

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

No. 98/TGIII/631/14

New Delhi, Dated : 20.09.99

The General Managers(Catg.)
All Indian Railways.

Commercial Circular No. 26 /1999

**Sub:- Catering services in Rajdhani/Shatabdi
Express trains running beyond schedule/
Late running due to various reasons**

**Ref:- Board's letter no. 95/TG.III/631/5
dated: 27.05.99.**

The proposal to provide extra meals/breakfast to the passenger travelling by Rajdhani/Shatabdi Express in the event of their late running due to various reasons such as bad weather, holding up, agitation, accident/dérailment and any other operational failure, etc. was under the consideration of Ministry of Railways for some time. Since the cost of the meal is included in the fare and there is no provision of extra meal/breakfast/tea is included in the fare, the Railways/licencees find it difficult to arrange any extra services to the passengers of these prestigious trains.

In this regard a committee was constituted consisting of Officers from Commercial and Finance discipline and the report of the Committee was examined in detail in consultation with Railway Board Finance.

Accordingly Board have agreed that whenever any Rajdhani/Shatabdi Express train run late by more than 2 hours, extra service of meals including morning tea, breakfast, lunch, hi-tea or dinner may be arranged at the following rates:-

Morning tea - Rs.5/-

Breakfast/Lunch/dinner/hi-tea - Rs.25/-

The menu prescribed for these services is given in Annexure-I.

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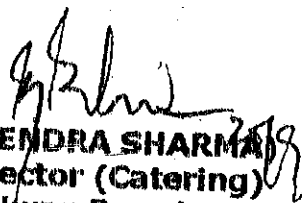
However, Zonal Railways are advised to adhere the following conditions while making the payments to the licencees:-

- (i) A certificate of late running of train is to be obtained from the Train Superintendent and submitted along with bills. The Train Superintendent should also ensure that extra services only made when no other regular service has been stopped due to any reason whatsoever including re-scheduling of trains etc.
- (ii) A certificate of specific services rendered along with the number of passengers availed such facilities to be submitted along with the bills.
- (iii) The Railways will recover 15% cost of the total bills submitted for the extra services by the licensee as the licence fee.

However, In the event of trains having been put back from the original station and total number of services do not exceed, the number of services prescribed no extra payment would be admissible. It is also requested that the expenditure on the account may be reviewed after six month and the Board apprised of the position immediately thereafter.

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

DA :- one


(YOGENDRA SHARMA)
Director (Catering)
Railway Board.

No. 98/TGIII/631/14

New Delhi, Dated : 20.09.99

Copy to FA&CAO, All Indian Railways, for information and necessary action.


For Financial Commissioner, Railway Board

Copy to Accounts II, F(Comm), TC(Rates), TC(CR) and TC-II Branches of Railway Board.

Annexure-I

MENU FOR RAJDHANI/SHATABDI TRAINS IN CASE OF LATE RUNNING

1. MORNING TEA/COFFEE WITH BISCUITS

A	TEA/COFFEE KIT	1. TEA BAGS/ Coffee sachet - 1 No. 2. Sugar pouch - 1 No. 3. Creamer sachet - 1 No.
B	Biscuits	2 Nos.
Overall Cost: Rs.5.00		

2. BREAKFAST/LUNCH/DINNER/HI-TEA

A	2 Nos. Cheese /Vegetable Sandwiches + 2 nos. Veg. Cutlets + 15 gms Tomato ketchup (Sachet) packed in casseroles. Or 2 Nos. Cheese /Vegetable Sandwiches + 2 nos. Boiled Eggs + 15 gms Tomato ketchup (Sachet) packed in casseroles. Or 6 Nos. poori (150 gms) + 150 gms mix vegetable (Bhaji) +15 gms pickle (Blister pack) packed in casseroles. Or 100 gms Dal/Rajma/Chana Masala + 200 gms Veg. Pula/Biryani + 15 gms pickle (Blister packs) packed in casseroles. Or Any other service, which Zonal Railway feel appropriate within the amount prescribed.
B	2 Nos. seasonal fruit
C	<u>Tea/Coffee Kit</u> 1. TEA BAGS/ Coffee sachet - 1 No 2. Sugar pouch - 1 No. 3. Creamer sachet - 1 No
Overall cost: Rs. 25/-	

Note:-

1. The above charges include service / overhead charges, Packaging cost and 15% licence fee payable to the Railways in case of licensee operated trains.
2. The above mentioned items are just suggested ones. Zonal Railways may device their own menu to the choice of passengers of their region, within the overall cost of Rs.25/- with the approval of their FA&CAOs.