



सत्यमेव जयते

**Report of the
Comptroller and Auditor General of India**
on
Catering Services in Indian Railways



Union Government (Railways)
No. 13 of 2017

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Comptroller and Auditor General
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for the year ended March 2016

Laid in Lok Sabha/Rajya Sabha on _____

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Preface

This Report has been prepared for submission to the President of India under Article 151 of the Constitution of India.

This Report of the Comptroller and Auditor General of India contains the results of performance audit of Catering Services in Indian Railways. The instances mentioned in this Report are those which came to the notice in the course of test audit for the period 2013-14 to 2015-16 as well as those which came to the notice in earlier years, but could not be reported in the previous Audit Reports.

The audit has been conducted in conformity with the Auditing Standards issued by the Comptroller and Auditor General of India.

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Abbreviations

Abbreviation	Full form
AHO	Assistant Health Officer
AVM	Automatic Vending Machine
CCM	Chief Commercial Manager
CHI	Chief Health Inspector
CR	Central Railway
ECoR	East Coast Railway
ER	Eastern Railway
FC	Food Court
FFU	Fast Food Unit
FP	Food Plaza
FSO	Food Safety Officer
FSSAI	Food Safety and Standards Authority of India
ICF	Integral Coach Factory
IRCTC	Indian Railway Catering and Tourism Corporation
ISO	International Organization for Standardization
LOA	Letter of Acceptance
LPG	Liquefied Petroleum Gas
MRP	Maximum Retail Price
NCR	North Central Railway
NEFR	North East Frontier Railway
NER	North Eastern Railway
NR	Northern Railway
NWR	North Western Railway
PAD	Proprietary Article Depot
PDW	Packaged Drinking Water
RDSO	Research, Designs and Standards Organisation
SBD	Standard Bidding Documents
SCR	South Central Railway
SCU	Specified Catering Unit
SECR	South East Central Railway
SER	South Eastern Railway
SR	Southern Railway
SWR	South Western Railway
TSV	Train Side Vending
WCR	West Central Railway
WR	Western Railway

Executive Summary

Indian Railways (IR) carries about 22.21 million passengers per day. Passenger traffic of this magnitude needs the services of a well-managed catering and vending system for supply of healthy and wholesome food at reasonable prices. The catering services are provided by IR departmentally, through Indian Railway Catering and Tourism Corporation (IRCTC) and by engaging outside agencies at stations and in trains.

Audit was carried out to assess the adequacy and availability of good quality and hygienic food to railway passengers at affordable rates. Audit also assessed the management of contracts awarded for providing catering services at stations and in trains for ensuring good quality catering services. The audit examination covered the period from 2013-14 to 2015-16.

Frequent change in catering policy and consequent transfer of responsibility to manage catering units from railways to IRCTC and back, have created a state of uncertainty in management of catering services provided to the passengers over the years. As the quality of catering services was not enhanced as expected, Railway Board has formulated a new Catering Policy 2017, which has been issued on 27 February 2017. As per the new policy, a number of catering activities which were assigned to IRCTC in 2005 policy and then transferred to Zonal Railways in 2010 policy, have now been assigned back to IRCTC. However, the concerns of quality, hygiene, affordability and availability of food to passengers as identified in this Report are needed to be adequately addressed.

The policy of progressive switch over from gas burners to electric power equipment in pantry cars was not followed while manufacturing the pantry cars in Integral Coach Factory, Perambur.

Requirement of catering facilities on stations and trains were not assessed comprehensively for each station in the form of Master Plans (Blue Prints) by all Zonal Railways. A large number of base kitchens were located outside the railway premises, not subjected to quality checks and thus, did not provide an assurance for quality, hygiene and cleanliness. In the new Catering Policy 2017, the responsibility of setting up and operation of base kitchens has been given to IRCTC. Though a time frame has been fixed for the whole process of setting up of base kitchens and responsibility of Zonal Railways and IRCTC has been defined, penalty has been prescribed only for delay on part of IRCTC after handing over of site by the Zonal Railways to IRCTC. As such, accountability of Zonal Railways to carry forward the new Catering Policy of 2017 needed to be clearly demarcated.

Zonal Railways did not ensure provision of pantry cars in a number of long distance trains. Alternative services through train side vending and/or base kitchens were also not provided in some of the trains checked in audit. Audit observed that the availability of Janta meals on stations was also not adequate. As the new Catering Policy has transferred the responsibility of management of Jan Ahaars to IRCTC, Railways need to ensure that adequate number of low cost Janta Meals are provided by IRCTC to passengers.

Continued presence of hawkers and sale of unauthorized food on trains also indicated that the catering services provided on trains were not adequate. Audit inspected units including static and mobile units managed both by Zonal Railways as well as by IRCTC – departmentally or through licensees, at selected stations and trains jointly with railway personnel. It was seen that hygiene and cleanliness in respect of the food served was not ensured by the railways on stations and in trains. Unfair practices were being followed in execution of catering services at stations and trains. These deficiencies indicated that the contractors compromised on value for money in respect of food items served to passengers and action taken by Railway Administration for the deviation from the quality standards was not effective.

Important Audit findings

- Due to frequent policy changes, IR could not take effective steps to bridge the gap to provide necessary infrastructure in terms of base kitchens, Static Catering Units, Trains Side Vending arrangements and Automatic Vending Machines etc. **(Para 2.2)**
- Zonal Railways were required to prepare a Master Plan (Blue Print) of catering services to be provided at each station and onboard trains. Blue Print for provision of catering services was not prepared in seven Zonal Railways (ECR, ER, NFR, NWR, SER, SWR and ECOR). **(Para 2.3)**
- Gas burners were to be progressively switched over to electric power equipment in pantry cars in trains as per policy. However, ICF manufactured 103 pantry cars during April 2011 to March 2016 with provision for centralized LPG cylinders, which were distributed to Zonal Railways. **(Para 2.4.1)**
- Zonal Railways did not ensure provision of pantry cars in a number of long distance trains. During joint inspection, it was seen that in nine trains having a run of more than 24 hours, no pantry car was provided. No Train Side Vending Services were provided by NCR, SECR and SR for the trains which run for more than 12 hours during the day time. **(Paras 3.1 and 3.6)**

- Base kitchens were to be set up in railway premises to monitor and control the quality and hygiene of food served in trains. However, only 16 base kitchens were located in railway premises. 115 base kitchens were located outside the railway premises and were not subjected to quality check. In respect of 128 trains of seven Zonal Railways, meals were picked up from outside base kitchens. **(Para 3.2)**
- Railway Board instructed (January 2012) Zonal Railways to make efforts to improve the sale/availability of Janta meals so as to provide good quality food at affordable price to railway passengers. However, out of 74 stations where joint inspections were conducted by Audit, Jan Aahar units were not provided on 46 stations. Share of Janta meals sold to the overall meals sold in six Zonal Railways was declining in the last three years. **(Para 3.7)**
- During joint inspections of selected trains, audit observed a number of unauthorized vendors on platforms and trains. During 2013-14 to 2015-16, 2,39,096 cases were prosecuted by Railway Protection Force and fine imposed in eight Zonal Railways. **(Para 3.9)**
- Audit checked 124 contracts awarded by eight Zonal Railways and observed that a major portion of contract value was paid as license fee to Zonal Railways, leaving a small margin of the contract value for the licensee for providing catering services. It may not be workable for the licensees to cater to the needs of passengers within the available margin and may result in compromising the quality, quantity and prices etc. **(Para 4.1)**
- During the joint inspection of selected 74 stations and 80 trains over Zonal Railways, Audit noticed that
 - Cleanliness and hygiene were not being maintained at catering units at stations and in trains. Unpurified water straight from tap was used in preparation of beverages, waste bins were not found covered, not emptied regularly and not washed, food stuff were not covered to protect them from flies, insects and dust, rats and cockroaches were found in trains etc.
 - Unfair practices were being followed in execution of catering services at stations and trains. Bills were not given for the food items served in mobile units in trains. Printed menu cards with tariff for the list of food items sold in the mobile units were not available with waiters and Catering Managers in trains. Food stuff served was less than the prescribed scheduled quantity, unapproved packaged drinking water was sold, Proprietary Article Depot (PAD) items were sold at the railway stations at maximum retail price (MRP)

with weight and prices different from the open market and per unit price of food articles sold in railway premises is significantly higher.

- Deficiencies in respect of quality of food served were noticed. Articles unsuitable for human consumption, contaminated foodstuff, recycled foodstuff, shelf life expired packaged and bottled items, unauthorized brands of water bottles, etc., were offered for sale on stations.

(Paras 5.1 to 5.3)

- Audit observed that though a complaint redressal system has been put in place, there is no reduction in the number of complaints over the years. It was also seen that the major share of complaints pertained to overcharging and quality issues.

(Para 5.5)

Recommendations

- 1. ICF may be directed to keep in view the policy of switch over from gas burners to electric power equipment in pantry cars, while manufacturing pantry cars.***
- 2. Provision of pantry cars may be considered in case of long distance trains as per policy.***
- 3. Railways may facilitate smooth transfer of catering units including base kitchens to IRCTC by ensuring that the obligations on part of the Zonal Railways are fulfilled and accountability of Zonal Railways to carry forward the new Catering Policy of 2017 is clearly demarcated.***
- 4. IRCTC may be obligated to provide low cost Janta meals on stations and these should be effectively advertised amongst the passengers.***
- 5. The prescribed monitoring mechanism may be effectively exercised to ensure hygiene, cleanliness and quality of the catering services by IRCTC/licensees.***
- 6. Railway Board may frame guidelines for assessing the workability of rates in catering contracts so that the quality of the services is not compromised.***
- 7. Railways may ensure effective checks and controls to stop unfair practices such as, overcharging, serving food stuff less than the prescribed quantity, selling non-authorized food items on stations and in trains, non-exhibition of price card and not issuing receipts for the food stuff sold, by catering service providers.***

Chapter 1 - Introduction

Indian Railway (IR) with approximately 66,687 route kilometers carries about 22.21 million passengers per day served through 7,216 stations¹. Passenger traffic of this magnitude needs the services of a well-managed catering and vending system for supply of tasty and wholesome food at reasonable prices to travelling passengers. Departmental catering was introduced in IR in 1955-56 on a 'No Profit, No Loss' basis at selected important stations and in certain train services, so as to set the standard and service as a model. Due to recurring losses, Railway Board (RB) decided (May 1968) to adopt economy measures, which, *inter alia*, included handing over the units running with recurring losses to contractors and run the departmental units on a nominal profit of three to four *per cent*, which was to be ploughed back for effecting improvement in the services.

As per the Catering Policy of 2005, catering business of IR was progressively hived off to Indian Railway Catering and Tourism Corporation (IRCTC). In 2010, the policy was revised again and IR decided to take back the management of all catering units except Food Plaza², Food Courts³ and Fast Food units⁴ from IRCTC and manage them departmentally.

As the quality of catering services was not enhanced as expected, Railway Board has formulated a new Catering Policy 2017, which has been issued on 27 February 2017.

1.1 Organizational Structure

Directorate of Catering and Tourism under the direction and control of Member/Traffic is responsible for policy formulation relating to catering services in IR. At Zonal level, the departmental catering is under the administrative control of the Chief Commercial Managers (CCMs). In Zonal Railways where the control of the catering units is decentralized, the executive control in the matters referred to above rests with the Divisional Commercial Managers.

In IRCTC, the responsibility of managing static catering units assigned to them lies with their respective Regional Offices. The work of awarding and managing contracts for mobile catering units, however, is the responsibility of the Corporate Office of IRCTC.

¹ Indian Railway Year Book 2015-16

² Food plaza is a Multi cuisine plaza in a variety of choice for eating. The quality and rates for items are market driven.

³ Food court is a cluster of stalls at a nominated place where branded products/eatables are provided.

⁴ Fast food outlet is synonymous to snack bar where fast food items are sold through self-service counter.

1.2 Audit Objectives and scope

The review covered examination of records relating to working and operations of departmental catering units, contract catering units and IRCTC catering units during the period from 2013-14 to 2015-16. The audit objectives were to assess

1. Whether there was proper policy and planning with regard to the catering services in Indian Railways?
2. Whether the Indian Railways ensured availability of adequate catering services on stations and in trains and whether they were properly managed?
3. Whether management of catering contracts for various static and mobile units ensured provision of good quality catering services?
4. Whether the available catering units provided good quality and hygienic food at affordable rates to different classes of rail users?

1.3 Audit methodology and sample

Entry conferences were held in all Zonal Railways and the audit objectives, scope and methodology were discussed with respective Zonal Railway Administrations. Field audit was undertaken at Railway Board, Zonal Railways and IRCTC during July 2016 to October 2016. Records were examined at Zonal Railway Headquarters, IRCTC and field locations (mobile catering units and static catering units). Joint inspections of departmental catering units, contract catering units and IRCTC managed units, of selected stations, base kitchens⁵, pantry cars of selected trains and trains without pantry cars were conducted along with Railway officials. A survey of passengers was also conducted to record the user perception of catering services provided by IR.

Exit Conferences were held in various Zonal Railways, wherein Audit findings were discussed with Railway Administrations of respective Zonal Railways by Audit. An Exit Conference was also held at Railway Board level on 16 February 2017 to discuss the audit findings and recommendations and reply from Railway Board was also received. The response of the Zonal Railways and Railway Board have been duly incorporated in this Report.

There are various kinds of catering units, which provide services at stations and trains. As on 31 March 2016, there were 7957 static catering units on all railway stations of IR including 131 base kitchens, 164 departmental refreshment rooms, 86 Food Plazas and 69 Fast Food Units. In addition, there were 358 mobile catering

⁵ Base kitchen is a large cooking and packing facility set up in the vicinity of railway premises from where food is distributed in mobile/static units.

units in trains for providing food and refreshments to travelling passengers in trains.

For the present study, sample of various stations and trains and related issues were selected from various Zonal Railways on the basis of criteria given below:

Table 1.1 – Criteria for sample selection and sample selected				
S. no	Sample description	Total population	Criteria for selection	Sample size selected
1.	Stations	7216 stations	1. One from category A1 station 2. One from category A station 3. One from other category viz. B to F category stations <i>Joint inspection of three stations with Railway official was conducted.</i>	A1 - 28 A - 26 B to F - 20 Total 74
2.	Trains	2558 Trains	1. Trains served by licensee 2. Trains served by departmental catering units <i>Joint inspection of two trains having pantry cars was conducted along with Railway Officials</i> <i>Joint inspection of selected trains was conducted along with Railway Officials</i>	80
3.	Tenders finalized for procurement of raw materials during 2015-16	89	1. 50 per cent of tenders awarded subject to a maximum of five 2. In case of procurement of raw materials from the sale proceeds, without tender process, the procedure followed was checked for the selected static/mobile units	46
4.	(i) Licensee agreement of Zonal Railways (ii) IRCTC agreements with licensee	851 204	Three agreements of static units, and Two agreements of mobile units	43
5.	Passenger satisfaction survey	25 passengers at each selected station 25 passengers on each train checked		1800 passengers at stations and 1975 passengers in trains

The details of the stations and trains selected in the samples are given in **Appendix 1 and 2** respectively.

1.4 Audit Criteria

The provisions and instructions contained in the following documents were used as audit criteria for the study:

1. Indian Railway Codes and Manuals
2. Catering Policy 2010 of IR
3. Railway Board instructions regarding catering services
4. Memorandum of Understanding between IR and IRCTC

1.5 Acknowledgement

Audit acknowledges the co-operation extended by the Railway Board and the Zonal Railway Administrations during the field audit as well as joint inspections conducted.

Chapter 2: Catering Policy and Planning

Audit Objective 1: Whether there was proper policy and planning with regard to the catering services in Indian Railways?

2.1 Policy formulation and planning

Catering Policy in Indian Railways has seen frequent changes over the years in principles and guidelines governing it. Prior to 2000, the catering services were managed through departmental operations and through licensing of catering services. During 1999, IRCTC was set up under the Companies Act and from 2002 onwards, catering services were given to IRCTC. As per the Catering Policy 2005, IRCTC took over management of departmental caterings units of IR with a commitment to bring down the losses of departmental catering units to zero and to improve the quality. As IRCTC was not able to turn around these catering units and there were many complaints regarding catering services, Railway Board decided to take back catering services from IRCTC and formulated a Catering Policy 2010, with the objective of providing hygienic, good quality affordable food to the travelling public. As the quality of catering services was not enhanced as expected, Railway Board has formulated a new Catering Policy 2017. The salient features of the new Catering Policy are as follows:

- The new Catering Policy provides for transfer of catering services through mobile catering units, base kitchens, cell kitchens, refreshment rooms at A1 and A Category of stations, Food Plazas, Food Courts, Train Side Vending, Jan Ahaars to IRCTC. All other catering units like Refreshment rooms at B and below category stations, Automatic Vending Machines, Milk Stalls, Trolleys shall remain with Zonal Railways.
- Food preparation and food distribution has been delinked. Food will be cooked by kitchens operated and maintained by IRCTC. IRCTC is permitted to engage service providers from hospitality industry for serving food in trains.
- IRCTC will develop/refurbish new or existing kitchen units. These kitchens are expected to be modern, mechanized and quality ensured through a valid ISO Certification. IRCTC shall retain the ownership and shall be fully accountable for all the issues pertaining to setting up and operation of the base kitchens and quality of food.
- The old catering stalls will be replaced gradually with the compact modular stalls of superior quality material. The menu and tariff of catering units (other than Food plazas etc.) will be fixed by IRCTC in consultation with the Zonal Railways/ Railway Board. Rates for meals in the trains served by the IRCTC will be fixed by the Railway Board.

- Officials of Railway Board, Zonal Railways and Division shall be authorized to inspect the kitchen units/ mobile catering units and taking penal action for the deficiencies noticed in catering services.
- Criteria for license fee has been retained at 12 *per cent* of turnover. The fixation of license fee has to be done by Zonal Railways. The formula for fixing the license fee is to be devised by each Zonal Railway. Revised criteria for ceiling of catering units allotted to private contracts has also been prescribed.

2.2 Policy uncertainty and its implications

As Indian Railways changed the catering policy a number of times, the responsibility of managing catering units on stations as well as in trains was shuttled between IRCTC and Zonal Railways. On account of new Catering Policy 2010, catering units were to be transferred from IRCTC to Zonal Railways. However, difficulties were experienced in handing over units from IRCTC to Zonal Railways as contracts awarded by IRCTC were still in operation. Though IR has been aiming to run the catering units departmentally, till such time, they were able to take over them and run departmentally, they operated some of the units through licensee contractors and were to provide/hire qualified supervisory staff for monitoring the work of licensees. As only a very small percentage of units were being run departmentally, majority of units were still being run through licensees, but qualified supervisory personnel has not been hired to monitor the work of licensees. Managing these licensees and ensuring quality, hygiene, prices of the food served has also been an area of concern for the railways.

Staff issues such as re-deployment of staff from IRCTC to Railway and back, have also affected the catering services. It was seen that though four Zonal Railways (ECoR, ER, NCR and SWR) assessed the requirement of staff for conversion of contract unit to departmental unit, these were not provided. In SR, 1172 Group C & D staff were on deputation to IRCTC in April 2010 and 832 were repatriated when the catering units were to be taken over by the Zonal Railways. In SCR, as against the sanctioned strength of 295 posts, the actual strength operated was only 100. In ECoR, requirement of six Group B, 499 Group C and 2605 other category staff was assessed, but these were not provided. In SWR, 36 Group C and 56 other posts were cleared by Finance department of SWR against the proposed requirement of 278 posts by Commercial department.

Subsequent to policy change in 2010, handing/taking over and reconciliation of accounts were not done properly and dues between IRCTC and Zonal Railways

remained unsettled for a long time. Audit observed that 5264⁶ static units and 236⁷ mobile catering units were taken over by Zonal Railways from IRCTC prior to/during 2011-12. 156 static units and 31 mobile units were yet to be taken over from IRCTC. It was seen that due to non-reconciliation of accounts between IR and IRCTC, an amount of ₹ 25.56 crore due to be paid by IRCTC to IR could not be realized by 14⁸ Zonal Railways. The un-realized amount was outstanding on account of expired business share on catering units, stores and equipment of departmental catering unit at the time of handing over to IRCTC, security deposit on expired business and current business share etc.

Frequent changes in catering policy and consequent transfer of responsibility to manage catering units from railways to IRCTC and back, have created a state of uncertainty in management of catering services provided to the passenger over the years. On account of these policy changes, railways have not taken effective steps to bridge the gap to provide necessary infrastructure in terms of base kitchens, Static Catering Units, Train Side Vending arrangements and Automatic Vending Machines etc. Frequent changes also led to coordination issues between the railways and IRCTC and legal disputes with contractors (as discussed in Para 3.3).

In their reply, Railway Board stated (February 2017) that as the condition of catering services over IR did not improve, as recommended by two committees namely, Debroy Committee and Shreedharan Committee, Railways are formulating a new catering policy, where catering services are proposed to be handed over to IRCTC in a phased manner. During Exit Conference, Railway Board stated (February 2017) that the new policy will unbundle services, wherein works related to cooking of food items and supply to passengers would be managed and supervised separately.

In the new Catering Policy 2017, a number of catering activities which were assigned to IRCTC in 2005 policy and then transferred to Zonal Railways in 2010 policy, have now been assigned back to IRCTC. However, the concerns of quality, hygiene, affordability and availability of food to passengers as identified in this Report are needed to be adequately addressed.

2.3 Planning for provision of adequate catering facilities

As per instructions⁹, Zonal Railways were required to prepare a Master Plan (Blue Print) of catering services to be provided at each station and onboard trains. The 'Blue Print' was to be treated as a 'Vision document' to plan and ensure provision

⁶ CR 363, ECoR 128, ECR 808, ER 203, NCR 396, NER 331, NFR 294, NR 586, NWR 520, SCR 133, SER 238, SR 698, SWR 191, WCR 375

⁷ CR 28, ECoR 27, ER 16, NFR 24, NR 34, NWR 6, SCR 11, SER 25, SR 45, SWR 20

⁸ECoR, ECR, ER, NCR, NER, NFR, NR, NWR, SCR, SER, SECR, SR, SWR & WCR

⁹Clause 5.1 of Catering Policy 2010 and Railway Board instructions of November 2010

of adequate catering services for the travelling public. Railway Board emphasized (February 2014) the need for a comprehensive Master Plan and regular updation of this plan by Zonal Railways.

The status of preparation of Master Plan (Blue Print) by various Zonal Railways during the period of review was checked in audit. It was seen that

- Blue Print for provision of catering services was not prepared in seven Zonal Railways (ECR, ER, NFR, NWR, SER, SWR and ECoR).
- Blue prints were prepared in nine Zonal Railways (SR, WR, SCR, NCR, NR, SECR, CR, NER and WCR). Blue Print of SR and NR was not approved by Railway Board.
- Only six Zonal Railways (CR, NER, NR, SCR, WR and WCR) reviewed and periodically updated the Master Plan. Other Zonal Railways had not reviewed and updated the plan.

Thus, requirement of catering facilities on stations and trains were not assessed comprehensively for each station in the form of Master Plans (Blue Prints).

In their reply, Railway Board stated (February 2017) that after preparation of the blue print, setting up/provision catering units at stations and platforms is continuous exercise. However, there is a need to prepare blue print by all Zonal Railways, review and update the same periodically, so that services are provided as planned.

As per the new Catering Policy 2017, Zonal Railways, in coordination with Divisions and IRCTC will be required to prepare afresh, a comprehensive blue print for catering units at each station. Zonal Railways are required to ensure that adequate facilities are available on stations for providing catering services to passengers. As such, the responsibility of preparing a comprehensive plan continues to be with Zonal Railways, which they have to fulfill in coordination with IRCTC. The instructions of 2010 policy have been retained without addressing the non-compliance of this aspect by the Zonal Railway since 2010.

2.4 Policy on pantry cars

2.4.1 Manufacturing of pantry cars with provision for LPG cylinders

As per the Catering Policy 2010, the mobile catering services shall be provided with suitable designed pantry cars and equipment of state-of-art technology. There should be progressive switch over from gas burners to electric power equipment. As far as static units are concerned, there should be no cooking on platforms at sub-urban stations.

Additional Member (Tourism and Catering) while commenting on setting up of base kitchens on priority stated (March 2011) that no cooking in the pantry cars and also no picking up food from kitchens located outside station premises should be encouraged. High level committee (2012) enquiring into fire accidents in trains had recommended strict enforcement of instructions prohibiting cooking in pantry cars and recommended for cancelling the license of violating contractors and for imposing severe penalty, if found cooking in the pantry car.

During review of records of manufacturing of pantry cars in Integral Coach Factory (ICF), Perambur, pertaining to the review period, audit noticed that

- ICF manufactured 103 pantry cars during April 2011 to March 2016 at a total cost of ₹ 111.94 crore. In the newly built pantry cars, provision was made for centralized LPG cylinders with open flames instead of providing electric power equipment panels, counters etc. as specified in Catering Policy 2010. The newly build pantry cars were distributed to all the Zonal Railways¹⁰.
- In SR, repairs and replacement of the centralized LPG gas pipe lines in 50 pantry cars were done at a cost of ₹ 0.13 crore (2013-14) in contravention of the above policy.
- During the joint inspection of mobile units during July 2016 to October 2016, in 18 trains¹¹, it was seen that LPG gas cylinders were stacked and used for cooking.



Fig. 1: Use of open flame gas burner in Train No. 12955 Mumbai Central-Jaipur Superfast Express (07.10.2016)



Fig. 2: Use of open flame gas burner in Train No. 12925 Paschim Express (29.10.2016)



Fig 3: Use of gas burner in the pantry car of Train No. 12541 (22.10.2016)

¹⁰SR-10, ECoR-10, WCR-1, ECR-8, SECR-4, CR-13, SWR-4, SER-7, NFR-10, NWR-3, NER-1, NR-9, WR-8, KRC-2, SCR-10, ER-3

¹¹Habibganj Express -12153, Nandan Kanan Express-12815, Ajmer Puri Express-18422, Patna Kota Express-13239, Ziyarat Express-12395, Kamrup Express-15959/60, Kamakhya Ranchi Express-15662, Lohit Express-15651, Poorvotar Sampark Kranti-12501, Swaraj Express-12472, Bikaner Coimbatore Superfast Express-22475, Chhatisgarh Express-18238, Howrah Ahmedabad Express-12834, Howrah Yesvantpur Express-12863, Yesvantpur Sampark Kranti-12629, Goa Express-12780, Karnataka Express-12628, Jabalpur Katra Express-11449/50

- During 2011-12 to 2014-15, RCF, Kapurthala manufactured 73 pantry cars, all of which had provision of electrical cooking equipment.

The instructions regarding no cooking on platforms at suburban stations, progressively reduced cooking on stall and trolleys on platforms etc. have been retained in the new Catering Policy 2017.

2.4.2 Non-utilisation of pantry area in Jan Shatabdi

There are 38 pairs of Jan Shatabdi trains running in IR. The rake formation consists of 13 Second Class and three AC Chair Car coaches. All coaches have a mini pantry car which has electrically operated heating provision. Audit observed during joint inspection that these facilities have not been utilized and were dismantled. The mini pantry area was not utilized for the purpose of supplying hot and fresh food to passengers. This pantry facility was created in the coaches by reducing four seats in Second Class coaches and two seats in AC Chair Car. The revenue earning potential for these seats of 38 Jan Shatabdi trains over IR was ₹13.74 crore per year.

The policy of progressive switch over from gas burners to electric power equipment in pantry cars was not followed while manufacturing the pantry cars in ICF. Pantry facility created in Jan Shatabdi coaches by reducing four seats in Second Class coaches and two seats in AC Chair Car, was also not being used for purpose of supplying hot food to the passengers.

In their reply, Railway Board stated (February 2017) that in respect of Rajdhani/Duranto trains, facility for electric burner/induction based cooking is being provided. However, for other Mail/Express trains, Research, Design and Standards Organisation (RDSO) has been advised to undertake feasibility study regarding additions/modifications in the pantry car so that complete ban on cooking on flame is enforced.

Chapter 3: Adequacy and availability of Catering Services

Audit Objective 2: Whether the Indian Railways ensured availability of adequate catering services on stations and in trains and whether they were properly managed?

3.1 Availability of catering services at various stations and trains

Clause 9.4 of the Catering Policy 2010, stipulated that pantry cars should be attached to Duronto, Rajdhani, long distance premier trains, superfast trains and Mail/Express trains with more than 24 hours journey time either way. The policy stipulated that pantry cars should be attached to more and more Premium/Superfast and Mail/Express trains. Priority for allotment of pantry cars for various Zonal Railways would be as under:

- First priority to Duronto and Rajdhani Express trains.
- Second priority to long distance premium, superfast trains.
- Third priority to Mail/Express trains with more than 24 hours journey time either way.
- Fourth priority, the remaining trains, preference to those trains where vestibules are provided.

The policy provided for prioritization for attachment of pantry cars to long distance premium, superfast trains and Mail/Express trains with journey for more than 24 hours. Audit, however, observed that out of 718 Mail/Express trains with running time more than 24 hours, pantry car was not available in 291 trains.

Audit undertook joint inspections of 80 selected trains during July 2016 to October 2016 and observed that

- In respect of nine trains having a run of more than 24 hours, no pantry car was provided. In seven¹² out of these nine trains, neither services of train side vending were provided nor any base kitchen were nominated for providing food.
- Similarly, in respect of ten trains having a run of more than 12 hours, but less than 24 hours, no pantry car was provided. In eight¹³ out of these ten trains, neither services of train side vending were provided nor any base kitchen was nominated for providing food.
- No Catering / e-catering services have been found in the Train No. 12403/12404 which is running for 16 hours continuously (NCR). During passenger survey from

¹² 22847 - Vishakhapatnam –Lokmanya Tilak Terminus Express, 11123/24-Gwalior -Baroni Mail, 15018 - Gorakhpur – Lokmanya Tilak Terminus Express, 22815 - Bilaspur – Ernakulam Superfast Express, 11466 - Jabalpur - Somnath Express and 19019/20 - Bandra Terminus - Dehradun Express and 15661/16552 Kamakhya-Ranchi Express

¹³ 13141- Sealdah–Haldibari Teesta Express, 12333 - Vibhuti Express Howrah - Allahabad City, 12403/04 Allahabad -Jaipur Express, 12555 - Gorakhpur - Hisar Express, 12849 - Bilaspur - Pune Superfast Express and 22181 - Jabalpur - Nizamuddin Express, 19005/06 Saurashtra Mail and 13247/13248 Guwahati-Rajendranagar Capital Express

55 passengers (27 up side and 28 down side) by Audit, passengers also expressed a need for catering services in this train.

- Gorakhpur–Lokmanya Tilak Terminus Express (15018) of NER running for more than 36 hours (2 days and 1 night) covering a distance of 1710 km did not have a pantry car. Similarly, in Gorakhdham Superfast Express (12555), which is running for more than 12 hours has no pantry car. Passengers are compelled to take services of unauthorized vendors throughout the journey. During the joint inspection (July 2016 to October 2016) of Train No.13248 Guwahati-Rajendranagar Capital Express and Train No.15662 Kamakhya-Ranchi Express, it was observed that these trains were operating without pantry cars. It was also noticed that 25-30 unauthorised vendors were selling un-approved/un-branded/banned/local made items like bread omelet, roti-sabji, Biryani, China made electronic items, tobacco, Cigarette, Jhalmuri etc. in these trains. In the feedback to railways, passengers emphasized the need of pantry car in these trains.

As such, the extent of services provided in trains needed significant augmentation.

During joint inspections of static catering units during July 2016 to October 2016 on the 74 selected stations it was seen that

- The facility of a Food Plaza/Food Court/Fast food unit/Refreshment rooms was not available on six category A and A1 stations including Lokmanya Tilak Terminus, Rajendra Nagar, Guwahati, Kamakhya, Rourkela, Kanyakumari and Chennai Central.
- In four of these stations (Lokmanya Tilak Terminus, Rajendra Nagar, Guwahati, and Kamakhya) Automatic Vending Machines (AVMs)¹⁴ were also not available.
- Out of 74 stations where joint inspections were conducted in audit, AVMs were not provided on 55¹⁵ stations.
- All 20 Automatic Vending Machine taken over from IRCTC were closed on 30 April 2016 in NCR.

Annexure 1 a and 1 b

Zonal Railways did not ensure provisions of pantry cars in a number of long distance trains. Alternative services through train side vending and/or base kitchens were also not provided in some of the trains checked in audit.

¹⁴ For dispensing hygienically packaged catering items i.e. PAD items, PWD, eatable, tea, coffee, cold drinks etc., AVMs are used

¹⁵ Mumbai CST, Pune, Bhusaval, Lokmanya Tilak Terminus, Wadi, Titlagarh, Patna, Rajendra Nagar, Sheikapura, Howrah, Asansol, Bolpur, Allahabad, Agra Fort, Gwalior, Gorakhpur, Kathgodam, LucknowJn., Manduadih, Salempur, Kamakhya, TinsukiaJn, New Bongaigaon, Rangapara North Jn., New Delhi, Pathankot, Ludhiana, H Nizamuddin, Jaipur, Jodhpur, Abu Road, Modran, Secunderabad, Mahbubnagar, Kazhipet, Renigunta, Gondia, Nadikudi, Raipur, Anuppur, Raigarh, Bilaspur, Adra ,Tata & Bokaro Steel City, Kanniyakumari, ErnakulamJn, KSR Bengaluru, Bengaluru Cantt, Gadag, Guna, Damoh, Mumbai Central, Jam Nagar, Nandurbar, Mumbai Churchgate

In their reply, Railway Board stated (February 2017) that e-catering services has been introduced on all major stations, which will ensure provision of catering services in almost all important trains.

As per the new Catering Policy 2017, it has been decided to transfer base kitchens, and mobile catering to IRCTC from the Zonal Railways. These activities were taken over by Zonal Railways after Catering Policy 2010 came into force.

3.2 Setting up of base kitchens by Zonal Railways

Para 6.1 of the Catering Policy 2010 stipulated setting up of a grid of modern mega, medium and small base kitchens to ensure that all mobile catering are serviced through these base kitchens to improve quality, hygiene, cleanliness and use of standard ingredients for food served on trains. All mobile units would pick up meals from the nominated base kitchens. The base kitchen would be set up on railway premises so as to reduce the distance for transfer of meals from such base kitchens to trains. Para 6.3 of the Policy stated that Zonal Railways would manage base kitchen departmentally and during the intervening period, they would engage reputed professionals for creating state-of-art base kitchens.

As on 31 March 2016, 131 base kitchens were functioning over IR. It was observed that

- Out of 131 base kitchens in IR, only four base kitchens (three *per cent*) (Mumbai CST, Ballarshah, Nagpur and Mumbai Central) were managed departmentally. Balance 127 base kitchens were set up by licensees of Zonal Railways during the review period. Six years after laying down the intent of creation of base kitchens departmentally, Zonal Railways have not created a grid of mega/medium base kitchens as checked during the period of review.
- Clause 6.2 of the Catering Policy 2010 stipulated that base kitchen should be set up in Railway premises only. It was seen that only 16 base kitchens were located in railway premises and 115 base kitchens were outside the railway premises.
- As the available base kitchens were not adequate to cater to the needs of the trains, food was being procured by licensee from outside instead of being prepared in the base kitchens. It was seen that meals were picked up from outside base kitchens in respect of 128 trains of seven Zonal Railways (ECoR-24, ECR-15, SR-38, NER-9, NFR-1, NCR-1 and NR-40).
- The Zonal Railways are responsible for ensuring the quality and quantity of food as well as cleanliness and hygiene of the base kitchens so as to conform to the standards laid down by Railway Board. In 16 base kitchens located on railway premises, quality checks by Zonal Railways were done by railway officials. In

respect of 115 base kitchens (88 per cent) which were located outside Railway premises, audit teams during joint inspections (July 2016 to October 2016) did not find any documentary evidence to show that quality checks were conducted by Zonal Railways.

- NER Administration records did not show any base kitchen existing over NER. During joint inspection, audit team noticed a base kitchen at Gorakhpur. However, no packed food was supplied to running trains by this kitchen, and it was primarily used for VIP duties.
- In SER, two base kitchens were constructed and due to non-receipt of Standard Bid Document (SBD) from Railway Board, the kitchens could not be put to use and ₹ 1.51 crore spent on creation of two kitchens remain idle.
- In ECR, one base kitchen is located at Rajendranagar which only serves the catering needs of two Rajdhani Trains. Category A1 stations like Patna and Darbhanga from where a large number of trains originate, have not been provided with a base kitchen.
- In NCR, no base kitchens were planned and in WCR and SCR, though base kitchens were planned as per the blue print, no base kitchens was set up during the period of review.
- The base kitchen at Mumbai Central (BCT) was augmented and modernized at a cost of ₹ 1.96 crore. This augmentation was based on assessment by Railway Administration about the number of trains which could be dealt by the base kitchen and number of meals which could be supplied. Review of records revealed that the base kitchen at BCT was supplying meals for two trains prior and after



Fig 4: Base kitchen at Gorakhpur, NER
(18 October 2016)

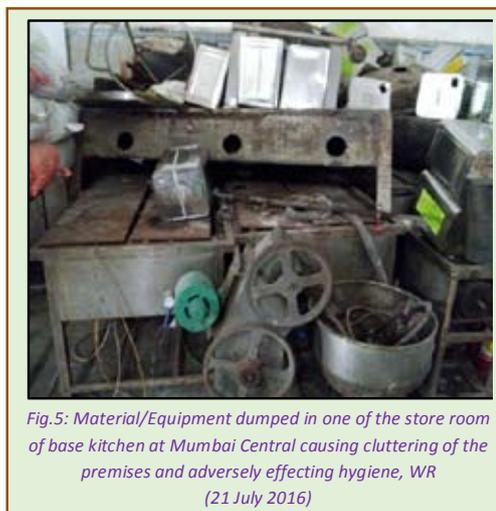


Fig.5: Material/Equipment dumped in one of the store room of base kitchen at Mumbai Central causing cluttering of the premises and adversely affecting hygiene, WR
(21 July 2016)

augmentation. The augmented capacity of this base kitchen remained unutilized due to non-increase in number of trains to be catered to by this base kitchen. During joint inspection of base kitchen/BCT, audit observed that Plant and Machineries such as Battery operated motor trolleys purchased for transportation of food/meals from base kitchen to pantry cars, induction stove and Bhatti, Case Roll Packet Roller with belt, Motor, starter, induction stove, etc. worth ₹ 0.23 crore were lying idle, either for want of maintenance or due to non-utilization of the same. During the discussion in exit conference WR Administration stated that under utilisation and idling of equipment were on account of less requirement.

- As per Railway Board's instructions (November 2010) refreshment rooms/major static catering units should preferably be converted to Cell kitchen or Jan Ahaar on need basis. Though major static units were available over various stations, no action was taken to convert them to cell kitchens/Jan Ahaar by the Zonal Railways.
- No base kitchen/cell kitchen was available for Chhapra Station (NER). Catering personnel of stalls prepared tea/coffee and cooking food on the platforms using LPG cylinders, which is in contravention of instructions of not using flame for cooking on platforms.

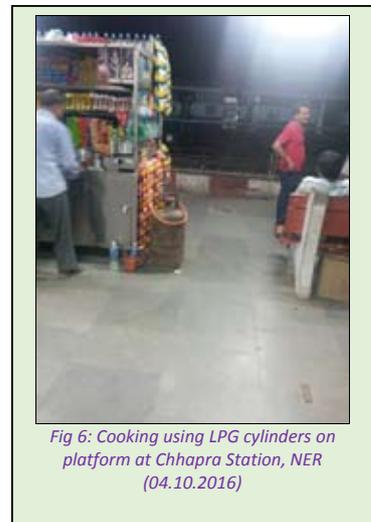


Fig 6: Cooking using LPG cylinders on platform at Chhapra Station, NER (04.10.2016)

Only three per cent base kitchens were functioning departmentally and remaining were managed through licensees. A large number of base kitchens were located outside the railway premises and were not subjected to quality checks. Thus, there was no assurance that, the objective of servicing mobile catering units through base kitchens to improve quality, hygiene, cleanliness and use of standard ingredients for food served on trains, was achieved.

In their reply, Railway Board stated (February 2017) that initially the infrastructure of the base kitchen was proposed to be set up by Zonal Railways and licensees of the mobile units were supposed to take supply of food from the base kitchen at transfer rate. In view of non-availability of adequate trained staff, it was decided to operate base kitchens and mobile units through professional (licensees) and departmental supervision. They further stated that as per Para 1.2.2 of the SBD, licensee shall set up modern mechanised base kitchen on railway premises in case

of availability of space or on the railway approved areas in case space is not available. However, as per the Catering Policy 2010, the base kitchens were to be set up on railway premises for which the existing base kitchens/cell kitchens available on platforms were to be developed and in case of non-availability of existing base kitchens/cell kitchens, Zonal Railways were required to take steps for construction of the base kitchens. No efforts were taken by Zonal Railways to set up adequate base kitchens at railway premises. The objective laid down in the Catering Policy 2010, that the base kitchens would be railway specified, supervised and controlled to ensure quality of the food served on train could not be pursued as most of the base kitchens remained outside the railway premises.

In the new Catering Policy 2017, the responsibility of setting up and operation of base kitchens has been given to IRCTC. They would submit a business plan within 30 days of issue of the policy for approval of Railway Board in another 30 days. IRCTC will be responsible for maintaining quality of the food served. IRCTC shall not outrightly outsource or issue licenses for provision of catering services to private licensees. The kitchen set up would be modern, mechanised and shall acquire valid ISO certification within a specified time period. The policy further states that Zonal Railways and IRCTC shall finalize and submit to Railway Board an action plan within 30 days of issuance of this policy, wherein the list of units along with the status and timeframe in which it shall be handed over/ taken over shall be stated.

A time frame of five to eight months has been fixed for setting up of base kitchens starting from identification of site, preparation and approval of GAD plan, handing over of site, signing of agreement to setting up of kitchens. Officials of Zonal Railway Headquarters, Division and IRCTC share the responsibility of these functions. In the timelines prescribed, the activities to be undertaken in the initial 72 days are to be done primarily by Zonal Railways along with IRCTC. After that, IRCTC would set up base kitchens in a fixed time frame of three to six months depending on whether the basic structure has been provided by the Zonal Railways or only vacant land has been provided by the Zonal Railways. Thereafter, there is a clause of penalty of ₹ one lakh per month per unit on IRCTC in case there is delay in setting up of base kitchen beyond the timeline of three to six months. The penalty, thus, is applicable on IRCTC for delays, only after handing over of site by the Zonal Railways to IRCTC. No mechanism for fixing of responsibility has been fixed if the delay is on part of Zonal Railways in the initial 72 days of the timeline fixed. The default in large number of assignments is attributable to officials of Zonal Railways as well and unless they are made accountable to meet their responsibilities within prescribed deadlines, the objective of timely completion of activities cannot be achieved. The Catering Policy of 2010 regarding setting up of base kitchen was

dependent on fulfilment of its obligations by the Zonal Railways, which could not be achieved on account of deficient implementation by them. Setting up of base kitchen was the most important component of the Catering Policy 2010 for ensuring quality, hygiene of the food to be made available to the passengers at affordable prices. Thus, accountability of Zonal Railways to carry forward the new Catering Policy of 2017 needs to be clearly demarcated.

3.3 Managing static catering units

As per Para 4.1 of the Catering Policy 2010, Standard Bidding Document (SBD) for processing the contracts of static catering units by Railways were to be prepared by Railway Board by engaging suitable professional agency. Bid evaluation criteria and eligibility criteria were to be defined clearly in the SBD.

It was observed that the SBD was prepared and circulated to all Zonal Railways in September 2012, two years after the issue of the policy circular. The time taken was attributed to carefully drafting the SBD with the endorsement of legal, finance accounts and concerned executive department. Audit observed that on account of the delay in finalizing SBD, there were legal disputes¹⁶ between the railways and the licensees in catering units due to discrepancies in the agreement, passenger complaints on over charging, temporary extension of license period, violation of ceiling limit conditions etc.

The delay impacted the operation of major static catering units such as Fast Food Units, Food Plaza, Food Courts at all category of stations, Refreshment Rooms at A1 & A category stations, Jan Ahaar, Mobile catering units etc., which were taken back by Zonal Railways from IRCTC as per the Catering Policy 2010. As on 31 March 2016, 5264 units had been handed over to Zonal Railways by IRCTC. It was observed that

- After taking over of 4210 catering units from IRCTC, Zonal Railways could not take up the operations of catering units further for want of SBD. Hence, the existing IRCTC contracts were extended.
- Though 30 catering units were taken over by SR from IRCTC during 2010-11, SR could not award contracts till March 2013 due to non-finalisation of SBD by Railway Board. After receipt of SBD from Railway Board, contracts were awarded by SR during 2013-14. As on 31st March 2016, only for 23 major static units contracts were awarded by SR. For the remaining seven units, Letter of Acceptance (LOA) were issued for five catering units during 2015-16 and the contractors were yet to commence their operation. In case of other two units for which contracts were awarded during 2013-14, the license agreements of

¹⁶ SR - 7 mobile and 70 static (Chennai Central-8, Tiruchirapalli-12, Madurai-17 and Salem-43)

M/s Arenco catering at vegetarian refreshment room/Egmore (VRR/MS) and NVRR/MS was terminated during 2015-16 due to frequent complaints.

- On account of delay in finalizing SBDs, the existing contracts were extended. There were legal disputes between SR and licensees in seven mobile and 70 static catering units (Chennai – 8, Tiruchchirappalli Jn– 12, Madurai – 17, Salem – 43) due to temporary extension of license period based on 2005 Policy, subsequent switch over to 2010 policy and violation of ceiling limit conditions as per 2010 policy.
- In NCR, out of 63 major static units taken back from IRCTC during 2010-11, fresh contracts could not be awarded due to the delay in receipt of SBD from Railway Board. NCR awarded only one fresh catering contract for refreshment room at Agra Fort during April 2016. Other static units were run by extending the validity period under the old contracts. At Jhansi Division, old contracts for 20 Automatic Vending Machines expired during April 2016 and no fresh contracts were awarded.
- During Joint inspection of Titlagarh station in ECoR, it was noticed that in the refreshment room of the Station, no meal was served. The licensee stated that passengers never visited the refreshment room and so very few meals were prepared. The same was packaged and sold in the trains only. Besides, some snacks were prepared and sold to passengers in the trains, for which the licensee was not authorized. It was noticed that though maximum number of trains halt on Platform No.1, the Refreshment Room is located at the fag end of island platform no. 2 & 3. To reach the refreshment room, the passengers necessarily have to go through foot over-bridge from Platform No.1. This aspect was not taken into consideration by Railway Administration while allotting the space to the licensee. No corrective action was taken for rectify the same.

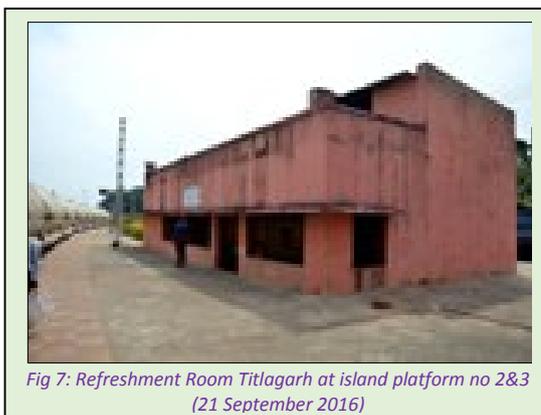


Fig 7: Refreshment Room Titlagarh at island platform no 2&3
(21 September 2016)

From the above, it is seen that there was delay in finalization of SBD and Railways could not start the catering services departmentally even after taking over the charge from IRCTC. Services of 22 units (NCR-20 and SR-2) over two Railways could not be started leading to inconvenience to rail users in respective stations.

In their reply, Railway Board stated (February 2017) that the SBD was drafted by engaging RITES as professional agency, who drafted SBD for mobile units, major static units and general minor units. The SBDs were further examined at Railway Board by a committee of Executive Directors and were issued to Zonal Railways between July 2011 and July 2013. However, the whole process took a lot of time and issue of SBDs to Zonal Railways were delayed.

As per the new Catering Policy 2017, certain static units in A1 and A category stations viz. Refreshment rooms, Jan Ahaar, Cell Kitchens shall be handed over to IRCTC on 'as is where is' basis including infrastructure and equipment. Besides, Fast Food Units, Food Plazas and Food Courts continue to be managed by IRCTC. The contracts awarded by Zonal Railways for catering units to be transferred shall be re-assigned to IRCTC on the same terms and conditions. Tenure of all major units being handed over to IRCTC will be governed as per the Policy of 2010 till the expiry of the contracts. The policy further requires IRCTC and CCM of the concerned Zonal Railways to enter into an agreement with respect of each unit to be handed over to IRCTC. Railway Board shall issue a draft model agreement for the same. This agreement shall be executed before handing over the units to IRCTC. Timely issue of draft model agreement would be thus, necessary to facilitate smooth handing over of units to IRCTC. In respect of other Static Catering Units at A1 and A category stations (other than those required to be managed by IRCTC) and all static catering units at other category stations, the responsibility has been retained with the Zonal Railways. The responsibility of fixing license fee has been assigned to Zonal Railways and they are required to arrive at a fresh formula for fixing of license fee based on prescribed parameters. The eligibility conditions for these licensees continues to be based on minimum license fee of 12 *per cent* of the annual sales turnover of the static units. Fresh ceilings have been specified. Fresh norms for reservation applicable have been specified. The entire process remains the same with identification of requirement through preparation of blue print, fixing of license fee by the Zonal Railway, eligibility criteria based on turnover and experience, application of reservations for catering units, etc. However, all existing tenders under process have been cancelled. The entire process of allotment of units have been deferred on account of the changes proposed in the new policy.

3.4 Managing mobile catering units

Para 3.1 of the Catering Policy 2010 stipulated that the Railways shall progressively take over management of all mobile catering services including base kitchens and mobile catering through departmental catering in a phased manner. Para 3.3.2 further stipulated that for avoiding disruption of catering services, Zonal Railways should engage reputed professionals for supervision of these services till such time,

they were in a position to manage them departmentally. During the period of non-availability of departmental staff, Railways may award service contracts to be supervised by departmental supervisors for service of meals picked up from nominated base kitchens.

Audit observed that prior to 2011-12, 267 mobile catering units were operated by IRCTC. After the revision of policy, IRCTC handed over 236 units to Zonal Railways. The balance 31 units were managed by IRCTC due to contractual obligations based on specific request by Zonal Railways. It was observed that

- As of March 2016, 358 mobile catering units were available in IR. Of these, Zonal Railways managed 279 mobile units. Balance 79 mobile units were still managed by IRCTC. Out of 279 mobile catering units, only four units (1.4 per cent) were managed departmentally by Zonal Railways.
- As per the policy, for managing the mobile units Zonal Railways could engage suitable professional agency. Audit noticed that during the period of review, none of the Zonal Railways engaged reputed professional for supervision of mobile catering services. Instead, 275 mobile units were managed through licensees.
- None of the Zonal Railways have awarded service contracts to be supervised by departmental supervisors for service of meals picked up from nominated base kitchens as stipulated in the catering policy.
- SR and NFR requested IRCTC for managing 17 mobile units (SR-12 and NFR-5) as they did not have adequate manpower to run the same and currency of the contracts was still continuing.

Annexure 2

Thus, the objective of managing units departmentally, was not achieved as a large number of units were being managed either by IRCTC or through licensees. Railways also did not engage reputed professionals for supervision of mobile catering services operated departmentally or through licensees.

In their reply, Railway Board stated (February 2017) that professional catering contractors including IRCTC with prescribed experience in the field were given licenses to manage catering and mobile catering units. However, for supervision of the services provided by these contractors, Railways did not engage reputed professionals.

In the new Catering Policy 2017, all pantry car service contracts awarded by Zonal Railways have been re-assigned to IRCTC on the same terms and conditions as per the plan to be decided mutually by IRCTC and Railways. Tenure of all major units

being handed over to IRCTC will be governed as per the Policy of 2010 till the expiry of the contracts. IRCTC is permitted to engage service providers from hospitality industry for serving food in trains. The policy retains the same set of parameters for operation except for changing operator from Zonal Railways to IRCTC.

3.5 Catering through Specified Catering Units managed by IRCTC

As per decision taken in meeting of CCMs (July 2010), additional 160 Food Plaza (FP)/Food Courts (FC)/Fast Food Units (FFU) were to be opened in various Zonal Railways to ensure appropriate catering services to travelling public. During the review period, 141 Static Specified Catering Units (SCUs)¹⁷ were opened and 33 SCUs were closed. Review of commencement of services of the SCUs managed by IRCTC during the period of review showed that

- 126 SCUs commenced their catering services after a delay of three to 45 months from the date of LOA. Reasons for the delay in commencement were delay in finalisation of plans, drawing, non-handing over of site etc. by the respective Zonal Railway Administrations. Due to delayed commencement in all Zonal Railways¹⁸, rail users were not provided catering services during this period and Zonal Railways missed the opportunity of getting 40 per cent share of License fee from IRCTC to the extent of ₹ 8.23 crore, as assessed by Audit.
- In 20 stations¹⁹ over ten²⁰ Zonal Railways, delay in commencement of SCUs ranged between 20 and 30 months. In 13 stations²¹ over ten Railways (CR, SCR, ER, ECR, SWR, NER, NR, WR, NFR, WCR), delay in commencement of SCUs was more than 30 months.
- Some of the important stations where commencement of services by these SCUs were delayed included Vijaywada, Kanpur, Gwalior, Jaipur, Agra Fort, Indore, Jodhpur, Bikaner, Aligarh, Bhagalpur, Kohlapur, Patna, Chennai Central, Dimapur, Raigarh, Belgam, Ujjain, Palanpur, Mysore, etc.
- In addition to the 141 SCUs created, Zonal Railways had requested IRCTC for creation of more SCUs. Based on the requisition, IRCTC proposed for setting up of 33 FPs and 53 FFUs in 15 Zonal Railways²². However, due to delay in finalization of site, approval of plan and drawings, change in site etc. on part of

¹⁷ SCUs are specified for Food Plaza, Food Court and Fast Food Units

¹⁸ CR-6, ECoR-5, ECR-17, ER-11, NCR-7, NER-6, NFR-3, NR-5, NWR-6, SCR-23, SECR-6, SER-2, SR-3, SWR-10, WCR-3 and WR-12

¹⁹ Nalgonda, Nizamabad, Naded, Belgaum, Raxaul, Behrampur, Asansol, Maninagar, LalKuan, Necklace Road, Khurda Road, Gorakhpur, Damoh, Kengri, Pali Marwar, Betiah, Yeshwantpur, Sangli, Arsikere and Abu Road

²⁰ SCR, ECR, SWR, ECoR, ER, WR, NWR, NER, WCR, CR

²¹ Gudur, Bhagalpur, Darbhanga, Bengaluru, Chhapra, Ferozepur cantt, Jamnagar, Kishanganj, Bakhtiarpur, Saugor, Indore, Katni, Surat

²² CR-6, ECoR-1, ECR-4, ER-4, NCR-4, NER-13, NFR-6, NR-21, NWR-4, SCR-5, SECR-3, SER-1, SR-8, SWR-6 and WR-5

Zonal Railways, site were not handed over to IRCTC. As a result, SCUs could not start functioning till date. The delay ranged up to 48 months.

- Audit further observed that due to delay in commissioning of 90 SCUs, Zonal Railways could not ensure availability of catering services to the rail users at many important stations including Rourkela, Muzaffarpur, Ajmer, Ambala, Ghaziabad, Sambalpur, Chhapra, Bongaigaon, Burdwan, Varanasi, Nizamuddin, Haridwar, Chennai Central, Mathura, Raichur, Guwahati, Gorakhpur, Yeshvantpur, Pune, Lucknow etc. Besides, Zonal Railways also lost the opportunity of getting ₹12.85 crore towards 40 *per cent* share of license fee from the licensees of IRCTC, calculated on the minimum license fee payable to Zonal Railways by IRCTC during this period.

Audit test checked cases at Chhapra, Chennai Central, Ambala Cantt., Agra during the period of review, where SCUs could not be commenced and/or commenced with significant delays due to failure on account of Zonal Railways in finalization of plan and site, approval of drawings, change in site location etc. Further, five cases were noticed where railways had withdrawn the space awarded by the IRCTC to the licensees after issue of Letter of Award, as a result of which catering units could not be started. These included Fast food unit and Food plaza at Jaunpur station (NR), Food plaza at Nadiad station (WR), Sealdah Station (ER) and Fast Food Units and Food Plaza at Lonawala and Chalisgaon stations (CR).

Annexure 3 and 4

Thus, Zonal Railways did not ensure provision of appropriate catering services to rail users by opening food plazas as per the plan. Further, due to delay in commencement of catering services in these locations, provision of this important passenger amenity to the rail users at these stations was affected.

There is no change in the management of SCUs in the new Catering Policy 2017.

3.6 Train Side Vending (TSV)

Since provision of pantry car in each and every train was not achievable and not economically viable, Railway Board decided to provide Train Side Vending (TSV)²³. As per Para 10 of the Catering Policy 2010, Train Side Vending (TSV) would be provided from a suitable unit of nominated station/stations *en route* as all trains were not provided with pantry cars. For this purpose, arrangements would be made through static units by either segmentation of run or on end to end basis, as practicable. During the period of review, it was observed that

²³ A large number of trains do not have pantry cars or mini pantries attached to them. From the static units of important stations, food is supplied to the train during meal time through vendors, who travel on the trains and take orders.

- No TSVs were provided by NCR, SECR and SR for the trains which run for more than 12 hours during the day time. SR did not continue contracts for TSV as IRCTC had taken up e-catering for these trains. However, response for e-catering was not encouraging. As such, by not continuing TSVs, unauthorised vendors were given opportunity to provide catering services. In NCR, during joint inspection (27 October 2016 to 29 October 2016) of train no. 11124/11123 (Gwalior-Barauni-Gwalior express) and 12403/12404 (Allahabad-Jaipur-Allahabad express) it was seen that no TSV services were provided and unauthorised vendors were seen in these trains.
- In SCR, sectional TSV services were provided by dividing SCR into 12 sections and covering all non-pantry car trains over SCR jurisdiction. Of these only five sectional TSVs were operational as on 31 March 2016. SCR also reported to Railway Board during August 2015 that there was poor response to TSV tenders after introduction of e-catering and TSV contracts could not be finalised.
- WCR advised (July 2015) Railway Board that e-catering should be discouraged where TSVs contracts had already been awarded, as e-catering was taking over the business of TSVs.
- In ECR, TSV services were available only in one train i.e. 12569-70 – Jaynagar Anand Vihar Garibrath (served from Patna station).
- In SER, out of 38 Mail/Express trains with more than 24 hours of journey time, 20 trains were neither provided with pantry car facility nor with TSV facility (March 2016).
- In NFR, 13 trains with journey time of more than 24 hours were running without pantry car and were also not provided with TSV facility. TSV facility of train No.12518/12517 (Kolkata-Guwahati Garibrath Express) was discontinued with effect from 27 April 2012 after being taken over from IRCTC.
- End to end TSV contract for 11 pairs of trains run by NR, was awarded (29 November 2014) to M/s Doon Caterers for a period of five years at an approximate cost of ₹ 11 crore. Award of TSV contracts to one contractor for supply of food services in 11 trains was indicative of monopoly.
- TSV has not been provided for 30 Mail/Express train in WR with journey time exceeding 24 hours though not having pantry cars.

Arrangements for providing train side vending for trains with no pantry cars were thus, inadequate.

In their reply, Railway Board stated (February 2017) that e-catering services have been introduced on trains that were running without pantry cars and where TSV services were not provided.

In the new Catering Policy 2017, provision of TSV will be the responsibility of IRCTC instead of Zonal Railways.

3.7 Availability of Janta Meals/Jan Ahaar

Railway Board expressed (January 2012) concern over poor sale/availability of Janta meals and reiterated that efforts should be taken by Zonal Railways to improve the sale/availability of Janta meals so as to provide good quality food at affordable price to railway passengers. Railway Board revised the tariff (December 2012) and circulated the revised tariff for Janta meal/economy meal/Jantakhana at the rate of ₹ 15/- in static unit and ₹ 20/- in mobile units (seven poories of 175 gms to be packed in quality disposable card board boxes). During the check, Audit observed that

- In four Zonal Railways (NCR, NR, SCR & SECR), the Jan Ahaar units planned as per blue print have not been fully implemented.
- Out of 74 stations where joint inspections were conducted by Audit, Jan Ahaar units were not provided on 46²⁴ stations. (**Annexure 1a**)
- In NR, out of five stations inspected, Jan Ahaar units were not provided on three stations.
- No Janta Meals were found in four stalls out of seven stalls jointly inspected and no JantaKhana was available at all five trolleys and food plaza inspected at Agra Fort Station of Agra Division of NCR. One Jan Ahaar unit at Agra Cantt. Station as per blue print was to be operated for picking up meals for the train passing through (8 daily, 4 tri-weekly, 2 bi-weekly and 20 weekly trains). No action was initiated by NCR Administration for the same.
- During joint inspection, it was noticed that Janta meals were not available in two trains (ECR).
- In SWR, no Janta Meals were found available on Train no.12780 and 12628 during joint inspections.

The details of Janta Meals and other meals sold in six Zonal Railways (CR, ECoR, NCR, SR, SCR and WCR) are given in Table 3.1.

²⁴Wadi, Cuttack, Titlagarh, Rajendra Nagar, Samastipur Jn, Barauni Jn, Sheikapura, Allahabad, Agra Fort, Gwalior, Kathgodam, Lucknow Jn, Manduadih, Salempur, Kamakhya, New Bongaigaon, Rangapara North Jn, Lucknow Jn, Pathankot, H Nizamuddin, Jodhpur, Abu Road, Modran, Mahbubnagar, Kazhipet, Renigunta, Nadikudi, Raipur, Gondia, Anuppur, Raigarh, Bilaspur, Rourkela, Adra, Tata & Bhokra Steel City, Coimbatore, Tiruchchirappalli, Ernakulam Jn, Bengaluru Cantt., Gadag, Guna, Damoh, Jam Nagar, Nandurbar, Mumbai Churchgate, Somnath

Year	Number of meals sold		Percentage of Janta meals to other cuisines
	Janta meals	Other meals	
2013-14	3953147	8031931	49.22
2014-15	4634126	15344651	30.20
2015-16	4038424	17651868	22.88

In response to the passenger survey conducted by Audit during July 2016 to October 2016, 22 per cent of passengers expressed that low cost combo food, Jan Ahaar/regional cuisine, food/a-la-carte items were not available.

Janta meals were introduced with the intention of quality food at low cost to all. It was seen that share of Janta meals to the overall meals sold in six Zonal Railways was declining in the last three years. The availability of Janta meals on stations was also not adequate.

In their reply, Railway Board stated (February 2017) that instructions were issued for setting up of Jan Ahaar outlets and ensuring sale of Janta meals to passengers. They further stated that there can be many factors including purchasing power of passengers which affect sale of Janta meals. The rate fixed for selling standard food was also reasonable and that different types of catering services are provided to passengers enabling them to exercise their choice of food.

The new Catering Policy 2017 has transferred the responsibility of management of Jan Ahaars to IRCTC. As such, Railways need to ensure that IRCTC provides adequate number of low cost Janta Meal to passengers and these should be effectively advertised amongst the passengers.

3.8 Financial performance of departmental catering units

Railway Board expressed concern (January 2002 and July 2013) about the increasing loss, manifold increase in expenditure on staff, purchase of raw material/ingredients and cost of other inputs, but the loss of departmental catering units continued to be on increasing trend.

There were 85 out of 7790 static units of Zonal Railways and 4 out of 279 mobile units managed departmentally. The balance units were managed through licensees. For providing catering services through these departmental units, 11²⁵ Zonal Railways incurred a total expenditure of ₹ 757.91 crore during 2011-12 to 2015-16. As against the sales turnover of ₹ 550.30 crore, the departmental catering units suffered a loss of ₹207.62 crore during 2011-12 to 2015-16. The loss suffered also showed an increasing trend. The main reasons for losses were poor volume of

²⁵ CR, ECR, ER, NER, NFR, NR, SCR, SER, SR, SWR and WR

sales and increasing staff cost. These departmental units were not able to compete with other catering stalls of IRCTC and FF/FC/FP.

Annexure 2 and 5

As per instructions²⁶, utilization of sale proceeds of a departmental catering unit should be resorted to in very rare cases. Utilization of sale proceeds for procurement of raw materials should be resorted to only in cases of units, where no cash imprest has been sanctioned or when the imprest on hand is insufficient to meet the requirements. If the imprest is found to be insufficient, arrangements were to be made to enhance the imprest to avoid drawing from the daily sale proceeds. Audit examined the procedure for procurement by 36 departmental catering units of IR during the period of review and noticed that:

- Contrary to the above instructions, sale proceeds were being utilized for procurement of ingredients and vegetables by nine²⁷ Zonal Railways without resorting to tender procurement even though value of ingredients procured per annum ranged up to ₹ 10.78 crore in NR during 2015-16. 29 per cent to 87.87 per cent of the sale proceeds were utilised for purchase of ingredients in these nine Zonal Railways.

Annexure 6

- Only in SR and SCR, imprest amount of ₹ 20,000 and ₹ 15,000 respectively were sanctioned. However, more than 50 per cent of sale proceeds of these departmental catering units were utilized for daily cash purchases during 2015-16. No cash imprest had been sanctioned in the remaining 87 departmental catering units.
- Consequently, five departmental Jan Ahaar units at Vishakhapatnam (ECoR), New Jalpaiguri (NFR), Annuppur (SECR), Guntur and Rajamundry (SCR) were closed during the period of review.
- In Agra Division of NCR, it was seen that 23 staff members including six catering inspector, two cooks and 15 waiters were deployed for supervision of catering activities as well as running and maintenance of one stall and three trolleys selling PAD (Propriety Article Depot) items and PDW (Packaged Drinking Water). However, duty location of only six catering inspectors and 13 waiters could be ascertained from the records of Agra Division as well as four departmental catering units run and managed at Agra Division. The deployment of two waiters and two cooks remained unexplained whose salaries

²⁶ Para 2845 of Indian Railway Commercial Manual

²⁷ CR, ECR, SCR, ER, SR, SER, NFR, NCR and NR

@ ₹ 3.20 lakh per annum per person on an average were charged in the Profit and Loss Account of departmental catering units. In Jhansi Division of NCR, out of 59 catering staff, two cooks and four bearers were deployed for activities other than catering. The deployment of these six catering staff remained unexplained, whose salaries @ ₹2.28 lakh (approx.) per annum per person on an average are being charged in the Profit and Loss Account of departmental catering unit.

Departmental units thus, were managed inefficiently and continued to incur losses. Sale proceeds were utilized for daily cash purchases. It was attributed to non-sanction/insufficiency of imprest.

The new Catering Policy 2017, does not specify the road map for the staff and personnel working in the departmental units of IR, which would be transferred to IRCTC.

3.9 Unauthorized catering vendors/sellers

Railway Board instructed (August 2011) Zonal Railways to undertake checks of mobile licensees against unauthorized hawking and sale of adulterated, unhygienic food products in Mail/Express trains. Railway Board also stated that hawking in trains and at stations are rampant in IR and that in trains in which a pantry car is attached, the unauthorized hawkers do not allow service from pantry car in other than AC coaches.

From the analysis of data for the period 2013-14 to 2015-16 and during joint inspections of 80 selected trains during July to October 2016, audit observed that:

- There were many unauthorized vendors in platforms and trains. 2,39,096 cases were prosecuted by RPF and fine imposed in eight Zonal Railways (ER - 11763 cases, ECR - 4811, ECoR - 39686, NCR - 16134, NFR - 7861, SR - 19982 and WCR - 43333 cases).
- During the joint inspection/survey conducted by Audit in selected trains without pantry cars of three Zonal Railways, unauthorized vendors (73 cases- SR-12, NCR-6 and NFR-55) selling unapproved brand of packaged drinking water at a higher price (₹20/-) and selling packaged meals were noticed.

- In NFR, at least 10-20 unauthorised vendors were found in the train no. 12552 (Kamakhya-Yeshwantpur AC Express) with pantry car, selling unapproved water bottle. Eight items not approved by RB were also served to passengers in Shatabdi Express (Train No.12041). Unauthorised vendors were found selling articles like-unapproved water Bottle, Pan, Chana, Jhal-muri etc. in the train.
- During passenger survey conducted in trains without pantry car, Audit noticed that in five Zonal Railways (ER, ECoR, NER, NFR and SECR) requirement of foodstuff and beverages were fulfilled purely with the help of unauthorized vendors. On all the stoppages, it was found that the vendors of static catering units were selling foodstuffs and beverages on train.

Unauthorized catering items may be unhygienic and adulterated and also passengers are not able to differentiate between authorized and unauthorized services on trains. Continued presence of hawkers and sale of unauthorized food on trains also indicated the catering services provided on trains were not adequate.

During Exit Conference, SR Administration stated that they will tighten the monitoring mechanism by Commercial department and RPF to control unauthorized vending.



Fig.8: Unauthorized vending-CholanExpress Train No.16853, SR
21 October 2016



Fig. 9:Unauthorized vendors on Train No. 15018, NER
21 October 2016



Fig. 10: Unapproved water bottle sold in Train No. 15018, NER
22 October 2016

Chapter 4: Management of Catering Contracts

Audit Objective 3: Whether management of catering contracts for various static and mobile units ensured provision of good quality catering services?

Catering Policy 2010 laid down detailed guidelines for management of licensees who were awarded the work of mobile and/or static catering units.

4.1 Comparison of reserve price fixed and license fee offered

Para 18.1 of the Catering Policy 2010 stipulated that license fee should be fixed realistically, equitably in order to have a fair, just and equitable fixation of license fees without adversely affecting the quality of service. Subsequently, Railway Board reduced (2012) the percentage of license fee from 12 to 10 *per cent* of sales turnover, so as to ensure that the quality of catering services was not adversely affected. Sale in the pantry cars of Mail/Express trains and Superfast trains comprises of three components viz. (a) a-la-carte sale²⁸ (b) sale of breakfast, lunch/dinner and (c) PAD²⁹ sales. As per Clause 26 of the Catering Policy 2010, the sale turnover of mobile catering unit was required to be considered for purpose of making assessment of volume of business and for fixing of minimum of reserve price. Based on the joint sales assessment report per trip submitted by the representatives of Commercial and Accounts departments, annual sales turnover was to be calculated.

Audit checked the 124 contracts awarded by eight Zonal Railways (SER-12, SECR-5, SCR-14, SR-37, ER-10, ECoR-24 and NFR-20, WCR-2) and observed as follows:

- As against the prescribed percentage of 10 *per cent*, the percentage of license fee to sales turn over for one year was more than 10 *per cent* in all the trains checked, except Train no.22805/06 Bhubaneswar New Delhi Express (ECoR) where it was 10 *per cent*. The percentage ranged from 10.12 *per cent* to 20 *per cent* in respect of 29 trains and 21 *per cent* to 50 *per cent* in respect of 69 trains. In the remaining 25 trains, the percentage was more than 50 *per cent* and ranged up to 90 *per cent* (NFR- Train no. 15653/54- Amarnath Express).
- In the Annexure A/5 of SBD, Railway Board had prescribed (January 2013) that 'Tender Committee would make efforts that only workable bids are accepted i.e. too high bids which seem unworkable need to be deliberated by the Tender Committee'. In this regard, CCM, SER communicated (May 2013) to Railway Board that complaints would arise if the higher bids are by-passed. While deliberating³⁰ on the issue of workability, the committee recognised that

²⁸ These are diversified popular food items served through static units and decided by market/customer, the rates for which are fixed by Zonal Railways.

²⁹ Propriety Article Depot Items - All packaged and branded items being sold on railway premises

³⁰ Railway Board had appointed (October 2015) a Committee to consider the recommendation of Dr. Sreedharan Committee Report to examine the feasibility of transfer of catering services to IRCTC

private operators bid unusually high amount as license fees in order to get contracts. As they have invested such high amounts, they try to recover the same from the railway passengers by charging higher prices, as evident from the high number of complaints on overcharging. However, Railway Board was yet to prescribe a methodology to review and not accept unworkable tenders.

Thus, it was observed that a major portion is paid as license fee to Zonal Railways, leaving a small margin of the contract value for the licensee for providing catering services. It may not be workable for the licensees to cater to the needs of passengers within the available margin and may result in compromising the quality, quantity and prices etc.

Annexure 7

During Exit Conference, SR and SECR Administrations stated that since 2012 the tariff rates of food items have not been revised which is to be done at Railway Board level. They stated that this was one of main reasons that contractors compromised on quality and quantity and were overcharging the passengers.

During, Exit Conference, Railway Board stated (February 2017) that criteria are being developed for assessing the workability of rate quoted in catering tenders. Audit suggested that the entire process of licensing needs to be revisited and reasonability of the quoted rates may be assessed and fixed within a reasonable range. Any rates much below or much above this range may not be considered as reasonable and workable. For tariff revision, Railway Board informed that they are going to form a committee to work on the issues related to tariff revision.

In the new Catering Policy 2017, the technical eligibility criteria for licensees has been prescribed in terms of turnover and experience. Criteria for license fee has been retained at 12 *per cent* of annual sales turnover of the unit. The fixation of license fee has to be done by Zonal Railway. The formula for fixing the license fee is to be devised by each Zonal Railway. Till the above activities are streamlined, all tenders for allotment where Letter of Acceptance has not been issued have been directed to be cancelled. However, railways need to frame guidelines for assessing the workability of rates in catering contracts so that the quality of the services is not compromised.

4.2 Ceiling limits on holding of catering licenses

In the Catering Policy 2010, Railway Board prescribed ceiling limits for holding of catering licenses to be awarded to private contractors as follows:

Table 4.1 - Ceiling limits for holding catering licenses

Minor Units	An individual/firm/company would be allowed to hold maximum two minor catering units at a station and a maximum of ten units per Zonal Railways. In case of suburban section, ceiling limit of two units per division would be applicable.
Major Units	<p>a) <i>Food Plaza, Food Courts and Fast Food Units</i>: An individual/firm/company would be allowed to hold maximum two units per division and a maximum 10 per cent of all the units over IR.</p> <p>b) <i>Refreshment Rooms</i>: An individual/firm/company would be allowed to hold maximum two units per division and a maximum 10 per cent of all the units over IR.</p> <p>c) <i>Mobile Units</i>: An individual/firm/company would be allowed to hold maximum 10 per cent of similar category units over IR.</p>

As per Para 19.1 of the Catering Policy, Zonal Railways shall maintain a data base of the various catering establishments to ensure that the prescribed ceilings on holding of catering licenses were complied with. Railway Board reviewed the position of holding of license by contractors beyond the ceiling limit in 2013 and at various levels i.e. Zonal, Station and Divisional levels and found that 2530 units³¹ were held by licensees beyond prescribed ceiling limits. Railway Board opined that the above position reflected heavy monopolization of units by a few people.

Audit test checked the present status of adherence to ceiling limits for award of static and mobile catering units and observed that

- At the end of December 2015³², mobile catering contracts were awarded for 254 trains. Out of these 254 mobile units, 33 contracts (i.e. more than 25 contracts -10 per cent of 254) were awarded to M/s R.K Associates and M/s Hoteliers Pvt. Ltd over Zonal Railways. M/s Brandavan Food Products has also been awarded 25 contracts across Zonal Railways.
- In ECoR, five contractors were awarded more than two minor units in a station as detailed below:
 - M/s A.S. Sales Corporation-3 units at Cuttack, 4 in Bhubaneswar and 4 in Puri.
 - Sri. M. V. Appa Rao-3 units at Vishakhapatnam
 - M/s GCOMMFL- 3 units at Cuttack, 3 units at Khurda Road,
 - M/s Vishakha Dairy 4 units at Vishakhapatnam
 - Sri B.M.Singh-3 units at Vishakhapatnam, 3 units at Vizianagaram

³¹ Zonal - 368, Station – 2066 and Division - 96

³² As per RB's letter No.2010/TG-III/645/13/Pt. dated: 11/12/2015

- In NCR, eight contractors were awarded more than two minor units in a station as detailed below:
 - M/s. R.K. Associates at Agra Cantt -16 units
 - M/s Chaturvedi and sons at Agra Cantt -5 units
 - M/s Pranveer Singh at Agra Fort -3 units
 - M/s H.D. and sons at Mathura Jn.-10 units
 - M/s Rajkumar at Mathura Jn.- 05 units
 - M/s Tirupati Associates at Allahabad-03
 - M/s Kanchan Restaurant & Caterers at Allahabad-05 units
 - M/s R.D. Sharma at Gwalior-17 units
- In SWR, M/s Relish Caterers³³ was allotted contracts for 10 Catering Stalls in Bangalore City Station and two stalls in Yeshwantpur Station. Further, even after taking over the units from IRCTC by SWR, the same Licensee continued services and the irregularity was not rectified till date.

Railway Board prescribed maintaining a database of catering establishments, updating the same regularly and upload the same on websites of the Zonal Railways, so as to restrict the award of contracts within the prescribed ceiling limits. However, the mechanism was not used effectively and only a clause on holding of maximum units was included in the SBD.

Railway Board reviewed the position of holding of licenses for catering units and observed (2013) that a large number of units were being held by a few contractors, which reflected heavy monopolization of units by few people. Audit review also showed that a small number of licensees hold a large number of contracts across Zonal Railways. Some of these licensees were also awarded contracts for various units by IRCTC. The list of contractors/licensees holding large number of static and mobile catering units during the period of review is given below:

Table 4.2 – Licensees who were awarded a large number of contracts by Zonal Railways and IRCTC

<i>Name of the contractor</i>	<i>Number of contracts awarded for static units by ZR</i>	<i>Number of contracts awarded for mobile units by ZR</i>	<i>Number of contracts awarded by IRCTC</i>
<i>Express Food Services</i>	25	11	14
<i>Tirupati Associates</i>	15	-	12
<i>Brindavan Food Products</i>	14	25	11
<i>Arenco Catering</i>	29	15	7
<i>R.K. Associates & Hoteliers Pvt. Ltd.</i>	21	33	6
<i>A S Sales Corporation</i>	11	6	4
<i>Doon Caterers</i>	8	22	0
<i>Satyam caterers</i>	12	25	4

³³C.79/Catg Stall/SBC/Bangalore City (SBC-9)/Relish/11

During Exit Conference, NCR Administration stated that though ceiling limit was being ensured at the time of award of contract, it was not done in case of renewal of old licenses since old licenses were for multiple vending units with a consolidated license fees.

By not following the ceiling limit prescribed for award of contracts to contractors, Railways promoted monopolization by few firms. Monopolization leads to compromise in quality and services being provided to the passengers.

In their reply, Railway Board stated (February 2017) that a transparent contract awarding and management system has been defined in the Catering Policy 2010 and SBDs have been prepared with stringent eligibility criteria, financial capabilities, penalty clause and effective monitoring mechanism. Regarding awarding contract beyond the ceiling limits, Railway Board during Exit Conference stated (February 2017) that there is a flaw in their tendering conditions which needs to be corrected. They stated that the tender conditions require experience of the tenderer in 'railway catering', which restricts the competition. They stated that instead of experience in railway catering, experience in catering should be sufficient for assessing the eligibility of railway catering tenders. It was seen in Audit that Railways could not enforce the ceiling limit of holding share of catering contracts due to limited number of vendors with experience in railway catering.

Revised criteria for ceiling limit on holding of catering licenses by private contractors has also been prescribed in the new Catering Policy 2017. The instructions regarding maintaining of database of various catering establishment also remain the same. As such, there is a need to devise a mechanism to enforce the above mentioned ceiling limits.

4.3 Loss due to irregular licensing for vending at Jhansi Station

IRCTC had assigned (July 2012) license for running of Food Plaza to a vendor at Jhansi station at a license fee of ₹ 54 lakh per annum. In addition, to the Food Plaza, Jhansi Division permitted, on a nomination basis, the same vendor for vending at all platforms of Jhansi station (August 2012) involving eight personnel at every platform at a provisional license fee of ₹ 6.48 lakh subject to an undertaking from the vendor that actual amount of license fee as subsequently assessed by the Railway Administration would be deposited by the vendor on demand. It was seen that the contractor M/s Sunshine Caterers was allotted 25 catering units in Jhansi Division. Subsequently, the revised license fee was assessed by the Jhansi Division at ₹ 10.65 lakh per annum, but this was not approved by the competent authority, and the license fee remains to be assessed for the vendor. The license for platform vending to the vendor was withdrawn in October 2013. It was further seen that the basis of fixation of license fees at ₹ 6.48 lakh was not reasonable. Also, during

inspection of Jhansi Division by railway officials (March 2013 and May 2013) vendors in excess of permitted eight vendors were seen deployed by the licensee. No action was taken by railways for the same.

Thus, the vending permission was not granted in a transparent manner, the license fee was not determined by the competent authority, the license fee was unreasonably lower and the licensee exceeded the scope of authorization available to him, but no action for exceeding the authorization was found to have been taken by the NCR Administration. For a similar unit in Agra Fort, where license was allotted through tender, the license fee was ₹ 15 lakh per annum. The licensee at Jhansi station was permitted for 24 vendors at three pair of platform, which equals to 24 vending units i.e. a corresponding annual license fee of ₹ 360 lakh.

In their reply, Railway Board stated (February 2017) that instructions were issued to NCR that division did not have power to grant permission to Food Plaza for platform vending. Also, the case was being dealt with by the vigilance department.

4.4 Non-recovery of various charges and penalties from the catering unit licensee operators

4.4.1 License fee

As per Clause 4.3 of License Agreement, any delay in payment of license fee by the defaulting contractors attracts interest at the rate of 14 *per cent* per annum calculated for the number of days of default. Audit found that license fee of ₹ 11.60 crore was due to be recovered from the licensees of IR during the year 2013-14 to 2015-16. Interest of 14 *per cent* per annum was also not calculated and recovered.

As per Para 4.2 (b) of License agreement, the license fee for the entire duration of the license is payable by the licensee on 2+2+1 yearly basis in advance. The first instalment shall be payable 15 days in advance of commencement of License. Thereafter, second instalment is payable within 15 days after completion of 2nd year and third instalment within 15 days after completion of 4th year. Further, Para 4.3 prescribes levy of interest @14 *per cent* per annum for any delayed payments. Review of records in WR revealed that an amount of ₹ 7.74 crore on account of license fee along with interest as prescribed is outstanding from seven pantry car licensees as on 10 October 2016 due to non-receipt of license fee in advance as prescribed. The delay in receipt of payment ranged between 3 to 12 months. Against these contracts, Security Deposit of only ₹ 4.10 crore was available with Railway Administration.

4.4.2 Water and electricity charges

As per Para 18.4 of the catering policy, water charges and electricity charges should be recovered from the licensees based on actual consumption. The position of

recovery of water charges was checked at 74 selected stations during the period of review and the following was observed:

- Water Bill Register was not maintained in proper manner with complete details and there was no periodical updating in the details of contracts of catering licensee.
- The Commercial department officials had no proper records or information as to the payment or otherwise of the water charges by the parties.
- Arrears of water charges due to be recovered from licensees of four Zonal Railways (ECoR, SCR, SR and WCR) was ₹ 0.66 crore.
- Arrears of water charges due to be recovered from licensees of IRCTC in respect of two Zonal Railways (SCR and WCR) was ₹ 0.01 crore.
- Revision of water charges recoverable was not done periodically.
- Arrears of electrical energy charges due to be recovered from licensees of eight Zonal Railways (ECoR, NCR, NFR, NR, NWR, SCR, SER and WCR) was ₹ 1.20 crore.
- Arrears of Electrical Energy charges due to be recovered from licensees of IRCTC in respect of five Zonal Railways (ECoR, NCR, NFR, NR and NWR) was ₹ 0.11 crore.

Thus, monitoring for correct billing, accounting and watching recovery of license fee as well as water and electricity charges payable by licensees in Zonal Railways needed strengthening.

4.4.3 Fines imposed against catering contractors

A test check of 43 license agreements during the period of review showed that the penalty amount was not recovered fully from the defaulting contractors in 12³⁴ Zonal Railways as given below:

- Fines of ₹ 10.01 crore were imposed by all 16 Zonal Railways during 2011-12 to 2015-16 on the defaulting licensees of which ₹ 7.29 crore was recovered and ₹ 2.72 crore was outstanding. Of this ₹ 54 lakh was outstanding in SR against M/s Arengo. In ECoR, an amount of ₹ 1.65 lakh was outstanding against M/s R K Associates and an amount of ₹ 6.45 lakh was outstanding against M/s Sunshine Caterers at the end of September 2016.
- Similarly, IRCTC imposed a fine of ₹ 1.44 crore on the defaulting licensees during 2011-12 to 2015-16 of which ₹ 1.25 crore was recovered and ₹ 0.17 crore was outstanding.
- Despite a clause in the agreement stating that contracts of defaulting licensees should be terminated, the defaulting contractors, were awarded new/fresh

³⁴CR, ECoR, ECR, ER, NCR, NFR, NWR, SCR, SR, SWR, WCR and WR

contracts by Zonal Railways, not taking into account their previous failures. In SR, M/s Arengo caterer was fined ₹ 0.62 crore for bad services of which ₹ 0.54 crore was yet to be paid by them. However, the firm was awarded 11 contracts over SR and seven contracts by IRCTC over CR (3) and SR (4).

4.4.4 Payments for testing of food samples

As per the Clause 7.3 (a) of the agreement of the catering license executed by Zonal Railways, Railway reserve the right to get the food samples/raw materials collected and tested at approved laboratories at the cost of the licensee.

Audit noticed that Zonal Railway and IRCTC collected food samples from various licensees and paid for their testing, instead of recovering the same from the licensees. An amount of ₹ 1.53 crore (ECoR, NFR, SCR, SR and WCR) towards testing charges recoverable from licensees were yet to be recovered during 2013-14 to 2015-16.

Thus, monitoring for correct billing, accounting and watching recovery of license fee, water and electricity charges and penalty payable by licensees in Zonal Railways needed strengthening. A significant amount of license fee was outstanding against the contractors and Zonal Railways did not levy interest of 14 per cent on late payments as required under the provisions. Payment towards testing of food samples was also not recovered from the licensees in five Zonal Railways.

In their reply, Railway Board stated (February 2017) that Zonal Railways have been advised to take corrective action on the issue immediately.

Chapter 5: Provision of Good Quality and Hygienic Food

Audit Objective 4: Whether the available catering units provided good quality and hygienic food at affordable rates to different classes of rail users?

One of the main objectives of Catering Policy 2010 was to provide hygienic, good quality affordable food to the travelling public by adopting the best trade and hospitality industry practices. Ensuring hygiene, establishing sufficient number of catering units to ensure availability of food at the required time, nature of Menu and tariff, availability of sufficient quantity of wholesome and tasty food, standards of kitchen and cooking, quality of service rendered by catering personnel employed, observing best trade practices such as e-catering services are some of the factors which determine the standard of quality of catering services rendered. In order to ensure provision of hygienic and quality food to travelling passengers and improve the on board and static catering services, the Catering Policy 2010 also laid down a monitoring and controlling mechanism. A similar monitoring mechanism has also been prescribed in the new Catering Policy 2017, wherein officials of Railway Board, Zonal Railway and Division have been authorized to inspect kitchen units/mobile catering units and taking penal action for the deficiencies noticed in catering services.

Audit selected 74 stations and 80 trains over all Zonal Railways for reviewing the aspects of quality, hygiene and affordability with respect to all types of catering units on the selected trains and stations. On the selected stations, all static catering units including refreshment rooms, food plazas, food stalls, restaurants etc. were jointly inspected with railway officials to review the service provided to the customers on the stations. Mobile catering units of selected trains, were visited along with railway officials to capture the quality, hygiene and other aspects of catering services provided. The units jointly inspected by Audit along with the Railway officials included static units managed both by Zonal Railways as well as by IRCTC. Similarly, the mobile catering units inspected included pantry cars managed both by Zonal Railways as well as by IRCTC. As such, the issues relating to quality, hygiene and unfair practices have been found in catering units managed both by Zonal Railways as well as IRCTC.

In addition, 1800 passengers on 74 selected stations and 1975 passengers on 80 selected trains were administered survey questionnaire by the audit teams to collect their views on the aspects of quality, hygiene, affordability and availability of catering services as perceived/experienced by them. Information on passenger complaints were also reviewed to assess the effectiveness of the complaint redressal mechanism.

Audit findings on the above aspects are discussed below:

5.1 Hygiene and cleanliness

Joint inspections were undertaken by audit teams along with railway officials at 74 stations and 80 trains, during July to October 2016. The following deficiencies related to hygiene and cleanliness in catering units were noticed:

- Purified water was not available on 21 stations³⁵ in 11 Zonal Railways (September to October 2016).
- Instead of available water purifiers, unpurified water straight from tap was used in preparation of beverages – coffee, tea and soups in 22 trains³⁶.
- The base kitchen of licensee of Zonal Railway for catering on board services in train no.12033-34 (Kanpur – New Delhi – Kanpur) of NCR, operation at Kanpur were using general railway water supply instead of separate or additional cleaning of water for cooking purpose.
- Waste-bins of prescribed specification in adequate numbers were not available on 28 stations of 11 Zonal Railways, which included Bhubaneswar, Cuttack, Titlagarh (ECoR), Samastipur (ECR), Sheikhpura, Howrah (ER), Agra Fort, Allahabad, Gwalior (NCR), Jodhpur (NWR), Kharagpur, Rourkela, Bokaro, Tata Nagar, Adra (SER), Gadag (SWR), Jaipur, Jodhpur (NWR), Chennai, Coimbatore, Kanyakumari (SR), Guwahati, New Tinsukia, New BongaigaonJn, Rangapara North Jn. (NFR) and Ludhiana, Lucknow (NR).



Fig 11: Catering Personnel not wearing hand gloves while handling food items in Cell Kitchen/SBC, SWR (05.10.2016)



Fig 12: Purified water not used for Pantry Services in Goa Express, SWR (18.10.2016)



Fig 13: Food items kept at floor at the Chhapra, NER (04.10.2016)



Fig 14: Bucket of Drinking water and beverages kept in the vestibule near toilet area in Pashchim Express, WR (29.10.2016)

³⁵ Karjat (CR), Rajendranagar (ECR), Agra Fort and Allahabad (NCR), Kharagpur, Rourkela, Bokaro Steel City, Tata Nagar, Adra (SER), Gadag (SWR), Jaipur (NWR), Chennai, Coimbatore (SR), KamakhyaJn, New TinsukiaJn, New Bongaigaon Jn(NFR), Kazhipet (SCR), Ludhiana, Pathankot (NR), base kitchens and Jan Ahaar in Mumbai Central and Churchgate (WR).

³⁶ Sealdah Rajdhani Exp.-12313, Howrah-Ranchi Shatabdi Express- 12019, Kanpur-New Delhi-Kanpur Express - 12033/12034, Swaraj Exp.-12472, Yeshwantpur Nizamuddin Sampark Kranti Exp.- 12629,Nizamuddin-Goa Express-12780, Yashvantpur-Jabalpur Express-12193/94, Howrah New Jalpaiguri Shatabdi Exp-12041/12042, Bikaner-Coimbatore Express-22475, Ajmer Sealdah Express-12988, Ajmer-Puri Express-18422, Upasana Express-12327, Kolkata Rajdhani Express-12301, SealdahDuronto Exp.-12260, Porvotar Sampark Kranti Exp.-12501,Kamakhya Yeshvantpur Exp.-12552, Nizamuddin Madgaon Rajdhani-22414, Chennai Coimbatore shatabdi express-12243, Chennai Duranto express-12269, Tamilnadu Exp-12622, 12925 – Paschim Express, 12955—Jaipur Superfast Express

- In three trains (12834, 12629, 12193/94), no refuse bins were provided with plastic bags to collect the waste.
- Wastages arising out of static and mobile catering units were not collected in different coloured bins (Green, Black and White) and were disposed of along with other wastages of nominated stations in 13 stations of five Zonal Railways including Rourkela, Tata Nagar, Adra (SER), Chennai (SR), Jodhpur, Jaipur (NWR), Nizamuddin, New Delhi, Lucknow (NR), Mumbai Central, Churchgate, Jamnagar, Nandurbar (WR).
- Waste bins were not found covered, not emptied regularly and not washed, which led to accumulation of garbage in bins in 23 stations in 10 Zonal Railways which include Guwahati, New Tinsukia Jn. New Bongaigaon Jn., Rangapara North Jn. (NFR), Karjat (CR), Bhubaneswar, Cuttack, Titlagarh (ECoR), Samastipur, Sheikpura, Rajendranagar (ECR), Agra Fort, Allahabad, (NCR), Gondia (SECR), Kharagpur, Rourkela, Bokaro Steel City, Tata Nagar, Adra (SER), Gadag, Bangalore (SWR), Jaipur (NWR), Kanyakumari (SR), Ludhiana, Lucknow (NR), Nandurbar, Mumbai Central, Vadodara (WR).
- Hand gloves and/or tower caps were not being used by catering personnel handling the food stuff in various catering units on 32 stations of 13 Zonal Railways, viz. Chhapra, Gorakhpur, Lucknow, Kathgodam, Basti, Salempur (NER), Karjat (CR), Titlagarh (ECoR), Samastipur (ECR), Agra Fort, Allahabad, Gwalior (NCR), Gondia (SECR), Kharagpur, Rourkela, Bokaro Steel city, Tata Nagar, Adra (SER), Gadag, Bangalore Cantt, Bangalore (SWR), Jaipur (NWR), Kanniyakumari (SR), Mehboobnagar, Kazhipet, Secunderabad (SCR), Guwahati, New Tinsukia Jn., Kamakhya Jn., New Bongaigaon Jn., Rangapara North Jn. (NFR), Mumbai Central (WR) stations. Catering personnel were also not found using gloves on 15 trains³⁷ during joint inspection.
- Food stuff were not covered to protect them from flies, insects and dust in three stations (Titlagarh-ECoR, Agra Fort-NCR and Pathankot-NR) and in four trains (Yeshvantpur Nizamuddin Sampark Kranti Exp.-12629, Nizamuddin Goa Express-12780, Bikaner Coimbatore Express-22475, Ajmer Sealdah Express-12988). Food stuffs were kept on the floor and near toilet area, vestibule in three trains (Mumbai Central Jaipur Express-12955, Paschim Express-12925, Visaka Express-17015).

³⁷Yeshvantpur Nizamuddin Sampark Kranti (12629), Nizamuddin Goa Express(12780), Jabalpur-Katra-Jabalpur (11449/50), Bikaner Coimbatore Express (22475), Chhattisgarh Exp (18238), Gondia Raigarh Jan Shatabdi (12070), Kanlinur Trivendrum Janshatabdi Express (12081), Calicut Trivendrum Janshatabdi Express (12075), Ajmer-Puri Exp (18422), Upasana Express (12327), Kamakhya Yeshvantpur AC Exp. (12552), Chennai Coimbatore Shatabdi (12243), Chennai Duranto (12269), Tamilnadu Exp (12622)

- Valid medical fitness certificate in respect of catering personnel were not available on some of the catering units checked on stations including Lokmanya Tilak Terminal, Karzat, (CR), Samastipur, Barauni (ECR), Agra Fort, Gwalior, (NCR), Gondia (SECR), Gadag (SWR), Chennai (SR), Lucknow (NR), Secunderabad (SCR) and in two trains (12081 Kannur-Trivendrum Jan Shatabdi Express and 12313 Sealdah Rajdhani Express).
- In base kitchen, static units and mobile units, cleaning schedule to be followed was not available at many locations test checked. No separate sink for washing and proper cleaning of the cooked vessels have been kept in the licensee base kitchen of NCR for catering on board service in Train No. 12033-34 (Kanpur-New Delhi-Kanpur Shatabdi).
- In 10 trains (18422 – Ajmer Puri Express, 12565 – Bihar Sampark Kranti, 12553 Vaishali Express, 12395 – Rajendernagar Patna to Ajmer, 12501 – Porvotar Sampark Kranti express, 15651/52- Lohit Express, 12472, 12834, 12863, 12081), no proper storage arrangements for raw materials, packed items and other ingredients at pantry car of trains was seen.
- During joint inspection of Train No. 12583 Lucknow – Anand Vihar Terminal Double Decker (NER), it was seen that a passenger who had ordered a cutlet, noticed an iron nail, while consuming it as shown in the photograph.
- As per the Complaint book available at on-board catering service in Train No. 12033-34 (Kanpur-New Delhi-Kanpur Shatabdi) of NCR, a complaint of iron nail in the breakfast was made. But the final remedial action on this complaint was not found recorded in course of joint inspection.
- Cockroaches and rats were seen in Pantry Car in Train No.12260 (Duronto Express-ER) and 12269 (Duronto Express-SR).



Fig. 15: Nail in cutlet served to the passenger in Train no. 12583 Lucknow – Anand Vihar Terminal Double Decker (16 October 2016)

Hygiene and cleanliness in respect of the food stuff served was not ensured by the railways on stations and in trains as observed in the joint inspections undertaken by Audit.

During the passenger satisfaction survey conducted by Audit, 75 per cent passengers opined hygiene and cleanliness of catering services as average or poor.

5.2 Unfair practices being followed in catering services

During joint inspections audit checked the position on selected stations and trains, the following was observed:

- Bills were not given for the food items served in mobile units in all the selected 80 trains. Printed menu cards with tariff for the list of food items sold in the mobile units were not available with waiters and Catering Managers, in all trains jointly inspected except trains of SER. Non-availability of menu cards enhances the chances of overcharging by the catering staff.
- In SER, however, due to adoption of different criteria for fixation of tariff in the menu, the passengers found it difficult to distinguish between standard items and *a-la-carte* items leading to overcharging. Out of 462 complaints brought to notice of CCM office, during 2015-16, 246 complaints pertained to overcharging. During the passenger satisfaction survey conducted in five stations and in five trains by Audit, 152 out of 250 passengers felt that there was an overcharging/forced sale by waiters, bearers and commission vendors. At Agra and Jhansi (NCR), unapproved brands such as Badri Tasty Nut (Namkeen) weighing 36 gram not having FSSAI license was kept for supply to passengers.
- During the passenger satisfaction survey conducted by Audit, 36 *per cent* passengers felt that they were being overcharged for the food served and 21 *per cent* felt that the rates were not reasonable.
- As per Para 2806 Indian Railway Commercial Manual, the quantity of cooked rice, chappatis, vegetables etc. served should be according to the standard measurement prescribed by Railway Board/Zonal Railways. Normally, the price list schedule indicates the measurement (gram for solid food stuff and ml for beverages like coffee, tea and soup) per unit. During joint inspections conducted by Audit during July 2016 to October 2016, it was seen that food stuff served was less than the prescribed scheduled quantity:
 - Weight of one piece paneer was found to be 3 grams against the prescribed standard of 5 grams in licensee base kitchen for catering on board service in Train no. 12033-34 Kanpur - New Delhi Shatabdi (NCR).
 - In the Food Plaza of Gwalior station (NCR), against the scheduled weight of 175 grams, the actual weight of Poori was only 130 grams.
 - Weights of vegetable sandwich were checked and shortage of 25 gm was noticed invariably at all six stalls of licensee at Agra Fort (NCR).
 - Deficiency/shortage in weight of 10 grams each item i.e. dhokla and bread pakoda was found at Gwalior station (NCR).

- Quantity of ice cream (*Vadilal*) served was 90 ml instead of contractual quantity of 100 ml. Likewise, quantity of Curd (*Nova*) was also 90 gms instead of 100 gms. Sachet of 10 gm Tomato Ketchup was served instead of 15 gms. The quantity of *Nutty Grietty* branded almond served was 17 gms instead of 20 gms in Train no. 12313 Sealdah Rajdhani Express (ER).
- *Paratha* weighing 95 gms was served instead of 100 gms and 90 gms *Dal* instead of 100 gms in Train no.12019 Howrah-Ranchi Shatabdi Express (ER).
- During the passenger satisfaction survey conducted by Audit, 39 per cent passengers stated that they felt that the quantity of food served was less than prescribed. 20 per cent passengers found the quantity to be inadequate.
- ECoR allowed four popular pan-India brands, viz., *Aquafina*, *Kinley*, *Bisleri* and *Bailey* to be sold by the catering units in case of non-availability of RailNeer. However, sale of unapproved brand of water such as *Fress*, *Sanjeevani*, *Amust*, *X-Liant*, *FAM Life* and overcharging of Packaged Drinking Water (PDW) were prevalent in ECoR. Unapproved Packaged drinking water '*Gallons*' was sold by Food Plaza catering unit of IRCTC contractor at Agra Fort Station (NCR).
- The loss due to unauthorised operation of license of platform vending to the Food Plaza on account of deficient fixing of license fee and awarding license without bidding process at Jhansi station (NCR) was ₹ 4.14 crore, as assessed by Audit.
- In New Jalpaiguri Jn. (NFR), out of 56 catering units, 51 were un-authorized units, of which 14 units were yet to be evicted despite cases been decided in favour of NFR and 19 IRCTC licensees were not paying license fees.
- At Agra Fort station, in all the seven licensee stalls and five trolleys it was observed that only petha, pera, dalmuth and gazak PAD items were available as against notified PAD items.
- The PAD articles to be sold at Departmental Units require fixing of rate contract with authorized seller of the PAD articles. The PAD articles would be procured for Departmental Catering Units at rate contract and sold at the MRP with the difference being the margin. It was seen that no rate contract for procurement of the PAD items existed over NCR for the period 22 March 2015 to 15 October 2016. Thus, no PAD items were officially sold at the Departmental Catering Units of NCR during this period. However, these were sold unofficially.
- Para 2807 of Indian Railway Commercial Manual provides that articles to be sold and price of each such commodity will be prescribed by Railway Administration such that articles are being sold at prescribed rates and

passengers are not being overcharged. These articles include biscuits, packed products, sweets, etc. are categorized as Proprietary Article Depot (PAD) items which are sold at licensee units as well as departmental catering units. It was seen that in NCR, shortlisting is done for specific brand by the Zonal Railways, but price of the product is not specified. The authorised owners of the brand are permitted to sell the product at Maximum Retail Price (MRP) subject to the condition that MRP is not more than the MRP of the same product sold in the open market. In NCR, it was seen that the PAD articles were sold in the railway stations with MRP with weight and prices different from the open market, wherein per unit cost sale price in railway premises is significantly higher. For example, during joint inspection in Allahabad station, it was found that Chips of the brand 'Lays' weighing 29.5 grams was being sold at Neelam Food Plaza at the price of ₹ 18. Identical product outside railway premises weighing 30 grams costs only ₹ 10. Also Haldiram chips were being sold³⁸ on railway premises, in packets of 35 grams at ₹ 10.00 and 42.5 gram at ₹ 15.00. Similarly, in NFR, it was found that packed items of 'lays chips', 'Vadilal ice-cream' at a higher rate, marked as 'specially packed for selected channel only' were being sold in trains and static units. The weight of 'lays chips' was 29.5 grams and MRP was printed as ₹ 18, whereas, a packet of 30 grams of Lays Chips of same flavour is available in the market at ₹ 10 only. During exit conference NCR Administration stated that they have issued a major penalty charge sheet in the case pointed by Audit. However, the issue has not been controlled as the unauthorized vending operation were going on with the connivance of illegal criminal elements. They further stated that all efforts will be made to control the same.

- It was further seen that in NCR because of sale of PAD items of some companies at a price higher than the MRP the sale of PAD items was banned from 1 May 2015 (Kurkure, Lays Chips, Namkeen Laher, Laher Moong Dal, Butter Bite Biscuits Priyagold, Priyagold CNC Biscuit, Biscuit Elaychi Cremica, Biscuit Orange Cremica, Good Day Biscuit Britannia, Taka Tak Chatpata Masala Haldiram, Chips Haldiram and Frooti) for products of M/s Pepsico India Holding Pvt. Ltd., M/s Surya Food & Agro Ltd., M/s Bector's Food Specialities Ltd., M/s Britannia Industries Ltd. and M/s Haldiram Pvt.Ltd. However, on request of M/s Britannia Industries Ltd. the ban was withdrawn for all companies and without recovering the penalty of ₹25,000 levied on each of the five entities. During exit conference, NCR Administration agreed that despite the levy of penalty, instances of overcharging and exploitation of passengers continued.

³⁸ On packet, mentioned as 'Sale for INST'

- Valid police clearance certificate in respect of catering personnel were not available on 26 stations on 12³⁹ Zonal Railways and in eight⁴⁰ trains.

The above deficiencies indicated that the contractors compromised on value for money in respect of food items served to passengers and action taken by Railway Administration for the deviation from the quality standards was not effective. As a result, the contractors continue to sell unhygienic and low quality food at stations.

5.3 Quality of food and checks and controls for quality assurance

Joint inspections were undertaken by Audit teams along with railway officials at 74 stations and 80 trains between July 2016 and October 2016. The following deficiencies in respect of quality of food served were noticed:

- In 14 trains (12293, 12153, 18422, 12434, 12472, 22475, 12629, 12780, 11449/50, 15959/60, 12041/42, 15651/52, 12501/02, 12551/52), no periodical checks was done for the foodstuff supplied to the passengers.
- Articles found unsuitable for human consumption, contaminated foodstuffs, recycled foodstuffs, shelf life expired packaged and bottled items, unauthorized brands of water bottles, etc., were offered for sale in station premises/trains on Titlagarh, (ECoR), Samastipur (ECR), Howrah (ER), Agra Fort, Allahabad, Gwalior (NCR), Jodhpur (NWR), Gondia (SECR), New Delhi (IR), New Delhi (IRCTC), Pathankot (NR), Gorakhpur, Rourkela, Bokaro Steel City, Tata Nagar, Adra (SER) Chhapra, Gorakhpur, Lucknow, Basti, Salempur, Manduadih (NER), Gadag (SWR), Guwahati, Kamakhya Jn., New tinsukia Jn. and New Bongaigaon Jn., Rangapara North Jn. (NFR).
- In NFR, local made biscuits, cakes without any shelf life and date of manufacture were found to be sold in the station premises.
- Some items of cell kitchen i.e. Atta, Besan, Refined soya oil, Red chilly powder was collected for sample and sent to approved laboratory at Allahabad (NCR) during April 2016. Atta was found to be substandard and NCR imposed a fine of ₹ 2000/- against the licensee, but recovery of the same was not made.

³⁹Wadi, Karjat(CR) Cuttack, Titlagarh (ECoR), Asansol, Howrah (ER), Agra Fort, Allahabad, Gwalior (NCR), Chhapra, Gorakhpur, Lucknow, Kathgodam, Basti, Salempur (NER), Gadag (SWR), Kanyakumari (SR), Pathankot (NR), Kazipet (SCR), Guwahati, Kamakhya Jn. New Tinsukia Jn. New Bongaigaon Jn. Rangapara North Jn.(NFR) station, Nandurbar and Somnath (WR)

⁴⁰Train No.18422 (ECoR) and 15959/60, 12041/42, 15651/52, 12501/02, 12551/52 (NFR), TSV unit of Train No. 12195/12196 (Agra Fort- Ajmer Inter City SF Express) run and managed by NWR and Licensee base kitchen of NCR for catering in Train No. 12033-34 (Kanpur – New Delhi- Kanpur Shatabdi), operating at Kanpur

- At Bokaro Steel City station, SER, the shelf life of the flavored milk sold had expired, as seen during joint inspection.
- At Agra, catering units were run and managed by IRCTC Licensee. In these catering units sample for test checks of quality of Petha was collected by NCR Administration during May 2016 and sent to approved laboratory, Allahabad and unsatisfactory result (i.e. fungal growth around the petha pieces) of test check was received. Chief Medical Superintendent/Agra Cantt. has intimated Divisional Commercial Manager/Agra Cantt. to take action against licensee towards unsatisfactory result, but action was yet to be taken.
- In WR, deficiencies in quality of malaipaneer, dressed broiler chicken, and refined oil were pointed out by the designated commercial staff during inspections. However, Railway Administration had not initiated any action against the contractors for these lapses.
- Unsold Parathas around 100 pieces were found in the base kitchen of Zonal Railway for catering in train no.12033-34 (Kanpur – New Delhi – Kanpur) of NCR which can be reused/recycled as the staff could not explain the justification for its further use. Moreover, there is no mechanism to ensure that unsold/waste foods are not recycled.
- Contaminated oil was found in an open state in the inspected base kitchen of train no.12033-34 (Kanpur- New Delhi–Kanpur) of NCR. Accordingly, the chances of its re-use after compromising healthy and hygienic parameters of license contract cannot be ruled out.
- As on date of joint inspection by audit, FSSAI-2006 certification No. 20011909000698 in favour M/s Classic Caterers obtained for TSV unit of Train No. 12195/12196 (Agra Fort- Ajmer Inter City SF Express), run and managed by NWR, was found valid only up to 16 December 2015 and no renewal was done thereafter.
- FSSAI – 2006 certificate for operation of this base kitchen run by M/s Brandavan Food Products of NCR for catering in Train No. 12033-34 (Kanpur – New Delhi-Kanpur Shatabdi) had not been obtained as seen during joint inspection.
- During the passenger satisfaction survey conducted by Audit, 53 *per cent* passengers felt that the quality, taste and condition of food supplied needed improvement and 21 *per cent* felt the same to be poor.



Fig. 16: One item of flavored milk was not within the shelf life at Licensed Catering unit of Bokaro station, SER (20 October 2016)

Clause 20.1.2 of Catering Policy 2010 prescribes that the quality of catering services should be monitored through inspections and quality checks. Railway Board issued instructions (October 2013 and December 2013) for inspection of on-board catering services by officers with a view to ensure perceptible improvement in catering services rendered. The system of food quality checks at departmental and contract catering units of Zonal Railways and IRCTC was checked and the following was noticed:

5.3.1 Checks carried out by Chief Health Inspectors and Assistant Health Inspectors

Rules⁴¹ prescribe checks to be conducted for ensuring quality control of foodstuff sold by the catering units. During 2013-14 to 2015-16 for static and mobile catering units, shortfalls were noticed in collection of sample by Chief Health Inspectors (CHI) and Assistant Health Officers (AHO), who are also designated as Food Safety Officers (FSO).

Audit reviewed the position of checks conducted by CHI and FSO of Zonal Railways during the period 2013-14 to 2015-16 and noticed that

- Against the total 38489 food samples due to be collected for checks, 41896 food samples were collected.
- Though total number of samples collected was more than the samples due, in ten Zonal Railways (NCR, SCR, SECR, NR, NFR, NWR, ECR, SR, SER and WR) shortfalls in collection of food samples were noticed ranging between 11 samples (SER) and 1233 samples (NR). On these ten Zonal Railways, total shortfall in collection of samples was 4224.
- Out of the total 41896 food samples collected for checking, 1353 samples failed during the test.
- In five Zonal Railways (NR, NWR, SR, WR and NER) action taken against the concerned agencies where samples had failed, were not significant.
- In five Zonal Railways, action were taken against the agencies on failure of samples during the test. However, in two Railways (NFR and ECR), no action was taken against the agency where food samples failed during the test.

Annexure 8

Thus, checks and controls prescribed for check of quality were not used effectively.

⁴¹Para 1010-B (General Instructions) of Indian Railway Medical Manual (Volume II)

During the inspections of the static and mobile catering units conducted by the commercial officers 2337 observations mainly on hygiene, quantity of food served, Menu & Tariff, cooking & kitchen, e-catering service and service by the catering personnel were observed during 2013-14 to 2015-16:

Category	Departmental	IRCTC
Hygiene	354	33
Quantity of food served	217	8
Menu & Tariff	376	42
Cooking & Kitchen	318	76
E-catering service	10	0
Catering personnel service	903	0
Total	2178	159

Based on these observations, concerned licensees were warned/advised and in respect of IRCTC licensees, Zonal Railways sent these Reports to IRCTC for further action.

During inspection carried out by Railway Officials on 10 October 2014, for the train no. 12625/26 (Kerala Express - Satyam Caterers) overcharging for food served by the catering service provider was noticed. During inspection by the Railway Officials on 17 June 2015 for the Train No. 12621/22 (Tamilnadu Express - Satyam Caterers) overpricing of food items, sale of unapproved water bottles, supply of lesser quantity of food, improper disposal of garbage etc. were noticed. Satyam Caterers were holding 41 contracts for static/mobile catering units over Zonal railways as well as IRCTC. Similar aspects were noticed in respect of IRCTC contractors for Train No. 12625/26 (Kerala Express - K M Musthafa). Show cause notices were issued and fines were imposed.

5.3.3 ISO Certification for catering units

It is envisaged in the Catering Policy 2010 that Zonal Railways should develop the state-of-art technology for rendering catering services to travelling passengers and take steps to get ISO 22000⁴² certification for all major catering units including base kitchens. The ISO certifications should be checked frequently to ensure that those are not outdated. Clause 4 of the Catering Policy 2010 required all major catering units to obtain ISO 22000 certification. Audit observed that only 1.07 per cent of major units managed by Zonal Railways and 70 per cent of units managed by IRCTC were ISO 22000 certified as on 31 March 2016. In 42 IRCTC units, the ISO certification was not updated.

Annexure 9 a and b

⁴²ISO 22000 sets out the requirements for a food safety management system and can be certified to. It maps out what an organization needs to do to demonstrate its ability to control food safety hazards in order to ensure that food is safe. It can be used by any organization regardless of its size or position in the food chain.

As per Para 1.2.6 of SBD, 'licensee shall acquire and hold a valid ISO 22000 certification within 6 months from the date of functioning of kitchen and subsequently for the entire duration of the License'. Review of contract agreement and case files in WR revealed that licensees of 17 pantry cars out of 18 had not complied with the condition of setting up of base kitchen even 25 to 35 months after the date of award of contract. None of the contractors had obtained and submitted ISO 22000 certificates till August 2016 despite three years having elapsed since award of contract.

During Exit Conference, Railway Board stated (February 2017) that in Rajdhani, Shatabdi and Duronto trains, passengers have no option but to accept the food supplied. They stated that trial for optional catering services was started in June 2016 in two trains for 45 days where five *per cent* passengers opted out. The issue of further implementation of optional catering was under examination. They felt that this would improve the performance of the contractors for supply of quality food items. Passengers would also get an option to book catering through e-catering facility or any other catering services.

5.4 Passenger satisfaction surveys conducted by Zonal Railways

The Catering Policy 2010 envisaged conducting of passenger satisfaction surveys by the Zonal Railways. Accordingly, Railway Board instructed (July 2011) to bring in place a system of obtaining feedback from travelling passengers and rate the services provided. Railway Board also instructed that the feedback from the passengers of Rajdhani, Duronto and Shatabdi should be taken once in a month and from the passengers of Mail/Express once in three months.

The feedback given by the passengers during the surveys conducted by the Zonal Railways revealed that out of 37376 passengers, 11 *per cent* graded the service as 'average' or 'poor' and 44 *per cent* graded the services as 'good'. However, as discussed in Para 5.5, a large number of complaints were lodged by travelling passengers during the past three years, mainly due to overcharging, bad quality food, misbehavior by catering staff etc.

It was observed that in ECoR, no survey was conducted by Zonal Railways during the period from April 2015 to June 2015. Further, in 17 trains no survey was conducted and out of 52 trains there was shortfall in survey in case of 46 trains in the year 2015-16. In SECR, no regular schedule was followed and random surveys were conducted.

Annexure 10

As per the new Catering Policy 2017, IRCTC will conduct passenger satisfaction survey by means of third party audit instead of Zonal Railways.

5.5 Complaint Redressal system

As per Clause 20.5 of the Catering Policy 2010, a system for complaint redressal for catering services (static and on-board services) should be brought to provide proactive and effective complaint redressal system. The position of complaints relating to catering service over IR for the period from 1 March 2013 to 30 September 2016 was as under:

Reason	Year wise number of complaints related to catering services over IR			
	Jan to Dec 2013	Jan to Dec 2014	Jan to Dec 2015	Jan to Sep 2016
Over Charging	955	1162	2333	1686
Quality	2724	2986	1957	1125
Quantity	524	381	218	106
Misbehaviour	148	202	181	80
Hygiene	113	107	106	93
Miscellaneous	1387	1469	1360	994
Total	5851	6307	6155	4084
Finued	1976	2480	3028	1922
Warned	2194	2190	1445	1068
Termination	1	3	2	0
Suitably Advised	528	579	777	302
Not Substantiated	680	405	445	221
Disciplinary action against Railway staff	58	107	26	17
Any Other (Such as withdrawn, not verifiable etc.)	414	543	432	554

Audit check revealed that

- During check of complaints over Allahabad division for the period 2015-16, it was noticed that out of 69 complaints lodged, 59 complaints were towards overcharging.
- During the course of joint inspection carried out for 9 stalls and 14 trolleys at Gwalior Station, it was observed that the bills to the travelling public have not been issued by the vendors of those stalls and trolleys. Thus, under/overcharging from Travelling Passengers in case of above stalls/trolleys remained un-verified.
- In ER, complaints were lodged in Complaint Books kept in Mobile Units of the trains which included issues such as providing stale and rotten food, iron wire found in omelet etc.
- In CR, out of these 572 complaints, nine complaints related to hygiene, two complaints were with respect to quantity of food served, 49 complaints were

regarding quality, taste, condition etc. of food and 512 cases pertained to catering personnel service.

- In NER, 311 complaints received through various sources during 2015-16 were brought to the notice of CCM/NER Office. Out of these complaints, 70, 22, 20, 32 and 167 complaints pertained to hygiene, quality of food, quantity of food, cooking and kitchens and behaviour of catering personnel respectively. No complaint was pending for redressal as on 31 March 2016 on NER.
- In SECR, during 2015-16, 34 complaints received through Toll free numbers of CSMC (Centralized Catering Services Monitoring Cell), two complaints were received through all India help line numbers and one complaint received through twitter account. Required action was taken for all the complaints and no complaint was pending as on 31 March 2016. Out of these 37 complaints, 29 related to overcharging.
- In SWR, out of the 724 complaints brought to the notice of CCM Office of SWR during 2015-16, 36, 30, 435, 13 and 210 complaints pertain to hygiene, quantity of food, quality of food, cooking and kitchens and behaviour of catering personnel respectively and only one complaint was pending for redressal as on 31 March 2016 on SWR.

Audit observed that though a complaint redressal system has been put in place, there is no reduction in the number of complaints over the years. It was also seen that the major share of complains pertained to overcharging and quality issues.

The new Catering Policy 2017 states that the present complaint redressal mechanism shall be strengthened.

Chapter 6: Conclusion and Recommendations

6.1 Conclusion

Frequent change in catering policy and consequent transfer of responsibility to manage catering units from railways to IRCTC and back, have created a state of uncertainty in management of catering services provided to the passenger over the years. On account of these policy changes, railways have not taken effective steps to bridge the gap to provide necessary infrastructure in terms of base kitchens, Static Catering Units, Specified Catering Units (such as Food Plaza, Food Courts and Fast Food units), Train Side Vending arrangements and Automatic Vending Machines etc. Frequent changes also led to legal disputes with contractors and coordination issues between the railways and IRCTC.

The new Catering Policy 2017 once again transferred the responsibility of managing important catering units such as Base Kitchens, Cell Kitchens, Refreshment rooms at A-1 and A category stations, Train Siding Vending and Jan Ahaar to IRCTC. However, the concerns of quality, hygiene, affordability and availability of food to passengers as highlighted by Audit are needed to be adequately addressed.

The policy of progressive switch over from gas burners to electric power equipment in pantry cars was not followed while manufacturing the pantry cars in ICF. Pantry facility created in Jan Shatabdi coaches by reducing four seats in Second Class coaches and two seats in AC Chair Car coaches, was also not being used for purpose of supplying hot food to the passengers.

Requirement of catering facilities on stations and trains were not assessed comprehensively for each station in the form of Master Plans (Blue Prints) by all Zonal Railways. Zonal Railways did not ensure provisions of pantry cars in a number of long distance trains. Alternative services through train side vending and/or base kitchens were also not provided in some of the trains checked in audit. Only three *per cent* base kitchens were functioning departmentally and remaining were managed through licensees. A large number of base kitchens were located outside the railway premises and were not subjected to quality checks. Thus, there was no assurance that, the objective of servicing mobile catering units through base kitchens to improve quality, hygiene, cleanliness and use of standard ingredients for food served on trains, was achieved.

In the new Catering Policy 2017, the responsibility of setting up and operation of base kitchens has been given to IRCTC. Though a timeframe has been fixed for the whole process of setting up of base kitchens and responsibility of Zonal Railways and IRCTC has been defined, penalty has been prescribed only for delay on part of IRCTC after handing over of site by the Zonal Railways to IRCTC. As such, accountability of Zonal Railways to carry forward the new Catering Policy of 2017 needed to be clearly demarcated.

There was delay in finalization of Standard Bid Document and Railways could not start the catering services departmentally even after taking over the charge from IRCTC. As per the new Catering Policy 2017, certain static units in A1 and A category stations viz. Refreshment rooms, Jan Ahaar, Cell Kitchens have been handed over to IRCTC on 'as is where is' basis. IRCTC and Chief Commercial Manager of the concerned Zonal Railways are required to enter into an agreement with respect of each unit to be handed over to IRCTC. Railway Board shall issue a draft model agreement for the same, which shall be executed before handing over the units to IRCTC. Timely issue of draft model agreement would be necessary to facilitate smooth handing over of units to IRCTC.

Zonal Railways did not ensure provision of appropriate catering services to rail users by opening Specified Catering Units as per the plan. Further, there were delays in commencement of services of Specified Catering Units in these locations. Continued presence of hawkers and sale of unauthorized food in trains also indicated that the catering services provided in trains were not adequate.

Janta meals were introduced with the intention of quality food at low cost to all. It was seen that share of Janta meals sold to the overall meals sold in six Zonal Railways was declining in the last three years. The availability of Janta meals on stations was also not adequate. As the new Catering Policy has transferred the responsibility of management of Jan Ahaars to IRCTC, Railways need to ensure that adequate number of low cost Janta Meals are provided by IRCTC to passengers.

Railways accepted high and unworkable rates of license fee for awarding contracts to catering contractors. A major portion is paid as license fee to Zonal Railways, leaving a small margin of the contract value for the licensee for providing catering services. It may not be workable for the licensees to cater to the needs of passengers within the available margin and may result in compromising the quality, quantity and prices etc. By not following the ceiling limit prescribed for award of contracts to contractors, Railways promoted monopolization by a few

firms. Monopolization leads to compromise in quality and services being provided to the passengers.

Monitoring for correct billing, accounting and watching recovery of license fee, water and electricity charges and penalty payable by licensees in Zonal Railways also needed strengthening.

Hygiene and cleanliness in respect of the food stuff served was not ensured by the railways on stations and in trains as observed in the joint inspections undertaken by Audit along with railways. Unfair practices were being followed in execution of catering services at stations and trains. Bills were not given for the food items sold, menu cards were not displayed for the benefit of passengers, food stuff served was less than the prescribed quantity and Proprietary Article Depot (PAD) items were sold at the railway stations at significantly higher prices than market. These units included static and mobile units managed both by Zonal Railways as well as by IRCTC – departmentally or through licensees. The deficiencies indicated that the contractors compromised on value for money in respect of food items served to passengers and action taken by Railway Administration for the deviation from the quality standards was not effective. As a result, the contractors continue to sell unhygienic and low quality food at stations. Checks and controls prescribed for check of quality were not used effectively. Though a complaint redressal system has been put in place, there is no reduction in the number of complaints over the years. It was also seen that the major share of complaints pertained to overcharging and quality issues.

6.2 Recommendations

- 1. ICF may be directed to keep in view the policy of switch over from gas burners to electric power equipment in pantry cars, while manufacturing pantry cars.***
- 2. Provision of pantry cars may be considered in case of long distance trains as per policy.***
- 3. Railways may facilitate smooth transfer of catering units including base kitchens to IRCTC by ensuring that the obligations on part of the Zonal Railways are fulfilled and accountability of Zonal Railways to carry forward the new Catering Policy of 2017 is clearly demarcated.***
- 4. IRCTC may be obligated to provide low cost Janta meals on stations and these should be effectively advertised amongst the passengers.***

5. *The prescribed monitoring mechanism may be effectively exercised to ensure hygiene, cleanliness and quality of the catering services by IRCTC/licensees.*
6. *Railway Board may frame guidelines for assessing the workability of rates in catering contracts so that the quality of the services is not compromised.*
7. *Railways may ensure effective checks and controls to stop unfair practices such as, overcharging, serving food stuff less than the prescribed quantity, selling non-authorised food items on stations and in trains, non-exhibition of price card and not issuing receipts for the food stuff sold, by catering service providers.*



(Nand Kishore)

New Delhi

Dated: 29 March 2017

Deputy Comptroller and Auditor General

Countersigned



(Shashi Kant Sharma)

New Delhi

Dated: 29 March 2017

Comptroller and Auditor General of India

Appendix 1		
List of stations selected		
Zonal Railways	Number of stations selected	Names of the stations selected
CR	6	Mumbai CST Pune Bhusaval LokmaniyaTilak Terminus Wadi Karjat
ECoR	4	Bhubaneswar Cuttack Titlagarh Visakapatnam
ECR	5	Patna Rajendra Nagar SamastipurJn BarauniJn Sheikpura
ER	4	Howrah Asansol Bolpur Kolkata
NCR	3	Allahabad Agra Fort Gwalior (One selected unit of Jhansi and Mathura were also checked)
NER	4	Gorakhpur Kathgodam Manduadih Lucknow
NFR	6	Guwahati Salempur KamakhyaJn New TinsukiaJn New Bongaigaon Rangapara North Jn
NR	5	New Delhi Pathankot Ludhiana HazratNizamuddin Lucknow
NWR	4	Jaipur Jodhpur Abu Road Modran
SCR	5	Secunderadad Mahbubnagar Kazhipet Renugunta Nadikudi
SECR	5	Raipur

Zonal Railways	Number of stations selected	Name of the stations selected
		Gondia Anuppur Raigarh Bilaspur
<i>SER</i>	5	Kharagpur Rourkela Adra Tatanagar Bokaro Steel City
<i>SR</i>	5	Chennai Central Coimbatore Kanyakumari Tiruchirappalli ErnakulamJn
<i>SWR</i>	3	Bengaluru Bengaluru Cantt Gadag
<i>WCR</i>	4	Jabalpur Katni Guna Damoh
<i>WR</i>	6	Mumbai Central Vadodara Jam Nagar Nandurbar Mumbai Churchgate Somnath
Total	74	

Appendix 2

List of trains selected

Zonal Railways	Number of trains selected	Name of the trains selected
CR	5	22109 –Lokmanya Tilak Terminus - Nizamuddin Express 12153 –Lokmanya Tilak Terminus - Habibganj Express 12293 –Lokmanya Tilak Terminus - Allahabad Express 11085 –Lokmanya Tilak Terminus - Madgaon Express 12071- Dadar - Aurangabad Janshatabdi
ECoR	7	22811 - Bhubneswar - New Delhi Rajdhani 12815 - Puri - New Delhi Express 22847 - Vishakhapatnam –Lokmanya Tilak Terminus Express 17015 - Bhubneswar - Secunderabad Express 12278 - Puri–Howrah Shatabdi 12281 - Bhubanewar New Delhi Duronto Express 18422 - Ajmer Puri Express
ECR	5	12309 - Rajendranagar - New Delhi Rajdhani 12565 - Bihar Sampark Kranti Darbhanga – New Delhi Express 12395 - Rajendranagar Patna - Ajmer Jiyarat Express 12553 - Barauni - New Delhi Vaishali Express 13239 - Patna - Kota Express
ER	5	13141- Sealdah–Haldibari Teesta Express 12333 - Vibhuti Express Howrah - Allahabad City 12301- Howrah - New Delhi Rajdhani 12260 - New Delhi –Sealdah Duronto Express 12327 - Howrah - Dehradun Upasna Express
NCR	4	12195/96 Agra Fort-Ajmer-Agra Fort Intercity Express 11124/25 - Gwalior - Barauni Mail 12403/04 - Allahabad - Jaipur Express 12033/34 - Kanpur - New Delhi Shatabdi
NER	5	12591/92 - Gorakhpur - Yeshwantpur Express 12541/42 - Gorakhpur –Lokmanya Tilak Terminus Express 12583/84 - Lucknow–Anand Vihar Terminal Double Decker 15018 - Gorakhpur –Lokmanya Tilak Terminus Express 12555 - Gorakhpur - Hisar Express
NFR	5	12041/42 - New Jalpaiguri - Howrah Shatabdi Express 15959 - Howrah –Dibrugarh Kamrup Express 15651/52 - Gauwahati - Jammu Tawi Lohit Express 12501/02 - Guwahati - New Delhi Poorvottar Sampark Kranti Express 12551/52 - Kamakhya–Yesvantpur AC Superfast Express
NR	5	12434 - Nizamudddin - Chennai Central Express 12472 - Katra - Bandra Terminus Express 22414 - Nizamuddin–Madgaon Rajdhani 12047 - New Delhi –Firozpur Shatabdi 22461 - New Delhi to Katra Express

Zonal Railways	Number of trains selected	Name of the trains selected
NWR	4	22475 - Bikaner - Coimbatore Express 12988 - Ajmer - Sealdah Superfast Express 14707/8 - Bikaner - Bandra Terminus Express 12467/68 – Jaisalmer - Jaipur Leelan Superfast Express
SCR	5	17230 - Hyderabad –Trivendrum Sabari Express 12791 - Secunderanad - Danapur Express 17206 - Kakinada Port –Sainagar Shirdi Express 17016 - Secunderabad - Bhubaneswar Express 12437 - Secunderabad–Nizamuddin Rajdhani
SECR	4	18237/38 – Bilaspur - Amritsar Chattisgarh Express 12070 - Gondia–Raigarh Janshtabdi Express 22815 - Bilaspur - Ernakulam Superfast Express 12849 - Bilaspur - Pune Superfast Express
SER	5	12863/64 Howrah – Yeshwantpur Express 12834/33 Howrah – Ahmedabad Express 12261/62 Chhtrapati Shivaji Terminus – Howrah Express 12857/58 Howrah – Digha Express 12821/22 Howrah – Puri Express
SR	5	12081/82 - Trivendrum - Kannur Jan Shatabdi 12075/76 - Kozhikode - Trivendrum Jan Shatabdi 12269/70 - Chennai Central –Nizamuddin Duronto 12622/21 – New Delhi - Chennai Tamilnadu Express 12243/44 - Chennai Central - Coimbatore Shatabdi
SWR	5	12780 –Hazrat Nizamuddin - Vasco De Gama Goa Express 12628 - Yeshwantpur–Hazrat Nizamuddin Karnataka Sampark Kranti 12213 - Yeshwantpur - Delhi Sarai Rohilla Duronto Express 22693 - Bengaluru –Nizamuddin Rajdhani 12628 - New Delhi - Bengaluru Karnataka Express
WCR	4	11449/50 Jabalpur - Mata Vaishno Devi Katra Express 22181 - Jabalpur - Nizamuddin Express 11466 - Jabalpur - Somnath Express 12193/94 Jabalpur – Yashwantpur Express
WR	7	12925/26 - Bandra Terminus - Amritsar Pashchim Express 12955/56 - Mumbai Central - Jaipur Superfast Express 12009/10 - Mumbai Central - Ahmedabad Shatabdi 19019/20 - Bandra Terminus - Dehradun Express 19005/06 - Mumbai Central - Ahmedabad Saurashtra Mail 12951/52 - Mumbai Rajdhani Express 12953/54 - August Kranti Rajdhani Express
Total	80	

Annexure 1a (Para 3.1)													
Availability of catering units on stations selected in sample													
Zonal Railway	Name of station	Category	Av no. of trains handled	Number of platforms	Food Plazas	Food courts	Fast food units	Refreshment Rooms	AVMs	Food Stalls/ Snack Bars	Jan Aahaar Units	Cell Kitchen	Base Kitchen
CR	Mumbai CST(GSTM)	A1	108	18	1	0	0	0	0	2	2	0	1
CR	Pune (PUNE)	A	120	6	2	0	0	0	0	2	1	1	0
CR	Bhusaval(BSL)	A	140	7	1	0	0	0	0	5	1	1	0
CR	Lokmanya Tilak Terminus(LTT)	A	108	5	0	0	0	0	0	5	1	0	0
CR	Wadi(WADI)	B	34	4	0	0	0	1	0	4	0	0	0
CR	Karjat (KJT)	C	44	4	0	0	0	0	0	3	0	0	0
ECoR	Bhubaneswar(BBS)	A1	219	6	1	0	0	0	8	15	1	0	0
ECoR	Cuttack(CTC)	A	181	5	1	0	0	0	3	10	0	0	0
ECoR	Titlagarh(TIG)	B	35	3	0	0	0	1	0	4	0	0	0
ECoR	Visakhapatnam(VSKP)	A	179	8	1	0	0	0	5	26	1	0	0
ECR	Patna(PNBE)	A1	54	10	2	0	0	0	0	5	2	0	0
ECR	Rajendra Nagar(RJQ)	A	12	4	0	0	0	0	0	8	0	0	1
ECR	Samastipur Jn(SPJ)	A	190	7	0	0	0	1	8	0	0	0	0
ECR	Barauni Jn(BJU)	A	102	8	0	0	0	1	7	1	0	0	0
ECR	Sheikapura(SHK)	D	15	2	0	0	0	0	0	1	0	0	0
ER	Kolkata	A	72	5	0	0	1	0	0	1	0	0	0
ER	Howrah(HWH)	A1	278	14	2	0	0	1	0	57	2	0	1
ER	Asansol(ASN)	A	156	7	1	0	1	1	0	8	1	0	0
ER	Bolpur(BHP)	B	0	2	0	0	0	0	0	0	1	0	0
NCR	Allahabad (ALD)	A1	420	10	1	0	0	1	0	26	0	0	0
NCR	Agra Fort(AF)	A	32	5	1	0	0	1	0	14	0	0	0
NCR	Gwalior(GWL)	A1	84	5	1	0	0	1	0	23	0	0	0
NER	Gorakhpur (GKP)	A1	170	10	1	0	0	0	0	11	1	0	0
NER	Kathgodam(KGM)	A	22	3	1	0	0	1	0	3	0	0	0
NER	Lucknow Jn (LKO)	A1	96	6	0	0	0	1	0	10	0	0	0
NER	Manduadh(MUV)	D	56	3	0	0	0	0	0	8	0	0	0
NFR	Guwahati (GHY)	A1	62	4	0	0	0	0	0	23	1	0	1
NFR	Salempur(SRU)	B	42	2	0	0	0	0	0	3	0	0	0
NFR	Kamakhya (KYQ)	A	54	3	0	0	0	0	0	4	0	0	0

Annexure 1a (Para 3.1)													
Availability of catering units on stations selected in sample													
Zonal Railway	Name of station	Category	Av no. of trains handled	Number of platforms	Food Plazas	Food courts	Fast food units	Refreshment Rooms	AVMs	Food Stalls/ Snack Bars	Jan Aahaar Units	Cell Kitchen	Base Kitchen
NFR	Tinsukia Jn(NTSK)	B	22	2	0	0	1	0	0	12	1	1	0
NFR	New Bongaigaon(NBQ)	B	35	3	0	0	0	1	0	20	0	0	0
NFR	Rangapara North Jn(RPAN)	D	24	3	0	0	0	1	0	14	0	0	0
NR	New Delhi(NDLS)	A1	353	16	0	0	0	1	0	58	1	0	1
NR	Lucknow Jn (LKO)	A1	290	9	1	0	1	0	6	23	0	0	0
NR	Pathankot(PTK)	A	33	4	0	0	0	1	0	4	0	0	0
NR	Ludhiana(LDH)	A1	275	7	0	0	1	1	0	39	1	0	0
NR	H Nizamuddin(NZM)	A1	172	7	1	0	0	0	0	29	0	1	0
NWR	Jaipur(JP)	A1	86	6	1	0	1	1	0	48	1	0	1
NWR	Jodhpur(JU)	A1	67	5	0	0	1	1	0	32	0	0	0
NWR	Abu Road(ABR)	A	42	3	1	0	0	1	0	48	0	0	0
NWR	Modran(MON)	E	6	1	0	0	0	1	0	1	0	0	0
SCR	Secunderabad(SC)	A1	114	10	1	0	0	0	0	17	2	0	Mini kitchen for Jhan Aahaar
SCR	Mahubnagar(MBNR)	B	66	3	0	0	0	0	0	2	0	0	0
SCR	Kazhipet (KZJ)	A	124	3	0	0	1	1	0	3	0	0	1
SCR	Renigunta (RU)	A	74	5	0	0	2	0	0	14	0	1	0
SCR	Nadikudi (NDKD)	B	30	3	0	0	0	0	0	1	0	0	0
SECR	Raipur(R)	A1	56	5	0	0	0	1	0	5	0	0	0
SECR	Gondia (G)	A	71	5	0	0	1	1	0	5	0	0	0
SECR	Anuppur(APR)	B	41	3	0	0	0	1	0	0	0	0	0
SECR	Raigarh (RIG)	A	69	2	0	0	2	1	0	0	0	0	0
SECR	Bilaspur(BSP)	A1	90	5	0	0	5	1	0	2	0	0	0
SER	Kharagpur (KGP)	A1	202	9	1	0	0	0	3	51	1	0	0
SER	Rourkela(ROU)	A	98	5	0	0	0	0	4	14	0	1	0
SER	Adra(ADRA)	B	95	4	0	0	0	1	0	18	0	0	0
SER	Bokaro Steel City(BKSC)	A	35	3	1	0	0	1	0	8	0	0	0
SER	Tata Nagar	A1	130	5	1	0	0	0	8	18	1	0	0
SR	Chennai Central (MAS)	A1	304	11	0	0	0	0	3	13	1	0	1-(2 Contract)
SR	Coimbatore(CBE)	A1	154	7	1	0	0	1	7	15	0	0	0
SR	Kanniyakumari(CAPE)	A	18	3	0	0	0	0	0	1	1	0	0
SR	Tiruchchirappalli (TPI)	A	206	7	1	0	0	0	2	11	0	1	0

Annexure 1a (Para 3.1)													
Availability of catering units on stations selected in sample													
Zonal Railway	Name of station	Category	Av no. of trains handled	Number of platforms	Food Plazas	Food courts	Fast food units	Refreshment Rooms	AVMs	Food Stalls/ Snack Bars	Jan Ahaar Units	Cell Kitchen	Base Kithcen
SR	Ernakulam Jn(ERS)	A1	170	6	1	0	0	1	0	12	0	0	0
SWR	KSR Bengaluru (SBC)	A1	106	10	1	0	4	0	0	9	3	1	3
SWR	Bengaluru Cantt (BNC)	A	60	2	1	0	1	0	0	4	0	0	0
SWR	GADAG(GDG)	B	43	3	0	0	1	0	0	2	0	0	0
WCR	Jabalpur(JBP)	A1	76	4	1	0	0	0	7	3	1	0	0
WCR	Katni(KTE)	A	88	3	1	0	0	0	4	3	1	0	0
WCR	Guna(GUNA)	B	28	2	0	0	0	1	0	1	0	0	0
WCR	DAMOH(DMO)	A	32	2	0	0	1	0	0	1	0	0	0
WR	Mumbai Central(BCT)	A1	23	5	1	1	0	0	0	6	1	0	1
WR	Vadodara(BRC)	A1	190	7	1	0	0	1	8	14	1	0	0
WR	Jam Nagar(JAM)	A	27	3	1	0	0	1	0	3	0	0	0
WR	Nandurbar(NDB)	B	22	3	0	0	0	1	0	13	0	0	0
WR	Mumbai Churchgate(CCG)	C	458	4	1	0	0	0	0	11	0	0	0
WR	Somnath (SMNH)	D	14	2	0	0	0	1	0	1	0	0	0
Total	74												

Annexure 1b (Para 3.1)										
Availability of Pantry cars/TSV services/base kitchen services on trains selected in sample										
Zonal Railway	Number of trains selected	Name of the trains selected	Distances between origin and destination (kms)	Time of run (hours)	Whether pantry car available	If not, whether TSV provided	Nominated station for Train Side Vending	If TSV not there, whether food picked up from base kitchen	If yes, name of the base kitchen	Base kitchen run by IR/IRCTC
CR	5	22109 - Lokmanya Tilak Terminus - Nizamuddin Express	1521	21	Yes	NAP	NAP	NAP	NAP	NAP
		12153 - Lokmanya Tilak Terminus - Habibganj Express	821	13	Yes	NAP	NAP	NAP	NAP	NAP
		12293 - Lokmanya Tilak Terminus - Allahabad Express	1348	20	Yes	NAP	NAP	NAP	NAP	NAP
		11085 - Lokmanya Tilak Terminus - Madgaon Express	750	12	Yes	NAP	NAP	NAP	NAP	NAP
		12071- Dadar - Aurangabad Janshatabdi	428	8	Yes	NAP	NAP	NAP	NAP	NAP
ECoR	7	22811 - Bhubaneswar - New Delhi Rajdhani	1723	23	Yes	NAP	NAP	Yes	M/s R.K Associates and Hotelier Pvt. Ltd at Bhubaneswar	Run by contractor
		12815 - Puri - New Delhi Express	1804	29	Yes	NAP	NAP	No	NAP	NAP
		22847 - Vishakhapatnam - Lokmanya Tilak Terminus Express	1649	28.5	No	No	NAP	NAP	NAP	NAP
		17015 - Bhubaneswar - Secunderabad Express	1134	23	No	Yes	BBS,KUR,BAM,PSA, CHE,VZM,VSKP	NAP	NAP	NAP
		12278 - Puri - Howrah Shatabdi	499	8	Yes	NAP	NAP	Yes	Doon's Caterers at Balasore	Run by contractor.
		12281-Bhubaneswar-New Delhi Duranto Express	1727	22h 15 m	Yes	NAP	NAP	Yes	Doon's Caterers at Balasore	Run by contractor.
ECR	5	18422-Ajmer - Puri Express	2474	49 h 5 m	Yes	NAP	NAP	No	Not applicable	NAP
		12309 - Rajendranagar - New Delhi Rajdhani	1001	18:00	Yes	No	NAP	Yes	Rajendranagar	Dept. manageg by IRCTC
		12565 - Bihar Sampark Kranti Darbhanga - New Delhi Express	1174	21	Yes	No	NAP	No	NAP	NAP
		12395 - Rajendranagar Patna - Ajmer Jiyarat Express	1305	20	Yes	No	NAP	No	NAP	NAP
		12553 - Barauni - New Delhi Vaishali Express	1187	21.25	Yes	No	NAP	No	NAP	NAP
		13239 - Patna - Kota Express	1222	25	Yes	No	NAP	No	NAP	NAP
ER	5	13141- Sealdah - Haldibari Teesta Express	626	17.5	No	NA	NA	NA	NA	NA

Annexure 1b (Para 3.1)										
Availability of Pantry cars/TSV services/base kitchen services on trains selected in sample										
Zonal Railway	Number of trains selected	Name of the trains selected	Distance between origin and destination (kms)	Time of run (hours)	Whether pantry car available	If not, whether TSV provided	Nominated station for Train Side Vending	If TSV not there, whether food picked up from base kitchen	If yes, name of the base kitchen	Base kitchen run by IR/IRCTC
		12333 - Vibhuti Express Howrah - Allahabad City	885	16	No	NA	NA	NA	NA	NA
		12301- Howrah - New Delhi Rajdhani	1441	17	Yes	No	No	Yes	Howrah	IRCTC
		12260 - New Delhi - Sealdah Durgam Express	1449	17	Yes	No	No	Yes	New Delhi	IRCTC
		12327 - Howrah - Dehradun Upasna Express	1608	29	Yes	No	No	NA	NAS	NA
NCR	4	12195/96-Agra Fort-Ajmer-Agra Fort Intercity	375.48	6.75	NO	YES, BY NWR	NWR	NAP	NAP	NAP
		11123/24-Gwalior -Baroni mail	1056.18	25.50	NO	NO	NAP	NO	NAP	NAP
		12403/04 Allahabad -Jaipur Express	781.03	13.25	NO	NO	NAP	NO	NAP	NAP
		12033/34 Kanpur-New Delhi Shatabdi	447.44	5.00	NO	NO	NAP	Yes	M/s Brandavan Food Product	Zonal Railways
NER	5	12591/92 - Gorakhpur - Yeshwantpur Express	2525	45.45	Yes	NAP	NAP	NAP	NAP	Nil
		12541/42 - Gorakhpur - Lokmanya Tilak Terminus Express	1682	31.10	Yes	NAP	NAP	NAP	NAP	Nil
		12583/84 - Lucknow - Anand Vihar Terminal Double Decker	480	8.00	Yes,Partial Catering	NAP	NAP	NAP	NAP	Nil
		15018 - Gorakhpur - Lokmanya Tilak Terminus Express	1749	36.35	No	No	NAP	No	NAP	Nil
		12555 - Gorakhpur - Hisar Express	964	17.25	No	No	NAP	No	NAP	Nil
NFR	5	12041/42 - New Jalpaiguri - Howrah, Shatabdi Express	560	8.05	yes	NA	NA	No	NA	NA
		15959 - Howrah - Dibrugarh, Kamrup Express	1529	36.20	yes	NA	NA	No	NA	NA
		15651/52 - Gauwahati - Jammu Tawi, Lohit Express	2346	47.25	yes	NA	NA	No	NA	NA
		12501/02 - Guwahati - New Delhi, Porvohar Sampark Kranti Express	1934	30.45	yes	NA	NA	No	NA	NA
		12551/52 - Kamakhya - Yesvantpur, AC Express	3033	52.25	yes	NA	NA	No	NA	NA

Annexure 1b (Para 3.1)										
Availability of Pantry cars/TSV services/base kitchen services on trains selected in sample										
Zonal Railway	Number of trains selected	Name of the trains selected	Distance between origin and destination (kms)	Time of run (hours)	Whether pantry car available	If not, whether TSV provided	Nominated station for Train Side Vending	If TSV not there, whether food picked up from base kitchen	If yes, name of the base kitchen	Base kitchen run by IR/IRCTC
NR	5	12434 - Nizamuddin - Chennai Central Express	2175	28	Yes	NAP	NAP	Note 1 below	NAP	NAP
		12472 - Katra - Bandra Terminus Express	2028	33.00	Yes	NAP	NAP	NAP	NAP	NAP
		22414 - Nizamuddin - Madgaon Rajdhani	2094	26	Yes	NAP	NAP	Note 2 below	NDLS	IRCTC
		12047 - New Delhi - Firozpur Shatabdi	299	4.75	No	No	No	NDLS	NDLS IRCTC	IRCTC
		22461 - New Delhi to Katra Express	655	11	Yes	NAP	NAP	No pick up point	NAP	NAP
NWR	4	22475 - Bikaner - Coimbatore Express	2781	44.50	Yes	N/A	N/A	N/A	N/A	N/A
		12988 - Ajmer - Sealdah Superfast Express	1642	27.25	Yes	N/A	N/A	N/A	N/A	N/A
		14707/8 - Bikaner - Bandra Terminus Express	1212	24.25	No	Yes	Jodhpur Jn, Luni Jn, Pali Marwar,	N/A	N/A	N/A
SCR	5	12467/68 - Jaisalmer - Jaipur Leelan Superfast Express	701	12.75	No	Yes	Phulera Jn , Asalpur Jobner and Jaipur	N/A	N/A	N/A
		17230 - Hyderabad - Trivendrum Sabari Express	1568	31.05	Yes	N/A	N.A	N.A	Base kitchen not yet created	N.A
		12791 - Secunderabad - Danapur Express	1830	32.55	Yes	N/A	N.A	N.A	Base kitchen not yet created	N.A
		17206 - Kakinada Port - Sainagar Shirdi Express	1340	27.15	No	Yes	COA-BZA KZJ-SC	N.A	RJY-SC	Run by licensee
		17016 - Secunderabad - Bhubaneswar Express	1135	22.5	No	Yes	SC-BZA BZA-VSKP	N.A	SC-NDKD-RJY	Run by licensee
		12437 - Secunderabad - Nizamuddin Rajdhani	1659	21.4	Yes	N/A	N.A	N.A	SC-BPQ	Run by licensee
	4	18237/38 - Bilaspur - Amritsar Chattisgarh Express	2011	42	Yes
		12070 - Gondia - Raigarh Janshatabdi Express	411	7	Yes
		22815 - Bilaspur - Ernakulam Superfast Express	2139	37	No	No	..	No
		12849 - Bilaspur - Pune Superfast Express	1300	22	No	No	..	No

Annexure 1b (Para 3.1)										
Availability of Pantry cars/TSV services/base kitchen services on trains selected in sample										
Zonal Railway	Number of trains selected	Name of the trains selected	Distance between origin and destination (kms)	Time of run (hours)	Whether pantry car available	If not, whether TSV provided	Nominated station for Train Side Vending	If TSV not there, whether food picked up from base kitchen	If yes, name of the base kitchen	Base kitchen run by IR/IRCTC
SER	5	12863/64 Howrah – Yeshwantpur Express	1963	34.75	Yes	NAP	NAP	No	NAP	NAP
		12834/33 Howrah – Ahmedabad Express	2087	37.50	Yes	NAP	NAP	No	NAP	NAP
		12261/62 Chitrapati Shivaji Terminus – Howrah Express	1968	26.5	Yes	NAP	NAP	Yes	Howrah	IRCTC
		12857/58 Howrah – Digha Express	186	3.20	Yes	NAP	NAP	Yes	Howrah	IRCTC
		12821/22 Howrah – Puri Express	502	8.20	Yes	NAP	NAP	No	NAP	NAP
SR	5	12081/82 - Trivendrum - Kannur Jan Shatabdi	503	9.05	Yes	NAP	NAP	Yes	-	Out Side base kitchen operated
		12075/76 - Kozhikode - Trivendrum Jan Shatabdi	398	7.15	Yes	NAP	NAP	Yes	-	Out Side base kitchen operated
		12269/70 - Chennai Central - Noizamuddin Duranto	2166	27.55	Yes	NAP	NAP	Yes	Break Fast - M/s.P.K.Shefi, Kilpak Garden, Chennai, Lunch - M/s.P.K.Shefi, BZA.AP, Dinner - Railway Supply (Departmental Catering unit), BPO 2nd day Break Fast - M/s.Glats Hotel, JHS.	Out Side base kitchen operated by Licensee and Railway Departmental catering unit.
		12622/21 – New Delhi - Chennai Tamilnadu Express	2172	32.4	Yes	NAP	NAP	Yes	Break Fast - M/s.Exports Food,	Out Side base kitchen operated
		12243/44 - Chennai Central - Coimbatore Shatabdi	502	7.00	Yes	NAP	NAP	Yes	M/s. Musthafa (MAS-ED-CBE-ED)-	Out Side base kitchen operated
SWR	5	12780 - Hazrat Nizamuddin - Vasco De Gama Goa Express	2202	39.1	Yes	--	--	No	NA	--
		12628 - Yeshwantpur - Hazrat Nizamuddin Karnataka Sampark Kranti	2610	38.35	Yes	--	--	Yes	Satyam caterers	IR
		12213 - Yeshwantpur - Delhi Sarai Rohilla Duranto Express	2367	31.20	Yes	--	--	Yes	IRCTC Base kitchen	IRCTC
		22693 - Bengaluru - Nizamuddin Rajdhani	2294	33.50	Yes	--	--	Yes	Satyam caterers	IR

Annexure 1b (Para 3.1)									
Availability of Pantry cars/TSV services/base kitchen services on trains selected in sample									
Zonal Railway	Number of trains selected	Name of the trains selected	Distance between origin and destination (kms)	Time of run (hours)	Whether pantry car available	TSV provided if not, whether Nominated station for Train Side Vending	food picked up from base kitchen	if yes, name of the base kitchen	Base kitchen run by IR/IRCTC
		12628 - New Delhi - Bengaluru Karnataka Express	2406	38.5	Yes	--	Yes	IRCTC Base kitchen	IRCTC
WCR	4	11449/50 Jabalpur - Mata Vaishno Devi Katra Express	1582	32.75	Yes	No	No	NA	NA
		22181 - Jabalpur - Nizamuddin Express	904	14.25	No	No	No	NA	NA
		11466 - Jabalpur - Somnath Express	1574	32	No	No	No	NA	NA
		12193/94 Jabalpur - Yashwantpur Express	1753	30.75	Yes	No	No	NA	NA
WR	7	12925/26 - Bandra Terminus - Amritsar Pashchim Express	1821	31.30	YES	NA	NA	NA	NA
		12955/56 - Mumbai Central - Jaipur Superfast Express	1159	17.75	YES	NA	NA	NA	NA
		12009/10 - Mumbai Central - Ahmedabad Shatabdi	491	6.30	Kitchen Managed by Contractor	NA	NA	NA	NA
		19019/20 - Bandra Terminus - Dehradun Express	1682	41.50	No	No	No	NA	NA
		19005/06 - Mumbai Central - Ahmedabad Saurashtra Mail	990	18.00	No	No	No	NA	NA
		12951/52 - Mumbai Rajdhani Express	1384	15.35	Yes	NA	Yes	Mumbai Central	W. Railway
		12953/54 - August Kranti Rajdhani Express	1384	17.15	Yes	NA	Yes	Mumbai Central	W. Railway
Total	80								
	NAP	Not Applicable							
	NA	Not Available							

Annexure 2 (Para 3.4 and 3.8)						
Statement showing position of departmental catering, contract catering and IRCTC catering as on 31st March 2016						
Zonal Railway	Static unit			Mobile unit		Brief reasons for delay / non-taking over of catering units from licensees to departmental working*
	Department	Contract (units licensed by ZR)	IRCTC	Department	IRCTC	
CR	33	485	23	3	26	7 All the base kitchens are managed departmentally whereas due to lack of manpower the mobile units were not taken over and as per Boards guidelines they were tendered.
ECOR	0	226	7	0	26	3 1.Loss suffered by the only departmental catering unit at VSKP Station.(13.51 Lakh in 2011-12 and 26.31 lakh in 2012-13). 2. Non availability of departmental staff. 3. Fixed Earnings through License fee (e.g.Rs.17 Cr. in 2015-16).
ECR	9	687	19	0	15	15 When units were handed over to IRCTC, employees were deployed to anywhere else but after taking over of units from IRCTC redeployment did not processed and resulted in shortage of employees Information will be provided after getting details from all division
ER	5	1	11	0	12	8 license w.e.f 1st July 2015 12 pairs of Trains 8 Pairs of Trains
NCR	0	413	10	0	1	0 Absence of Plan in ALD and JHS Division, non compliance of instructions, Manpower was not available as per requirement as assessed in Blue Print 2010-11
NER	1	642	5	0	9	1 Due to shortage of catering staff
NFR	9	719	8	0	20	5 (1) 3 Nos of Jan Ahaars along with one extension counter were not handed over to Rly due to non-initiative of Rly. admn to take over the units. (2) 5 No. of trains viz Lohit exp., PSK exp., Jan Shatabdi exp., KYQ-YPR AC Exp. and KYQ-LTT AC Exp. were handed over to IRCTC for temporary period due to non finalisation of tender by the Commercial Department since 2014.
						All contract units including Refreshment rooms,Stalls,Trollys & khomchas etc. Note: No departmental catering was working during the period of review.

Statement showing position of departmental catering, contract catering and IRCTC catering as on 31st March 2016							
Zonal Railway	Static unit		Mobile unit		Brief reasons for delay / non-taking over of catering units from licensees to departmental working*	Remarks	
	Department	Contract (units licensed by ZR)	IRCTC	Department			IRCTC
NR	7	1439	1	0	40	6	(1) Shortage of staff and (2) To avoid loss being incurred by departmental units.
NWR	0	699	7	0	12	0	Non-compliance to instructions
SCR	4	528	28	0	14	2	*Reasons would be like court cases, manpower sanction issues, manpower recruitment, non-compliance to instructions, absence of road map, corruption issues, diversion of staff, any other issues.
SECR	0	285	15	0	5	0	To run the units departmentally, staff is required. As Railway have not sufficient staff, the catering units could not be taken over from licensee.
SER	1	274	0	0	19	6	Non availability of adequate trained staff
SR	3	689	22	1	37	13	
SWR	10	171	28	0	19	4	Due to shortage of staff
WR	3	NM/A	16	0	18	9	
WCR	0	447	10	0	2	0	Shortage of manpower.
Total	85	7705	210	4	275	79	
Grand total			8000			358	

Annexure 3 (Para 3.5)									
Statement showing details of food plazas/Fast food Units not commenced their services during the review period over IR									
S.no	Zonal Railway	Name of Station	Type of Unit	Licensee	Date of LOA	License fee per annum (in ₹)	Railway Share @40% (in ₹)	No. of months delay in finalisation (Upto March 2016)	Loss due delay in Commencement of SCUs
1	CR	CSTM	FP	M/s lite Bite Foods Pvt. Ltd	18.01.2016	30,000,000	12,000,000	2	2000000
2	SER	Rourkela	FP	M/s Arenco Catering	12.06.2012	1,210,000	484,000	46	1866089
3	ECR	Muzaffarpur	FP	M/s Ganga Dairy Limited	12.06.2012	387,400	154,960	46	597457
4	SWR	Bangalore Garden	FP/FR	M/s Hallimane	10.08.2012	4,014,000	1,605,600	44	5927340
5	WR	Bhavnagar	FP/FR	M/s Tirupati Associates	25.07.2012	551,000	220,400	45	823439
6	WR	Ankleshwar	FP/FR	M/s Tirupati Associates	25.07.2012	551,000	220,400	45	823439
7	NWR	Almer	FP/FR	M/s Deepak & Co.	27.09.2012	1,718,000	687,200	43	2445287
8	NR	Ambala Cantt	FP/FR	M/s KTG Hotel & Resorts P. Ltd	28.09.2012	1,651,000	660,400	43	2348089
9	NR	Faizabad	FP/FR	M/s Deepak & Co.	27.09.2012	254,000	101,600	43	361527
10	NR	Ghaziabad	FP/FR	M/s Vrindawan Enterprises	28.09.2012	751,000	300,400	43	1068089
11	NR	Meerut Cantt	FP/FR	M/s Tirupati Associates	27.09.2012	211,000	84,400	43	300323
12	ECoR	Sambalpur	FP	M/s Brandavan Food Products	25.10.2012	150,000	60,000	42	208833
13	NER	Chhapra	FFU/FR	M/s Express Food Services	26.11.2012	281,787	112,715	41	382291
14	NER	Banda	FFU	M/s Krishna Enterprises	17.12.2012	151,000	60,400	40	201333
15	CR	Chalisgaon	FFU	M/s Sai Balaji Food Corporation	27.12.2012	459,999	184,000	40	608221
16	ER	Rampurhat	FFU/FR	M/s Alok Kumar Ghose	27.12.2012	310,615	124,246	40	410702
17	NR	Muzaffarnagar	FP	M/s Tirupati Associates	30.04.2013	350,124	140,050	36	414702
18	NFR	Bongaigaon	FP	M/s Tirupati Associates	24.04.2015	1,651,000	660,400	11	605367
19	ER	Burdwan	FFU/FR	M/s Express Food Services	06.05.2013	511,787	204,715	35	602771
20	WR	Veraval	FFU	M/s Tirupati Associates	16.05.2013	30,124	12,050	35	35145
21	NR	Varanasi (PF 8/9)	FFU	M/s A.S. Sales Corp.	23.05.2013	2,421,000	968,400	35	2805670
22	NCR	Lalitpur	FFU	M/s Tirupati Associates	24.05.2013	51,124	20,450	35	59190
23	NR	Meerut City	FFU	M/s Srinathiji Caterers	24.05.2013	361,000	144,400	35	417958
24	NR	Barabanki	FFU	M/s Tirupati Associates	24.05.2013	51,124	20,450	35	59190
25	NR	Patiala	FFU	M/s Tirupati Associates	24.05.2013	51,124	20,450	35	59190
26	CR	Matheran	FP	M/s Srinathiji Caterers	28.05.2013	911,000	364,400	35	1050687
27	WR	Gandhigram	FP	M/s S.M. Corporation	28.05.2013	290,000	116,000	35	334467
28	NR	Jaunpur	FP	M/s Golden Caterers	28.06.2013	851,786	340,714	34	953054
29	NR	Shahganj	FFU	M/s Golden Caterers	28.06.2013	151,786	60,714	34	169832
30	SECR	Raigarh	FP	M/s Brandavan Food Products	17.12.2013	351,000	140,400	28	325650
31	NR	Delhi Cantt	FP	M/s Brandavan Food Products	17.12.2013	6,211,000	2,484,400	28	5762428
32	NFR	Rangiya	FFU	M/s Tirupati Associates	08.01.2014	75,124	30,050	27	67862
33	ECR	Mokama	FFU	M/s Tirupati Associates	08.01.2014	100,124	40,050	27	90445
34	ER	New Farakka	FFU	M/s Tirupati Associates	08.01.2014	75,124	30,050	27	67862
35	ECR	Buxar	FP	M/s Tirupati Associates	08.01.2014	391,124	156,450	27	353315
36	CR	Gulbarga-2	FP	M/s Tirupati Associates	08.01.2014	295,124	118,050	27	266595
37	NER	Siwan-2	FFU	M/s R.C. Goel	03.02.2014	207,000	82,800	26	181010
38	WR	Junagadh	FFU	M/s Murti Devi	12.02.2014	105,000	42,000	26	90767

Annexure 3 (Para 3.5)									
Statement showing details of food plazas/Fast food Units not commenced their services during the review period over IR									
S.no	Zonal Railway	Name of Station	Type of Unit	Licensee	Date of LOA	License fee per annum (in ₹)	Railway Share @40% (in ₹)	No. of months delay in finalisation (Upto March 2016)	Loss due delay in Commencement of SCUs
39	NFR	New Alipurduar	FFU	M/s Alok Kumar Ghose Catering Pvt. Ltd.	13.03.2014	108,360	43344	25	90180
40	NFR	New Coochbehar	FFU	M/s Alok Kumar Ghose Catering Pvt. Ltd.	13.03.2014	180,360	72144	25	150100
41	NR	Hazrat Nizamuddin	FFU	M/s Brandavan Food Products	21.03.2014	6,400,000	2560000	25	5269333
42	NR	Varanasi (PF 4/5)	FFU	M/s Satyam Caterers Pvt. Ltd.	02.04.2014	3,100,000	1240000	24	2511000
43	NR	Deoband	FFU	M/s Murti Devi	14.11.2014	126,000	50400	17	70420
44	NR	Unnao	FFU	M/s Murti Devi	20.11.2014	103,000	41200	17	56879
45	NR	Ayodhya	FFU	M/s Murti Devi	20.11.2014	53,000	21200	17	29268
46	NER	Bhatni	FFU	M/s Murti Devi	20.11.2014	61,000	24400	17	33686
47	NER	Farrukhabad	FFU	M/s Murti Devi	20.11.2014	101,000	40400	17	55774
48	NER	Badshahnagar	FFU	M/s Murti Devi	20.11.2014	103,000	41200	17	56879
49	NER	Haldwani	FFU	M/s Murti Devi	20.11.2014	103,000	41200	17	56879
50	NR	Haridwar	FP	M/s Ninth Dimension Hotels and Resorts Pvt. Ltd.	10.12.2014	5,130,000	2052000	16	2718900
51	SR	Tambaram (East & West 2nd Entry)	FP	M/s J.S. Catters	24.12.2014	35,457,000	14182800	15	18240657
52	SR	Chennai Central	FP	M/s Ratna Cafe	06.01.2015	81,000,000	32400000	15	40500000
53	NER	Mathura Jn.	FP	M/s Roop Caterers	14.01.2015	6,100,000	2440000	15	2995778
54	NR	Panipat	FFU	M/s Ninth Dimension Hotels and Resorts Pvt. Ltd.	17.03.2015	729,009	291604	13	307804
55	SWR	Bangarpet	FFU	M/s Arenco Catering	19.03.2015	1,910,000	764000	13	802200
56	SCR	Raichur	FP	M/s Sree Venkateswara Enterprises (Prop. CH Sai Krishna)	19.03.2015	1,124,000	449600	13	472080
57	NER	Deoria Sadar	FFU	M/s Sree Venkateswara Enterprises (Prop. CH Sai Krishna)	19.03.2015	421,211	168484	13	176909
58	NWR	Hanumanagarh	FP	M/s Tirupati Associates	24.03.2015	473,786	189514	12	196358
59	NWR	Sriganganagar-2	FP	M/s Tirupati Associates	24.03.2015	786,786	314714	12	326079
60	NFR	Guwahati	FP	M/s Tirupati Associates	25.03.2015	3,411,000	1364400	12	1409880
61	NER	Gorakhpur-1 (Circulating area)	FFU	M/s Sree Venkateswara Enterprises (Prop. CH Sai Krishna)	25.03.2015	421,111	168444	12	174059
62	NER	Mirzapur	FP	M/s Satkar Caterers	26.03.2015	751,000	300400	12	309579
63	ER	Madhapur	FFU	M/s P. R. Kumar	26.03.2015	115,551	46220	12	47633

Annexure 3 (Para 3.5)									
Statement showing details of food plazas/Fast food Units not commenced their services during the review period over IR									
S.no	Zonal Railway	Name of Station	Type of Unit	Licensee	Date of LOA	License fee per annum (in ₹)	Railway Share @40% (in ₹)	No. of months delay in finalisation (Upto March 2016)	Loss due delay in Commencement of SCUs
64	NER	Siwan-1	FFU	M/s Sree Venkateswara Enterprises (Prop. CH Sai Krishna)	26.03.2015	421,211	168484	12	173633
65	SECR	Raipur	FP	M/s Deepak & Co.	27.03.2015	7,677,000	3070800	12	3156100
66	SR	Tiruppur	FP	M/s J.S. Catters	24.04.2015	2,557,000	1022800	11	971660
67	NFR	Kamakhya	FP	M/s Tirupati Associates	24.04.2015	1,651,000	660400	11	627380
68	SWR	Yeshwantpur	FFU	M/s Arenco Catering	27.04.2015	2,760,000	1104000	11	1039600
69	SR	Thalassery	FP	M/s J.S. Catters	27.04.2015	1,107,000	442800	11	416970
70	SR	Chennai Egmore (2nd Entry)	FFU	M/s J.S. Catters	30.04.2015	7,357,000	2942800	11	2746613
71	NER	Gorakhpur-II (PF-1 LKO end)	FFU	M/s Ganga Dairy Limited	30.04.2015	716,162	286465	11	267367
72	NER	Gonda	FFU	M/s Sree Venkateswara Enterprises (Prop. CH Sai Krishna)	11.05.2015	511,211	204484	11	184604
73	NER	Gorakhpur-III (behind Apoorna complex.)	FFU	M/s Vrindawan Enterprises	27.05.2015	551,000	220400	10	189177
74	CR	Devlali	FFU	M/s M.Y. & Sons	26.06.2015	254,999	102000	9	79050
75	CR	Pune	FP	M/s Travel Food Services Pvt. Ltd.	21.07.2015	15,620,000	6248000	8	4408311
76	ECR	Muzaffarpur	FFU	M/s Golden Caterers	21.07.2015	1,871,786	748714	8	528260
77	SR	Kumbakonam	FFU	M/s K.M. Musthafa	12.08.2015	207,000	82800	8	53360
78	SECR	Bilaspur	FP	M/s Satyam Caterers Pvt. Ltd.	18.08.2015	5,100,000	2040000	8	1280667
79	NR	Kurukshetra	FFU	M/s Sree Venkateswara Enterprises (Prop. CH Sai Krishna)	01.09.2015	412,211	164884	7	97099
80	NWR	Sirsa	FFU	M/s Murti Devi	03.09.2015	360,000	144000	7	84000
81	NR	Sultanpur	FP	M/s Goel & Goel	23.09.2015	500,555	200222	6	105673
82	SR	Salem	FP	M/s J.S. Enterprises	14.10.2015	2,377,000	950800	6	446348
83	NER	Lucknow In.-1	FFU	M/s Goel & Goel	14.10.2015	1,510,008	604003	6	283546
84	SCR	Giddaluru	FFU	M/s P. Bharat	20.11.2015	111,111	44444	4	16296
85	SCR	Rappale	FFU	M/s Sunil Kumar Agarwal	20.11.2015	108,000	43200	4	15840
86	SCR	Dharmavaram	FFU	M/s P. Bharat	20.11.2015	425,000	170000	4	62333
87	SCR	Staphalamandi	FFU	M/s Daifoodi Caterers	20.11.2015	211,786	84714	4	31062
88	SWR	Tumkur	FFU	M/s K.M. Musthafa	20.01.2016	1,257,000	502800	2	99163
89	SWR	Chikbanvar	FFU	M/s Ayyappa Caterers	20.01.2016	152,786	61114	2	12053
90	SWR	Hosur	FFU	M/s Ayyappa Caterers	20.01.2016	275,786	110314	2	21756
									129601851

Annexure 4 (Para 3.5)										
Statement showing details of Food Plazas/Fast food Units commencing their services belatedly over IR										
S.no	Zonal Railway	Name of Station	Type of Unit	Licensee	Date of LOA	Date of Comm	Time taken from LOA to commissioning in months (Upto March 2016)	License fee per annum (in ₹)	Railway Share @40% (in ₹)	Loss due delay in Commencement of SCUs
1	CR	Jalgaon	FP/FR	M/s Brandavan Food Products	28.02.2012	24.4.2013	14	1,201,000	480,400	561801
2	SCR	Gudur	FP	M/s Fine Caterers & Suppliers	19.05.2012	06.02.2015	32	666,666	266,666	713333
3	SCR	Vijayawada (Enquiry office & escalator)	FP	M/s P. Siva Prasad	19.05.2012	11.04.2013	10	13,779,999	5,512,000	4547400
4	SCR	Nalgonda	FP	M/s Fine Caterers & Suppliers	19.05.2012	25.02.2014	21	96,399	38,560	66087
5	SCR	Nizamabad	FP	M/s Fine Caterers & Suppliers	19.05.2012	17.12.2013	21	414,999	166,000	284505
6	SCR	Nanded	FP	M/s Fine Caterers & Suppliers	22.05.2012	27.02.2014	21	459,999	184,000	314844
7	CR	Solapur	FP/FR	M/s R&K Associates	28.02.2012	11.01.2015	34	251,786	100,714	284798
8	CR	Kopergaon	FP/FR	M/s Sunshine Caterers Pvt. Ltd.	28.02.2012	18.06.2012	3	791,000	316,400	71190
9	NFR	Dimapur	FP	M/s Alok Kumar Ghose Catering Pvt. Ltd.	20.06.2012	02.12.2013	17	403,325	161,330	227655
10	ECR	Luckeesarai	FP	M/s Dream Hotel	12.06.2012	09.04.2013	9	172,501	69,000	51942
11	ER	Bhagalpur	FP	M/s Express Food Services	12.06.2012	17.02.2015	32	171,787	68,715	181331
12	ECR	Patna	FP	M/s Express Food Services	12.06.2012	20.03.2013	8	1,511,787	604,715	421621
13	ECR	Darbhanga	FP	M/s Express Food Services	12.06.2012	03.02.2015	31	511,787	204,715	532258
14	ECR	Raxaul	FP	M/s Ganga Dairy Limited	12.06.2012	17.10.2014	28	102,800	41,120	94462
15	ECR	Hajipur	FP	M/s Ganga Dairy Limited	12.06.2012	12.12.2013	17	261,750	104,700	150652
16	SWR	Bangalore City (PF 5/6 & 7/8)	FFU/FR	M/s Hotel Sandharsini	10.08.2012	25.07.2015	35	4,260,000	1,704,000	4965267
17	SR	Chennai Central	FFU/FR	M/s Ratna Cafe	10.08.2012	20.02.2013	5	8,100,000	3,240,000	1476000
18	SECR	Raigarh (HWH End)	FFU	M/s S.L. Kachhwaha & Sons	28.9.2011	20.01.2013	7	453,087	181,235	107231
19	SR	Trivandrum	FP/FR	M/s Sai Balaji Food & Beverages (I) Pvt Ltd	10.08.2012	14.03.2013	14	6,336,999	2,534,800	2858691
20	SWR	Bangalore Cantontment	FFU/FR	M/s Sai Balaji Food Corporation	10.08.2012	14.07.2013	10	639,999	256,000	219022
21	SWR	Belgaum	FP/FR	M/s Sai Balaji Food & Beverages (I) Pvt Ltd	10.08.2012	20.11.2014	27	729,999	292,000	650510
22	ECOR	Berhampur	FP	M/s Sree Venkateswara Enterprises (Prop. CH Sai Krishna)	12.06.2012	11.12.2014	23	211,789	84,716	162372
23	SEER	Bokaro Steel City	FP	M/s Tirupati Associates	12.06.2012	06.11.2013	16	151,000	60,400	80869
24	ER	Asansol	FP	M/s Tirupati Associates	12.06.2012	30.06.2014	24	411,000	164,400	327887
25	ER	Malda Town	FP	M/s Tirupati Associates	12.06.2012	17.05.2013	10	151,000	60,400	51843
26	WR	Palampur	FP/FR	M/s Tirupati Associates	25.07.2012	15.06.2013	34	551,000	220,400	627528
27	WR	Nagda	FP/FR	M/s Tirupati Associates	25.07.2012	23.08.2013	12	851,000	340,400	344182
28	WR	Ujjain	FP/FR	M/s Express Food Services	25.07.2012	04.06.2013	9	1,241,787	496,715	391853
29	WR	Maninagar	FP/FR	M/s S M Corporation	25.07.2012	02.05.2014	21	513,126	205,250	351206
30	NWR	Abu Road	FP/FR	M/s Sai Balaji Food Corporation	27.09.2012	15.06.2014	20	951,786	380,714	630294
31	NR	Chandigarh	FP/FR	M/s Brandavan Food Products	27.09.2012	05.08.2013	9	1,551,000	620,400	485980
32	NER	Chhapra	FP/FR	M/s Tirupati Associates	27.09.2012	28.08.2015	35	411,000	164,400	472650
33	NR	Firozpur Cantt	FP/FR	M/s Tirupati Associates	27.09.2012	29.06.2016	45	400,000	160,000	596000

Annexure 4 (Para 3.5)										
Statement showing details of Food Plazas/Fast food Units commencing their services belatedly over IR										
S.no	Zonal Railway	Name of Station	Type of Unit	Licensee	Date of LOA	Date of Comm	Time taken from LOA to commissioning in months (Upto March 2016)	License fee per annum (in ₹)	Railway Share @40% (in ₹)	Loss due delay in Commencement of SCUs
34	NER	Kathgodam	FP/FR	M/s Vrindawan Enterprises	27.09.2012	07.12.2013	14	121,501	48,600	54810
35	SCR	Aurangabad	FP/FR	M/s Sunshine Caterers Pvt. Ltd.	20.09.2012	07.11.2013	13	1,411,000	564,400	600459
36	WR	Jamnagar	FP	M/s Boon Catering	25.10.2012	10.12.2015	37	300,786	120,314	371304
37	NFR	Kishanganj	FP	M/s Krishna Enterprises	26.11.2012	01.06.2016	40	40,000	16,000	53467
38	WR	Mehsana	FP	M/s Express Food Services	06.11.2012	19.02.2014	15	311,787	124,715	152429
39	ECR	Mughal Sarai	FP/FR	M/s Brandavan Food Products	06.11.2012	02.04.2013	4	433,000	173,200	56290
40	ECR	Saharsa	FFU/FR	M/s Express Food Services	06.11.2012	14.03.2014	15	171,787	68,715	88375
41	NR	Janghai	FFU/FR	M/s Express Food Services	06.11.2012	31.03.2014	16	81,787	32,715	43620
42	NER	Lalkuan	FFU/FR	M/s Deepak & Co.	31.10.2012	14.01.2015	26	16,200	6,480	13950
43	WR	Surendernagar	FFU	M/s Express Food Services	26.11.2012	19.02.2014	14	171,787	68,715	80167
44	NR	Pratapgarh	FFU/FR	M/s Express Food Services	26.11.2012	14.03.2014	15	151,787	60,715	74713
45	ER	Durgapur	FP/FR	M/s Tirupati Associates	06.12.2012	10.10.2013	9	51,224	20,490	15823
46	ECR	Narkatiaganj	FFU/FR	M/s B.M. Singh	24.12.2012	01.04.2014	14	40,000	16,000	19244
47	ECR	Bakhtiyarpur	FFU/FR	M/s B.M. Singh	24.12.2012	05.08.2015	31	40,000	16,000	41067
48	ECR	Koderma	FFU/FR	M/s B.M. Singh	24.12.2012	14.05.2014	16	71,000	28,400	37551
49	WCR	Katni	FP	M/s Deepak & Co.	24.12.2012	18.01.2016	36	1,911,000	764,400	2314433
50	ECR	Gaya	FP/FR	M/s Express Food Services	24.12.2012	13.09.2013	8	1,311,787	524,715	339607
51	SCR	Tuni	FFU/FR	M/s Sai Balaji Food & Beverages (I) Pvt Ltd	19.12.2012	05.01.2014	12	459,999	184,000	179911
52	SCR	Tadepalligudem	FFU/FR	M/s Sai Balaji Food Corporation	19.12.2012	07.12.2013	11	279,999	112,000	100489
53	SCR	Renigunta (Near sleeper waiting hall)	FFU/FR	M/s B. Abbas	19.12.2012	03.06.2013	5	912,500	365,000	137889
54	SCR	Necklace Road	FP/FR	M/s Radha Krishna Associates	19.12.2012	13.03.2015	26	1,260,000	504,000	1097600
55	SCR	Lingampalli	FFU/FR	M/s Sree Venkateswara Enterprises (Prop. CH Sai Krishna)	19.12.2012	28.11.2013	10	311,202	124,481	108575
56	SCR	Kazipet	FFU/FR	M/s Radha Krishna Associates	19.12.2012	03.07.2013	6	630,000	252,000	116200
57	SCR	Vijayawada	FFU/FR	M/s Sai Balaji Food & Beverages (I) Pvt Ltd	19.12.2012	12.09.2013	8	7,579,999	3,032,000	1996066
58	SCR	Begumpet (PF-2)	FFU/FR	M/s Sree Venkateswara Enterprises (Prop. CH Sai Krishna)	19.12.2012	27.11.2013	10	411,111	164,444	142975
59	SCR	Anantapur	FFU/FR	M/s Sai Balaji Food Corporation	19.12.2012	22.06.2014	17	279,999	112,000	161777
60	SECR	Rainandgaon	FFU/FR	M/s Shubham Awasthi Caterers	27.12.2012	20.02.2014	13	40,000	16,000	17333
61	SER	Hatia	FFU/FR	M/s B.M. Singh	27.12.2012	02.06.2014	16	700,100	280,040	382721
62	ER	Jamalpur	FFU/FR	M/s Express Food Services	27.12.2012	31.03.2014	14	211,787	84,715	100952
63	ECR	Dhanbad	FFU/FR	M/s Brandavan Food Products	27.12.2012	23.12.2013	11	313,000	125,200	115114
64	ER	Asansol	FFU/FR	M/s Griham Food & Hotel Pvt. Ltd.	27.12.2012	30.03.2014	14	915,000	366,000	435133
65	ER	Kolkata Terminal	FFU/FR	M/s Brandavan Food Products	03.01.2013	17.05.2013	3	2,100,000	840,000	242667
66	ECoR	Khurda Road	FFU/FR	M/s Tirupati Associates	03.11.2013	11.12.2014	8	911,000	364,400	242933

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Statement showing details of Food Plazas/Fast food Units commencing their services belatedly over IR										
S.no	Zonal Railway	Name of Station	Type of Unit	Licensee	Date of LOA	Date of Comm	Time taken from LOA to commissioning in months (Upto March 2016)	License fee per annum (in ₹)	Railway Share @40% (in ₹)	Loss due delay in Commencement of SCUs
67	NER	Gorakhpur	FP/FR	M/s Sunshine Caterers Pvt. Ltd.	27.12.2012	14.07.2015	30	2,893,000	1,157,200	2889786
68	ER	Sahlganj	FFU/FR	M/s Amazing India Contractors (P) Ltd.	27.12.2012	30.03.2014	14	37,000	14,800	17596
69	ER	Sultanganj	FFU/FR	M/s Amazing India Contractors (P) Ltd.	27.12.2012	19.02.2014	13	6,000	2,400	2593
70	NFR	Lumdung	FFU	M/s Alok Kumar Ghose Catering Pvt. Ltd.	27.12.2012	28.03.2014	14	8,501	3,800	4508
71	ECR	Madhubani	FFU/FR	M/s Golden Caterers	27.12.2012	15.02.2014	13	1,786	714	764
72	WR	Mumbai Central	FP	M/s Brandavan Food Products	21.01.2013	11.11.2013	9	6,700,000	2,680,000	1965333
73	WR	Andheri	FFU	M/s Express Food Services	19.03.2013	07.09.2014	17	3,110,787	1,244,315	1752410
74	SECR	Bilaspur (PF-6/7 & 1A)	FFU/FR	M/s Brandavan Food Products	01.04.2013	07.07.2013	2	2,200,000	880,000	163778
75	SECR	Bilaspur (PF-1 & 2/3)	FFU/FR	M/s Sai Balaji Food Corporation	01.04.2013	13.09.2013	5	4,599,999	1,840,000	690000
76	WCR	Damoh	FFU/FR	M/s Express Food Services	30.04.2013	08.07.2015	26	171,787	68,715	146782
77	SWR	Mysore	FP	M/s Srinathji Caterers	30.04.2013	15.10.2013	5	5,963,000	2,385,200	914327
78	SWR	Davangere	FP	M/s Srinathji Caterers	30.04.2013	06.12.2013	6	1,051,000	420,400	221878
79	SWR	Kengri	FFU	M/s J.S. Catters	16.05.2013	16.10.2015	28	1,107,000	442,800	1049190
80	NWR	Palmarwar-1 (Towards MJ Side)	FFU/FR	M/s Sai Balaji Food Corporation	16.05.2013	11.04.2015	22	45,786	18,314	33831
81	WCR	Saugor	FP	M/s Tirupati Associates	16.05.2013	25.12.2015	31	351,124	140,450	360097
82	NR	Lucknow	FFU	M/s Srinathji Caterers	23.05.2013	25.04.2014	10	2,100,000	840,000	716333
83	ECR	Betiah	FFU	M/s Tirupati Associates	24.05.2013	29.07.2015	26	30,124	12,050	25639
84	ECR	Motihari	FFU	M/s Tirupati Associates	24.05.2013	30.03.2016	34	30,124	12,050	33839
85	NCR	Aligarh	FP/FR	M/s Brandavan Food Products	24.05.2013	26.08.2014	14	1,363,000	545,200	649697
86	WR	Dwarka	FP	M/s Srinathji Caterers	28.05.2013	04.07.2014	12	711,000	284,400	293880
87	NCR	Chitrakoot	FFU	M/s Murti Devi	28.05.2013	08.12.2014	18	101,000	40,400	59366
88	NCR	Babina	FFU	M/s Murti Devi	28.05.2013	06.09.2014	15	101,000	40,400	48929
89	NWR	Bikaner	FP/FR	M/s Brandavan Food Products	03.06.2013	23.05.2014	11	1,863,000	745,200	670680
90	NWR	Jaipur	FFU/FR	M/s Sai Balaji Food Corporation	14.06.2013	01.05.2014	10	333,999	133,600	107993
91	NWR	Jodhpur	FFU/FR	M/s Srinathji Caterers	14.06.2013	26.11.2014	17	2,063,000	825,200	1146111
92	NWR	Alwar	FP/FR	M/s Goel & Goel	17.06.2013	05.07.2014	12	401,008	160,403	157284
93	WR	Indore-2	FP	M/s Brandavan Food Products	18.06.2013	08.04.2016	33	4,000,000	1,600,000	4422222
94	ECR	Dhanbad	FP/FR	M/s Brandavan Food Products	18.06.2013	04.07.2014	12	1,863,000	745,200	726570
95	SWR	Bangaluru City	FFU	M/s Srinathji Caterers	02.07.2013	30.04.2014	9	4,163,000	1,665,200	1258151
96	SWR	Yeshwanthpur	FFU	M/s Sunil Catering Services	15.07.2013	28.01.2016	30	3,651,000	1,460,400	3638830
97	SCR	Chirala	FP	M/s P. Siva Prasad	17.12.2013	03.05.2015	16	414,999	166,000	217644
98	SCR	Khairatabad	FFU	M/s Sai Balaji Food Corporation	02.01.2014	05.06.2014	4	549,999	220,000	75778
99	CR	Gulbarga	FP/FR	M/s Fine Caterers and suppliers	28.2.12	22.02.14	24	888888	355555.2	711110
100	CR	Satara	FFU	M/s Murti Devi	12.02.2014	16.10.2014	7	105,000	42,000	25200
101	SCR	Guntakal	FFU	M/s Sai Balaji Food Corporation	05.03.2014	05.11.2014	7	7,999,999	1,120,000	668889
102	NCR	Kanpur Central	FP	M/s Satyam Caterers Pvt. Ltd.	21.03.2014	01.10.2015	18	6,300,000	2,520,000	3703000

Annexure 4 (Para 3.5)										
Statement showing details of Food Plazas/Fast food Units commencing their services belatedly over IR										
S.no	Zonal Railway	Name of Station	Type of Unit	Licensee	Date of LOA	Date of Comm	Time taken from LOA to commissioning in months (Upto March 2016)	License fee per annum (in ₹)	Railway Share @40% (in ₹)	Loss due delay in Commencement of SCUs
103	NCR	Gwalior	FP	M/s R.K.Associates & Hoteliers Pvt. Ltd.	01.04.2014	01.04.2015	11	4,141,000	1,656,400	1541372
104	SWR	Arsikere	FP	M/s A.K. Nazeer Moosa	02.09.2014	07.06.2016	20	2,079,522	831,809	1418696
105	SWR	Hassan	FFU	M/s Haribabu	02.09.2014	31.03.2016	18	1,004,000	401,600	609093
106	SR	Kochuvele	FFU	M/s Harshad N	02.09.2014	18.03.2016	18	345,678	138,271	204718
107	NCR	Agra Fort	FP	M/s Saktar Caterers	05.01.2015	02.04.2016	14	3,200,000	1,280,000	1504000
108	CR	CSTM Main Line	FP	M/s A.S. Sales Corp.	06.01.2015	09.09.2015	7	20,500,000	8,200,000	4920000
109	SCR	Gooty	FFU	M/s Sree Venkateswara Enterprises (Prop. CH Sai Krishna)	21.02.2015	18.03.2016	12	515,212	206,085	206657
110	NER	Lucknow Jn.-2	FP	M/s Satyam Caterers Pvt. Ltd.	25.03.2015	27.04.2016	12	2,351,000	940,400	963910
111	NER	Basti	FFU	M/s Krishna Enterprises	26.03.2015	14.10.2015	6	251,000	100,400	47969
112	NCR	Orai	FFU	M/s Madan Petha Store	13.04.2015	09.12.2015	7	677,007	270,803	157968
113	ECoR	Visakhapatnam	FP	M/s Travel Food Services Pvt. Ltd.	16.04.2015	18.03.2016	5	12,200,000	4,880,000	2033333
114	ER	Jasidih	FFU	M/s Golden Caterers	24.04.2015	25.05.2016	12	1,368,786	547,514	558161
115	SECR	Shahdol (KTE End)	FFU	M/s Sunil Enterprises	24.04.2015	16.02.2016	9	551,786	220,714	164310
116	SECR	Bhatapara	FFU	M/s S.L. Kachhawa & Sons	24.04.2015	12.10.2015	5	503,000	201,200	78803
117	ECR	Patna (GF)	FP	M/s Express Food Services	21.07.2015	16.02.2016	6	11,315,000	4,526,000	2263000
118	ER	Howrah	FP	M/s Satyam Caterers Pvt. Ltd.	18.08.2015	05.12.2015	3	13,600,000	5,440,000	1360000
119	SCR	Renigunta (Present AM office)	FFU	M/s J.S. Enterprises	23.09.2015	23.03.2016	5	1,827,000	730,800	308560
120	ECoR	Jajpur Keonjhar Road	FFU	M/s Boon N Zeal Enterprises	29.09.2015	15.05.2016	6	80,101	32,040	16020
121	ECoR	Bhadrak	FFU	M/s Hotel Rajasthan	07.10.2015	31.03.2016	5	292,000	116,800	47369
122	WR	Ahmedabad	FP	M/s Riya Fast Food	18.11.2015	10.03.2016	3	9,198,989	3,679,596	848351
123	SCR	Srikalahasti	FFU	M/s Sree Venkateswara Enterprises (Prop. CH Sai Narayana)	20.11.2015	24.03.2016	3	151,111	60,444	15951
124	SCR	Pakala	FFU	M/s Sree Venkateswara Enterprises (Prop. CH Sai Narayana)	20.11.2015	24.03.2016	3	151,111	60,444	15951
125	SCR	Mantralayam	FFU	M/s Sunil Kumar Agarwal	20.11.2015	11.07.2016	4	1,278,000	511,200	170400
126	ER	Madhupur	FFU	M/s P.R. Kumar	26.03.2015	01.08.2016	12	115,551	46,220	47633

Annexure 5 (Para 3.8)															
Statement showing consolidated financial Results of Departmental Catering Units of Indian Railways from 2011-12 to 2015-16															
Zonal Railway	2	3	4	5=2+3-4	6	7	8	9	10	11	12 = Add (Col 5 to 11)	13	14	15 = 13+14	16 = 15-12
	Opening Stock	Purchase of raw materials and ingredients for conversion of food stuff and manufactured articles sold during the year	Closing Stock of Raw materials and ingredients	Value of raw materials and ingredients consumed	Freight, handling charges, Taxes, duties and commission	Wastage of consumables	Wastage of raw materials	Cost of fuel	Salaries including allowances and PF	Other charges	Total cost of Catering	Sales Figures in Crore of Rupees	Sundry other Receipts- Figures in Crore of Rupees	Total Receipts- Figures in Crore of Rupees	Profit(+)/Loss(-)
CR	1.32	49.45	1.68	49.08	0.03	0.10	0.00	3.70	72.12	3.38	128.41	72.36	0.82	73.18	-55.24
CoR	0.00	0.12	0.00	0.12	0.00	0.00	0.00	0.01	0.46	0.00	0.59	0.19	0.00	0.19	-0.40
ECR	0.50	12.56	0.69	12.37	0.95	0.00	0.00	0.77	7.17	0.25	21.51	16.69	0.13	16.82	-4.69
ER	1.21	7.23	1.31	7.14	0.00	0.00	0.02	1.12	58.33	0.44	67.04	9.24	0.27	9.52	-57.53
NCR	2.27	25.55	1.30	26.52	1.81	0.00	0.00	1.29	20.84	0.60	51.06	40.18	0.12	40.30	-10.77
NER	0.32	10.23	0.36	10.18	1.18	0.00	0.00	0.27	5.33	0.03	16.99	14.45	0.60	15.05	-1.93
NFR	0.14	3.94	0.25	3.83	0.31	0.00	0.00	0.09	0.86	0.00	5.08	4.64	0.13	4.76	-0.32
NR	2.91	137.85	3.40	137.35	24.38	1.36	0.00	4.45	106.18	2.64	276.36	175.07	77.83	252.89	-23.47
NWR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SCR	0.21	6.12	0.13	6.20	0.00	0.00	0.00	0.00	7.13	0.02	13.35	9.34	0.00	9.34	-4.01
SFCR	0.00	0.24	0.00	0.24	0.00	0.00	0.00	0.34	0.01	0.03	0.63	0.32	0.00	0.32	-0.31
SER	0.00	0.42	0.00	0.06	0.00	0.00	0.00	1.44	0.06	0.07	1.62	0.63	0.05	0.68	-0.94
SR	0.19	11.07	0.24	11.02	0.29	0.09	0.00	0.89	36.53	0.45	49.27	19.86	2.13	21.99	-27.28
SWR	0.14	10.21	0.18	10.17	0.41	0.00	0.00	0.00	5.95	0.00	16.53	14.26	0.00	14.26	-2.27
WR	2.51	74.59	2.83	74.27	1.28	3.31	0.00	2.24	28.29	0.06	109.46	90.54	0.47	91.01	-18.45
WCR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
IR	11.73	349.58	12.37	348.56	30.63	4.86	0.02	16.59	349.27	7.96	757.91	467.75	82.56	550.30	-207.62

Annexure 6 (Para 3.8)				
Sale Proceeds during 2015-16				
Zonal Railway	Value of total purchases made during 2015-16	Total sale proceeds during 2015-16	Value of sale proceeds utilised for daily cash purchases made during 2015-16	Percentage of sale proceeds utilized for procuring the raw materials instead of resorting to procurement through purchase orders
CR	5286942	10071461	2923234	29.02
ECR	34110	40334	34110	84.57
SCR	5473202	9878802	5473202	55.40
ER	18017441	25248309	16603109	65.76
SR	25941122	38247527	13123763	34.31
NFR	10366079	11797207	10366079	87.87
SER	928000	1482000	928000	62.62
NCR	19912219	26730595	18597721	69.57
NR	107,797,575	169,640,604	107,797,575	63.54
TOTAL	193756690	293136839	175846793	59.99

Annexure 7 (Para 4.1)										
Statement showing license fee of 124 trains over Indian Railways (in ₹)										
S. no	Zonal Railway	Train No	Train Name	Name of the Licensee	Minimum reserve price fixed by ZRs for 5 years	License fee for 5 years	Sales turn over for one year	License fee for one year	Percentage of license fee to sales turn over for one year	Difference between reserve price and license fee for five years
1	SECR	12851-52	Bilaspur-Chennai Central Express	TGB Banquets & Hotels Ltd/ADI	991,525	3,500,786	1,983,055	700,157	35.31	2,509,261
2	SECR	18237-38	Chattisgarh Express	Roop Caterers/NDLS	18,539,870	55,500,000	37,079,742	11,100,000	29.94	36,960,130
3	SECR	12549-50	Durg -Jammu Tawi Superfast Express	Doon Caterers/NDLS	3,918,115	7,810,000	7,836,227	1,562,000	19.93	3,891,885
4	SECR	12823-24	Sampark Kranti Express	TGB Banquets & Hotels Ltd/ADI	8,060,080	22,100,786	16,120,156	4,420,157	27.42	14,040,706
5	SECR	12069-70	Jamshatabdi Express	A S Sales Corpn, Itarsi	1,961,545	5,811,000	3,923,088	1,162,200	29.62	3,849,455
6	SR	12625-26	Kerala express	Satyam Caterers	62,500,000	271,700,000	123,582,065	54,340,000	43.97	209,200,000
7	SR	12615-16	Grand Trunk express	Satyam Caterers	26,000,000	96,300,000	49,103,815	19,260,000	39.22	70,300,000
8	SR	12621-22	Tamilnadu Express	Satyam Caterers	50,250,000	147,300,000	100,352,370	29,460,000	29.36	97,050,000
9	SR	12677-78	Erakulam Express	M/s Arenco Catering Calicut	16,000,000	27,600,000	31,672,328	5,520,000	17.43	11,600,000
10	SR	12007-08	Shatabdi Express -Chennai Central to Mysuru Jn -	M/s Sathiyam Caterers Pvt Ltd, New Delhi	24,000,000	50,300,000	47,829,951	10,060,000	21.03	26,300,000
11	SR	22625-26	Chennai Central Bangalore AC Double Decker Express	M/s Arenco Catering Calicut	12,250,000	27,600,000	22,870,170	5,520,000	24.14	15,350,000
12	SR	12663-64	Howrah - Tiruchirappalli Express	M/s Sathiyam Caterers Pvt Ltd, New Delhi	7,000,000	26,100,000	13,925,184	5,220,000	37.49	19,100,000
13	SR	12675-76	Chennai Central - Coimbatore Kovai Express	M/s Arenco Catering Calicut	18,500,000	37,100,000	30,272,188	7,420,000	24.51	18,600,000
14	SR	12651-52	Madurai - Hazrat Nizamuddin - Sampark Kranti Express	M/s A.S.sales corporation Ltd	7,500,000	26,890,000	12,435,072	5,378,000	43.25	19,390,000
15	SR	12655-56	Ahmedabad -Chennai Central - Navajeevan Express	M/s Sathiyam Caterers Pvt Ltd, New Delhi	26,000,000	101,100,000	36,544,165	20,220,000	55.33	75,100,000
16	SR	16733-34	Rameshwaram - Okha Express	M/s Express Food Services, Itarsi	4,650,000	5,711,787	9,162,296	1,142,358	12.47	1,061,787
17	SR	22643-44	Erakulam - Patna Jn Express	Shri P. Shivaprasad, Hyderabad	8,025,000	40,005,999	16,035,812	8,001,200	49.90	31,980,999
18	SR	16687-88	Mangalore Central - Katra Navug Express	Shri P. Shivaprasad, Hyderabad	7,000,000	14,679,999	11,383,840	2,936,000	25.79	7,679,999

Annexure7 (Para 4.1)										
Statement showing license fee of 124 trains over Indian Railways (in ₹)										
S. no	Zonal Railway	Train No	Train Name	Name of the Licensee	Minimum reserve price fixed by ZRs for 5 years	License fee for 5 years	Sales turn over for one year	License fee for one year	Percentage of license fee to sales turn over for one year	Difference between reserve price and license fee for five years
19	SR	16339-40	Mumbai CST - Nagarcoil Jn Express	Shri P. Shivaprasad, Hyderabad	18,500,000	53,469,999	30,623,840	10,694,000	34.92	34,969,999
20	SR	22641-42	Thiruvananthapuram Central - Shalimar - Shalimar Express	M/s Coons Caterers New Delhi	15,000,000	33,820,000	29,648,736	6,764,000	22.81	18,820,000
21	SR	16345-46	Lokmanyatilak Terminus - Thiruvananthapuram Central - Netravati Express	M/s Sathiyam Caterers Pvt Ltd, New Delhi	29,000,000	153,500,000	47,780,325	30,700,000	64.25	124,500,000
22	SR	12665-66	Howrah - Kanniyakumari Express	M/s Doons Caterers Pvt Ltd New Delhi	7,000,000	16,900,000	11,655,384	3,350,000	28.74	9,900,000
23	SR	12617-18	Ernakulam - Hazrat Nizamuddin - Mangala Ldweep Express	M/s Sathiyam Caterers Pvt Ltd, New Delhi	50,500,000	155,300,000	84,049,463	31,060,000	36.95	104,800,000
24	SR	12643-44	Thiruvananthapuram Central - Hazrat Nizamuddin Express	Shri P. Shivaprasad, Hyderabad	4,675,000	11,226,699	7,958,860	2,245,340	28.21	6,551,699
25	SR	22645-46	Indore Jn - Thiruvananthapuram Central - Ahil Yanagari Express	M/s Sathiyam Caterers Pvt Ltd, New Delhi	5,615,000	8,000,000	11,225,474	1,600,000	14.25	2,385,000
26	SR	22647-48	Kobra to Thiruvananthapuram Central Express	Shri P. Shivaprasad, Hyderabad	7,785,000	20,000,799	15,568,800	4,000,160	25.69	12,215,799
27	SR	16311-12	Bikaner - Kochuveli Express	Shri P. Shivaprasad, Hyderabad	6,500,000	9,750,000	12,506,988	1,950,000	15.59	3,250,000
28	SR	16333-34	Veraval - Thiruvananthapuram Central Express	M/s Arenco Catering Calicut	6,700,000	11,600,000	13,381,810	2,320,000	17.34	4,900,000
29	SR	12669-70	Chennai Central - Chappara Jn - G K Express	M/s Singh Caterers & Vendors, Patna	9,050,000	22,929,279	17,380,168	4,585,856	26.39	13,879,279
30	SR	12679-80	Chennai Central - Colbatore Jn - Intercity Express	M/s Arenco Catering Calicut	18,750,000	47,600,000	31,961,955	9,520,000	29.79	28,850,000

Annexure 7 (Para 4.1)										
Statement showing license fee of 124 trains over Indian Railways (in ₹)										
S. no	Zonal Railway	Train No	Train Name	Name of the Licensee	Minimum reserve price fixed by ZRs for 5 years	License fee for 5 years	Sales turn over for one year	License fee for one year	Percentage of license fee to sales turn over for one year	Difference between reserve price and license fee for five years
31	SR	12083-84	Mayiladuturai - Coimbatore Jn Jan Shatabdi Express	M/s Arencos Catering Calicut	6,500,000	11,100,000	9,673,975	2,222,000	22.97	4,600,000
32	SR	12075-76	Kozhikkode (Calicut) - Thiruvananthapuram Central Jan Shatabdi Express	M/s Arencos Catering Calicut	8,050,000	18,600,000	12,932,315	3,720,000	28.77	10,550,000
33	SR	12077-78	Chennai Central - Vijayawada Jn Jan Shatabdi Express	M/s Arencos Catering Calicut	9,000,000	13,100,000	11,383,008	2,620,000	23.02	4,100,000
34	SR	12687-88	Mudurai Jn - Dehradun Express	M/s Deepak & Co Delhi	3,000,000	11,100,000	3,926,988	2,220,000	56.53	8,100,000
35	SR	16335-36	Gandhidham Jn- Nagarcoil Jn Express	Shri P. Shiwaprasad, Hyderabad	7,000,000	13,500,000	13,952,822	2,700,000	19.35	6,500,000
36	SR	16331-32	Mumbai CST - Thiruvananthapuram Central Express	M/s Arencos Catering Calicut	3,000,000	12,100,000	4,744,272	2,420,000	51.01	9,100,000
37	SR	16359-60	Ernakulam - Patna Express	M/s Deepak & Co Delhi	16,550,000	20,100,000	33,094,100	4,020,000	12.15	3,550,000
38	SR	12641-42	Kanniyakumari- Hazrat Nizamuddin Thirukkural Express	M/s Deepak & Co Delhi	9,050,000	37,656,000	15,531,360	7,531,200	48.49	28,606,000
39	SR	16649-50	Mangalore Central- Nagarcoil Paasturam Express	M/s Arencos Catering Calicut	11,150,000	37,100,000	20,353,495	7,420,000	36.46	25,950,000
40	SR	16337-38	Okha - Ernakulam Jn Express	M/s M. Muthaifa, Erode	7,000,000	32,700,000	11,636,352	6,540,000	56.20	25,700,000
41	SR	16381-82	Mumbai CST - Kanniyakumari Express	M/s Roop Caterers New Delhi	29,000,000	132,100,000	52,076,740	26,420,000	50.73	103,100,000
42	SR	16351-52	Mumbai CST - Nagarcoil Jn - Nagarcoil Express	M/s Sathiyam Caterers Pvt Ltd, New Delhi	9,000,000	21,300,000	17,987,736	4,260,000	23.68	12,300,000
43	SCR	17609/10	Patna - Purna Express	M/s Fine Caterers & Suppliers, Secunderabad	2,372,325	2,400,000	4,744,650	480,000	10.12	27,675
44	SCR	12723/24	Hyderabad Decan- New Delhi A P Express	M/s Hotel & Real Estate (P) Ltd., Varanasi	44,825,000	140,194,000	89,650,000	28,038,800	31.28	95,369,000

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45	SCR	12704/03	Falaknuma Express	M/s Hoiter & Real Estate (P) Ltd., Varanasi	23,391,500	82,900,000	46,783,000	16,580,000	35.44	59,508,500
46	SCR	12707/08	AP Sampark Kranti Express	M/s Hoiter & Real Estate (P) Ltd., Varanasi	36,117,860	60,139,000	72,235,720	12,027,800	16.65	24,021,140
47	SCR	17230/29	Hyderabad Decan - Thiruvananthapuram Central Sabri Express	M/s Brandavan Food Products, New Delhi	45,292,500	55,300,000	90,585,000	11,060,000	12.21	10,007,500
48	SCR	12791/92	Secunderabad - Patna Express	M/s Brandavan Food Products, New Delhi	19,219,625	101,300,000	38,439,250	20,260,000	52.71	82,080,375
49	SCR	12733/34	Narayandri Express	M/s. Doon's Caterers, New Delhi	15,681,895	18,140,000	31,363,790	3,628,000	11.57	2,458,105
50	SCR	17037/38	Secunderabad - Bikaner Express	M/s. Doon's Caterers, New Delhi	12,220,800	20,640,000	24,441,600	4,128,000	16.89	8,419,200
51	SCR	12711/12	Pinakini Express	M/s. Doon's Caterers, New Delhi	11,031,240	31,190,000	22,062,480	6,238,000	28.27	20,158,760
52	SCR	12713/14	Satavahana Express	M/s. Doon's Caterers, New Delhi	6,066,450	21,182,000	12,132,900	4,236,400	34.92	15,115,550
53	SCR	12717/18	Ratnachel Express	M/s. Doon's Caterers, New Delhi	11,442,990	29,500,000	22,885,980	5,900,000	25.78	18,057,010
54	SCR	12721/22	Dakshin Express	M/s. Doon's Caterers, New Delhi	23,377,030	63,873,000	46,754,060	12,774,600	27.32	40,495,970
55	SCR	12715/16	Sachkund Express	M/s Sunshine Caterers, Mumbai	28,182,000	61,700,000	56,364,000	12,340,000	21.89	33,518,000
56	SCR	17617/18	Tapovan Express	M/s Sunshine Caterers, Mumbai	3,619,110	16,000,000	7,238,220	3,200,000	44.21	12,380,890
57	SER	12869-70	Mumbai CST - Howrah Jn Express	M/s Express food services	7,892,500	9,111,787	15,785,000	1,822,357	11.54	1,219,287
58	SER	12021-22	Howrah - Barabil Janshatabdi Express	M/s Food World	6,130,000	12,740,000	12,260,000	2,548,000	20.78	6,610,000
59	SER	12863-64	Howrah - Yesvantpur Express	M/s AS Sales Corporation	49,320,415	131,400,000	98,640,830	26,280,000	26.64	82,079,585
60	SER	12839-40	Chennai Central - Howrah Express	M/s Satyam Caterers Pvt. Ltd.	20,000,000	81,300,000	40,000,000	16,260,000	40.65	61,300,000
61	SER	18101-02 & 18109-10	Rourkela to Jammu Tawi Muri Express	M/s Satyam Caterers Pvt. Ltd.	24,067,500	83,300,000	48,135,000	16,660,000	34.61	59,232,500
62	SER	12811-12	Hatia - Lokmanyatilak Terminus Express	M/s Griham Food and Hotel P Ltd	4,950,595	15,100,951	9,901,190	3,020,190	30.50	10,150,356
63	SER	12871-72	Howrah - Titlagarh Ispat Express	M/s JK Ghosh	9,875,250	25,250,155	19,750,500	5,050,031	25.57	15,374,905
64	SER	12810-09	Howrah - Mumbai CST Express	M/s AS Sales Corporation	61,050,000	102,200,000	122,100,000	20,440,000	16.74	41,150,000
65	SER	12835-36	Hatia - Yesvantpur Express	M/s Griham Food and Hotels Private Ltd.	6,266,440	45,500,000	12,532,880	9,100,000	72.61	39,233,560

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66	SER	12867-68	Howrah-Puducherry Express	M/s Golden Caterers	6,585,000	15,188,786	13,170,000	3,037,757	23.07	8,603,786
67	SER	12817-18 & 12873-74	Hatia - Anand Vihar Terminal Jarkhand Swarnajayanthi express	M/s Roop Caterers	24,842,355	51,300,000	49,684,710	10,260,000	20.65	26,457,645
68	SER	12841-42	Howrah - Chennai Central Express	M/s Arenco Catering	77,550,000	142,100,000	155,100,000	28,420,000	18.32	64,550,000
69	NFR	15653/15654	Amarnath Express	Alok Kr. Ghosh Catering Pvt.Ltd.	2,678,800.00	24,109,200.00	5357600	4,821,840.00	90.00	21,430,400
70	NFR	12507/12508	Guwahati-Ernakulam Express	Roop Caterers (Cluster trains)	39,778,025.00	155,200,000.00	79556050	31,040,000.00	39.02	115,421,975
71	NFR	12509/12510	Guwahati - Bangaluri Express	Roop Caterers (Cluster trains)						
72	NFR	12515/12516	Guwahati Thiruvananthapuram central Express	Roop Caterers (Cluster trains)						
73	NFR	15629/15630	Guwahati Chennai Egmore Express	Roop Caterers (Cluster trains)						
74	NFR	15631/15632	Guwahati Barmar Express	Deepak & Co	5,637,840.00	27,100,000.00	11,275,680.00	5,420,000.00	48.07	21,462,160
75	NFR	12513/12514	Guwahati Secunderabad Express	Alok Kr. Ghosh Catering Pvt.Ltd.	6,303,865.00	25,200,000.00	12607730	5,040,000.00	39.98	18,896,135
76	NFR	15933/15934	Dibrugarh Amritsar Express	Alok Kr. Ghosh Catering Pvt.Ltd.	5,021,610.00	20,320,625.00	10043220	4,064,125.00	40.47	15,299,015
77	NFR	15959/15960	Kamrup Express	A.S. Sales Corporation	18,677,598.00	115,200,000.00	37,355,195.00	23,040,000.00	61.68	96,522,402
78	NFR	12505/12506	North East Express	Griham Food & Hotels Pvt Ltd	45,282,630.00	216,262,951.00	90565260	43,252,590.00	47.76	170,980,321
79	NFR	15929/15930	Dibrugarh Chennai Egmore Express	Alok Kr. Ghosh Catering Pvt.Ltd.	6,926,010.00	34,600,000.00	13852020	6,920,000.00	49.96	27,673,990
80	NFR	15901/15902	Dibrugarh Yeshwantpur Express	Alok Kr. Ghosh Catering Pvt.Ltd.	8,787,575.00	42,050,000.00	17575150	8,410,000.00	47.85	33,262,425
81	NFR	15667/15668	Kamakhya Gandhidham Express	Deepak & Co	6,950,975.00	13,250,000.00	13901950	2,650,000.00	19.06	6,299,025
82	NFR	15635/15636	Guwahati Okha Express	Deepak & Co	7,083,110.00	13,250,000.00	14166220	2,650,000.00	18.71	6,166,890
83	NFR	15483/15484	Mahananda Express	Roop Caterers	24,713,300.00	33,625,000.00	49426600	6,725,000.00	13.61	8,911,700

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84	NFR	15647/15648	Guwahati Lokmanya Terminus Express	Griham Food & Hotels Pvt Ltd	6,895,745.00	29,100,951.00	13791490	5,820,190.00	42.20	22,205,206
85	NFR	15905/15906	Vivek Express	Roop Caterers	8,338,860.00	40,300,000.00	16677720	8,060,000.00	48.33	31,961,140
86	NFR	15909/15910	Abadh Assam Express	Express Food Services	27,157,000.00	124,100,007.00	54314000	24,820,002.00	45.70	96,943,007
87	NFR	12041/12042	Howrah New Jalpaiguri Shatabdi Express	R.K. Associates & Hoteliers Pvt Ltd	22,383,448.00	26,300,000.00	44,766,898.00	5,260,000.00	11.75	3,916,552
88	NFR	15645/15646	Guwahati Lokmanya Terminus Express	Griham Food & Hotels Pvt Ltd	16,222,170.00	32,860,400.00	32,444,336.00	6,572,080.00	20.26	16,638,230
89	ER	12321-22	Howrah-Chhatrapati Shivaji Terminal Express	R.K. Associates and Hoteliers Pvt.LTD.	18689790	93700000	37379580	18740000	50.13	75,010,210
90	ER	12367-68	Vikramshila Express	R.K. Associates and Hoteliers Pvt.LTD.	13588355	66700000	27176710	13340000	49.09	53,111,645
91	ER	12381-82/12303-04	Purva Express	R.K. Associates and Hoteliers Pvt.LTD.	25199860	112700000	50399720	22540000	44.72	87,500,140
92	ER	12307-08	Howrah Jodhpur Express	R.K. Associates and Hoteliers Pvt.LTD.	16833235	91700000	33666470	18340000	54.48	74,866,765
93	ER	13005-06	Howrah-Amritsar express	R.K. Associates and Hoteliers Pvt.LTD.	24514450	73700000	49028900	14740000	30.06	49,185,550
94	ER	12345-46/12331-32	Saraighat Express/Himgiri Express	R.K. Associates and Hoteliers Pvt.LTD.	21614875	78700000	43229750	15740000	36.41	57,085,125
95	ER	12313-14	Sealdah New Delhi Rajdhani Express	R.K. Associates and Hoteliers Pvt.LTD.	91076625	101700000	182153250	20340000	11.17	10,623,375
96	ER	12019-20	Howrah Ranchi Shatabdi Express	R.K. Associates and Hoteliers Pvt.LTD.	33058280	38700000	66116560	7740000	11.71	5,641,720
97	ER	13151-52	Kolkata-Jammutawai Express	M/s Sunshine Caterer Pvt. Ltd.	14743715	41321000	29487430	8264200	28.03	26,577,285
98	ER	12329-30/12379-80	Sampark kranti Express/Jalianwa Bag Express	M/s Sunshine Caterer Pvt. Ltd.	5,925,850.00	15991000	11851700	3,198,200	26.99	10,065,150
99	WCR	11449-50	Jabalpur Jammu Tawi Express	M/s A.S.Sales Corporation, Itarsi	6612710	8151000	13225420	1,630,200	12.33	1,538,290
100	WCR	12193-94	Jabalpur Yeshwantpur Express	M/s Express Food Services, Itarsi	11733750	18300007	23467500	3,660,001	15.60	6,566,257

Annexure7 (Para 4.1)										
Statement showing license fee of 124 trains over Indian Railways (in ₹)										
S. no	Zonal Railway	Train No	Train Name	Name of the licensee	Minimum reserve price fixed by ZRs for 5 years	License fee for 5 years	Sales turn over for one year	License fee for one year	Percentage of license fee to sales turn over for one year	Difference between reserve price and license fee for five years
101	ECOR	22811/12	Bhubaneshwar New Delhi Rajdhani Express	R.K Associates and Hoteliers Pvt. Ltd.	179804000	191700000	359607933	38340000	10.66	11,896,000
102	ECOR	22823/24	Bhubaneshwar New Delhi Rajdhani Express	R.K Associates and Hoteliers Pvt. Ltd.						0
103	ECOR	18463/64	Prasanti Express	R.K Associates and Hoteliers Pvt. Ltd.	28230500	91100000	31207500	18220000	42.31	62,869,500
104	ECOR	12819/20	Bhubaneshwar New Delhi Samparkranti	R.K Associates and Hoteliers Pvt. Ltd.			11856000			0
105	ECOR	18496/95	BBS Rameshwaram Express	Sunshine Caterers Pvt. Ltd.	11302000	15300000	5733000	3060000	27.53	3,998,000
106	ECOR	12897/98	Bhubaneshwar Pondicherry Express	Sunshine Caterers Pvt. Ltd.			5382000			0
107	ECOR	12829/30	Bhubaneshwar Chennai Express	Ms. P.K. Shefi	7169000	15600000	4524000	3120000	30.77	8,431,000
108	ECOR	12845/46	Bhubaneshwar Yeshwantpur Express	Ms. P.K. Shefi			5616000			0
109	ECOR	12073/74	Howrah Bhubaneshwar Janashatabdi Express	HamkiChand D & Sons	3542500	9700000	3286500	1940000	59.03	6,157,500
110	ECOR	22805/06	Bhubaneshwar New Delhi Express	Deepak & Co.	18000000	18000500	3600000	3600100	10.00	500
111	ECOR	18401/02	Puri Okha Express	R.K Associates and Hoteliers Pvt. Ltd.	36376000	60300000	35392500	12060000	34.08	23,924,000
112	ECOR	12843/44	Puri Ahemanad Express	R.K Associates and Hoteliers Pvt. Ltd.						0
113	ECOR	18405/06	Puri Ahemdabad via Sambalpur Express	Sunshine Caterers Pvt. Ltd.	7777000	11331000	5089500	2266200	44.53	3,554,000
114	ECOR	12815/16	Puri New Delhi Nandakanan Express	Ambuji Hotels & Real Estate (P) Ltd.	40089500	71451000	46644000	14290200	30.64	31,361,500
115	ECOR	12875/76	Puri New Delhi Nilachal Express	Ambuji Hotels & Real Estate (P) Ltd.						0
116	ECOR	18477/78	Kalinga Utkal Express	Roop Caterers	17456125	75100000	28743750	15020000	52.25	57,643,875
117	ECOR	18473/74	Puri Jodhpur Express	HamkiChand D & Sons	4999500	5500000	6786000	1100000	16.21	500,500
118	ECOR	22866/65	Puri Lokmanya Tilak Terminus Express	Express Food Services	4752000	7111787	6474000	1422357	21.97	2,359,787
119	ECOR	18407/08	Puri Sainagar Sirdi Express	Poorvanchal Caterers	16810000	17563261	4769596	3512652	73.65	753,261
120	ECOR	12807/08	Samata Express	Sunshine Caterers Pvt. Ltd.	31874500	64175000	3666000	12835000	25.01	32,300,500
121	ECOR	12803/04	Swarnajayanti Express	Sunshine Caterers Pvt. Ltd.			14664000			0
122	ECOR	18507/08	Hirakud Express	R.K Associates and Hoteliers Pvt. Ltd.	26147000	31739865	20358000	6347973	24.55	5,592,865
123	ECOR	18509/10	Visakhapatnam Nanded Express	R.K Associates and Hoteliers Pvt. Ltd.			5499000			0
124	ECOR	18309/10	Nagavalli Express	Sree Venkateswara Enterprises	3802500	7184174	4092000	1436835	35.11	3,381,674

Statement Showing the checks of food samples conducted by Chief Health Inspector and Food Safety Officers of Zonal Railways												
Zonal Railway	Year	Number of food sample/s due to be collected by CHIs and FSOs		Number of food sample/s actually collected		Shortfall in number of food samples collected		Food samples failed during tests in food analytical laboratories		Number of cases in which action was taken against concerned agency*		Remarks
		3	4	5	6	7	8	9	10	11	12	
NCR	2013-14	181	12	114	6	67	6	2	1	Fine imposed (Rs.15000)	Fine imposed (Rs.1000)	13
NCR	2014-15	170	12	129	6	41	6	2	0	In one case fine imposed (Rs.1000) and in other case warning issued	Nil	
NCR	2015-16	242	12	142	11	100	1	3	1	In one case fine imposed (Rs.25000) and another case is in Court. Action was not taken in one case.	Case is in Court	
SWR	2013-14	536	108	536	108	0	0	0	0	NA	NA	
SWR	2014-15	536	108	536	108	0	0	0	0	NA	NA	
SWR	2015-16	536	108	536	108	0	0	0	0	NA	NA	
WCR	2013-14	130		248		0	0	0	0	Nil		
WCR	2014-15	172		294		0	0	0	0	Nil		
WCR	2015-16	144		292		0	0	1	1	In one case fine of Rs.2500 was imposed and recovered.		
SCR	2013-14	972	40	910	95	62	0	25	13	25	13	
SCR	2014-15	1354	398	1471	206	0	192	29	5	29	5	
SCR	2015-16	1541	428	1653	239	0	189	67	9	67	9	
SECR	2013-14	288	48	36	0	252	48	5	NA	5	NA	
SECR	2014-15	288	48	349	0	0	48	17	NA	17	NA	
SECR	2015-16	288	48	327	0	0	48	27	NA	26	NA	
NR	2013-14	588	48	176	31	412	17	3	3	0	0	
NR	2014-15	580	48	199	37	381	11	3	4	2 cases - fine amounting to Rs. 40000 imposed	0	
NR	2015-16	588	48	183	41	405	7	3	7	1 case fine amounting to Rs. 10000 imposed	0	
ECOR	2013-14		504	632	87	0	0	0	0	0	0	
ECOR	2014-15		504	850	188	0	0	15	0	15	0	
ECOR	2015-16		504	877	152	0	0	5	0	5	0	
NFR	2013-14		312		85		227		3			
NFR	2014-15		312		83		229		5			
NFR	2015-16		312		64		248		6			
NWR	2013-14		912		881		31		7			
NWR	2014-15		936		72		953		0			
NWR	2015-16		936		72		976		0			
ECR	2013-14		120		43		18		59			
ECR	2014-15		120		184		98		0			

Annexure 8 (Para 5.3.1)												
Statement Showing to the checks of food samples conducted by Chief Health Inspector and Food Safety Officers of Zonal Railways												
Zonal Railway	Year	Number of food sample/s due to be collected by CHIs and FSOs		Number of food sample/s actually collected	Shortfall in number of food samples collected		Food samples failed during tests in food analytical laboratories			Number of cases in which action was taken against concerned agency*	Remarks	
		3	4		5	6	7	8	9			10
EGR	2015-16	240	338	98	0	26	5	-	271500		One case fined and other cases under trial in court.	
SR	2013-14	1308	1109	199	354	165	137	308500			Two cases fined and other cases under trial in court.	
SR	2014-15	1466	1112	1047	404	183	142	320500			One case under Investigation and other two cases under trial in court.	
SR	2015-16	1451										
SER	2013-14	634	108	789	97	17	2	2				
SER	2014-15	666	108	1043	173	24	6	6				
SER	2015-16	630	108	922	147	18	4	4				
WR	2013-14	1627	246	1584	227	43	19	55	19	6	4	In 10 cases fine amounting to Rs. 27000/- was imposed.
WR	2014-15	1425	256	1372	241	53	15	37	19	57	5	(i) In 59 cases fine amounting to Rs. 185000/- was imposed. (ii) Taral Beverages P. Ltd. - registration for supply of PWD delisted. (iii) In 2 cases warning letter was issued.
WR	2015-16	1558	335	1546	315	12	20	30	14	15	2	(i) In 15 cases fine amounting to Rs. 13000/- was imposed. (ii) In 1 case stall closed for 7 days. (iii) In 1 case warning letter was issued.
NER	2013-14	24	5	359	76	0	0	27	12	14	9	
NER	2014-15	24	5	390	67	0	0	10	7	4	4	
NER	2015-16	24	5	428	76	0	0	9	6	6	3	
CR	2013-14	2528	157	3341	231	0	0	3	0	3	0	In seven cases, fines were imposed ranging between Rs.1000
CR	2014-15	3301	262	4390	325	0	0	3	0	3	0	
CR	2015-16	3295	369	4085	450	0	0	6	0	6	0	
ER	2013-14											
ER	2014-15											
ER	2015-16											
	Total	38489	41896	4224	1353							

Information not made available to Audit

Annexure 9a (Para 5.3.3)														
Statement showing details of catering units of Zonal Railways having ISO certification														
Zonal Railway	Total Number of Catering Units as on 31st March 2016			Number of units which have obtained ISO 22000 certification as on 31st March 2016			Out of the units mentioned in Col 6 to 9, number of units not having updated ISO certification			Number of catering units which have not obtained ISO certification as on 31st March 2016			Brief reasons for not having obtained / updated the ISO 22000 certification	
	Departmental	Licensed by ZR	Mobile	Departmental	Licensed by ZR	Mobile	Departmental	Licensed by ZR	Mobile	Departmental	Licensed by ZR	Mobile		
	Static	Mobile	Static	Static	Mobile	Static	Static	Mobile	Static	Mobile	Static	Mobile		
CR	33	0	485	0	0	0	0	0	0	0	33	3	485	26 Not recorded
ECOR	0	0	226	NA	0	0	NA	NA	NA	NA	NA	NA	226	26 Not mentioned in records.
ECR	9	0	687	0	0	0	NA	NA	NA	NA	9	0	606	15 Not recorded
ER	5	0	1	12	0	1	0	0	0	0	5	NA	0	NA Not recorded
NCR	0	0	413	1	0	0	0	0	0	0	32	0	373	1 Not recorded
NER	1	0	642	9	0	0	0	0	0	0	1	0	642	9 Small Contractors
NFR	9	0	719	Nil	Nil	20	0	0	0	0	9	0	719	Nil NFR Administration has not taken any step to obtain ISO 22000 certification for its 09 (nine) Departmental catering units. Licensees of static catering units were not communicated in this regard, resulting in non-certification of ISO 22000 for its 719 static catering units licenced by NFR.
NR	7	0	1439	40	0	14	0	0	0	0	7	0	1425	32 No clear directives have been received to obtain ISO certification for departmental units/licensee units. However, for IRCTC units it has been obtained.
NWR	0	0	699	12	0	06	0	0	01	02	0	0	07	01 Non compliance of Railway Board instructions.
SCR	4	0	528	14	0	12	0	0	0	0	4	0	528	14 3 RRs having ISO 9008-2005 are under process of upgrading to ISO 22000.
SECR	0	0	285	5	0	6	0	0	0	0	0	0	279	0 Not recorded
SER	1	0	274	19	0	0	0	0	DOES NOT ARISE	1	0	0	274	19 Not recorded
SR	3	1	689	37	-	-	-	-	-	-	3	1	689	37 Not recorded
SWR	10	0	171	19	0	NA	0	NA	0	NA	10	NA	169	19 Reasons not recorded
WR	3	0	0	18										Not recorded
WCR	0	0	447	2	NA	NA	NA	NA	NA	NA	NA	NA	447	2 As per Dy.CCM/HQ. letter, there are no directives for obtaining ISO certificate for private licensee of Railways
IR	85	4	7705	275	0	43	44	0	0	0	114	4	6862	200

Annexure 9b (Para 5.3.3)												
Statement showing details of IRCTC catering units having ISO certification												
Zonal Railway	Total Number of Catering Units as on 31st March 2016		Number of units which have obtained ISO 22000 certification as on 31st March 2016		Out of the units mentioned in Col 5 to 7, number of catering units which have not obtained ISO certification as on 31st March 2016		Brief reasons for not having obtained / updated the ISO 22000 certification					
	Licensed by IRCTC Static	IRCTC Specified Catering units	Licensed by IRCTC Static	IRCTC Specified Catering units	Licensed by IRCTC Static	IRCTC Specified Catering units	Licensed by IRCTC Static	IRCTC Specified Catering units	IRCTC Specified Catering units	Mobile	IRCTC Specified Catering units	
CR	19	5	0	11	8	0	0	0	0	8	0	0
ECoR	0	2	7	NA	5	0	0	0	0	NA	0	2
ECR	2	1	17	0	0	0	NA	NA	2	5	17	0
ER	11	10	0	10	0	0	0	0	1	nil	0	0
MCR	1	0	9	0	4	0	0	0	3	1	0	5
NER	1	1	5	0	1	0	0	0	1	0	0	0
NFR	5	5	4	1	Nil	4	Nil	NAP	Nil	4	5	Nil
NR	2	NMA	12	2	Nil	12	Nil	NMA	Nil	Nil	NMA	Nil
NWR	Nil	0	7	Nil	7	Nil	Nil	Nil	1	Nil	Nil	Nil
SCR	0	2	28	0	0	23	0	0	4	0	0	4
SECR	Nil	0	15	Nil	15	Nil	Nil	Nil	Nil	Nil	Nil	Nil
SER	0	8	6	0	6	0	0	0	0	0	2	0
SR	0	13	22	0	13	0	21	0	-	-	-	0
SWR	10	2	18	10	0	18	0	0	0	0	4	0
WR	1	6	15	0	3	13	0	0	0	1	3	2
WCR	1	0	9	Nil	9	Nil	Nil	Nil	Nil	1	Nil	Nil
IR Total	53	55	174	34	20	142	8	21	8	19	14	30

Annexure 10 (Para 5.4)												
Passenger satisfaction surveys conducted by ZRs and IRCTC												
Zonal Railway	Departmental						IRCTC					
	No. of passenger	Excellent	Very Good	Good	Average	Poor	No. of passenger	Excellent	Very Good	Good	Average	Poor
CR	285	64	100	99	23	9	367	62	95	123	67	20
ECoR	1113	303	390	330	85	20	2778	818	0	1660	356	40
ECR	204	83	54	63	21	0	1134	330	645	65	0	4
ER	0	0	0	0	0	0	621	98	215	201	86	31
NCR	966	0	838	0	128	0	0	0	0	0	0	0
NER	5362	28	156	4444	667	50	0	0	0	0	0	0
NFR	165	14	28	83	27	6	58	19	20	14	4	1
NR	1064	0	964	0	100	0	0	0	0	0	0	0
NWR	460	100	108	128	62	28	0	0	0	0	0	0
SCR	14444	1997	4739	5927	1662	119	0	0	0	0	0	0
SECR	0	0	0	0	0	0	0	0	0	0	0	0
SER	5865	550	1956	2269	45	16	958	112	254	314	128	42
SR	789	218	282	245	70	9	827	103	198	362	126	38
SWR	1952	36	151	173	66	23	0	0	0	0	0	0
WR	0	0	0	0	0	0	0	0	0	0	0	0
WCR	569	0	560	0	9	0	0	0	0	0	0	0
IR	33238	3393	10326	13761	2965	280	6743	1542	1427	2739	767	176

Passenger response	37376	%
Excellent	4935	13
Very Good	11753	31
Good	16500	44
Average	3732	10
Poor	456	1

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