



Office of the Principal Chief Commercial Manager
South Central Railway, Ministry of Railways, Government of India
Rail Nilayam, Secunderabad -500025 (Telangana)

No.C.568/G.II/TC/Vande Bharat/2023

Date: 23.09.2023

Sr.DCM/HYB, Sr.DCM/BZA & Sr.DCM/GTL

Sub: Manning of Vande Bharat Express Trains – Reg.

Ref: 1. Railway Board Commercial circular No.31 of 2018.

2. Railway Board Ir. No. 2018/Catering/600/14 dt: 21.09.2023.

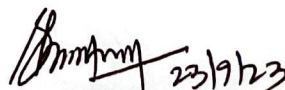
Two Vande Bharat trains are going to be introduced shortly over this Railway. The manning instructions for the **two inaugural Vande Bharat** trains scheduled on 24.09.23 are given below:

1. **KCG - YPR Vande Bharat train** : Sr DCM/HYB to arrange to depute two ticket checking staff for manning each coach of the train from KCG to DHNE. Sr.DCM/GTL to arrange to depute two ticket checking staff for manning each coach of the train from DHNE to YPR.
2. **BZA - MAS Vande Bharat train** : Sr DCM/BZA to arrange to depute two ticket checking staff for manning each coach of the train from BZA to MAS.

Further following instructions are to be followed in manning of Vande Bharat trains as detailed below:

1. 20703/20704 (KCG-YPR-KCG) Vande Bharat Train will be manned by ticket checking staff of HYB Division on End – to – End basis.
2. 20678 (BZA-MAS) Vande Bharat Train will be manned by ticket checking staff of BZA Division in one direction i.e. BZA – MAS.
3. To improve the overall monitoring and service delivery by Vande Bharat trains, the concept of train captain should be introduced as instructed vide Railway Board Commercial Circular No. 31 of 2018. (Copy enclosed)
 - a. Experienced ticket checking staff should be booked to man Vande Bharat Express. The senior most staff should be nominated as Train Captain.
 - b. The train captain should not be assigned any coaches for manning. He shall be responsible for co-ordinating the entire team and facilitating all services during the complete journey.
 - c. The train captain should be provided with a badge of train captain, which should be worn on the uniform.
 - d. All on board Railway Personnel and Supervisors of all outsourced agencies shall report to the Train captain for effective control & supervision of on board services.
4. Staff manning are to be aware of the salient features of Vande Bharat Trains. (Copy enclosed).
5. Necessary instructions may be issued to all concerned staff.
6. A Joint Procedure Order on manning of Vande Bharat trains will be circulated shortly.

Encl: As referred above


(Bhaskar Reddy Pinreddy)
Dy.CCM/G

For Principal Chief Commercial Manager

GOVERNMENT OF INDIA (भारत सरकार)
MINISTRY OF RAILWAYS (रेल मंत्रालय)
(RAILWAY BOARD)

No. 2018/TG-V/12/2

New Delhi, dated 15.06.2018

The Principal Chief Commercial Managers,
All Zonal Railways.

Commercial Circular No. -3 of 2018

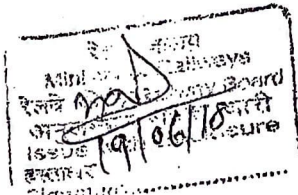
Sub: Train Captain as overall leader and in charge of all on board railway personnel and outsourced staff.

Long distance Mail/Exp trains have a large group/ team of railway personnel and outsourced staff on board for offering various services to the passengers and to provide maintenance on run. In order to introduce the concept of a single person/leader responsible for coordinating the entire team and facilitating all services during the complete journey of the train, it has been decided to introduce the concept of Train Captain.

2. In trains like Rajdhani/ Shatabdi/ Duronto and other trains where a Train Superintendent (TS) is on end to end basis, TS shall be nominated as "Train Captain" and made responsible for all the facilities on train. He/she should be provided with a badge of Train Captain to be worn on the uniform. All on board railway personnel and supervisors of all outsourced agencies shall report to the Train Captain for effective control & supervision and to ensure improvement in on-board services offered by Railways. Zonal Railways shall issue necessary directives to all on-board staff to ensure strict compliance of directions of the Train Captain to address the issues concerning complaint free travel of passengers failing which action may be initiated against the staff not following directions of the Train Captain.

3. In all other trains, where TS is not present, zonal railways may nominate the senior most ticket checking staff as Train Captain, who will wear the badge of Train Captain and shall be responsible for all facilities in the train as mentioned above. This batch will be handed over to the senior most ticket checking staff of the next leg of journey who will then act as Train Captain till the next leg and so on. The Train Captain must be provided with the mobile number of the on board staff so that he/she is able to contact them when their services are required.

4. Zonal railways may also ensure that the name and contact number of the Train Captain is made available to the passengers through reservation charts before departure of the train. During the journey, on board announcement at convenient timings must be ensured to provide the name and contact number of the Train Captain to the travelling passengers.



Shelly

(Shelly Srivastava)
Director Passenger Marketing
Railway Board.

New Delhi, Dated: 15.06.2018

No. 2018/TG-V/12/2

1. GMs, Indian Railways
2. PCOMs, Indian Railways
3. PCMEs, Indian Railways
4. PCEEs, Indian Railways
5. PFAs, Indian Railways
6. CSCs, RPF, Indian Railways
7. The ADAI (Railways), New Delhi
8. The Director of Audit, All Indian Railways

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)

No. 2018/Catering/600/14

New Delhi, Dated: 21 09.2023

The General Managers,
All Zonal Railways

CMD, IRCTC,
Statesman House Building, Barakhambha Road,
New Delhi.

MD, CRIS,
Chankyapuri, New Delhi

Sub : Measures for improvement in services to passengers of Vande Bharat Trains

Passenger complaints and grievances related to catering services in Vande Bharat trains have been reviewed by the Board. In order to address these grievances and reduce the complaints of hygiene, service and availability of food, it has been decided to implement following measures with immediate effect:

1. Measures to be taken jointly by CRIS and IRCTC

- a) SMS will be sent to passengers as under giving the option to book food and also informing them about food services being made available against the catering apportionment collected from them:
 - i) Confirmed ticket opted out passengers will be given a link in SMS immediately on booking of tickets in case they want to book meals. Another SMS with link would also be sent to them 48 hrs before journey, in case they want to book meals
 - ii) Confirmed ticket passengers will be given SMS 24 hrs before journey regarding catering services to be provided as per their journey details and food choices made during the booking.
 - iii) Confirmed ticket opt-in passengers will be given SMS, regarding catering services to be provided as per their journey details, immediately after booking of ticket .
- b) For current booking passengers, there shall be no option of Veg or Non-Veg. Current booking passengers would be served only Veg meals. This is being done as current bookings are being done upto 15 minutes before departure of the train and service provider is left with very short time to make arrangements of meals.

2. Measures to be taken by Zonal Railways

- a) Announcements shall be made in all Vande Bharat trains as under to create awareness about the availability of meals for passengers:
 - i) At originating stations as well as every boarding station an announcement will be made about catering services being made available between each O-D pair of stations.
 - ii) At every boarding station a universal announcement may be made that those who have opted out and still want food, the food will be provided if available, with service charge of Rs. 50 extra.

- b) It shall be ensured that all pantry equipment are in working condition before start of the trip to eliminate complaints such as non-supply of cooled water bottles, heating arrangements of food, etc.
- c) There must be adequate provision of space for trolley stacking along with docking arrangements in coaches of Vande Bharat trains.
- d) PCCMs and PCMEs to jointly nominate garbage collection at enroute stations for collection of catering waste after each meal service. The waste collected from the coaches by the bearers of Service providers shall accordingly be collected from the train at the designated stations after each meal service for further disposal in an environmentally friendly way.

3. Measures to be taken by IRCTC


- a) It has been noticed that the cartons containing Rail Neer for both sides of journeys are being carried leading to cluttering of aisle position. IRCTC shall ensure supply and loading of Rail Neer from both ends of the trip so as to prevent cluttering of Rail Neer cartons in the Vande Bharat Trains.
- b) IRCTC supervisor onboard shall ensure that the Service Providers deploy adequate bearers per coach as per extant instructions to eliminate the complaints of delay in service.
- c) IRCTC shall ensure that no catering item is scattered or stored in coaches or near the doors, etc. All catering related items shall be stacked at the designated place or in service trolleys.
- d) It has been observed that permission for sale of PAD/a-la-carte items has been causing passenger grievances. The major reasons for these grievances are hawking for sale of these items before/after meals, overstocking in the passages near the doors causing obstacles to free passenger movement, frequent opening of automatic doors causing disturbance/inconvenience, reduced attention to prepaid meal service etc.

In view of the above, it has been decided that permission for sale of PAD items/a-la-carte shall be discontinued in Vande Bharat Trains, on a pilot basis for a period of 06 months. Further review would be based on the passenger feedback.

- e) Opted out passengers are being given the option again to book meals through the SMS link sent immediately after booking of ticket and another SMS again 48 hrs before the journey date.
- f) All used disposables, beverages bottles/cans/glasses, empty containers/water bottles, napkins, etc shall be collected by the respective waiter/bearer of the coach who shall go seat to seat after each service to collect all such waste material in trash bags/eco friendly garbage bags. Waiter/bearer of the coach shall wear a fresh set of gloves for service of meals and collection of garbage. The garbage bags should be unloaded at the designated stations both enroute and end of the journey for further disposal as per prescribed norms.

Immediate necessary action must be taken in accordance with the above.

This issues with the approval of the Board (M/T&RS and M/O&BD).


(Vikram Singh)
Executive Director (T&C)
Railway Board

Copy for information and immediate necessary to : (i) PCMEs/All Zonal Railways
(ii) PCCMs/All Zonal Railways

Vande Bharat Trains

Fare:

- EC Class: 1.3 times of basic fare of EC of Shatabdi
- CC Class: 1.4 times of basic fare of CC of Shatabdi.
- No concession/ child fare is admissible in train.
- MP Pass, MLA coupons, Para military, Military and other coupons having fullyreimbursable fare to Railways is allowed.
- For duty, privilege & post retirement complimentary passes the entitlement will besame as Shatabdi trains.

Catering:

- For passengers opting for catering service at the time of booking, charges areincluded in fare and collected at time of booking itself.
- For passengers who did not opt for catering services in advance and subsequently decides to purchase the same onboard, extra amount of Rs. 50/- per service will becharged.
- Rs. 20 /- will be charged from all the passengers for supplying 1000 ml PDW and newspaper.