network covering Kashmir in the north to Kanyakumari in the south and upto Bhuj in the west to Agartala in the east, with each region having its distinct regional cuisines. In view of this, it is imperative on the part of the Railways to ensure the availability of regional cuisines depending upon the area. The Committee hope that the New Catering Policy will take care of these concerns.

11. The provision of safe drinking water in trains and at stations is of much concern to the Committee. During their visits to various places, the Committee have found that at a majority of stations, normal tap water stored in tanks is used for drinking purposes. The Committee have also noted the scarcity of packaged water in some long distance trains. Instances of supply of water bottles without labels of their manufacturing/expiry dates and even unsealed water bottles have also have been brought to the notice of the Committee. The Committee note that with a view to supplying packaged drinking water in trains and

stations, the IRCTC has set up two plants at Nangloi, Delhi, and at Danapur, Bihar. The Committee have been informed that these plants employ an eight-stage purification process to guarantee safe drinking water, free from harmful contaminants. The Committee have been further informed that the Railways are working on six more projects for providing drinking water and the standard terms of documents are getting finalized. While appreciating the same, the Committee desire that the setting up of these projects should be expedited. The Committee also feel that these plants should have capacity to introduce packages/pouches of different volumes so that passengers can have wider options. The Committee further recommend that surprise inspections should be carried out periodically at the selling points so that the problem of sale of unlabelled water bottles is checked. The Committee also desire that provision of RO System should be made mandatory at all the railway stations in order to ensure supply of safe drinking water to the passengers.

12. Quality control of food items and drinking water supplied to the travelling public by the Railways is a matter of the utmost concern for the Committee. Quality control is of paramount importance in any concern dealing with food and beverages as it is directly linked with the health and safety of the customers. The Committee have been informed that under the New Catering Policy, the Chief Commercial Manager (CCM) will be the overall in-charge for the Zonal Railway but the inspections will be done by the catering staff available with him on a daily basis and they will have

their domain knowledge. The Committee are of the considered view that the Railways should put in place a scientific quality control mechanism. The Committee are also of the view that the complaint/grievance mechanism should be further strengthened, with every complaint being attended to/redressed in a time bound manner. The Committee also recommend that besides imposing heavy penalties on the defaulting contractors, the concept of blacklisting of persistent defaulters should also be introduced.

13. The Committee are concerned to note the existence of unauthorized vending in trains and at stations. They strongly feel that unauthorized vending not only causes loss of revenue to Railways but also poses a health hazard for the passengers. The Committee urge the Railways to urgently work out suitable measures to check unauthorized vending, both in moving trains and at stations.

14. The Committee also recommend that hygiene should be of paramount importance to the Railways and it should invariably be a part of the Catering Policy. The Committee feel that the cleanliness of the coaches is other important area which require serious attention of Railways.

15. The Committee note that the New Catering Policy provides for proper management of solid waste. The Committee hope that the same shall be implemented in letter and spirit. These issues require continuous

surveillance of Railways. Frequent surveys should be conducted and feedback taken from passengers.

16. The Committee note that a provision for reservation in award of contracts has been made in favour of the underprivileged and marginalized sections of society in the New Catering Policy. They are concerned to note that like in the Catering Policy of 2005, no provision for reservation has been made for major units, including pantry cars, in the New Catering Policy of 2010. 25% reservations in minor units at A, B and C category of stations and 49.5% of reservations have been provided in all units at D, E & F category of stations. The Committee desire that a uniform policy of reservation should be followed in all catering units at all stations/trains. They, therefore, recommend that the existing reservation policy of the Government of India should be strictly complied with.

NEW DELHI;
15 May, 2012
25 Vaisakha, 1934 (Saka)

T.R. BAALU
Chairman,
Standing Committee on Railways

CATERING POLICY 2010**PREAMBLE**

Pursuant to a Cabinet decision, the Catering business of Indian Railways was being progressively hived off to the Indian Railways Catering and Tourism Corporation (IRCTC) through provisions in the Catering Policy of 2005. Modification of the policy has now been necessitated after the experience gained and public perception since the operation of this policy. The modifications pertain to establishing good governance standards and improving the quality of these services for providing food and beverage services to passengers travelling on trains through mobile catering services and operation and management of the static catering contracts dealing with provision of food and beverages to passengers traveling on train, on railway premises like platforms, concourses etc.

1. OBJECTIVES OF CATERING POLICY

- 1.1 To provide hygienic, good quality affordable food to the traveling public by adopting best trade and hospitality industry practices.
- 1.2 The policy will have an inclusive approach where from the least advantaged passenger to the relatively affluent will be provided catering services in a socially responsible manner.
- 1.3 It should meet all the social objectives of the Government, including provision of reservations as per Government Directives issued from time to time.

2. DEFINITIONS: AS ANNEXURE**3. ROLE OF RAILWAY BOARD, ZONAL RAILWAYS AND IRCTC**

- 3.1 Railways shall progressively take over management of all mobile catering services including base kitchens and mobile catering through departmental catering in a phased manner.
- 3.2 Railway Board shall determine the menu and tariff for the standard meals, breakfast, tea, coffee and catering charges for meals, etc., which are included in the fare. Zonal Railways will determine the menu and tariff for all other items including a-la-carte items and Jan Ahar outlets.
- 3.3 IRCTC will be primarily responsible for running of Food Plaza, Food Courts, fast food units within the ambit of this policy.
 - 3.3.1 All existing major and minor catering units will be awarded and managed by the zonal railways, except Food Plaza, Food Courts, fast food units. All such contracts presently being managed by IRCTC, on expiry of the contract period, will be awarded by the zonal railways. IRCTC will not renew any contract required to be handed over to zonal railways on expiry of the contract.

- 3.3.2 The base kitchens and the mobile catering services will be taken over by the zonal railways in phases. To avoid disruption in services for the time being, railways will manage these services through departmental supervision by engaging reputed professionals till railways are in a position to manage them departmentally.
- 3.3.3 All existing contracts, which are to be managed by zonal railways and have been awarded by IRCTC will be transferred to Zonal Railways in a phased manner to ensure smooth transfer without disruption in services to the passengers subject to fulfillment of all legal procedures. The monitoring of the static and mobile catering units will henceforth be done by the zonal railways.
- 3.4 A specialized team of ex-cadre supervisors and officers upto senior scale will be formed which will be filled by incumbents from existing Railway cadres having necessary aptitude, through redeployment as per extant rules by the zonal railways for monitoring of catering services and will be trained by providing in-service training by reputed institutions.
- 3.4.1 For provision of such services departmentally, trained personnel from reputed Institutes of Hotel Management /Catering Institutes/Food Craft Institutes, etc. may also be involved to upgrade and modernize the departmental catering services.
- 3.5 Zonal Railways will be responsible for ensuring that the standards, as laid down for different services, are maintained and policy directives issued by Railway Board from time to time are strictly complied with. Zonal Railways will institutionalize a mechanism for monitoring the catering services.
- 3.5.1 Zonal Railways will decide the extent, type and scale of catering services required to be provided at each station, on board trains ensuring adequate availability of affordable food for common passengers.
- 3.5.2 Zonal Railways will benchmark, standardize and audit production and food processes to improve the quality of mobile catering and base kitchens.
- 3.6 In view of the change in roles of IRCTC and zonal railways, the MoU between Ministry of Railways and IRCTC shall be redefined and the revised MoU shall be issued.

4 QUALITY ASSURANCE PROGRAMME:

IR shall have the mandate to frame an efficient quality assurance programme to ensure good quality and hygienic food to the passengers. Progressively ISO 22000 Standards & relevant international standards in vogue from time to time will be implemented for all major contracts/units.

- 4.1 Standard Bidding Documents shall be drafted by the Railway Board by engaging suitable professional agency. This will be co-ordinated and supervised by a cross functional team comprising Executive Directors of

T&C, Finance, Stores, Health and Mechanical Directorates of Railway Board. Domain knowledge experts may also be co-opted from reputed institutions having expertise such as Food craft Institutes, Quality Council Institute run by the Government.

- 4.1.1 Special Tender Conditions, wherever required, may be framed by Zonal Railways or IRCTC, as the case may be.
- 4.2 Two Packet Systems of Tendering will be followed while selecting the successful bidder for award of major contracts and GMUs at A, B and C category stations Adequate weightages shall be given to the quality of services offered/conformity of the bid to the laid down standard of quality in the bid documents. For this purpose, suitable formulae shall be worked out and these along with the bid evaluation criteria/eligibility criteria shall be defined clearly in the SBD document.
- 4.3 With a view to ensuring high quality hygiene, cleanliness and use of standard ingredients for food served on trains, the mobile catering units will pick up meals from nominated base kitchens. The base kitchens would be managed and controlled by zonal railways progressively in phases to ensure quality of the food served on trains.

5 SCALE OF CATERING SERVICES THROUGH STATIC UNITS:

- 5.1 Zonal Railways will prepare a blue print for the catering units at each station. Zonal Railways should ensure that adequate facilities are available for providing affordable food to passengers before permitting any other type of outlets. Jan Ahar outlets should be set up by converting existing available Refreshment Rooms / Static units into Jan Ahars. Janta Meals and Economy combo meals with stress on regional cuisines should be served and vended from the Jan Ahar outlets
- 5.2 The desirable scale of catering services to be provided at various stations is given as under:

'A' Category Stations – Fast food units, Jan Ahar, Food Plaza, Food Courts, Refreshment Rooms, AVMs etc. The number of catering units excluding AVMs on the main platform should not be more than 6 and not more than 5 on island platform. (up to 5 AVMs {if stand alone} on each platform)

'B' Category Stations - Refreshment Rooms, Fast Food Units, Jan Ahar Outlets, Cell Kitchens, Snack Bars, AVMs. The number of catering units excluding AVMs should not be more than 5 on the main platform and not more than 4 on island platforms. (upto 4 AVMs {if stand alone} on each platform)

'C' Category Stations – Fast Food units, and upto 5 catering units on the main platform and not more than 4 on island platforms excluding AVMs. Since these are suburban stations, tea stalls/fast food units/AVMs should be provided liberally. (upto 3 AVMs {if stand alone} on each platform)

'D' Category Stations – Not more than 3 catering units on the main platform and not more than 3 units on island platform excluding AVMs (up to 2 AVMs {if stand alone} on each platform)

'E' Category stations- One each on the main platform and island platform including one AVM {if stand alone} on each platform may also be provided.

'F' Category stations- AVMs and other units as per requirement. One AVM {if stand alone} on each platform).

6 BASE KITCHENS

- 6.1 Zonal Railways will set up a grid of modern mega, medium and small base kitchens to ensure that all mobile catering are serviced through these base kitchens to improve quality, hygiene, cleanliness and use of standard ingredients for food served on trains.
- 6.2 The base kitchens would be set up on railway premises for which the existing base kitchens / cell kitchens available on platforms shall be developed. In case of non-availability of existing base kitchens or Cell kitchens, the zonal railways shall take immediate steps for construction of the base kitchens as required.
- 6.3 The base kitchens would be managed through departmental catering by zonal railways in phases. During the interim period the base kitchens may be managed by zonal railways by engaging reputed professionals for creating state-of-the-art base kitchens conforming to international standards like ISO-22000.
- 6.4 With a view to ensuring high quality hygiene, cleanliness and use of standard ingredients for food served on trains, henceforth all mobile catering units will pick up meals on transfer rate basis (rate as fixed by Railway Board) from nominated base kitchens. The base kitchens would be railway specified, supervised and controlled to ensure quality of the food served on trains.
- 6.5 With a view to ensuring efficient services through mobile catering units, the base kitchens would cater to a grid of trains for on board service. On the proposals submitted by zonal railways, the Railway Board shall accordingly decide the number and location of base kitchens to be set up on zonal railways and the grid of trains which would be serviced by them.
- 6.6 Infrastructure of base kitchens should be designed to create a modern and mechanised kitchens with the latest state of art technology.
- 6.7 The zonal railways will be responsible for ensuring the quality and quantity of food, cleanliness and hygiene of the base kitchens so as to conform to the standards laid down by Railway Board. Zonal Railways will ensure that the laid down standards are strictly followed and progressively all Base Kitchens be ISO 22000 certified.

7 INFRASTRUCTURE AT STATIC UNITS:

- 7.1 There should be no cooking on platforms at suburban stations and for other stations there should be attempts to progressively reduce cooking on stalls and trolleys on the platforms, except for items which could be prepared through electrically operated equipments only.
- 7.2 Trolleys/khomchas may be continued on selective basis. However, in order to reduce congestion, these should be made area specific. Preference should be given towards providing them at the ends of platforms so that General Service unreserved passengers have easy access to them. Such trolleys/khomchas must have adequate availability of the low priced Janta Khana and food from Jan Ahar outlets. The trolleys/khomchas should be redesigned to make them modern, compact and standardized. Railway Board will process the cases for redesigning these trollies.
- 7.3 Gradually all old catering stalls should be replaced with compact modular stalls of uniform design to ease congestion on the station platforms and circulating area as per the policy guidelines issued by Railway Board.
- 7.4 Refreshment Rooms/Restaurants/Snack Bars should be self-serviced and should have computerized billing arrangement and prominent display arrangements.
- 7.5 All systems and processes and equipment such as deep freezers, hot cases, microwave ovens, refrigerated storage units, bain-maries should progressively replace the existing traditional equipments and manual methods in static units.
- 7.6 Superior quality material should be used in fabrication/construction of all static units to improve on aesthetics, durability and convenience for maintenance. This should be specified in the agreement.
- 7.7 Decongestion should be ensured. Existing bans as notified from time to time will continue subject to further instructions issued from time to time.
- 7.8 In order to ensure cooking free platforms and availability of clean, hygienic and quality food to the passengers, zonal railways may identify suitable space, if available, on railway premises near railway stations for setting up kitchens by the licencees of static units at railway premises on the terms and conditions of extant policy on land/rent.

8 DISPOSAL OF GARBAGE

Solid waste management will be a priority area. All static and mobile units should liberally provide garbage bins properly lined with garbage bags. Garbage thus collected should be disposed off in the prescribed manner which should be incorporated in all agreements and should adhere to extant pollution control and environmental norms. All instructions in regard to disposal of garbage issued by Health, Mechanical and Commercial

Directorate are to be adhered to by licencees and departmental catering units.

9 CATERING BY MOBILE UNITS:

- 9.1 Mobile catering services shall be provided from suitably designed pantry cars and providing equipments with state of art technology. There should be progressive switch over from gas burner to safer electrically powered equipments. Panels, counters, etc. should be made of stainless steel.
- 9.2 Zonal Railways will manage mobile catering services through departmental management. During the period of non-availability of departmental staff, Railways may award service contracts to be supervised by departmental supervisors for service of meals picked up from nominated base kitchens.
- 9.3 Ownership of pantry car: In order to maintain effective control over on-board services, the Division responsible for the primary maintenance of the train would own the rake of the train and also undertake maintenance of the pantry car. For any complaint in this regard the division concerned would be accountable.
- 9.4 As a policy pantry cars should be attached to more and more Premier/ Super fast and Mail/Express trains. Manufacture of pantry cars should be progressively increased. Priority for allotment of pantry cars for various Zonal Railways will be as under:
 - 9.4.1 First priority to Duronto and Rajdhani Express trains.
 - 9.4.2 Second priority to long distance premier, superfast trains.
 - 9.4.3 Third priority to mail & express trains with more than 24 hours journey time either way.
 - 9.4.4 Fourth priority, the remaining trains, preference to those trains where vestibules are provided.
- 9.5 Pantry cars of Rajdhani Express trains / Duronto trains should be designed to ensure that pre-cooked and hygienically packed food are supplied from base kitchens with minimum handling in transferring the same to the passengers. Suitable space should be earmarked in coaches of Rajdhani and Duronto trains for stacking and service of meals and installation of catering equipments and trolleys. This will eliminate the usage of vestibules and area around the toilets presently being used for this purpose and this will ensure hygienic services. Light weight compact trolleys (specially designed) will be used on Rajdhani/Duronto trains to ensure that food is not kept on the floors of the trains at the time of service. The trolleys would provide quick, clean and hygienic services in trains.
- 9.6 All Shatabdi Express/Duronto trains should have mini pantries equipped with modern gadgets such as hot cases, water boiler, bottle cooler etc. in all coaches. There should be no cooking and washing on board. Food should

be served in pre-set trays, and service in all the coaches should be through trolleys.

- 9.7 In case of an increase in the frequency of train services and / or extension of trains the departmental unit already managing the services should manage the services on additional trip(s) and / or on extended portion of the run. In case of trains wherein services are managed through engagement of professionals/service providers the extension would be subject to revision of due charges on pro rata basis.
- 9.8 Allotment and priority will be decided by the Railway Board

10 CATERING BY TRAIN SIDE VENDING:

Since all trains are not provided with pantry cars, Train Side Vending will be provided from a suitable unit of nominated station/stations en route. For this purpose, arrangements will be made through static units by either segmentation of run or on end to end basis, as practicable. Zonal Railways will take over the management of trains through departmental supervision and pick up meals from nominated base kitchens and / or major static units enroute to ensure quality of meals.

11 AUTOMATIC VENDING MACHINES (AVMs):

- 11.1 Zonal Railways shall manage through licencees the automatic self vending machines which would be provided at stations and would be governed by policy guidelines issued by Railway Board. Automatic Vending Machines shall be permitted only in the form of stand-alone self dispensing units. The operations of the AVMs shall not involve any manual interface i.e. all operations shall be through coin-operated dispenser.

However, in case of AVMs dispensing beverages the same may be installed inside the Refreshment Rooms or existing stalls to reduce congestion.

- 11.2 In case of existing AVMs they would be allowed to continue until the currency of the existing contract. No renewal would be permitted in any of the existing contracts. Existing AVM contracts allotted by IRCTC, which are in excess of the ceiling limit should be terminated.

12 MILK AND MILK PRODUCT STALLS:

These may also be provided by zonal railways on priority at stations and allotment and operations of these stalls are governed by letters no. 2004/TGIII/604/04 dated 19.04.2005 & 5.09.05. However, since zonal railways are managing the catering services instead of IRCTC, therefore, the role of IRCTC would be assumed by the zonal railways.

13 MENU AND TARIFF:

13.1 Menu and Tariff of food items will be fixed as follows:

13.1.1 For Rajdhani/Shatabdi/Duronto trains and such other trains in which catering charges are inbuilt in the passenger fare, the menu and tariff will be fixed by Railway Board.

13.1.2 For controlled segment items (standard meals, beverages and packaged drinking water), Janta Meals, the menu & tariff will be fixed by Railway Board.

13.1.3 Menu, recipes and tariffs for Food Plaza, Food Courts and fast food units will be decided and fixed by IRCTC within the ambit of this policy.

13.1.4 Menu and the recipe of the food items served by static including Jan Ahar outlets and mobile units on trains other than those mentioned above will be decided by Zonal Railways including a-la-carte items served through the units. The tariff will be fixed as per the extant procedure.

13.1.5 Adequate emphasis should be laid on availability of regional cuisine all over Indian Railway.

13.2 Board will periodically look into issues of menu and tariff revisions as and when required and will consider proposals of Zonal Railways on the subject of menu and tariff revisions and will issue necessary directives from time to time.

13.3 Commercial advertising will be permitted and should be positively attempted on equipments and accessories which are part of catering services, to increase revenue.

14 ALLOTMENT PROCEDURE AND CONTRACT MANAGEMENT:

14.1 Zonal Railways shall have an effective and transparent contract awarding, management and monitoring system.

14.1.1 Allotments of all major units and of General Minor Units at A, B & C category stations will be done through open, competitive, two-packet tendering system duly following all the procedures/instructions issued by Government of India/Railway Board from time to time.

14.1.2 A Standard Bidding Document shall be prepared to make allotments through process of tendering. The Standard Bidding Document would include eligibility criteria, bid evaluation criteria, details of technical and financial requirements along with general and special conditions of tenders and general and special conditions of contract. Adequate weightage shall be given to the quality of services offered/conformity of the bid to the laid down standard of quality in the bid documents. For this purpose, suitable formulae shall be worked out and these along with the bid evaluation criteria shall be declared clearly in the RFP document.

- 14.1.3 These conditions should be framed to ensure transparency, equity and fair play in selection of contractors and award of contracts. The SBD would also incorporate provision to attract reputed players, eliminate small time operators and prevent subletting.
- 14.1.4 Special Tender Conditions, wherever required, may be framed by Zonal Railways or IRCTC, as the case may be. Suitable clauses outlining other civil and criminal liabilities of the contractors, either direct or consequential will be incorporated in the document.
- 14.1.5 Due emphasis is to be given to quality and standard of catering services. It would lay down clearly the standards of services and quality of services in clear, transparent and unambiguous manner for objective and transparent assessment/evaluation of bids as also to monitor / evaluate the contractors.
- 14.1.6 The contract document should clearly define as to what would constitute deficiency in service and contain details of quality checks, inspections, etc. which the licensee will have to facilitate.
- 14.1.7 Suitable clauses to deal with defaults and failures in the performance of contractors like penalties / fines, termination, risk and cost actions, exit clauses, etc. should be built in the SBDs and contract documents.
- 14.1.8 Clauses outlining other civil and criminal liabilities of the contractors, either direct or consequential, in the event of any contractual default and / or failure on their part should also be included in the tender and contract documents.

14.2 ALLOTMENT OF SPECIAL MINOR UNITS & GENERAL MINOR UNITS AT D, E & F CATEGORY STATIONS

Allotment of Special Minor Units and General Minor Units at D, E, F category stations will be made by DRMs by calling applications and selecting the licensee based on instructions as given below: -

- 14.2.1 Divisions will call for applications through press notifications. Individuals/partnership firms/companies/Co-operatives can apply. Applications shall be invited by calling for the following information and allotments shall be based on these criteria:-
- 14.2.1.1 Allotment for 25% reserved Refreshment Rooms at "B" & "C" category stations.
- (a) Reputation/business standing of the applicant.
 - (b) Turnover of applicant's business in catering (to be supported by Income Tax Return for the last 5 years).
 - (c) Financial standing to mobilize resources to employ the requisite staff and to run the unit (to be supported by Certificate for last 5 years from Scheduled Bank/Audited Accounts Certified by Chartered Accountant).

- (d) Previous experience in catering business (to be supported by certificate/letter of experience/allotment from concerned agencies for the last 5 years).
- (e) Previous track record/experience of the applicant in railway catering, if any (Supported by certificate / letter from concerned railways).
- (f) Size of the establishment and staff required for running the unit duly giving details of break-up of each activity i.e. number of waiters / cooks to be employed.
- (g) Location of the unit.
- (h) Domicile of the applicants with reference to the location of the proposed unit (supported with a certificate from the District Authorities)
- (i) In case of partnership firms, a certified copy of legal partnership deed should be submitted.
- (j) In case of individuals/partnership firms, the individual/partners should be literate (supported by relevant school/Education Board certificate).
- (k) In case of individuals/partnership firms, the individual/partners should have good moral character (should be supported by a certificate issued by local government authority).
- (l) Individuals/partners of partnership firms and employees of Individual/partnership firm/ Companies should submit the medical certificate on allotment to certify that those handling preparation and service of food are not suffering from infectious diseases.
- (m) An affidavit by the applicant stating that he/she has not been convicted in any criminal case and does not have any past criminal record. In case of co-operative/partnership firm, there should be an affidavit from the head / lead partner that all the members have not been convicted in any criminal case and do not have any past criminal record.
- (n) An affidavit from the applicant/applicants should be submitted stating that they or their firm / co-operative has not been blacklisted by a central/state government agency from participating in a similar activity.
- (o) An affidavit from the applicant indicating all information submitted above is authentic and correct. False certificates/information would result in termination of contract and banning of business dealing with the applicant.
- (p) Any other facts considered relevant by Railways.

Allotment should be made subject to the fulfillment of all the above criteria. Weightage (marks) should be given to each parameter by the nominated Selection Committee in advance prior to calling of applications. This details of weightage to each parameter and the selection criteria shall be declared in the advertisement inviting applications for the licence. The Selection Committee will tabulate, compile and finalise the selection in a fair, equitable and transparent manner.

14.2.1.2 For 25% reserved stalls/trolleys at A, B & C category stations.

- (a) Reputation/business standing of the applicant.

- (b) Turnover of applicant's business in catering (to be supported by Income Tax Return for the last 5 years).
- (c) Financial standing to mobilize resources to employ the requisite staff and to run the unit (to be supported by Certificate for last 5 years from Scheduled Bank/Audited Accounts Certified by Chartered Accountant).
- (d) Previous experience in catering business (to be supported by certificate/letter of experience/allotment from concerned agencies for the last 5 years).
- (e) Previous track record/experience of the applicant in railway catering, if any (Supported by certificate / letter from concerned railways).
- (f) Size of the establishment and staff required for running the unit duly giving details of break-up of each activity i.e. number of waiters / cooks to be employed.
- (g) Location of the unit.
- (h) Domicile of the applicant with reference to the location of the proposed unit (supported with a certificate from the District Authorities)
- (i) In case of partnership firms, a certified copy of legal partnership deed should be submitted.
- (j) In case of individuals/partnership firms, the individual/partners should be literate (supported by relevant school/Education Board certificate).
- (k) In case of individuals/partnership firms, the individual/partners should have good moral character (should be supported by a certificate issued by local government authority).
- (l) Individuals/partners of partnership firms and employees of Individual/partnership firm/ Companies should submit the medical certificate on allotment to certify that those handling preparation and service of food are not suffering from infectious diseases.
- (m) An affidavit by the applicant stating that he/she has not been convicted in any criminal case and does not have any past criminal record. In case of co-operative/partnership firm, there should be an affidavit from the head / lead partner that all the members have not been convicted in any criminal case and do not have any past criminal record.
- (n) An affidavit from the applicant/applicants should be submitted stating that they or their firm / co-operative has not been blacklisted by a central/state government agency from participating in a similar activity.
- (o) An affidavit from the applicant indicating all information submitted above is authentic and correct. False certificates/information would result in termination of contract and banning of business dealing with the applicant.
- (p) Any other facts considered relevant by Railways.

Allotment should be made subject to the fulfillment of all the above criteria. Weightage (marks) should be given to each parameter by the nominated Selection Committee in advance prior to calling of applications. This details of weightage to each parameter and the selection criteria shall be declared in the advertisement inviting applications for the licence. The Selection

Committee will tabulate, compile and finalise the selection in a fair, equitable and transparent manner.

14.2.1.3 For all units at D, E & F category stations.

Essential

- (a) In case of individuals/partnership firms, the individual/partners should be literate.
- (b) In case of individuals/partnership firms, the individual/partners should have good moral character.
- (c) The applicant should be solvent.
- (d) The individual/partners and the employees, particularly those handling preparation of food should not be suffering from any infectious disease.
- (e) For reserved categories, relevant certificate from concerned authority as a proof of being a member of certain reserved category, should be furnished.

Desirable

- (f) Previous experience in catering business.
- (g) Financial standing to mobilize resources to employ the requisite staff and to run the unit, and
- (h) Previous track record, if any.

At the time of selection, weightage should be given to each parameter both in the 'essential' and in the 'desirable' category by the Selection Committee. Allotment should be made subject to the fulfillment of all the above criteria. This details of weightage to each parameter and the selection criteria shall be declared in the advertisement inviting applications for the licence. The Selection Committee will tabulate, compile and finalise the selection in a fair, equitable and transparent manner. For reserved category, the application should not be rejected if any/all parameters from (f) to (h) are not fulfilled by the applicant. However, selection would be based on evaluation of the parameters as mentioned above. The selection should be done in a fair, equitable and transparent manner.

14.3 Selection Committee to be nominated by DRM consisting of three junior administrative grade officers (divisional level) including one each from Commercial, Finance and one from any other department will make the selection by scrutinizing the applications and the related papers. Selection Committee would tabulate and compile the shortlisted applicant based on the total marks obtained and put up its recommendations for the approval of Divisional Railway Manager.

14.4 Before calling the applications through newspapers, division will assess the potential sales turnover of such units, which among other things, will depend upon the type and location of unit, category of station, number of passengers dealt with, types and price of catering items sold and other related criteria. The minimum licence fee will be 12% or any other percentage commission on annual sales turnover notified from time to time

expressed in lumpsum amount, which should be clearly indicated in the press notification calling for applications.

- 14.5 Commercial Department of the divisions will maintain the record of applications received through Press Notification for various categories separately. Divisions will verify the credentials of the applicants with regard to the eligibility criteria mentioned above and also keep the vacancy position with justification for the services.
- 14.6 In case no application is received against a particular reserved category as per break up specified in revised catering policy (issued by Commercial Circular No. 56 of 2005 vide letter No. 2005/TG.III/600/6 dated 21.12.2005), the vacancy will be carried forward to the next category in order of the break up of the various categories mentioned above. However, under no circumstances the total allotment to a particular category should exceed the specified percentage reserved for that particular category except in the case of carry forward. The total number of allotments of minor units to the various reserved categories should also not exceed 49.5% of the total allotments of minor units made on a particular Division at D, E and F category stations and 25% of the total allotments of minor units made on a particular Division at A, B and C category stations. Record of allotments based on reservation will be maintained by the concerned division.

15 RESERVATION IN ALLOTMENT:

15.1 RESERVATION IN A, B & C CATEGORIES

15.2 There should be no reservation for major units including pantry cars.

15.3 There should be 25% reservation for minor units in A, B & C categories of stations with the following break up.

S.No.	Category	%age reservation
1.	Scheduled Caste	6%
2.	Scheduled Tribes	4%
3.	People below Poverty Line	3%
4.	Freedom Fighters/women including war widows and widows of railway employees, persons who have been dislocated/ displaced due to their land having been taken over by the railways for its own use	4%
5.	Other Backward Classes	3%
6.	Minorities *	3%
7.	Physically-Challenged Persons	2%
	Total	25%
* the term minorities will include the communities namely (i) Muslims, (ii) Christians, (iii) Sikhs, (iv) Buddhists, (v) Zoroastrians (Parsis)		

15.4 RESERVATION IN D, E & F CATEGORY:

There will be 49.5% reservation for allotment in D, E & F categories of stations with following break up.

S.No.	Category	%age reservation
1	Scheduled Caste	12%
2	Scheduled Tribes	8%
3	Other backward classes	20%
4	Minorities *	9.5%
	Total	49.5%**
*the term minorities will include the communities namely (i) Muslims, (ii) Christians, (iii) Sikhs, (iv) Buddhists, (v) Zoroastrians (Parsis)		
** Out of this 49.5%, there will be sub quota of 10% for freedom fighters & women including war widows& widows of Railway employees and another sub quota of 2 % will be for physically challenged people. Within 49.5% of total reservation 2% sub quota will be provided to the persons who have been dislocated/ displaced due to their land having been taken over by the railways for its own		
The sub quota of 10% for freedom fighters & women including war widows & widows of Railway employees; sub quota of 2% for physically & mentally challenged people will also apply in the general category of 50.5%.		

The issue of reservations is at present sub-judice in the Hon'ble Supreme Court. Any allotment/extension in the case of reservations will be subject to the final order of the Hon'ble Supreme Court in Civil Appeal No.7513 of 2005 and analogous case referred to the Constitutional bench.

15.5 For the purpose of reservation, one division will be considered as one unit for which a one time station-wise exercise will be done for the whole division and reservation percentage will be progressively achieved as and when either new units are provided or old units get vacated due to various reasons.

16 **TENURE**

16.1 TENURE OF MAJOR UNITS & GENERAL MINOR UNITS

16.1.1 Tenure of all major units including food courts, fast food units (except Food Plazas, Base Kitchens and AVMs) will be for a period of 5 years. There will be no renewals.

16.1.2 Tenure of AVMs will be made for a period of 5 years. There will be no renewals as per policy as these are major units.

16.1.3 Allotment of all General Minor Units at A, B & C category stations shall be awarded for a period of 5 years with a provision for renewal after every 3 years on satisfactory performance and payment of all dues and arrears

and withdrawal of court cases, if any. Allotment of all General Minor Units at D, E & F category stations will be for a period of 5 years with a provision for renewal after every 5 years for a further period of 5 years on satisfactory performance and payment of all dues and arrears and withdrawal of court cases, if any.

16.1.4 Tenure of Food Plaza will be for 9 years with an extension of 3 years on satisfactory performance and payment and payment of all dues and arrears and withdrawal of court cases, if any.

16.1.5 All efforts must be made to manage the services departmentally at the earliest. The Service contracts for on-board services managed by departmental supervision would have a tenure for 5 years.

16.2 TENURE OF SPECIAL MINOR UNITS

16.2.1 Special Minor Units at A, B, and C category stations shall be awarded for a period of 5 years with a renewal after every 3 years on satisfactory performance and payment of all dues and arrears and withdrawal of court cases, if any.

16.2.2 Special Minor Units at D, E, F category stations shall be awarded for a period of 5 years with a provision for renewal after every 5 years for a further period of 5 years on satisfactory performance and payment of all dues and arrears and withdrawal of court cases, if any. Efforts must, however, be made at the time of renewal to ensure a minimum increase of 10% over the prevailing license fee.

16.2.3 Licence fee will be reassessed and revised at the time of each renewal. To arrive at a realistic figure zonal railways will ensure that a fresh assessment of sales turnover/revenue is conducted during the peak season and lean season of the year immediately preceding the year of renewal with the periodicity of three – three months in order to assess the actual sales turnover so as to fix the revised licence fee.

16.3 Allotments after expiry of this extended period will be made by calling for fresh tenders/ applications as the case may be, and the process will be started well in time so that fresh allotments are finalized timely and further extension of existing contracts is not necessitated.

17 **RENEWAL**

Renewal will not be a matter of right. The licensee must apply for renewal minimum 6 (six) months in advance before the expiry of the contract. Renewal will be based on the following: -

17.1 Satisfactory performance of the licensee during the tenure of the contract. An imposition of fine/warnings on more than 5 occasions will result in rejection of the application for renewal.

- 17.2 Payment of all dues/ arrears – No Dues Certificate from the concerned authority, must be attached along with the application for renewal.
- 17.3 The applicant must submit the documents afresh along with the renewal application regarding the details mentioned in para 14.2.1.1, 14.2.1.2 and 14.2.1.3 and in case of GMUs relevant documents as mentioned in the Standard Bid Documents will be required to be submitted afresh along with the above mentioned documents.
- 17.4 The Annual Confidential Reports (ACRs) on catering performance will be modified in accordance with this policy. The detailed instructions on ACRs will be issued by the Railway Board. ACRs maintained by the Railways for the Licencee seeking renewal shall be scrutinised by the Competent Authority granting renewal. Based on the ACRs for the period of tenure the marks will be allotted to the licensee. A minimum cut off criteria based on the grading of the ACRs for grant of renewal must be notified by the zonal railways in advance.
- 17.5 The licence fee shall be revised and reassessed at the time of each renewal subject to a minimum increase of 10% of the existing licence fee.

18 FIXATION OF LICENCE FEE

- 18.1 Minimum licence fees / minimum reserve price (in case of tendered units) shall be fixed realistically, equitably in order to have a fair, just and equitable fixation of licence fees without adversely affecting the quality of service. It shall be based on the following factors (i) category of station, (ii) type of licence, (iii) number of originating passengers, (iv) number of trains stopping (day & night), (v) duration of stoppages (vi) location of the unit at the station, (vii) approximate licence fees of a similar type of unit at a similar category of station in proximity. In case of Static Units on Category 'A1' and 'A' stations of Metro cities, and 'C' Category stations having high purchasing power, the fixation of minimum licence fee will apart from all other factors take into account the Circle rates notified by the competent authority of the State Government as fixed from time to time. The zonal railways shall evolve a formula based on the above parameters for fixing the licence fees for the units falling within their jurisdiction. A Committee comprising three SA Grade officers from Commercial, Finance and Civil Engineering shall be nominated by the General Manager which shall fix the formula for each category of stations. The formula so fixed by the zonal railway shall be applicable to the entire zonal railway. Apart from the above zonal railways may include and consider any other factor/s unique to the unit/units.
- 18.2 Minimum licence fee will be fixed as 12% of the estimated annual sales turnover for static units, mobile units of Ordinary Mail/Express trains & premium super fast trains and 15% for Rajdhani/Shatabdi trains/Duronto trains of the annual sales turnover based on actual occupancy figures certified by the Train Superintendent.

- 18.3 At the time of renewal of licence, licence fee should be enhanced/reassessed based on actual sales turnover of the unit. Licence fee will be reassessed and revised at the time of each renewal subject to a minimum of 10% increase over the prevailing licence fee of the unit. To arrive at a realistic figure zonal railways will ensure that a fresh assessment of sales turnover/revenue is conducted during the peak period and lean period i.e. with the periodicity of three – three months in order to assess the actual sales turnover so as to fix the revised licence fee. Renewal will be done for the existing licensees only on withdrawal of court cases by the licensees, if any, against the railways and payment of railway dues and arrears.
- 18.4 No operational charges like haulage/maintenance/ detention etc, in case of mobile services will be recoverable from the licensees. In the case of static units also there will be no separate charges payable towards rent for building /land, vender's fee and conservancy charges etc, except electricity and water charges, which will be based on actual consumption.
- 18.5 Minimum licence fee will be fixed by Zonal Railways (CCMs) for all major units (except Food Plazas, fast food units and food courts), GMUs at A, B & C category stations and SMUs at A, B, C categories of stations as per extant instructions issued by Railway Board. For GMUs and SMUs at D, E, F categories of stations minimum licence fee will be fixed by DRMs as per extant instructions issued by Railway Board.
- 18.6 The licensee will be required to pay all the charges as per the contract agreement and all statutory duties/charges/levies, etc. would also be borne by the licensee as and when due. However, land license fee for land leased to IRCTC will be payable by IRCTC and revenue sharing will be as per Memorandum of Understanding in vogue from time to time between IR and IRCTC.

19 CEILING LIMITS ON HOLDING OF CATERING LICENSES:

- 19.1 Zonal Railway shall maintain a data base of the various catering establishments to ensure that the under mentioned ceiling on holding of catering licenses are complied with. The data base should be reconciled on a regular basis. As and when a tender is finalized, the information may be circulated to all concerned for updating the data base. Railways shall consolidate and circulate a list of all catering establishments as on 1st January of each year to be circulated latest by 31st March of that year. Such information should be uploaded regularly to the websites of the Railways.
- 19.2 MINOR UNITS: - An individual/firm/company will be allowed to hold maximum two minor catering units at a station and a maximum of 10 units per Zonal Railway. In case of suburban section, ceiling limit of 2 units per division would be applicable.
- 19.3 MAJOR UNITS: - All mobile catering units shall be managed departmentally progressively. However, when it is licensee managed catering services the ceiling shall be as under:

- 19.3.1 Food Plaza, Food Courts and Fast Food Units: An individual/firm/company will be allowed to hold maximum two units per division and a maximum 10% of all the units over Indian Railways.
- 19.3.2 Refreshment Rooms:- An individual/firm/company will be allowed to hold maximum two units per Division and a maximum 10% of all the units over Indian Railway.
- 19.3.3 Premium Franchisees outlets including stand-alone beverage vending machines:- A company will be allowed to hold a maximum 10% of all the units over each Railway.
- 19.3.4 Mobile Units and Base Kitchens:- All mobile units and Base Kitchen shall be managed departmentally progressively in a phased manner. Until the departmentalization is completed, a licensee will be allowed to hold a maximum of 10% of similar category of major units over Indian Railways.
- 19.4 Modification of the above limits may be done only with prior approval of Board.

20 MECHANISM FOR MONITORING OF CATERING SERVICES

20.1 Inspections/Quality checks

20.1.1 Endeavour should be made so that all catering services should be ISO certified. The ISO certifications should be checked frequently to ensure that those are not outdated.

20.1.2 To provide hygienic and quality food to the travelling passengers and improve the on-board and static catering services a strict and effective system of monitoring of catering services of must be followed. Monitoring of quality should be made through inspections and food quality checks.

20.2 Licensee Managed Units should be monitored for their mechanization and modernization alongwith their performance. Supervision of the services should be made constantly. Zonal Railways should review annually the performance for licensee managed units as per instructions issued by Railway Board from time to time.

20.3 Departmentally Managed Units shall serve as beacon of excellence and define the quality paradigm for the licensee catering units. These units will be subject to rigorous monitoring and supervision through routine, surprise inspections and checks.

20.4 Zonal railways must ensure that duly trained staff are deputed for running these establishments. Efforts should be made to constantly upgrade the skills of the staff and modernization of units by inducting appropriate technology and methods.

20.5 Monitoring of complaints for catering services

- 20.5.1 A system for complaint redressal for catering services for static and on-board services should be brought in place to provide proactive and effective complaint redressal mechanism. The toll free number and the website created by IRCTC for the purpose of lodging of complaints would be continued and data of complaints received will be transferred by IRCTC to zonal railways directly until the time zonal railways set up their own mechanism.
- 20.5.2 A complaint monitoring cell should be set up at zonal railway headquarters and divisional offices wherein all complaints received through complaint books, emails, SMS should be collected and a mechanism be devised to acknowledge the complaints / feedback within 24 hrs. Action taken on complaints should be monitored by the CCM of the zonal railway and DRM of the divisions on a monthly periodical basis. Complaints of repetitive nature should be taken up sternly.
- 20.5.3 Deficiencies in the equipments of the pantry cars etc. should be monitored for taking timely action.
- 20.6 Zonal Railways will conduct passenger satisfaction surveys by means of third party audits.
- 20.7 Zonal Railways will take corrective action for deficiency in services for departmental and mobile services which may include D&AR action against the employees of departmental units and imposition of fines on service providers as per the terms and conditions of the agreement. In case of continued failure in performance, Railways will have the right to close down any unit. The event of continued failure may be explicitly defined in the tender document/agreement in terms of fine imposed as a percentage of the license fee', number of failures, nature of failures, etc.
- 20.8 Annual Confidential Reports (ACRs) on performance of the licencees in case of licensee managed contracts should be maintained by railways. ACRs will be maintained for each licensee by the Zonal Railways and will be duly filled in by the competent authority every year. Any instance of unsatisfactory performance/penalty must be entered in the ACR. The ACR shall be the basis for evaluation of applications for renewal of license, as and where applicable. Banning and suspension of business with the errant contractors shall be strictly enforced following due process.

21 TRANSFER OF LICENSE:

Transfer of license to the spouse/legal heir would be allowed only in the event of death of the original licensee. The license can be transferred in the name of spouse/legal heir for the unexpired period of the agreement only, with personal approval of the Chief Commercial Manager/ Divisional Railway Manager/MD, IRCTC as the case may be. Nomination of the legal heir should be obtained from the license holder at the time of entering into contract. The nomination should be only from amongst the family members. Renewal of license on transfer to the legal heir may be permitted only in the

case of licensees belonging to reserved minor catering units as per existing instructions.

22 PARTICIPATION OF STRATEGIC STAKE HOLDERS

Railways will explore the possibility of entering into strategic partnerships and seek professional expertise in order to harness the technical knowhow within the ambit of this policy i.e. to achieve the objectives of the policy and fulfill the role assigned.

23 STAFF REQUIREMENT

Zonal railways must endeavor to utilize suitable manpower by way of redeployment as per extant rules. Services of trained interns of catering institutions may be taken on specific term basis. Staff and officers as required by zonal railways may be drawn from existing railway cadres having necessary aptitude through redeployment as per extant rules for providing and monitoring catering services. Zonal railways may also explore possibilities of utilizing services of interns of reputed catering institutes / hotel management institutes / food craft institutes on specific term basis. Zonal Railways shall train staff by providing in-service training by reputed institutions.

24 EXCLUSION OF GOVERNMENT EMPLOYEES AND THEIR DEPENDENTS:

As per extant instructions, no catering /vending license should be awarded to any Government employee or railway servant or any other member of his/her family (as defined in rule no 103 para 17 of the Indian Railway Establishment Code – Vol.-I). The existing catering/vending licensees who are coming under the above category, should also not be allowed to continue their license on confirmation of the above position.

25 INCLUSION OF SON/WIFE/DAUGHTER'S NAME IN THE LICENSE:

In case of old age, disability, infirmity, etc. Chief Commercial Manager of Zonal Railways/MD, IRCTC, as the case may be, in exceptional cases only, may personally consider request of individual licensees for inclusion of the names of their son/daughter/wife/husband in their license subject to his/her performance being satisfactory and also that no railway dues are pending against the licensee. Zonal railways or IRCTC should also ensure that son/daughter/wife/husband, whose name is proposed to be included in the license, does not hold any other catering/vending license anywhere on Indian Railways.

26 APPLICABILITY OF THE NEW POLICY:

- 26.1 The revised catering policy will be applicable with immediate effect i.e. from the date of issue. This policy supersedes all prior policy circulars issued from time to time unless specifically referred to in this policy document.

- 26.1.1 All existing operational catering licences awarded by IRCTC and transferred to Zonal Railways will be governed by the existing Catering Policy 2005 upto the validity of their contractual period.
- 26.1.2 The tenders for which the letters of allotment have been issued, but the contracts have not operationalised or the services have never commenced upto the date of issue of this policy, will have no force in law.
- 26.1.3 All existing operational licences awarded and managed by IRCTC would henceforth be transferred to Zonal Railways within a period of three (3) months in a phased manner, for their management and monitoring.
- 26.1.4 This policy will also apply in case of award of fresh licences and licences awarded in the event of termination, non-renewal, vacation etc. of the existing licenses.
- 26.1.5 Zonal Railways will ensure recovery of all due licence fees from the transferred contracts. In case of contracts under litigation, IRCTC will continue to represent on behalf of Zonal Railways for the Court cases where IRCTC has been named as Respondent in consultation with zonal railways for further disposal.
- 26.1.6 Zonal Railways will initiate the process of taking over by departmental management or award of fresh licences under this policy for the existing operational contracts for which the tenure has been completed or the performance is unsatisfactory.

DEFINITIONS OF THE TERMS USED IN THE CATERING POLICY

1. **A-la-carte Menu:** These are diversified popular food items served through static units and decided by market/customer, the rates for which are fixed by zonal railways. CCMs of the zonal railways will be the competent authority to decide the A- La – carte rates. Zonal Railways, after taking into consideration the regional tastes and cuisine, will approve such items.
2. **Automatic Vending Machines (AVM):** These are automatic vending machines for dispensing hygienically packaged eatables, tea/coffee or cold drinks. AVM stalls should not be permitted to sell any other item except those to be dispensed through these machines.
3. **Base Kitchen:** Base Kitchen is a large cooking and packing facility set up in the vicinity of railway premises whether inside or outside Railway premises (directly or through a licensee/sub-licensee) from where food is prepared and distributed in trains or to the static units. There will be no sale of food directly to the passengers from a base kitchen. All base kitchens should be ISO certified.
4. **Category of station:** Stations are categorized on the basis of passenger earnings as follows:

Category 'A' (non-suburban stations)	Stations having annual passenger earning of more than Rs.6 crore.
Category 'B' (non-suburban stations)	Stations with annual passenger earning Rs.3 crore to Rs.6 crore.
Category 'C'	All-suburban stations
Category 'D'	Stations with annual passenger earning between Rs.1 crore to Rs.3 crore.
Category 'E'	All stations other than A, B, C, D & F
Category 'F'	All flag/halt stations)

5. **Catering Stalls:** These are of three different types of stalls selling catering products like beverages, snacks and other light refreshments. First is the tea stall where tea, biscuits and snacks are served. The second type of stall is milk bar, which are specially meant for various milk products and the third type of stall is juice bar meant for juices and fresh fruits.
6. **Ceiling Limit:** It is the upper limit put on holding of major/minor units by a company/firm/individual to prevent monopolistic tendencies.
7. **Cell Kitchen:** Cell Kitchens are Mini Base Kitchens which supply food to other catering units, static/mobile, and at the same time can sell food and beverages directly to the passengers.
8. **Earnest Money:** It is the amount of money to be deposited along with tender for consideration of tenders. Tenders submitted without the prescribed earnest money are liable to will be summarily rejected.
9. **Food Courts:** It is a cluster of stalls at a nominated place, where food items such as branded products/eatables are provided.
10. **Fast Food Units:** are major units is synonymous to Snack Bar, where through self service counters, fast food items are sold. Generally only standing facility is provided.
11. **Food Plaza:** is a multi cuisine plaza giving a variety of choice for eating. The quality and rates for items of food plazas are market-driven.

12. Island Platform: It is the platform between two lines i.e. it serves two lines.
13. Jan Ahaar: Jan Ahaar meals comprise economy combo meals that may be served and vended from a Jan Ahaar outlet or any major/minor unit. They comprise a variety of regional and local items. The menu and tariff will be fixed by zonal railways.
14. Khomcha: is small vending unit, which is either made of sarkhanda or a tray with stand that can be carried on head.
15. License: is a document issued by either Indian Railways or IRCTC giving authorization to the licensee to operate a particular service. This license can be for a stipulated period defined for that unit. The license can be issued either by calling of applications or through a 2 packet tendering system as the case may be.
16. Licensee: An agency which can be a company or a firm/society/cooperative or an individual. The firm can be a proprietorship or partnership. The licensee is the person authorized by railway administration or IRCTC to carry out the business.
17. Main Platform: It is the platform adjacent to the concourse and includes the main entrance hall.
18. Major Units:
- Fast Food Units & Food Plaza, Food Courts at all category of stations conforming to ISO standards.
 - Refreshment Rooms at 'A' category stations.
 - Mobile catering units.
 - AVMs at all category of stations
 - Base kitchens
 - Cell Kitchens
 - Train Side Vending
19. Minor Units:
All other units at A, B, C, D, E & F category stations which are not covered in major units as above are known as minor units, i.e. :
- Stalls, Trolleys and Khomchas at all categories of stations excluding Food Plaza, Food Courts and Fast food units.
 - Restaurants and Refreshment Rooms at 'B' & below categories of stations.
 - Minor Units are of two types
 - General Minor Unit (GMU):
- | | |
|-------|--|
| (i) | 75% unreserved Refreshment Rooms at 'B' & 'C' categories stations |
| (ii) | 75% unreserved stalls and trolleys at A, B & C Category stations |
| (iii) | 50.5% unreserved stalls, trolleys and Khomchas, etc. at D, E & F category stations (to be allotted by DRMs on the basis of applications) |
- Special Minor Unit (SMU):
- | | |
|-------|--|
| (i) | 25% reserved Refreshment Rooms at 'B' and 'C' category stations |
| (ii) | 25% reserved Stalls and Trolleys at A, B & C Category stations |
| (iii) | 49.5% of reserved stalls, trolleys and Khomchas, etc. at D, E & F category stations except AVMs, fast food units and Food Plaza, Food Courts |
20. Mobile Units: All catering services through pantry cars are collectively known as mobile units. This includes mini pantry for servicing Shatabdi Express trains.

21. Minimum Sales Turnover of mobile units: Minimum prescribed sales for superfast trains is 200 meals and for Mail/ Express trains is 150 meals on each occasion of serving breakfast, lunch/dinner on a particular train or all services as per train timings. This is the assumed sale for all services as per train timings. This is the assumed sale for all mobile units for the purpose of fixation of license fee. For Rajdhani/Shatabdi the sales turnover will be based on actual occupancy figures as certified by Train superintendents. Sales assessment should also take into account the turnover from sale of a- la-carte items on trains.
22. Premium franchise outlet: These are product specific AVMs dispensing branded products at market-determined price.
23. Quoted license fee: This is the license fee quoted by a licensee including mark up over minimum license fee.
24. Rajdhani/ Durgam/ Shatabdi Meals: For these prestigious trains, items, quality, quantity and rates are fixed by Railway Board.
25. Refreshment Room: is a place where besides snacks and a-la-carte items, standard meals, standard breakfast and 'thali meals' are also served.
26. Sales Turnover of Static Units: The sales turnover of any static or mobile unit is considered for the purpose of making assessment of volume of business and for fixing of minimum floor prices. This is assessed on the basis of location of the units, number of passengers dealt with, type and price of items sold, volume of sale from each unit, previous record of sales or any other criteria, This is done by a physical check by a committee comprising inspectors and supervisors of commercial and finance departments of Railways for a period of 3 days, which are randomly selected. The data is collected and an objective assessment is made. This sales turn over should definitely be reassessed at the time of renewal, if any.
27. Security Money: is equivalent to 5% of the assessed annual sales or Rs.10,000/- whichever is higher. At the time of award of contract to a licensee, the successful bidder has to deposit the security money. This is forfeited in case of default.
28. Static Units: All units at the stations including Food Plazas, Food Courts, fast food units, refreshment rooms, stalls, trolleys, Jan Aahaar, base kitchen, AVMs, etc. are collectively called as static units.
29. Standard Menu: Consists of standard meals, breakfast, tea, coffee, packaged water for which items, quality, quantity, description and rates are fixed by Railways and notified by the railway administration from time to time.
30. Trains Side Vending(TSV): A large number of trains do not have pantry cars or mini pantries attached to them. From the static units of important station/stations, food is supplied to the train during meal time through vendors, who travel on the trains and take orders.
31. Trolleys are mobile units, which ply on the platforms. The trolley should not be parked between the FOB landings and should be 6 to 10ft. away from the door of coaches.
32. Two packet Tendering consists of Packet-A and packet –B
In packet-A, technical details received from the licensee are detailed and the Packet-B is the financial offer, which is considered only for those bidders who qualify as per short listing based on all the laid down criteria in Packet-A.

**MINUTES OF THE FIFTH SITTING OF THE STANDING COMMITTEE ON
RAILWAYS (2010-11)**

The Committee sat on Monday, the 27th December, 2010 from 1100 hrs. to 1230 Hrs. in Committee Room 'C', Parliament House Annexe, New Delhi.

PRESENT

SHRI T.R. BAALU - CHAIRMAN

MEMBERS

LOK SABHA

2. Shri Khiladi Lal Bairwa
3. Smt. Maneka Gandhi
4. Shri K. Bapiraju
5. Shri Somabhai G. Koli Patel
6. Shri Rudramadhab Ray
7. Smt. Sushil Saroj
8. Shri Gopal Singh Shekhawat
9. Shri Umashankar Singh
10. Shri Lalji Tandon

RAJYA SABHA

11. Shri K.E. Ismail
12. Shri Om Prakash Mathur
13. Shri Nandi Yellaiah
14. Shri Tarini Kanta Roy
15. Shri Ishwar Singh
16. Ms. Sushila Tiriya

SECRETARIAT

- | | | | |
|----|------------------------|---|---------------------|
| 1. | Shri K. Vijayakrishnan | - | Joint Secretary |
| 2. | Shri Arun K. Kaushik | - | Additional Director |

REPRESENTATIVES OF THE MINISTRY OF RAILWAYS (RAILWAY BOARD)

- | | | |
|----|--------------------|---|
| 1. | Shri Vivek Sahai | Chairman, Railway Board & Ex-officio
Principal Secretary to the Govt. of India. |
| 2. | Shri Samar Jha | Financial Commissioner, Railways &
Ex.-officio Secretary to the Govt. of India. |
| 3. | Shri A.P. Mishra | Member Engineering, Railway Board, &
Ex.-officio Secretary to the Govt. of India. |
| 4. | Shri Sanjiv Handa | Member Mechanical, Railway Board, &
Ex. - officio Secretary to the Govt. of India. |
| 5. | Shri Sudesh Kumar | Member Electrical, Railway Board &
Ex.-officio Secretary to the Govt. of India |
| 6. | Shri V.N. Tripathi | Member Staff, Railway Board, &
Ex.-officio Secretary to the Govt. of India. |

2. At the outset, the Chairman welcomed the representatives of the Ministry of Railways (Railway Board) to the sitting of the Committee. Thereafter, the representatives of the Ministry briefed the Committee on the subject 'New Catering Policy-2010 of Indian Railways' which has been taken up by the Committee for examination. After the briefing, Members raised certain points for clarification, to which the representatives of the Ministry replied.

3. A verbatim record of the proceedings has been kept.

The Committee then adjourned.

**MINUTES OF THE THIRTEENTH SITTING OF THE
STANDING COMMITTEE ON RAILWAYS (2010-11)**

The Committee sat on Monday, the 4th July, 2011 from 1100 hrs. to 1245 hrs. in Committee Room No. 'D', Parliament House Annexe, New Delhi.

PRESENT

SHRI T.R. BAALU - CHAIRMAN

MEMBERS

LOK SABHA

2. Shri Khiladi Lal Bairwa
3. Shri Kameshwar Baitha (Palamu)
4. Dr. Ram Chandra Dome
5. Shri K. Bapiraju
6. Dr. Nirmal Khatri
7. Dr. (Smt.) Botcha Jhansi Lakshmi
8. Shri Anand Prakash Paranjpe
9. Shri Somabhai G. Koli Patel
10. Shri Rudramadhab Ray
11. Smt. Satabdi Roy
12. Smt. Yashodhara Raje Scindia
13. Shri Gopal Singh Shekhawat
14. Chaudhary Lal Singh
15. Shri Umashankar Singh
16. Shri Lalji Tandon
17. Dr. Girija Vyas

RAJYA SABHA

18. Shri K.E. Ismail
19. Shri Om Prakash Mathur
20. Shri Ambeth Rajan
21. Shri Tarini Kanta Roy
22. Shri Ishwar Singh
23. Ms. Sushila Tiriya

SECRETARIAT

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|----|-----------------------|---|---------------------|
| 1. | Shri K. Vijaykrishnan | - | Joint Secretary |
| 2. | Shri Abhijit Kumar | - | Director |
| 3. | Shri Arun K. Kaushik | - | Additional Director |

REPRESENTATIVES OF THE MINISTRY OF RAILWAYS (RAILWAY BOARD)

- | | | |
|----|--------------------|--|
| 1. | Shri Vinay Mittal | Chairman, Railway Board & Ex-officio
Principal Secretary to the Govt. of India. |
| 2. | Smt. Pompa Babbar | Financial Commissioner, Railways &
Ex.-officio Secretary to the Govt. of India. |
| 3. | Shri A.P. Mishra | Member Engineering, Railway Board, &
Ex-officio Secretary to the Govt. of India |
| 4. | Shri Sanjiv Handa | Member Mechanical, Railway Board, &
Ex-officio Secretary to the Govt. of India |
| 5. | Shri Rakesh Tandon | MD/IRCTC |
2. At the outset, the Chairman congratulated Shri Vinay Mittal on his appointment as Chairman Railway Board and welcomed him and other officials of the Ministry to the sitting of the Committee.
3. The Committee then took oral evidence of the representatives of the Ministry of Railways (Railway Board) on the subject 'New Catering Policy – 2010 of Indian Railways'. The representatives of the Ministry replied to various queries raised by the Chairman and the members of the Committee on the subject 'New Catering Policy – 2010 of Indian Railways'. The evidence remained inconclusive.
4. The Committee decided to meet again on 20.07.2011 for taking further evidence of the representatives of the Ministry on the above-mentioned subject.
5. xxxx xxxx xxxx xxxx
6. A verbatim record of the proceedings has been kept.

The Committee then adjourned.

**MINUTES OF THE FOURTEENTH SITTING OF THE
STANDING COMMITTEE ON RAILWAYS (2010-11)**

The Committee sat on Monday, the 18th July, 2011 from 1100 hrs. to 1300 hrs. in Committee Room 'D', Parliament House Annexe, New Delhi.

PRESENT

SHRI T.R. BAALU - CHAIRMAN

MEMBERS

LOK SABHA

2. Shri Khiladi Lal Bairwa
3. Shri Kameshwar Baitha (Palamu)
4. Dr. Ram Chandra Dome
5. Shri Pralhad Joshi
6. Shri K. Bapiraju
7. Dr. Nirmal Khatri
8. Dr. (Smt.) Botcha Jhansi Lakshmi
9. Shri Anand Prakash Paranjpe
10. Shri Somabhai G. Koli Patel
11. Shri Rudramadhab Ray
12. Smt. Satabdi Roy
13. Smt. Sushila Saroj
14. Shri Gopal Singh Shekhawat
15. Shri Umashankar Singh
16. Shri Lalji Tandon

RAJYA SABHA

17. Shri Om Prakash Mathur
18. Shri Nandi Yellaiah
19. Shri Ambeth Rajan
20. Shri Tarini Kanta Roy
21. Shri T.M. Selvaganapathi
22. Shri Ishwar Singh

SECRETARIAT

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|----|----------------------|---|---------------------|
| 1. | Shri Abhijit Kumar | - | Director |
| 2. | Shri Arun K. Kaushik | - | Additional Director |

REPRESENTATIVES OF THE MINISTRY OF RAILWAYS (RAILWAY BOARD)

- | | | |
|----|--------------------|--|
| 1. | Shri Vinay Mittal | Chairman, Railway Board & Ex-officio
Principal Secretary to the Govt. of India. |
| 2. | Smt. Pompa Babbar | Financial Commissioner, Railways &
Ex.-officio Secretary to the Govt. of India. |
| 3. | Shri A.P. Mishra | Member Engineering, Railway Board, &
Ex-officio Secretary to the Govt. of India |
| 4. | Shri Sanjiv Handa | Member Mechanical, Railway Board, &
Ex-officio Secretary to the Govt. of India |
| 5. | Shri Rakesh Tandon | MD/IRCTC |

2. At the outset, the Chairman welcomed the representatives of Ministry of Railways (Railway Board) to the sitting of the Committee.

3. xxxx xxxx xxxx xxxx

4. xxxx xxxx xxxx xxxx

5. Thereafter, the Committee took oral evidence of the representatives of the Ministry of Railways (Railway Board) on the subject 'New Catering Policy – 2010 of Indian Railways'. The representatives of the Ministry of Railways (Railway Board) gave an electronic presentation to the Committee on reservation in catering contracts in Indian Railways. The Committee then sought certain clarifications from the representatives of the Railway Board. The officers of the Ministry of Railways (Railway Board) replied to various queries raised by the Members. The evidence was concluded.

6. A verbatim record of the proceedings has been kept.

The Committee then adjourned.

**MINUTES OF THE ELEVENTH SITTING OF THE
STANDING COMMITTEE ON RAILWAYS (2011-12)**

The Committee sat on Tuesday, the 15th May, 2012 from 1500 Hrs. to 1615 Hrs. in Committee Room 'C', Parliament House Annexe, New Delhi.

PRESENT

SHRI T.R. BAALU - CHAIRMAN

MEMBERS

LOK SABHA

2. Shri Ram Sunder Das
3. Shri K. Bapiraju
4. Dr. Nirmal Khatri
5. Dr. (Smt.) Botcha Jhansi Lakshmi
6. Shri Somabhai G. Koli Patel
7. Dr. Padmsinha Bajirao Patil
8. Smt. Yashodhara Raje Scindia
9. Shri Sharif-ud-din 'Shariq'
10. Shri Gopal Singh Shekhawat
11. Shri Ganesh Singh
12. Chaudhary Lal Singh
13. Shri Nama Nageswara Rao

RAJYA SABHA

14. Shri Om Prakash Mathur
15. Smt. Kusum Rai
16. Shri Tarini Kanta Roy
17. Shri Ishwar Singh

SECRETARIAT

- | | | |
|--------------------------|---|---------------------|
| 1. Shri K. Vijaykrishnan | - | Joint Secretary |
| 2. Shri Abhijit Kumar | - | Director |
| 3. Shri Arun K. Kaushik | - | Additional Director |

EPRESENTATIVES OF THE MINISTRY OF RAILWAYS (RAILWAY BOARD) *

- | | | |
|----|----------------------|--|
| 1. | Shri Vinay Mittal | Chairman, Railway Board & Ex.-officio Secretary to the Government of India |
| 2. | Smt. Vijaya Kanth | Financial Commissioner, Railway Board & Ex.-officio Secretary to the Government of India |
| 3. | Shri A.P. Mishra | Member Engineering, Railway Board & Ex.-officio Secretary to the Government of India |
| 4. | Shri Kul Bhushan | Member Electrical, Railway Board & Ex.-officio Secretary to the Government of India |
| 5. | Shri Keshav Chandra | Member Mechanical, Railway Board & Ex.-officio Secretary to the Government of India |
| 6. | Shri A.K. Vohra | Member Staff, Railway Board & Ex.-officio Secretary to the Government of India |
| 7. | Shri K.K. Srivastava | Member Traffic, Railway Board & Ex.-officio Secretary to the Government of India |

2. At the outset, the Chairman welcomed the Members to the sitting of the Committee.

Thereafter, the Committee took up for consideration the following Reports:-

(i) Draft Report on 'New Catering Policy – 2010 of Indian Railways'

(ii) **XXX** **XXX** **XX** **XXX**

3. The Committee adopted the Report at (i) with some modification as indicated at the Annexure and the Report at (ii) without any modification.

4. The Committee, then authorized the Chairman to finalise the Report at (i) in light of the factual verification and present/lay both the Reports at (i) and (ii) in both the houses of the Parliament.

* Present only during the presentation.

5. Thereafter, the representatives of the Ministry of Railways (Railway Board) made a presentation on plan head-wise physical and financial performance of Railways. The Members raised a number of queries to which the representatives of the Ministry of Railways (Railway Board) replied.
6. A copy of the Verbatim Report of the sitting has been kept.

The Committee then adjourned.
