

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

No. 2011/TG-III/600/34

New Delhi, Dated: 16 .09.2015

The General Managers,
All Indian Railways

The CMD
IRCTC, B-148,
11th Floor, Statesman House,
Barakhamba Road, New Delhi.



(Commercial Circular No.-57 of 2015)

Sub: Instructions for Implementation of 'Station Based E-Catering' on IR.

In compliance of the Budget Announcement 2015-16, IR launched a pilot project on 'E-Catering' with IRCTC with the objective to facilitate passengers to book meals of their choice. The pilot project has been extended from time to time to cover more number of trains on Indian Railways. Based on the response/feedback received from the passengers and the need to ensure provision of catering services to travelling passengers, it has been decided to proliferate this scheme on Stations so that passengers are able to get pre-ordered meals of their choice at Stations. In the first phase, a pilot project is to be undertaken by IRCTC to start E-catering services on 45 number of major stations i.e. **Howrah, Sealdah, Guwahati, New Jalpaiguri, Patna, Bhubaneswar, Visakhapatnam, Mughalsarai Jn., Kanpur Central, Lucknow Jn., Varanasi, Jaipur, Bilaspur, Kharagpur, Allahabad, Gorakhpur, Anand Vihar Terminal, H.Nizamuddin, New Delhi, Delhi, Amritsar, Chandigarh, Ludhiana, Secunderabad, Tirupati, Vijayawada, Chennai Central, Chennai Egmore, Ernakulam Jn., Kozhikkode, Madurai Jn., Thirur, Tiruvananthapuram Central, Bangalore City, Yasvantpur, Nagpur, Pune, Agra Cantt., Gwalior, Jhansi, Bhopal, Ahmedabad Mumbai Central, Surat & Vadodara.** Based on the outcome of the pilot project, this scheme would accordingly be extended to cover more number of Stations. For implementation of 'Station Based E-Catering' following guidelines are to be followed:

1. General Instructions

- 1.1 Station based E-Catering shall be only for Stations and not on moving trains.
- 1.2 IRCTC shall facilitate booking of meals through a specified phone number or website or through SMS. IRCTC should also develop convenient Mobile Apps to ensure maximum popularity of this scheme.
- 1.3 The booking of meals shall be accepted with specific advance delivery time opted by the passengers. IRCTC shall co-ordinate with the passengers to ensure proper and timely delivery of meals.
- 1.4 Passengers having mobile number shall be able to book meals to be delivered at the identified stations. The stations with the facility of E-catering and available food items/brands/vendors shall be reflected through drop-down menu in case booked through website and the willing passengers may choose the option as per their choice and complete ordering of meals.
- 1.5 IRCTC shall provide the facility of online transaction along with the options of pre-paid or Cash on Delivery (CoD) for meal ordering purpose. IRCTC shall have internal arrangements with the service providers/vendors/food aggregators for ensuring delivery of meals as ordered by the passengers.
- 1.6 The pre-ordered meal shall be supplied by the delivery persons authorized by Railways/IRCTC for delivery of meals booked through e-catering. The delivery persons

(Numbers depending on volumes) must hold and carry Identity Card/authority issued by Divisions for entry into railways premises.

- 1.7 Passengers will always be provided with a receipt of payment, either electronically or printed, as the case may be.
- 1.8 Passengers shall be given the option to cancel the booking prior to the specified time (to be decided by IRCTC) of the scheduled delivery of meal. IRCTC shall arrange for refund of balance amount after deduction of cancellation charges as fixed by IRCTC in case where payment is made in advance.
- 1.9 IRCTC shall be responsible for arrangements such as integration of payment gateway with banks, bank charges, reconciliation process for the bookings, cancellations, refunds, charge backs, payment receipts etc. in co-ordination with the service provider.

2. Engagement of Service Provider/Vendors



- 2.1 Expression of Interest (EOI) is to be floated by IRCTC to ensure participation of experienced professionals, reputed chains / brands such as KFC, Mc Donald, Haldiram, Bikanerwala, Nirulas, Sagar Ratna, Wangs Kitchen, Sarvana Bhawan, Subway, Dominos, KFC, Pizza Hut, Kelloggs (Not restricted to these brands only), other existing reputed food chains, popular/local/regional cuisines, Food Plazas, etc. as well as reputed food aggregators for empanelment/shortlisting of vendors so as to offer a wide range of choices to the passengers. A minimum of five vendors/brands per station must be shortlisted/empanelled by IRCTC to ensure availability of wide choice at the station.
- 2.2 IRCTC may adopt criteria for selection of vendors/brands to provide complaint free, good quality food items to the passengers through E-Catering.
- 2.3 IRCTC will ensure that the intended Firms/Individuals/Company/Brand comply with the statutory criteria like submission of valid documents relating to PAN, Service Tax registration, Food license/PFA license, registration/incorporation under statutory act, compliance of FSSAI etc.
- 2.4 The empanelment/shortlisting shall be valid for three years. However, the applications for EOI shall be invited periodically to widen the empanelment so as to ensure inclusion of new entrants in the panel.

3. Menu & Tariff

- 3.1 Determination of food prices is to be market driven. The quantity and rates of food items to be supplied to the passengers under E-Catering are to be approved by IRCTC. However, IRCTC shall ensure that the economic and affordable meals/ combo meals are also available to the common man.
- 3.2 Minimum order value shall be fixed by IRCTC.
- 3.3 The rates of food items/ meals shall be inclusive of all prevailing/applicable taxes, packaging charges, License Fee etc., if any. The service provider/vendor shall be responsible for payment of all applicable taxes notified by the government from time to time to the authorised bodies.
- 3.4 List of nominated stations and food items with rates shall be displayed/intimated to the passengers at the time of booking. No variation in the ordered meals, unless specifically requested by passengers, shall be permissible.

4. Supervision, Monitoring and Complaint Management:

- 4.1 IRCTC/ Railways shall conduct regular checks/inspection of stations to ensure that meals/food items provided to the passengers through this scheme fulfil the authenticity of actual orders being placed by the passengers viz. brands of meals/food items its quality, quantity, rates hygiene etc.

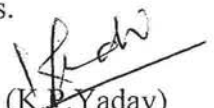
- 4.2 It is to be ensured that the food items are hygienically packaged in eco-friendly, bio-degradable take-away packets for delivery to the passengers. Usage of plastic for packaging should be minimal if not totally eliminated.
- 4.3 IRCTC will be responsible for management of e-catering scheme on IR. IRCTC shall indemnify Railways against any claims, losses etc. and Railways shall bear no liability whatsoever arising out of complaints, if any, from the passengers regarding poor/sub-standard quality of food supplied, service etc. under this scheme. The liability, if any arising out of such complaints/Court Cases/Consumer Forum's directives is to be borne only by the concerned service provider/vendor & IRCTC and not by Railways.
- 4.4 IRCTC shall monitor on real time basis the requests of the passengers for change in meal delivery time in case of delay in arrival/departure of the train at the Station. IRCTC shall coordinate with the passengers and the vendor to ensure alternate option to them, if requested.
- 4.5 IRCTC shall give wide publicity to this Station Centric E-catering Scheme to reach out to passengers. IRCTC to advertise this facility aggressively e.g. information at the end of 139 enquiry message, on printout of e-tickets, home page of IRCTC website, newspaper, electronic media etc. It would also be a good idea to encourage the nominated Service Provider/Food Chain/the branded vendor to publicise this scheme in their premises and also in other media to increase the awareness about this scheme among the travelling public.
- 4.6 Passenger feedback and opinion shall be obtained regularly and should also be a part of the drive conducted by IRCTC/ Railways to ensure success/popularity of the scheme. The feedback so obtained be analysed and used for improving the quality of service.
- 4.7 In case of deficiency in service, IRCTC/Railways shall take appropriate penal action against the service provider/vendor. Contract agreement should have adequate provision for imposing penalty by Railways and/or IRCTC including termination/debarring against sub-standard / adulterated / irregular services / non-supply of contract item, overcharging, etc.
- 4.8 IRCTC shall take necessary action for disposal of waste generated on account of E-Catering in compliance of instructions already issued vide Commercial Circular No. 45/2011 dated 13/09/2011 and instructions issued in this regard from time to time.

5. Revenue & Financials

- 5.1 IRCTC will maintain proper sale records of E-Catering station wise through use of IT using the same software adopted for this E-catering scheme as a sub module.
- 5.2 The revenue (actual license fee received) sharing ratio between Indian Railways and IRCTC would be 15:85. A copy of the agreement between IRCTC and Service Provider/Vendor shall be made available to the CCM and FA&CAO of the concerned Zonal Railway. However, the revenue sharing model will be reviewed/finalised by Railways based on the results/outcome of the pilot project.

The pilot project shall be continued upto 31/03/2016. Based on an appreciation of its performance upto Feb' 2016, a review shall be conducted.

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


(K.P. Yadav)
Director (Tourism & Catering)
Railway Board

No. 2011/TG-III/600/34

New Delhi, Dated: 16.09.2015

- Copy to: (i) FA & CAO, All Indian Railways for information.
(ii) CCMs, All Indian Railways for information & necessary action


For Financial Commissioner, Railway Board