

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAILWAY BOARD**

No. 2009/TG.III/647/14/Pt.1

New Delhi dated 08.10.2010

**The Chief Commercial Manager,
All Zonal Railways.**

Commercial Circular No. 49 of 2010

Sub:- Supervision and Monitoring of Mobile Catering units
Ref: (i) Board's letter No.2010/TG-III/645/10 dated 27.9.10.
(ii) IRCTC's letter No. 2009/IRCTC/Catg./Mobile/Policy dated 13.09.2010

As per Catering Policy, 2010, the Zonal Railways will manage mobile catering services through departmental management. According to para 9.3 of Catering Policy, 2010, "Regarding ownership of Pantry Car" - In order to maintain effective control over on-board services, the Division responsible for the primary maintenance of the train would own the rake of the train and also undertake maintenance of the pantry car.

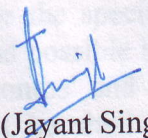
In order to have departmental supervision on specified trains having mobile catering the following instructions are issued:-

1. Zonal Railways will depute a Railway Catering Inspector or a Supervisor, on important trains, who will be designated as "Catering Manager" for the specific trains identified out of those which are having a Pantry Car. As far as possible the Zonal Railways may monitor initially compliance of this on all Durontos' and on "Show Case" trains etc.. The Manager will travel end-to-end and he shall be responsible for detailed monitoring of the catering services ranging from the condition of the equipments, maintenance of the Pantry Car (including safety aspects and the cleanliness/fumigation etc.), to the quality of food, service and subsequent disposal of the solid waste etc. In this regard, Commercial Department on Zonal Railways may involve the concerned department for proper upkeep and maintenance of the pantry car/mini pantry as also of equipments therein.
2. Zonal Railways will prepare a detailed duty list of the Catering Manager and devise a suitable protocol for interface with the service provider including cleanliness and ensuring quality in cooking and service of meals, as also the staff of the services provider is properly attired and has a courteous behaviour.
3. For this purpose the Catering Manager will carry an Inspection Proforma (see Annexure II which is already available with the Railways enclosed with Board's letter No.2009/TG-III/631/2 Pt.3 dated 02.3.2010). At the end of the trip, the Manager will submit an exception report of major irregularities detected if any, which will be submitted to the Commercial Officers incharge of Catering in the

Divisions; summary of such exception reports be sent to CCM/Catg. with remedial action taken. CCM/Catg. will separately follow up with the concerned departments and the DRMs as also the licensees for necessary action. For issues pertaining to them, it will be the responsibility of the concerned executive department to take action on priority. Repeated failures on part of any agency will be brought to the notice of the General Manager of the Zonal Railways by the CCM.

4. Catering Manager would be the interface between the passengers and the catering staff and all complaints would be addressed to CCM/Catg. of the concerned railway through the Sr. DCM of the Divisions.
5. The Catering Managers deputed would be provided with a mobile phone with roaming facility. The said number should be available with the catering monitoring cell of the Division and the Zonal level. Zonal Railways may arrange for the provision of the same.
6. The Catering Manager would be issued a proper traveling authority to enable him to travel on the train. He should carry the list of duty assigned to him on the trip undertaken.
7. Railways would compile and analyze the detailed reports of the Catering Manager at the end of each month. The shortcomings and the problems encountered be resolved expeditiously. A monthly report on this should also be sent to the Board.
8. Other extant instructions regarding menu and tariff on Duronto trains issued with the concurrence of Finance Directorate of Railway Board vide letter No.2009/TG-III/645/4 dated 25.05.2010 will also continue.

Kindly acknowledge receipt.


(Jayant Singh)
Director (Tourism & Catering)
Railway Board

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MD/IRCTC for information