

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
RAILWAY BOARD

No. 2020/Catering/600/02/Pt.2

New Delhi, Dated 16.05.2020

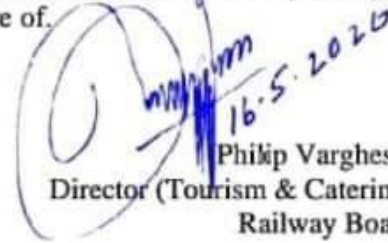
The Chairman and Managing Director,  
IRCTC, Statesman Building,  
Barakhambha Road, New Delhi.

Sub: Provision of catering services in Shramik Special Trains.  
Ref : Board's letters of even number dated 08.05.2020

We are receiving a number of complaints regarding insufficient number of meals being provided to migrants travelling by Shramik Special Trains. In this context kindly refer to para 2 of Board's letter quoted above wherein it was stated that *"the number of meals provided shall normally be either one or two meals depending upon requirements based on journey time. Hence reimbursement per passenger is not expected to exceed Rs 100"*.

The number of meals mentioned above were only indicative and therefore IRCTC can and should increase the number of meals as necessitated by the journey time of the Shramik Specials. The reimbursement per meal remains @Rs50/- per meal inclusive of 1 litre of Rail Neer as advised earlier.

Necessary instructions may accordingly be given to the concerned officials of IRCTC for better coordination with Zonal Railways so that provision of meals and water to the passengers travelling by Shramik Specials is timely and adequately taken care of.

16.5.2020  
Philip Varghese)  
Director (Tourism & Catering)  
Railway Board

Copy to:- PCCMs, All Indian Railways, for information & necessary action.