

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)

No. 2018/Catering/600/14

New Delhi, Dated: 21 09.2023

The General Managers,
All Zonal Railways

CMD, IRCTC,
Statesman House Building, Barakhambha Road,
New Delhi.

MD, CRIS,
Chankyapuri, New Delhi

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

Passenger complaints and grievances related to catering services in Vande Bharat trains have been reviewed by the Board. In order to address these grievances and reduce the complaints of hygiene, service and availability of food, it has been decided to implement following measures with immediate effect:

1. Measures to be taken jointly by CRIS and IRCTC

- a) SMS will be sent to passengers as under giving the option to book food and also informing them about food services being made available against the catering apportionment collected from them:
 - i) Confirmed ticket opted out passengers will be given a link in SMS immediately on booking of tickets in case they want to book meals. Another SMS with link would also be sent to them 48 hrs before journey, in case they want to book meals
 - ii) Confirmed ticket passengers will be given SMS 24 hrs before journey regarding catering services to be provided as per their journey details and food choices made during the booking.
 - iii) Confirmed ticket opt-in passengers will be given SMS, regarding catering services to be provided as per their journey details, immediately after booking of ticket .
- b) For current booking passengers, there shall be no option of Veg or Non-Veg. Current booking passengers would be served only Veg meals. This is being done as current bookings are being done upto 15 minutes before departure of the train and service provider is left with very short time to make arrangements of meals.

2. Measures to be taken by Zonal Railways

- a) Announcements shall be made in all Vande Bharat trains as under to create awareness about the availability of meals for passengers:
 - i) At originating stations as well as every boarding station an announcement will be made about catering services being made available between each O-D pair of stations.
 - ii) At every boarding station a universal announcement may be made that those who have opted out and still want food, the food will be provided if available, with service charge of Rs. 50 extra.

- b) It shall be ensured that all pantry equipment are in working condition before start of the trip to eliminate complaints such as non-supply of cooled water bottles, heating arrangements of food, etc.
- c) There must be adequate provision of space for trolley stacking along with docking arrangements in coaches of Vande Bharat trains.
- d) PCCMs and PCMEs to jointly nominate garbage collection at enroute stations for collection of catering waste after each meal service. The waste collected from the coaches by the bearers of Service providers shall accordingly be collected from the train at the designated stations after each meal service for further disposal in an environmentally friendly way.

3. Measures to be taken by IRCTC


- a) It has been noticed that the cartons containing Rail Neer for both sides of journeys are being carried leading to cluttering of aisle position. IRCTC shall ensure supply and loading of Rail Neer from both ends of the trip so as to prevent cluttering of Rail Neer cartoons in the Vande Bharat Trains.
- b) IRCTC supervisor onboard shall ensure that the Service Providers deploy adequate bearers per coach as per extant instructions to eliminate the complaints of delay in service.
- c) IRCTC shall ensure that no catering item is scattered or stored in coaches or near the doors, etc. All catering related items shall be stacked at the designated place or in service trolleys.
- d) It has been observed that permission for sale of PAD/a-la-carte items has been causing passenger grievances. The major reasons for these grievances are hawking for sale of these items before/after meals, overstocking in the passages near the doors causing obstacles to free passenger movement, frequent opening of automatic doors causing disturbance/inconvenience, reduced attention to prepaid meal service etc.

In view of the above, it has been decided that permission for sale of PAD items/a-la-carte shall be discontinued in Vande Bharat Trains, on a pilot basis for a period of 06 months. Further review would be based on the passenger feedback.

- e) Opted out passengers are being given the option again to book meals through the SMS link sent immediately after booking of ticket and another SMS again 48 hrs before the journey date.
- f) All used disposables, beverages bottles/cans/glasses, empty containers/water bottles, napkins, etc shall be collected by the respective waiter/bearer of the coach who shall go seat to seat after each service to collect all such waste material in trash bags/eco friendly garbage bags. Waiter/bearer of the coach shall wear a fresh set of gloves for service of meals and collection of garbage. The garbage bags should be unloaded at the designated stations both enroute and end of the journey for further disposal as per prescribed norms.

Immediate necessary action must be taken in accordance with the above.

This issues with the approval of the Board (M/T&RS and M/O&BD).


(Vikram Singh)
Executive Director (T&C)
Railway Board

Copy for information and immediate necessary to : (i) PCMEs/All Zonal Railways
(ii) PCCMs/All Zonal Railways