

Government of India, Ministry of Railways
South Central Railway, Vijayawada Division

No. B/C 79/PV/IC/2017

Divisional Office,
Commercial branch,
Vijayawada,
Dt. 16/09/2017.

All licensees of Static and Mobile Catering units functioning on BZA Division,
All Catering Inspectors of BZA Division,
All CTIs of BZA Division,
SMR/G/BZA and all concerned SMRs, SSs & CNCs of BZA Division.

Sub: Procedure for issuing Identity Cards by Catering licensees to their employees at Static and Mobile Catering units.

Ref: CCM/SC Lr. No.C.78/F/Platform Vending dated 07/09/2017.

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Please find herewith a copy of the CCM's letter cited under reference on the subject matter which is self explanatory. All the licensees of Static and Mobile Catering units functioning on this Division and all concerned Railway officials in the subject matter are advised to go through the guidelines issued in the said letter for issuing Identity Cards to the employees and vendors working in the Catering units and act accordingly without any deviation.

All the licensees are hereby advised to submit the fresh identity cards issued by them to their respective employees / vendors by following the procedure stipulated in the above said letter to the concerned authorities under a covering letter on or before **09/10/2017 (Monday)** for their authentication. The Identity cards should be accompanied with the copies of the prescribed documents viz., Police Verification Certificate & Medical Certificate. Each copy of the prescribed documents should be certified by the licensee regarding its genuineness. However, the licensees should produce the original documents to the concerned authenticating authorities as and when demanded by them for their verification. The existing cards will be valid only up to 30/11/2017 even their validity period is indicated on the cards with the dates beyond 30/11/2017. Hence the licensees have to surrender the existing identity cards and obtain authentication on the Fresh Identity cards before 30/11/2017 without fail.

It is reiterated that the licensees of 'A1' and 'A' Category stations should submit their Identity cards to this office for their authentication. Before submitting their cards to

this office for authentication, the same should be got verified by their respective Section CCIs. The licensees of 'B', 'D' 'E' & 'F' category stations should submit their Identity cards to their respective Section CCIs for verification as well as authentication.

Section CCIs should guide all the licensees functioning in their respective jurisdictions regarding this newly introduced procedure for issuing identity cards.

Encl: CCM's letter cited above.


(Shitali)
Sr.DCM/BZA

Copy to all DCMs and ACMs of this office for information and they should interact with all Catering licensees and conduct orientation sessions for them about the instructions of this policy during their filed visit and cover all Catering licensees in the process.

Copy to all Section Commercial Inspectors of BZA Division for conducting similar orientation classes. They should also receive the Identity cards from the Catering Licensees of A1, & A category stations, verify them with the original documents and forward the same to this office for further action. In respect of Identity cards of 'B', 'D' E & 'F' category stations both verification and authentication will have to be done by the Section CCIs only duly maintaining proper record as stipulated in the CCM's letter.


Sr.DCM/BZA

SOUTH CENTRAL RAILWAY

Headquarters Office
Commercial Branch
Rail Nilayam
Secunderabad-25
Date : 7.09.2017

No.C.78/F/Platform Vending

Sr.DCMs/SC, BZA, GTL, HYB, GNT, NED

Sub : Procedure for issuing Identity Cards by catering Licensees to their employees at Static and Mobile Catering Units on South Central Railway.

Ref : This office letter of even number dated 28.08.2011.

1. The following paragraphs contain the procedure for issue of Identity Cards by Catering licensees to their employees working in the Static and Mobile catering Units on S.C.Railway. This procedure supercedes the letter referred above and all other instructions issued earlier on this subject. The following procedure applies to licensees of Railways and IRCTC.

1.1 The Identity card will be issued by the Licensee only. Railway officials should not issue the ID cards. Railway officials will only authenticate the ID cards issued by Licensee. The ID card should not have any Railway related identity marks, except the signature, name and stamp of authenticating official.

1.2 At all Static Units of 'A-1', 'A' and 'C' category stations, the Identity Cards issued by Licensees to their staff shall henceforth be authenticated by ACM of the Divisional Office concerned. In all other category of stations, the Sectional CCIs shall authenticate the Identity Cards issued by the Licensees for the Static Units at those stations. For all Mobile Units, the authentication will be done by ACM of the Division.

2.1 The authority authenticating the Identity Cards shall invariably keep a record containing the full details of the staff engaged by the Licensee such as, 1) copy of the Police Verification Certificate, 2) Medical Certificate, 3) Photo copy of the ID card, 4) copy of letter issued by CCM/Sr.DCM where the number of vendors permitted is laid down etc. These details should be available at the Divisional Commercial office, at the Catering Unit concerned and with the Sectional CCIs.

2.2 The Identity Card should contain the signature, name and stamp of the Licensee, signature and name of card holder as well as authentication by ACM/Sectional Commercial Inspector with their name, date and stamp. In case of Catering Units of IRCTC (both Static and Mobile), the authentication shall be done by an Executive of IRCTC as well as by ACM of Railways. A sample ID card is enclosed. Licensees should issue the ID card in this format only. The colour code, size and format of the ID card should not be changed.

2.3 The details of number of Card holders permitted for each licensee should be available with the authenticating authority.

2.4 Submission of Police Verification Certificate and Medical Certificate of the licensee employee is mandatory for issue of Identity Card.

2.5 The authenticating official will affix full signature and stamp across the photograph of the vendor/employee in such a way that part of the signature is on the photograph and part of it is outside the photograph.

2.6 ID cards should be invariably laminated.

3. Validity Period of ID cards

3.1 The validity of the Identity card shall be for a period of **one year** with effect from the date of issue of Medical Certificate, i.e. the validity period of Medical certificate and Identity card should be co-terminus.

3.2 All the existing Identity cards which were already issued by the Divisional Office/SS/SMRs concerned shall be valid only up to **30.11.17**. New cards as per this revised procedure should be issued before 30.11.17.

3.3 Divisions shall instruct all the catering licensees to surrender the existing Identity cards before 30.11.2017 and obtain fresh identity cards as per above procedure. Divisions can call the Licensees on specific dates for surrendering the old Identity cards and issuing new cards, so that the change over process goes on smoothly.

3.4 In the existing ID cards, the validity of the existing Medical Certificates will be for varying periods, depending on when the Medical certificate was issued. For instance, if a Medical certificate was issued on 01.06.2017, it will be valid up to 31.05.2018. In this case, the new card will be issued with validity from the date of issue (say 16.10.2017) to 31.05.2018 only. After 31.05.2018, another ID card will be issued. Which means, at present fresh ID cards will be issued only for the left over medical validity period for the existing ID cards.

4. Lost/misplaced Identity cards :

4.1 In case a Card holder misplaces/loses the Identity Card issued in his favour, the same shall be reported to the authenticating authority immediately by the licensee and a fresh Identity Card will be authenticated on payment of penalty of Rs.300/- per card.

4.2 In case a Card holder has absconded along with the Identity Card, then the licensee concerned shall immediately intimate the authenticating authority of the same. In case the Licensee wishes to engage a new Vendor/employee in place of the absconding Vendor/employee, then he has to pay a penalty of Rs.500/- for getting the new card authenticated by Railway officials.

4.3 If it is detected that a Card holder/person is using the Identity Card of another Card holder/person, a fine of Rs.1,000/- shall be imposed on the licensee and the concerned Card holder/person shall be handed over to RPF for prosecution. Similar fine will be levied and follow-up action taken in case of tampering or alterations in Identity Card or if the vendors are using time-expired cards.

4.4 If any Licensee engages Vendors/employees without ID cards, then a fine of Rs.5,000/- will be levied on the Licensee for each such vendor/employee. Written statement from the Vendor/employee will be the basis to decide whether the Vendor is engaged by the Licensee or not. In such cases, there is no need to prosecute such vendors/employees.

4.5. In the case of unauthorized hawkers, who are not engaged by any of the Licensees but who are doing hawking on their own, they will be prosecuted in the Court of Railway Magistrate. Such unauthorized hawkers should not be levied penalty/fine by Commercial and ticket checking staff.


5. Grooming, attire, dress code and behaviour of vendors/employees of licensee.:

5.1 ID card holder should frequently wash his face with soap, comb his hair and cover his hair with a suitable cap as shown in enclosed model photograph of vendor.

5.2 ID card holder should frequently trim his hair and he should not keep long hair.

- 5.3 ID card holder should be clean shaven and he should not keep beard or moustache and he should shave daily. In case beard and Moustache is permitted on religious grounds, then it should be short and well trimmed.
- 5.4 ID card holder should trim his nails frequently and should never have over- grown nails.
- 5.5 He should wear hand gloves as shown in the enclosed model photograph.
- 5.6 He should not wear chappals, slippers or worn out leather shoes. He should invariably wear socks and canvass shoes only.
- 5.7 The photograph of a model vendor is enclosed. The ID card should be hung around the neck with a neck tag and it should also be clipped on to the shirt as shown in the enclosed photograph. Attire and other accessories to be worn by vendors are shown in the enclosed photograph. This policy circular along with the model vendor photograph (with markings in regional language) should be served on each Licensee under clear acknowledgement, so that at a later date, he cannot claim that he does not know about the Policy and the attire of Vendor.
- 5.8 ID Card holder shall wear a clean shirt or T shirt. All the buttons of the shirt/T Shirt will be closed. He has to wear a clean cotton/Terry cotton pants as shown in the photograph. Jeans pants are not permitted. The colour of pants & shirts will be decided by licensee. However, he will use same colour throughout the Division.
- 5.9 During inspections of Railway officials, if it is found that the ID card holder is not conforming to the above laid down grooming, attire and dress code standards, the licensee will be levied a penalty of Rs.500/- for each such ID card holder.
- 5.10 The vendors should always behave politely with passengers. Rude and uncivilized way of talking and picking up arguments with passengers/customers is strictly prohibited. Fine of Rs.500/- will be imposed for rude and uncivilized behaviour. The vendors should always sell the items at the prescribed quantities and rates only.
6. The process of implementation of this policy by Divisions should start immediately.
7. This policy applies to both Static and Mobile Units managed by Railways and IRCTC.
8. Sr.DCMs should call the Licensees in small batches to the Divisional Office and conduct an orientation session for them about the instructions in this policy. For those licensees who can't understand English, a copy of this policy in vernacular language will be handed over. For such licensees, the orientation also should be in their mother tongue. Three months time has been given for this policy to take full effect. In this period, Divisions should complete all the steps outlined here for full-fledged enforcement of the policy with effect from 01.12.2017.
9. This issues with the approval of CCM.

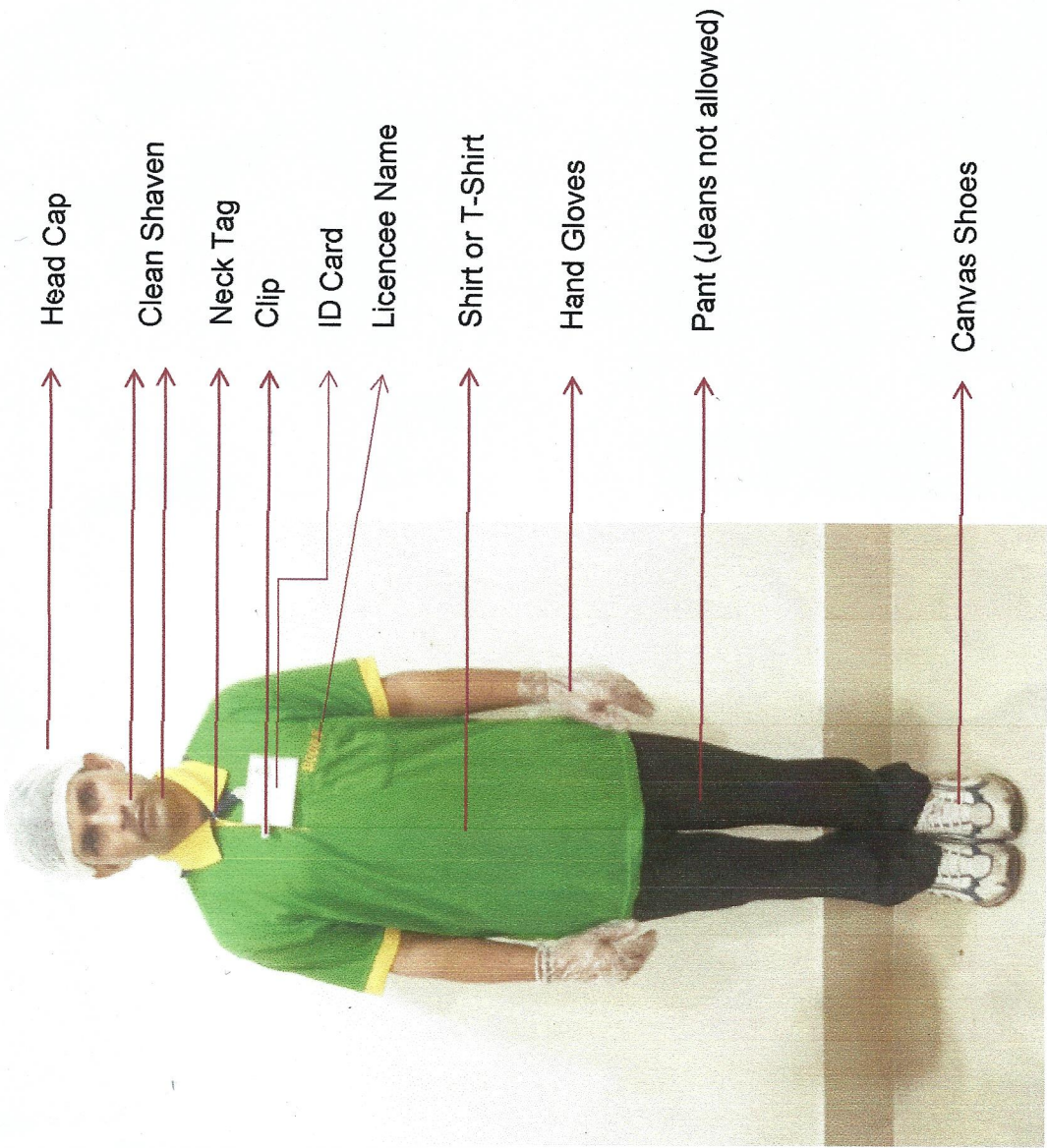
Encl :


(P.Sreenivasa Kumar)
Dy.CCM(G)
for Chief Commercial Manager

Copy to :

SP/GRP/SC, BZA,GTL & CSC/SC for information and necessary action.

GGM/SCR/IRCTC/SC for information and compliance of above instructions.



Head Cap

Clean Shaven

Neck Tag

Clip

ID Card

Licencee Name

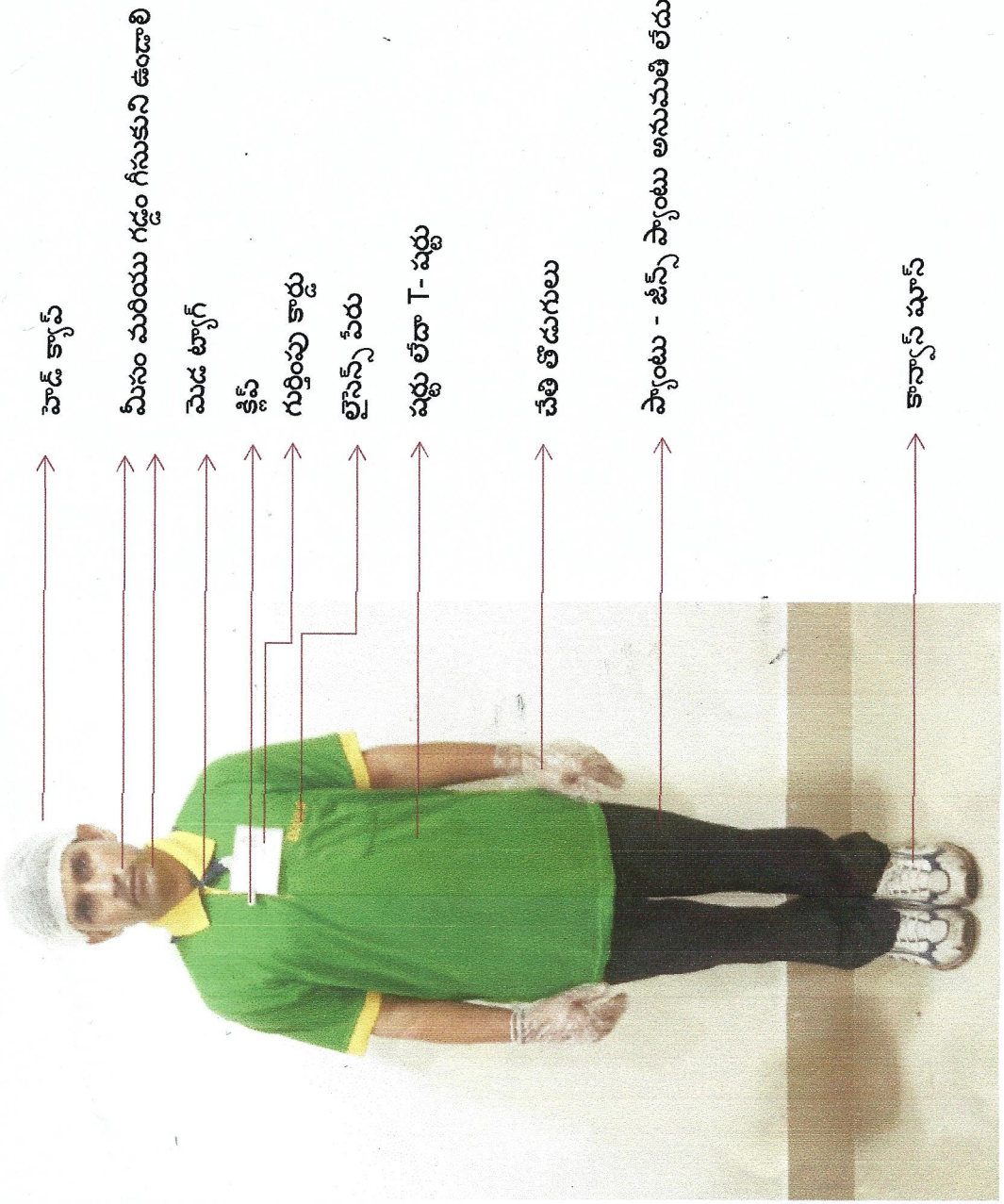
Shirt or T-Shirt

Hand Gloves

Pant (Jeans not allowed)

Canvas Shoes

4



IDENTITY CARD
(ISSUED BY THE LICENSEE)



- 1) Date of Issue: _____
- 2) Valid upto: _____
- 3) Catering unit: _____
- 4) Station/Mobile Unit: _____
- 5) Name of the card holder : _____
- 6) Designation of the Card holder: _____
- 7) Signature of the card holder: _____

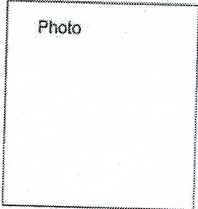
Authenticated by

Issued by

Signature: _____	Name of the
Name : _____	Licencee: _____
Designation: _____	Signature: _____
Stamp	Stamp

10 CMs

IDENTITY CARD
(ISSUED BY THE LICENSEE)



- 1) Date of Issue: _____
- 2) Valid upto: _____
- 3) Catering unit: _____
- 4) Station/Mobile unit: _____
- 5) Name of the card holder : _____
- 6) Designation of the Card holder: _____
- 7) Signature of the card holder: _____

Counter signed by IRCTC

Signature: _____
Name : _____
Designation: _____

Authenticated by

Issued by

Signature: _____	Name of the
Name : _____	Licencee: _____
Designation: _____	Signature: _____
Stamp	Stamp

10 CMs

12 CMs

12 CMs

The card holder is engaged by the Licensee. This card does not confer any right on the holder to claim employment in Railways / IRCTC

1. This card is issued by the Licensee.
2. This card is issued only for the specific purpose as mentioned.
3. The card holder is not a Railway / IRCTC Employee.
4. Photo should be attested by the Licensee.
5. The card is invalid without authentication by the authorized signatories.

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10 cms

10 cms