



अध्यक्ष एवं मुख्य कार्यकारी अधिकारी,
रेलवे बोर्ड
पदेन प्रमुख सचिव, भारत सरकार
रेल मंत्रालय,

CHAIRMAN & CHIEF EXECUTIVE OFFICER,
RAILWAY BOARD
EX OFFICIO PRINCIPAL SECRETARY
GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

DO No.2024/Catering/631/11

10th September, 2024

My dear General Manager,

Sub: Supervision and Monitoring of Catering Services through Static Units over IR.

As per extant Catering Policy, Zonal Railways have been managing catering services through minor static units at stations. More than 1000 catering complaints related to these units are being reported per month (1030 in July 24 & 1059 in August 24) on the RailMadad portal, which is a matter of concern. Most of these complaints are on account of overcharging, food quality, quantity, non-availability of food/water, misbehavior, etc.

These deficiencies call for more stringent supervision and monitoring mechanisms in the field. Being a customer centric organisation, it is imperative on the part of Indian Railways to endeavour towards zero passenger complaints. Therefore, establishment of robust systems in this regard needs to be taken up on priority. Emphasis during inspections must be on corrective actions to prevent such passenger complaints and improve the quality of food and services to travelling passengers. Urgent corrective measures have to be taken for rectifying deficiencies noted during inspections/drives. Daily root cause analysis of Rail Madad complaints need to be done so as to have a focused approach in resolving passenger complaints.

I would request you to direct all concerned to ensure '**Continuous Supervision, Surprise Checks and Monitoring of Catering Services**' to bring about perceptible improvement in this regard.

With best wishes,

Yours sincerely,


(**Satish Kumar**)

The General Managers,
All Zonal Railways