

I/71586/2023

दक्षिण पूर्व मध्य रेलवे
South East Central Railway



प्रधान मुख्य वाणिज्य प्रबन्धक कार्यालय,
प्रथम तल, महाप्रबंधक कार्यालय भवन,
बिलासपुर (छ.ग.) - 495004

Principal Chief Commercial Manager's
office, First floor, GM Office Building,
Bilaspur (C.G.) - 495004

No. C/SECR/BSP/Catg/IRCTC/Policy

दिनांक / Date : 18.09.2023

To
Group General Manager, IRCTC,
South Central Zone
1st Floor, Oxford Plaza,
S. D. Road, Secunderabad - 500003.

Sub: Supervision and monitoring of catering services managed by IRCTC.

Ref: Railway Board's letter no. 2017/TG-III/600/05 dated 10.08.2021.

To bring in a uniform system of handling instances of deficiencies in service or violation of the provision of policy for the catering units managed by IRCTC, guidelines are being issued in terms of Para 18 of Model Agreement and Railway Board's letter under reference. The details of penalty clause against deficiencies in service or violation of the provision of policy on different units managed by IRCTC are as under:

For Mobile Units (Pantry Car/Mini Pantry /TSV):-

Category	Type of deficiency/irregularity	Penalty upto Rs.
A	<ol style="list-style-type: none"> 1. Not responding to the passengers/Delay in service/ Cold food served. 2. Poor presentation of food in tray, improper packaging of food i.e. leaking of casserole/packing etc. 3. Personal grooming of catering staff/ waiter is bad ,such as torn and unwashed uniform, untrimmed nails , unshaven , non wearing of cap/ apron/ proper footwear / name badge/ Identity card etc. 4. Discourteous service/behavior. 5. Non availability of digital mode of payment. 6. Non issuance of bills. 7. Non availability of weighing scale. 8. Non availability of printed menu card with tariff for the list of item sold/ served with the waiters, catering manager. 9. Not displaying Menu & Rate list at a conspicuous place. 10. Mishandling of foods/items in platform/train coaches such as pulling/ pushing crate / cartoons on platform/train coaches. 11. Haphazard stacking of food items in freeze , dip freezer, rakes , counters etc. 12. Use of plastic material for rendering catering service. 13. Use of inferior quality of packaging material/disposables/Paper cups for serving of food items/tea-coffee etc. 14. Choice of food: veg / non-veg not provided. 15. Non availability / improper size of tray mate, Menu not printed on tray mate. 	2500/-

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B	<ol style="list-style-type: none"> 1. Non availability of required documentation viz. Police verification Medical certificate etc. 2. Non availability of Identity Card with waiters/ Catering staff. 3. Consumption / chewing gutka, pan masala, tobacco etc. by waiters/ catering staff. 4. Demanding TIPS/Money from passengers. 5. Deploying less number of waiters/catering staff. 6. Talking in harsh tone with passengers. 7. Not serving free food to the infants (Ref : CC 26 of 2002) 8. Non providing Janta Meal/Janta Khana/ Economy Meal. 9. Non supply of meals after taking order. 	5000/-
C	<ol style="list-style-type: none"> 1. Food served not cooked properly. 2. Use of toilet water for washing of service ware and utensils. 3. Hair found in food. 4. Unhygienic handling of food. 5. Less Quantity of food served. 6. Improper safety arrangements. 7. Food item kept on floor. 8. Use of card boxes/cartoons instead of proper container for food items. 9. Deficiencies regarding cleanliness & hygiene of Pantry Car/ Mini Pantry etc. 10. Improper management/disposal of waste: such as waste bin not covered/not emptied regularly/not washed/not labeled properly , stacking trays containing leftover food/ garbage in corridor of passenger coaches/ vestibules, throwing garbage from train, Garbage not being collected at nominated stations and dumping it near the vestibule leading to unhygienic conditions. 	10000/-
D	<ol style="list-style-type: none"> 1. Using unpurified water / non drinking water for preparation of beverages / food items etc. 2. Foreign particles such as wood/ metal/plastic etc. found in food. 3. Insect such as flies/worms/ants etc. found in food. 4. Short service (less items served as per menu). 5. Use of abusive language with passenger. 6. Waiter/ Catering Staff under intoxication. 	20000/-
E	<ol style="list-style-type: none"> 1. Providing additional item/items in standard meal without order and demanding more money. 2. Sale of unapproved brands of Catering products/items. 3. Supply / Service of other brand of Packaged Drinking Water instead of Rail Neer. 4. Sale of expired/stale food/beverages. 5. Involved in unauthorized vending / Promoting unauthorized vendors. 6. Sale of unapproved / unauthorized food items. 7. Deployment of catering staff/service in train other than train starting station or break before train terminating station. 	50,000/-
F	<ol style="list-style-type: none"> 1. Sale of prohibited items such as Liquor , Cigarette, Gutkha , Tobacco , Pan Masala etc. 2. Physical violence with passengers. 3. Lizard, Mouse, Cockroach, Rodents etc. found in food. 4. Food poisoning leading to hospitalization to passengers. 	1,00,000/-

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G	Fails to Supply the full requirement of Packaged Drinking Water i.e. 100% Rail Neer or supplemented with other approved PDW bottle to bonafide passenger of prepaid catering trains. Railway Board Letter No. 2015/TG-III/ 631/ 06 dtd. 27.01.2016.	1,00,000/-
H	Prohibition of cooking in Pantry Cars : (Ref : Railway Board's L. No. 2017/TG-III/645/02 Pt-I dtd. 02.06.2022 & 23.08.2022) Unauthorized carriage of inflammable material such as Gas cylinder, Kerosene etc. in Pantry Car / Cooking using inflammable material such as Gas cylinder, Kerosene & stove etc. in Pantry Car	1,00,000/-
I	Overcharging : (Railway Board Letter No. 2012/TG-III/631/09 dated 17.03.2017)	Not less than Rs. 1 lakh per instance

For Base Kitchen/other kitchen of catering units:-

Category	Type of deficiency/irregularity	Penalty upto Rs.
A	<ol style="list-style-type: none"> 1. Personal grooming of catering staff is bad , such as torn and unwashed uniform, untrimmed nails , unshaven , non wearing of cap/ apron/ proper footwear/ name badge/ Identity card etc. 2. Mishandling of foods/items in platform such as pulling/ pushing crate / cartoons on platform. 	2500/-
B	<ol style="list-style-type: none"> 1. Deficiency in Basic infrastructure. 2. Deficiencies in food preparation (viz cutting, washing of vegetable/ grains, grinding, kneading of flour etc.). 3. Improper hygiene and cleanliness while handling raw materials , preparation , packaging , supply , service etc. 4. Packing related deficiencies (improper arrangements for stopping entry of Insects/Rodents, non availability of stainless steel packaging table, non availability of proper portioning of meal, inferior quality packing material etc). 5. Non availability of required documentation/certification viz. Police verification Medical certificate etc. 6. Deficiencies in transportation of meals from Base kitchen to station / train. 	5,000/-
C	<ol style="list-style-type: none"> 1. Deficiencies related to quality of raw material, cooking medium (Oil etc) and its storage. 2. Deficiencies regarding cleanliness & hygiene of premises, improper management/disposal of waste/garbage. 3. Use of toilet water for washing of service ware and utensils. 4. Improper Safety arrangements. 5. Use of card boxes/cartoons instead of proper container for food items. 6. Food item kept on floor. 7. Consumption/ Chewing Pan Masala, Guthka, tobacco etc. 8. Smoking cigarette/bidi in Base Kitchen. 	10,000/-
D	<ol style="list-style-type: none"> 1. Staff under intoxication 2. Using unpurified water/non drinking water for preparation of beverages /cooking of food items etc. 	20,000/-

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Major Static units (FFU, Food Plaza & Jan Aahar) :

Category	Type of deficiency/irregularity	Penalty (in Rs.)
A	<ol style="list-style-type: none"> 1. Not responding to the passengers/Delay in service/ Cold food served. 2. Poor presentation of food in serving tray/plates/boxes, improper packaging of food i.e. leaking of casserole/packing etc. 3. Personal grooming of catering staff is bad , such as torn and unwashed uniform, untrimmed nails , unshaven , non wearing of cap/ apron/ proper footwear/ name badge/ Identity card etc. 4. Discourteous service/behavior. 5. Non availability of digital mode of payment. 6. Non issuance of bills. 7. Non availability of weighing scale. 8. Not displaying Menu & Rate List at conspicuous place. 9. Mishandling of foods/items in platform such as pulling/ pushing crate / cartoons on platform. 10. Haphazard stacking of foods in freeze, dip freezer, counters. 11. Use of plastic material for rendering catering service. 12. Use of inferior quality of packaging material/disposables/Paper cups for serving of food items/tea-coffee etc. 	2500/-
B	<ol style="list-style-type: none"> 1. Non availability of required documentation viz. Police verification Medical certificate etc. 2. Non availability of Identity Card with catering staff. 3. Consumption/Chewing Pan Masala, Guthka, tobacco by catering staff. 4. Talking in harsh tone with passengers. 5. Non providing Janta Meal/Janta Khana/ Economy Meal. 6. Stacking items outside the unit/stall or on the platform. 	5,000/-
C	<ol style="list-style-type: none"> 1. Food served not cooked properly. 2. Use of toilet water for washing of service ware and utensils. 3. Hair found in food. 4. Unhygienic handling of food. Less quantity of food served. 5. Less quantity of food served. 6. Improper safety arrangements. 7. Food items kept on floor. 8. Use of card boxes/cartoons instead of proper container for food items. 9. Deficiencies regarding cleanliness & hygiene of stall/unit/premises, improper management/ disposal of waste/ garbage. 10. Improper management/disposal of waste: such as waste bin not covered/not emptied regularly/not washed/not labeled properly etc. 11. Not providing catering service/ found closed during the timings of trains. 12. 24 x 7 units not providing catering service/ found closed. 13. Selling food in platform outside unit/stall. 	10,000/-
D	<ol style="list-style-type: none"> 1. Using unpurified water/non drinking water for preparation of beverages /food items etc. 2. Foreign particles such as wood/ metal/plastic etc. found in food. 3. Insect such as flies/worms/ants etc. found in food. 4. Short service (less items served as per menu). 5. Use of abusive language with passenger. 6. Catering staff under intoxication. 	20,000/-

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E	<ol style="list-style-type: none"> 1. Providing additional item/items in standard meal without order and demanding more money. 2. Sale of unapproved brands of catering products/items. 3. Sale of unapproved/unauthorized food items. 4. Sale of expired/stale food/beverages. 5. Involved in unauthorized vending / Promoting unauthorized vendors. 6. Cooking in the unit without specific permission from the Railways. 7. Cooking using flame in fire restricted area. 8. Sale of other brand of Packaged Drinking Water instead of Rail Neer at mandatory Rail Neer stations. 9. Sale of unapproved brand of Packaged Drinking Water at non mandatory Rail Neer stations. 	50,000/-
F	<ol style="list-style-type: none"> 1. Sale of prohibited items such as liquor, Cigarette, Gutkha, Tobacco, Pan Masala etc. 2. Physical violence with Passengers. 3. Lizard, Mouse, Cockroach, Rodents etc found in food. 4. Food poisoning leading to hospitalization to passengers. 	1,00,000/-
G	<ol style="list-style-type: none"> 1. Overcharging : (Railway Board Letter No. 2012/TG-III/631/09 dated 17.03.2017) 	Not less than Rs. 1 lakh per instance

Following powers conferred to authorities to impose penalty on IRCTC against each instance of deficiencies in service or violation of the provision of policy:-

Sl	Level of officers to impose Penalty	Amount of Penalty (in Rs)
1	Junior/Senior Scale Commercial Officers of division/HQs	Up to Rs. 2,500/-
2	JAG/SG Commercial Officers of divisions/HQs	Up to Rs. 20,000/-
3	DRM/ADRM/SAG Commercial Officers at HQs	Up to Rs. 50,000/-
4	PCCM/AGM/GM	Full Powers

NOTE:

1. The authorities empowered to impose monetary penalty can also issue letters of counseling & letters of warning to the licensees of IRCTC or to IRCTC or to both.
2. If an authority say Sr.DCM, decides to impose penalty of Rs.20,000/- on the Licensee & Rs.20,000/- on IRCTC in the same case, the same is permitted.
3. Certain category of inspecting officials not empowered to impose penalty, such officials put up their inspection notes to the authorities empowered to impose penalty.
4. Inspecting officials of other departments may report the deficiencies / irregularities detected by them to Sr.DCM / DCM in-charge in the division and PCCM/CCM (Catg & PS) in Headquarters for taking suitable punitive action.
5. If the penalty to be imposed is beyond the powers of the inspecting/checking officials, then case shall be put up to appropriate level of Officers for imposing higher penalty.

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6. In case of deficiencies / irregularities noticed in the catering units under the management of IRCTC, penalties can be imposed as per the above. In cases, a letter has to be invariably addressed to IRCTC for taking further course of action.
7. There are no powers for Railway Officials to effect temporary closure of IRCTC managed catering units or for termination of such contracts. These powers are vested with IRCTC officials only.
8. Officials of Railway Medical Department are authorized to collect samples of catering items from all the catering units for the purpose of analysis.
9. The above list of 'Type of deficiency/irregularity' is only indicative and not exhaustive.

Remittance of Penalty realized:

- a. The penalties imposed for any deficiency in catering service through units under management of IRCTC and any violation of Catering Policy and Guidelines shall be remitted to Railways.
- b. Remittance of penalties by IRCTC shall include penalties imposed on recommendation by Railways and those penalties imposed by IRCTC themselves as penal action against passenger complaints.
- c. Penalties imposed by IRCTC based on their internal checks/inspections may be retained by IRCTC.

Records to be maintained:

The Divisions and Headquarters shall maintain an exclusive file/register, unit-wise to record all the public complaints, deficiencies/irregularities reported during inspections, warning/advice given and also penalties imposed in respect of each of the catering units managed by IRCTC.

Instruction issued time to time from Railway Board regarding other action taken for deficiencies/irregularities in catering services should also be scrupulously followed.

These instructions shall come into force with immediate effect and will remain enforced till further advice.

This has the approval of PCCM.

Digitally Signed by Masud
Alam Ansari
Date: 18-09-2023 17:00:01
Reason: Approved

(Masud Alam Ansari)
Dy. Chief Commercial Manager (PS)
For Principal Chief Commercial Manager

Copy to:

1. Sr. DCM , SECR/Bilaspur , Raipur , Nagpur for kind information and necessary action.
2. Director (T&C) , Railway Board, New Delhi for kind information.
3. Dy.GM (CS), IRCTC, Area Office, Bilaspur for information and necessary action.