

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

No.C.78/F/Catg/SC-TPTY VB/2023

Dated. 13.10.2023

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

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

Ref: 1. AGM/SC Lr. No. G.50/RB/CoMS/Vol.II Dt. 25.09.2023.

2. PCCM/SC letter of even no dated: 29.09.2023 & 06.10.2023


Please connect above cited reference letters wherein, JPO regarding 'Complaint Resolution and Service Delivery' on Vande Bharat trains and 'Measures for improvement in services to passengers of Vande Bharat trains' were communicated to Divisions.

In this regard, PCCM has desired that Sr.DCMs have to co-ordinate and ensure that:

1. JPO norms pertaining to catering service on Vande Bharat (Sl. No. 1.4, 2.5, 3.4, 3.5, 3.6, 3.7, 3.8, 3.11, 3.12 4.1 & 4.2) are to be adhered and passenger feedback is to be taken and reviewed with officials concerned and IRCTC/SCZ for course correction.
2. Sr.DCMs to ensure that along with on-board catering announcements and universal message is displayed on board regarding catering services provided for each leg of journey. Text finalized is enclosed herewith. Recorded announcements may be announced & displayed in trilingual.
3. Compliance report for the above is to be sent to this office by 16.10.2023. Further, feedback is to be taken from passengers and qualitative summary report is to be sent to this office every week.

Divisions are advised to note and act accordingly.

Encl: as above


(Bhaskar Reddy Pinreddy)

Dy. CCM(G)

For Principal Commercial Manager

Announcement to be done in Vande Bharat trains regarding Catering services.

S.No	Train	Boarding Point	Catering Service provided
1	20701	SC	<ol style="list-style-type: none"> 1. Tea/Coffee will be served in Vande Bharat train for passengers travelling from Secunderabad to Nalgonda. 2. Breakfast with morning tea will be served in Vande Bharat for passengers travelling beyond Nalgonda and up to Nellore station. 3. Breakfast with morning tea and lunch will be served for passengers travelling beyond Nellore station. 4. For opt out passengers, catering service in Vande Bharat trains will be provided at a service charge fo Rs. 50/- extra.
		NLDA	<ol style="list-style-type: none"> 1. Breakfast with morning tea will be served in Vande Bharat for passengers travelling up to Nellore station. 2. Breakfast with morning tea and lunch will be served for passengers travelling beyond Nellore station. 3. For opt out passengers, catering service in Vande Bharat trains will be provided at a service charge fo Rs. 50/- extra.
		GNT	<ol style="list-style-type: none"> 1. Tea/Coffee will be served in Vande Bharat train for passengers travelling up to Nellore station. 2. Lunch will be served in Vande Bharat train for passengers travelling beyond Nellore station. 3. For opt out passengers, catering service in Vande Bharat trains will be provided at a service charge fo Rs. 50/- extra.
		OGL	<ol style="list-style-type: none"> 1. Tea/Coffee will be served in Vande Bharat train for passengers travelling up to Nellore station. 2. Lunch will be served in Vande Bharat train for passengers travelling beyond Nellore station. 3. For opt out passengers, catering service in Vande Bharat trains will be provided at a service charge fo Rs. 50/- extra.
2	20702	TPTY	<ol style="list-style-type: none"> 1. Evening Tea with snacks will be provided in Vande Bharat train for passengers travelling upto Guntur Station. 2. Evening Tea with snacks and dinner will be provided in Vande Bharat train for passengers travelling beyond Guntur Station. 3. For opt out passengers, catering service in Vande Bharat trains will be provided at a service charge fo Rs. 50/- extra.
		NLR	<ol style="list-style-type: none"> 1. Evening Tea with snacks will be provided in Vande Bharat train for passengers travelling upto Guntur Station. 2. Evening Tea with snacks and dinner will be provided in Vande Bharat train for passengers travelling beyond Guntur Station. 3. For opt out passengers, catering service in Vande Bharat trains will be provided at a
		OGL	<ol style="list-style-type: none"> 1. Tea/Coffee will be provided in Vande Bharat train for passengers travelling upto Guntur Station. 2. Dinner will be provided in Vande Bharat train for passengers travelling beyond Guntur Station. 3. For opt out passengers, catering service in Vande Bharat trains will be provided at a
		GNT	<ol style="list-style-type: none"> 1. Dinner will be provided in Vande Bharat train for passengers. 2. For opt out passengers, catering service in Vande Bharat trains will be provided at a service charge fo Rs. 50/- extra.
		NLDA	<ol style="list-style-type: none"> 1. Tea /Coffee will be provided in Vande Bharat train for passengers. 2. For opt out passengers, catering service in Vande Bharat trains will be provided at a service charge fo Rs. 50/- extra.

S.No	Train	Boarding Point	Catering Service provided
3	20703	KCG	<ol style="list-style-type: none"> 1. Tea/Coffee will be served in Vande Bharat train for passengers travelling from Kacheguda to Mahbubnagar. 2. Breakfast with morning tea will be served in Vande Bharat for passengers travelling beyond Mahbubnagar and up to Dharmavaram station. 3. Breakfast with morning tea and lunch will be served for passengers travelling beyond Dharmavaram station. 4. For opt out passengers, catering service in Vande Bharat trains will be provided at a service charge fo Rs. 50/- extra.
		MBNR	<ol style="list-style-type: none"> 1. Breakfast with morning tea will be served in Vande Bharat for passengers travelling up to Dharmavaram station. 2. Breakfast with morning tea and lunch will be served for passengers travelling beyond Dharmavaram station. 3. For opt out passengers, catering service in Vande Bharat trains will be provided at a service charge fo Rs. 50/- extra.
		KRNT	<ol style="list-style-type: none"> 1. Breakfast with morning tea will be served in Vande Bharat for passengers travelling up to Dharmavaram station. 2. Breakfast with morning tea and lunch will be served for passengers travelling beyond Dharmavaram station. 3. For opt out passengers, catering service in Vande Bharat trains will be provided at a service charge fo Rs. 50/- extra.
		ATP	<ol style="list-style-type: none"> 1. Tea /coffee will be served in Vande Bharat for passengers travelling up to Dharmavaram station. 2. Lunch will be served in Vande Bharat for passengers travelling beyond Dharmavaram station. 3. For opt out passengers, catering service in Vande Bharat trains will be provided at a service charge fo Rs. 50/- extra.
		DMM	<ol style="list-style-type: none"> 1. Lunch will be served in Vande Bharat for passengers. 2. For opt out passengers, catering service in Vande Bharat trains will be provided at a service charge fo Rs. 50/- extra.
4	20704	YPR	<ol style="list-style-type: none"> 1. Evening Tea with snacks will be provided in Vande Bharat train for passengers travelling upto Kurnool City Station. 2. Evening Tea with snacks and dinner will be provided in Vande Bharat train for passengers travelling beyond Kurnool City Station. 3. For opt out passengers, catering service in Vande Bharat trains will be provided at a service charge fo Rs. 50/- extra.
		DMM	<ol style="list-style-type: none"> 1. Evening Tea with snacks will be provided in Vande Bharat train for passengers travelling upto Kurnool City Station. 2. Evening Tea with snacks and dinner will be provided in Vande Bharat train for passengers travelling beyond Kurnool City Station. 3. For opt out passengers, catering service in Vande Bharat trains will be provided at a service charge fo Rs. 50/- extra.
		ATP	<ol style="list-style-type: none"> 1. Tea / Coffee will be provided in Vande Bharat train for passengers travelling upto Kurnool City Station. 2. Dinner will be provided in Vande Bharat train for passengers travelling beyond Kurnool City Station. 3. For opt out passengers, catering service in Vande Bharat trains will be provided at a service charge fo Rs. 50/- extra.
		KRNT	<ol style="list-style-type: none"> 1. Dinner will be provided in Vande Bharat train. 2. For opt out passengers, catering service in Vande Bharat trains will be provided at a service charge fo Rs. 50/- extra.
		MBNR	<ol style="list-style-type: none"> 1. Tea/ Coffee will be provided in Vande Bharat train. 2. For opt out passengers, catering service in Vande Bharat trains will be provided at a service charge fo Rs. 50/- extra.