

COMMERCIAL CIRCULAR No.176 of 2019
(Draft Notification for TRC No. 9 of 2019)
(Coaching)

Sub: Working instructions in regard to penalties to be imposed on errant catering licensees

- Ref: 1. This Office Lr No. C.78/F/SBDs/MCUs/Vol. II dated 01.02.2018.
2. This Office Lr No. C.74/F/Rly. Bd/Catg. Comp/05/Mar.17 dt 17.07.18 & 24.04.18
3. This Office Lr No. C. 76/F/Policy/2015 dt: 26.10.2017.
4. This Office CC No. 150 of 2012 & 49 of 2015 and CC 84 of 2017.

With reference to the subject cited, various Commercial Circulars and Letters were issued by this office on imposing of penalties on Catering Licensees for deficiency of service. In supersession of all the above circulars and letters, the following comprehensive instructions are issued afresh on the subject matter:

Sl. No.	Details	Fines/penalties to be imposed		
		Fine on Mobile Catering units (in ₹)	Fine on Major/Minor Static Units at stations	
			A1 & A Category Stations (in ₹)	B, C, D, E & F, Cat. Stns (in ₹)
1	Food Adulteration found under Food Safety Act / proved unsafe during Lab tests.	₹50,000/-	₹50,000/-	₹50,000/-
2	Over-charging by vendors (if proved)	₹20,000/-	₹20,000/-	₹10,000/-
3	Serving of less quantity, poor quality, un-approved brands, non-availability of Janata khana, non-availability of FSSAI certificate, any other deficiency related to food preparation and supply.	₹10,000/-	₹10,000/-	₹5,000/-
4	Non-display of menu/tariff, shabby appearance of vendors, non-availability of prescribed documents (such as agreement, medical, police certificates etc.) ID cards, misbehavior of licensee staff, any other deficiency related to vending.	₹5,000/-	₹5,000/-	₹3,000/-

- NOTE:** 1. In case the deficiency persists despite written advise/warning, the licensee will be imposed with a penalty/fine.
2. The maximum penalty can be levied up to Rs. 1,00,000/- on repeated occurrence of serious deficiencies.
3. The above list is only indicative and not exhaustive.

....2)

Powers to impose penalties on catering units

Level of Officer to impose penalty	Amount of penalty (in ₹)
Junior/Senior Scale officers of division/HQs Commercial Branch	Up to ₹ 5,000/-
JAG/SG Scale officers of division/HQs Commercial Branch	Up to ₹ 20,000/-
DRM/ADRM/SAG level Commercial Officers at HQs.	Full Powers
PCCM/HAG Commercial Officers	Full Powers

- Note:** i. *If the fine to be imposed is beyond the powers of the inspecting/checking official, then the papers may be put up to appropriate level of Officer for levying higher penalty.*
- ii. *Inspecting Officials of other departments may report the deficiencies/ irregularities detected by them to Sr.DCM/DCM in-charge in the division and to PCCM/CCM (C&PS) in Headquarters for taking suitable punitive action.*
- iii. *In case of deficiencies/irregularities noticed in the Catering Units under the management of IRCTC, fines can be imposed as per the above table. In such cases, a letter has to be invariably addressed to IRCTC for taking further course of action.*

Penalty of Closure of Unit:

1. In the event of detection of serious deficiencies / irregularity on the part of Major or Minor unit licensee, temporary closure of the unit can be ordered by PCCM or CCM/C&PS in headquarters. In the Division, Sr.DCM/DCM (In-charge) can order for temporary closure of major/minor catering units under their jurisdiction.
2. Temporary closure of catering units should be resorted only in the event of detecting serious deficiencies/irregularities which if allowed to continue, are likely to cause health hazards to the passengers or damage the image/reputation of the Railways or gross violation of terms or conditions of Railways leading to leakage of revenue like encouraging unauthorized vending.
3. Orders for temporary closure of catering units shall be issued in writing by the concerned Officer duly giving reasonable time of 72 hours specifying the following without fail:
 - Brief details of the deficiencies/irregularities detected.
 - Period of closure to be indicated.
4. Whenever a unit thus closed temporarily is to be reopened, an Officer of the rank of at least ACM shall personally visit without any delay, to inspect and permit on ensuring that the deficiencies/irregularities are attended to fully by the licensee concerned.

...3)

5. Railway Officers have no powers to effect temporary closure of IRCTC managed units or for termination of such contracts. These powers are vested with IRCTC officials only. In such cases, Railways can request IRCTC for effecting temporary closure/termination of the units under their control in writing along with justification.

This issues with the approval of PCCM.

All concerned to note and act accordingly.

Previous Commercial Circular No. 175
of 2019. "Change of destination in case
of Automobile Traffic"



(G. Chandrasekhar)

SCM/Catg

for Principal Chief Commercial Manager

SOUTH CENRAL RAILWAY

Headquarters Office,
Commercial Branch,
Secunderabad – 500 025.

Date: 03.09.2019

No.C.76/F/Catg. Penalties/Policy

Copy forwarded to:

DRMs/Sr.DCMs/Sr.DOMs/Sr.DFMs-SC, HYB, BZA, GTL, GNT, NED.

PCCM, CCO, CCM/FS, CCM/PS.

PCOM, CFTM, CTPM, CPTM.

FA & CAO (G)/SC. SDGM/SC.

GGM/IRCTC/SCZ/SC.

Dy. CCM/FS, Dy. CCM/Claims, Dy. CCM/PRS.

Dy.COM/Goods, Dy.COM/FOIS,

SCM/TC, SCM/Claims, SCM/G, SCM/Ref, SCM/HQ, STM/Goods, STM/Survey (CAO)/SC

Principal Director of Audit/S.C.Rly/SC, Principal/ZRTI/MLY.

All Commercial Inspectors of HQs, Divisional Offices and Sections.

All Catering Inspectors of HQs, Divisional Offices and Sections.



(G. Chandrasekhar)

SCM/Catg

for Principal Chief Commercial Manager