

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No. 2015/TG-III/631/11

New Delhi, Dated 21.02.2019

The General Managers,
All Zonal Railways.

CMD, IRCTC,
Barakhambha Road, New Delhi.

(Commercial Circular No. 10 of 2019)

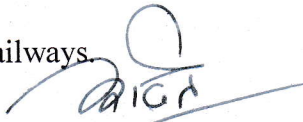
Sub:- Rationalisation of menu on Rajdhani/Shatabdi/Duronto Trains.

Ref:- (i) CC No. 32 of 2014 dated 06/08/2014.
(ii) CC No. 21 of 2018 dated 09/04/2018.
(iii) CC No. 20 of 2017 dated 27/02/2017 (Catering Policy 2017).
(iii) Board's Letter of even no. dated 26/04/2018 & 06/06/2018

The issue of revision in menu of pre-paid trains as referred by IRCTC has been examined in Board's office and following is advised :-

- (i) IRCTC shall decide menu of catering service to be implemented on all pre-paid Rajdhani/Shatabdi/Duronto trains where catering services are provided by them. IRCTC shall ensure that the menu is commensurate with the notified tariff.
- (ii) IRCTC shall accordingly notify service wise menu for information of all concerned.
- (iii) IRCTC shall conduct all due diligence including on the process and inputs while deciding the menu of pre-paid trains and may consult PCCMs of the concerned Zonal Railways.
- (iv) While deciding the menu, IRCTC shall also ensure that :-
 - a) Passenger satisfaction is ensured.
 - b) Quality of catering services and hygiene is of the highest standard and is monitored.
 - c) No undue benefit should accrue to the contractor.
 - d) Number and nature of services and service wise tariff shall be as decided by Railway Board from time to time.
- (v) All other instructions issued vide CC No. 32 of 2014 and CC No. 21 of 2018 shall remain unchanged.

This issues with the concurrence of Finance Directorate of Ministry of Railways.


(Mudit Chandra)
DFM as Director (T&C)
Railway Board

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New Delhi, dated 21.02.2019

Copy to: (i) PFA, All Indian Railways, for information & necessary action.
(ii) AD AI/Railways


For Financial Commissioner, Railway Board