



Office of the Principal Chief Commercial Manager,
South Central Railway, Ministry of Railways, Government of India,
Rail Nilayam, Secunderabad - 500 025 (Telangana)

C.78/F/Catg/SC-TPTY VB/2023

Date: 06.10.2023

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

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

Ref: 1. Executive director (T&C), Railway Board's letter No. 2018/Catering /
600/14, dated:21.09.2023.

2.This office letter no.C.78/F/Catg/SC-TPTY VB/2023,
dated:29.09.2023.

Your kind attention is invited to this office letter of even no dated: 29.09.2023,
wherein measures for improvement were communicated to divisions. It is observed that
in spite of repeated instructions the same are not being implemented. Vande Bharat
being premier train over IR, along with the other measures advised, special emphasis is
to be given on following:

1. Announcements to be ensured regarding catering services available in VB trains
between each OD pair of stations.
2. At every boarding station, universal announcement is to be made regarding food
to be provided at a service charge of Rs. 50/- extra for opt out passengers.
3. On board Catering services are available to opted out passengers on demand.
4. On board supervisor numbers are displayed in Vande Bharat train displays.

Train captain, CCIs and other staff concerned may be advised to conduct
regular checks and discrepancies if any are to be repeated to commercial control on
daily basis.

Digitally Signed by Bhaskar
Reddy Pinreddy
Date: 06-10-2023 16:17:45
Reason: Approved

(Bhaskar Reddy Pinreddy)
Dy.CCM(G)

For Principal Chief Commercial Manager

copy to: GGM/ARCE/SC2 - For information please.