

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAILWAY BOARD

No.97/TG.III/600/12

New Delhi,
Dated. October 20, 2000

The General Managers
All Indian Railways.

COMMERCIAL CIRCULAR NO. 58 OF 2000

Sub: - Catering Policy - 2000.


Minister for Railways, during the budget speech 1999-2000 had announced that with a view to bring transparency and competitiveness in catering contracts for major units, a two packet tender system would be introduced. Ministry of Railways has therefore reviewed the existing Catering Policy - 1992 and new policy guidelines have been framed. The new policy also contains general guidelines regarding improvement in the standards of catering/vending services, decongestion of platforms and scale of services both at stations and in trains.

The policy guidelines containing 17 (seventeen) pages to be followed by the Zonal Railways in this regard are enclosed. The policy guidelines will be implemented with immediate effect. Ministry of Railways desire that necessary action may be taken to implement the revised policy.

The Catering Policy - 2000 supercedes the existing policy guidelines issued from time to time on the subject covered in the policy document except those specifically referred. The policy should be widely circulated to all concerned.

This issues with the concurrence of Finance and Legal Directorates of Railway Board.

Kindly acknowledge receipt of this letter.


(Yogendra Sharma)
Director (Catering)
Railway Board

No.97/TG.III/600/12

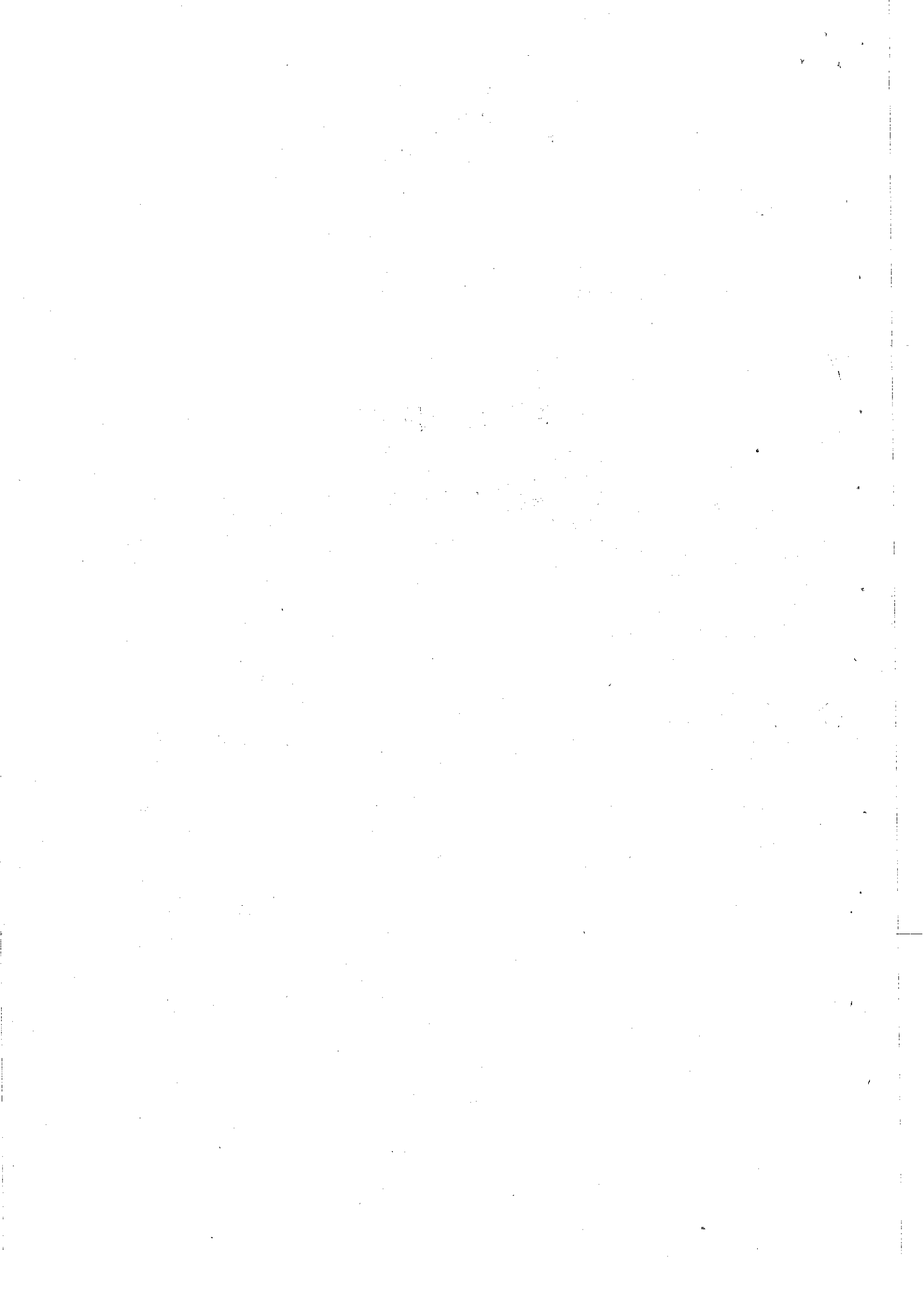
New Delhi,
Dated. October 20, 2000

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for Financial Commissioner/Railways

(Hindi version will follow)



CATERING POLICY-2000

PART A

GENERAL

1. NEED FOR A NEW POLICY

The policy on catering matters was last enunciated in 1992 vide Railway Board's letter No. 91/TG.III/600/15 dated 6.1.1992. With the accent on augmenting earnings for Indian Railway, it has become imperative that catering should generate adequate resources to make this sector self-reliant. Expectations of the rail passenger are also increasing, and today the customer wants higher standards of catering services including quality, variety in products, hygiene, better presentation of services, etc. There is also an urgent need to decongest the platforms at railway stations in the larger interest of the travelling public in order to provide free movement of passengers. Railways will have to continually address the customer needs and provide better facilities to satisfy their demand.

With a view to bring about tangible improvement in catering services, which constitute a major segment of our customer interface, a new policy on catering has thus been framed, which along with other circulars/guidelines mentioned in this document supersedes all the existing policy guidelines issued from time to time.

In future as and when there is any change, modification or alteration in this policy, Ministry of Railways will be free to undertake those changes in case of the existing licence holders without any further notice.

2. CATERING / VENDING SERVICES

Railways provide the following catering/vending services: -

- i) Refreshment rooms, restaurants, fast food centres/snack bars, tea stalls, fruit/fruit juice stalls, cold and hot beverage dispensers, miscellaneous curio goods stalls, chemist stalls, ice-cream parlours etc. at railway stations.
- ii) Tea stalls at roadside stations.
- iii) Integrated on-board catering services on Rajdhani and Shatabdi Express trains.
- iv) Services through pantry car on selected long and medium distance superfast/mail and express trains.
- v) Base kitchens to provide ready made meals for on-board catering.
- vi) On board catering/vending services through static units (train side vending) in trains having no pantry cars.

3. SCALE OF CATERING FACILITIES ON INDIAN RAILWAYS

Zonal Railways should undertake a review of the existing catering establishments at stations with a view to reduce overall congestion on platforms by consolidating the services. Scale of catering services required at stations may be decided keeping in view the needs of the travelling public, and the extent of passenger traffic dealt at a particular station without aggravating the congestion on the platforms. Scale of facilities should be drawn up according to the class of station and volume of passenger traffic. Following guidelines may be observed while providing catering and vending facilities at different classes of stations.

3.1 **Class "A" Stations** (Non-suburban stations with an annual passenger earning of more than Rs. 6 crore as per the list circulated by Board from time to time)

Following catering/vending facilities should be provided at all class "A" stations: -

- i) Existing refreshment rooms should be developed into self-service model refreshment rooms/restaurants and should be equipped with modern equipment/gadgets for cooking, storage, heating etc and must have computerized billing arrangement. Vegetarian and non-vegetarian refreshment rooms, wherever provided separately may be progressively clubbed and one station should have one integrated refreshment room.
- ii) Provision of any additional stall is banned at some class "A" stations notified by Board from time to time except on new platforms/concourse. Any additional facility at such stations will require Board's sanction on adequate justification and recommendation of the General Manager of the railway. However zonal railway will review the need for additional facilities in the light of provisions contained in para 4.1.
- iii) Main Station Platform: - No catering/vending stalls should project out of the station building, and all stalls should be progressively flushed with the wall of the station building. All stalls should be provided as per the guidelines circulated through commercial circular No. 1 dated 15.03.99 and correction slip dated 25.02.2000 on modular stalls.
- iv) Island Platform: - Island platforms should have minimum number of stalls as per requirement in order to provide free movement to the passengers. All stalls on island platforms should be provided along the centre line of the platform and conform to the specifications of modular stalls, as per policy guidelines on this subject. A combined and integrated catering stall dispensing snacks, tea/coffee cold drinks, etc. should be provided on either end of the island platform. It should be done progressively by relocating and consolidating the existing stalls to ease congestion in the middle of the platform.

- v) **Cooking free Platform:** - To discourage cooking/deep frying on the platforms, Railways should gradually shift to the concept of serving pre-cooked food items packed in bio-degradable and eco-friendly containers, in which food could be warmed before serving. Cooking should be confined to centralised kitchens and food should be dispensed through heating equipment such as bain-maries, infrared/microwave ovens etc. In order to ensure cleanliness, railways should replace coal-fired stoves, kerosene stove etc. with cooking gas stoves, wherever cooking is unavoidable. Proper washing and cleaning arrangements should be made to maintain cleanliness. Adequate number of dustbins should be available near all stalls. Use of disposable cups, plates or other containers should be encouraged.
- vi) **Trolleys:** - Eventually there should be no mobile food trolleys on platforms at a class "A" station. With the gradual decrease in the number of commission bearers/vendors on account of their absorption against regular posts, number of trolleys should be progressively reduced. Railway may, however, ensure that a minimum level of catering services are maintained through other outlets.

3.2 **Class "B" Stations** (stations with passenger earnings between Rs. 3 crore and up to Rs. 6 crore as per the list circulated by Board from time to time)

Zonal Railways should observe following guidelines to provide catering/vending facilities at class "B" stations: -

- i) Railway should provide catering/vending facilities at stations in order to meet the requirement of customers.
- ii) On main station platforms all stalls should be flush with the wall of the station building, and no stalls should project out as mentioned in para 3.1.
- iii) On island platforms modular stalls should be provided along the centerline. This should be done together with relocating existing stalls as mentioned in para 3.1 (iv) above.
- vii) Provision of any additional stall is banned at some class "B" stations notified by Board from time to time except on new platforms/concourse. Any additional facility at such stations will require Board's sanction on adequate justification and recommendation of the General Manager of the railway. However zonal railway will review the need for additional facilities in the light of provisions contained in para 4.1.

3.3 **Class "C"** (all suburban stations except class "A"/"B" stations)

Suburban stations are generally handling very high volumes of passenger traffic. It is therefore necessary that adequate space is available for the free movement of passengers. Following catering/vending facilities may be provided at these stations: -

- (i) On end platforms, stalls should be flushed with the wall of the station building to the extent possible in line with the modular stall policy mentioned in para 3.1(iii)
- (ii) On island platforms modular stalls should be provided along the centre line as mentioned in para 3.1(iv).
- (iii) Tea/snack stall should provide choice of ready made and pre-packed food items, which can be easily dispensed and consumed conveniently by a fast moving passenger. Stalls should provide multi product dispensers as stipulated in the policy on Automatic Vending Machines vide Commercial Circular No. 3 dated 17.3.99.
- (iv) Provision of any additional stall is banned at these stations exception new platforms/concourse. Any additional facility on these stations will require Board's sanction on adequate justification and recommendation of the General Manager of the railway. However zonal railway will review the need for additional facilities in the light of provisions contained in para 4.1.

3.4 **Class "D"** (stations with passenger earnings between Rs. 1 crore - 3 crore)

Zonal railway will approve the requirement of catering facilities at class "D" stations with the recommendations of DRM keeping in view the minimum requirement of travelling passengers at different stations.

3.5 **Class "E" stations** (all stations other than class A, B, C and D)

Divisional Railway Managers may decide to provide need based catering facilities at class "E" stations.

4. REDUCTION OF CONGESTION ON STATIONS/PLATFORMS

There is a need to reduce/relocate the existing stalls in order to ease congestion on platforms. A standing committee of three divisional officers should conduct a detailed review of catering/vending facilities at all stations and take systematic steps to decongest the platforms as per a master plan for each station. Following guidelines should be observed in this regard: -

4.1 Shifting of stalls

Railway should observe following guidelines for shifting of stalls: -

- 4.1.1 Stalls should not be shifted to a station appearing in the list of banned stations except in case of new platforms/concourse.
- 4.1.2 In case of new platforms/concourse Divisional Railway Manager, with the recommendation of a committee of three branch officers, will shift stalls from other platforms by inviting applications from existing licensees/units at the station.
- 4.1.3 In case, nobody is willing to shift their stalls at the same station, Chief Commercial Manager with the recommendation of a committee

of three junior administrative grade officers (HQ. level) will decide by inviting applications from other congested stations on that Railway.

4.1.4 For shifting stalls from one railway to another railway, prior approval of Board must be obtained with detailed justification prepared jointly by the railways concerned.

4.1.5 However railway should keep in mind that while shifting catering/vending facilities from congested stations/platforms, vacancies so created should not be filled.

4.2 Reduction in the number of stalls on platforms

To decongest the platforms, it is necessary that the number of stalls is reduced by observing following guidelines: -

4.2.1 Vacancy created due to absorption of commission vendors/bearers should not be filled and resultant vacant stalls should be closed in case of congested stations. However, if railway feels that such a facility is required for the passengers without causing congestion, the same should be licensed out by inviting applications.

4.2.2 Whenever the performance of any licensee is found to be continuously unsatisfactory, his licence may be terminated and the vacancy allowed to lapse in case of congested stations or fresh licence awarded after inviting applications if required in case its continuance does not create congestion.

4.2.3 To provide free movement to passengers, the number of trolleys should be reduced at class "A" station as per the master plan prepared for the station.

4.2.4 While all new stalls are to be provided as per the policy guidelines on modular stalls, existing stalls should be modified as per the standard dimensions of modular stall to reduce congestion progressively.

5. MANAGEMENT OF DEPARTMENTAL UNITS

5.1 In future no catering/vending units should be taken up for departmental management and licensees should manage the services. Facilities vacated due to absorption of commissioned vendors and commissioned bearers should be consolidated with a view to standardize the catering/vending facilities.

5.2 Railway should review from time to time, the performance of departmental units. All loss making units should be taken for licensing with the approval of the General Manager. Staff should be relocated to other units within the railway.

5.3 Railways will not make any fresh recruitment in catering department except in the categories specified by Board.

6. MOBILE CATERING UNITS

6.1 Ownership of rake: -

In order to maintain effective control over on-board services, the Division responsible for the primary maintenance of the train would own the rake of the train and also undertake the maintenance of the pantry car. For any complaint in this regard the division concerned would be accountable. The zonal railway having primary maintenance of rake will also control the management of catering services in case of licensee operated pantry cars. Any exception in this regard would require full justification and Board's approval.

6.2 Provision of pantry cars: -

Provision of pantry cars on different trains will continue to be determined centrally by the Railway Board. Railways will observe the following guidelines with regard to mobile catering services: -

- i) Pantry cars of Rajdhani Express trains should be designed to ensure that pre-cooked and hygienically packed food is supplied from base kitchens with minimum handling in transferring the same to the passengers. Mini pantries with modern gadgets/equipment as specified for Rajdhani Express train coaches should be provided. Railways should use covered mobile vans, containers and trolleys of standard design for transferring meals from base kitchens to the trains. However, in first AC class, railways will provide personalised service and the food should be cooked in the pantry car. Services should be provided through trolleys in all coaches.
- ii) All Shatabdi Express trains should have mini pantries equipped with modern gadgets such as hot cases, water boiler, bottle cooler etc. in all coaches. There should be no cooking and washing on board. Food should be served in pre-set trays, and service in all the coaches should be through trolleys. Railways should use covered mobile vans, containers and trolleys of standard design for transferring meals from base kitchens to the trains.
- iii) Railways will provide pantry cars on long distance trains to be identified centrally at Railway Board level from time to time. Broad criteria for providing pantry car on mail/express trains are given in para 6.3 below.
- iv) Train side vending - As it is not feasible to provide pantry cars on all trains, Railways will arrange on board catering/vending services (train-side vending) in terms of Board' letter No.2000/TGIII/645/11 dated 29.5.2000.

- v) Pantry car of a particular train is considered as one unit, irrespective of the frequency viz. whether it is a weekly/bi-weekly, etc.; or a daily train service. Pantry car licence of a particular train should, therefore, be awarded to one licensee only and should not be split among different licensees for different days.
- vi) There may be cases where train services are run with integrated rakes and only one or more trains may be having the pantry cars. In such cases, railways will provide pantry cars on all trains running with integrated rakes to avoid shunting and make optimum use of the rolling stock. Railways will however follow the extant instructions for awarding fresh pantry car licence on new train/trains as this will be an additional service.
- vii) Conversion of gauge- In case of gauge conversions, the licensee managing the pantry car services on MG/NG trains, will continue to manage the services on corresponding trains for the unexpired period of their licence on its conversion into broad gauge. In case it is not possible to provide a separate pantry car in the corresponding BG train, the licensee may be permitted to provide on board vending on that train for the unexpired period of the licence only. He may also be given a suitable space for running kitchen at the terminal station for this specific purpose.

6.3 Criteria for providing pantry car on long distance mail/express trains: -

Railways should strengthen the static catering units at major stations on popular routes so as to provide adequate facilities to the passengers. Wherever it is not possible to provide satisfactory services through static units in future following criteria will be observed for providing pantry cars in mail/express trains, other than Rajdhani express trains where it is a part of train composition, subject to the availability of rolling stock: -

- a) Journey time more than 24 hours each way;
- b) At least 10 sleeper class coaches (upper and lower class) are in the train formation;
- c) At least 200 meals comprising of lunch or dinner for super-fast trains and 150 meals for mail/express trains are expected to be served each time.
- d) There are less number of stoppages, where it is not possible to provide catering services through static unit enroute;
- e) Air brake rake with vestibuled coaches will have preference
- f) Other consideration such as tourist attraction, non availability of satisfactory services enroute, other operational requirements etc.

7. TARIFF

Railway Board will continue to decide the tariff for tea/coffee, standard breakfast, meals and for mineral water, which is uniformly applicable on all

zonal railways. Railway Board will also continue to decide catering charges for various services in case of Rajdhani /Shatabdi Express trains, as this is part of passenger fare. However, zonal railways will decide the rates of a la carte catering items with consultation of associate finance under advice to Railway Board.

8. CEILING LIMIT ON HOLDINGS

There will be no ceiling limit on the total number of holdings of the units by a licensee.

9. TRANSFER OF LICENCE

Transfer of licence to the son/legal heir would be allowed only in the event of death. The licence can be transferred in the name of son/legal heir for the unexpired period of the agreement only on personal approval of the Divisional Railway Manager in case of small units and Chief Commercial Manager in case of major units.

10. EXCLUSION OF GOVERNMENT EMPLOYEES AND THEIR DEPENDENTS

As contained in Railway Board letter no. 85/TG.III/600/1 dated.05.02.1985, no catering /vending licence should be awarded to any Government employee or railway servant or any other member of his/her family (as defined in rule no 103 para 17 of the Indian Railway Establishment Code - Vol.-I). The existing catering/vending licences who are coming under the above category, should also not be allowed to continue their licence on conformation of the above position.

11. INCLUSION OF SON/WIFE/DAUGHTER'S NAME IN THE LICENCE

In case of old age, disablement, infirmity, etc. as circulated vide letter no. 92/TGIII/601/14/C dated. 16.6.93, Divisional Railway Manager in exceptional cases only, may personally consider request of individual licensees for inclusion of the names of their son/daughter/wife in their licence subject to his/her performance being satisfactory and also that no railway dues are pending against the licensee. Zonal Railways should also ensure that son/daughter/wife, whose name is proposed to be included in the licence should not hold any other catering/vending licence over Indian Railways.

12. GENERAL

12.1 Use of food grade material: -

Railways should ensure use of food grade material of standard quality for storage/packaging of food items in order to avoid chances of contamination. The use of eco-friendly material should also be encouraged for serving snacks/beverages in order to control pollution. In view of increasing use of packaging material, railways will devise suitable systems to collect, transfer and disposal of catering waste.

12.2 Training and HRD: -

As in-house training facilities are not available on Indian Railways in catering and hospitality, railway should plan training of cooks, bearers/waiters, frontline managers and middle level managers in other Government or recognized private training institutes under delegated powers of General Managers. Licensees will also ensure regular training of their staff on similar lines for human resource development.

12.3 Arbitration: -

In the event of any question, dispute or difference arising under these conditions of contract or in connection with this contract (except as to any matters, the decision of this is specially provided for by these or the special conditions) the same shall be referred to the Arbitration Tribunal or the person appointed to be the sole arbitrator, by the GM of the concerned zonal railways. The person to be appointed as arbitrator, however, will not be one of those who held an opportunity to deal with the matters to which the contract relates or who in the course of his duties has expressed views on all or any of the matter under disputes or difference. The award of the Arbitrator shall be final and binding on the parties to the contract.

In the event of the arbitrator dying, neglecting or refusing to act or resigning or being unable to act for any reasons, or his award being set aside by the court for any reasons, it shall be lawful for the authority appointing the arbitrator to appoint any other arbitrator in place of the outgoing arbitrator in the manner aforesaid.

The arbitration referred to above shall be governed by Arbitration and Conciliation Act 1996.

12.4 Model Agreement: -

Agreement entered with licensees should also have a clause that licensee shall all times indemnify the railway administration against all claims regarding workmen/labour/servant and there will be no liability of the railway on this account. A model agreement is under process and zonal railways will be advised in due course.

PART B

LICENSING POLICY

13. ALLOTMENT OF CATERING LICENCES

It has been decided that allotment of catering/vending licences will be done under separate rules for major and small catering/vending units as explained in paragraph 14 and 15 below: -

14. SYSTEM FOR AWARDING LICENCE IN CASE OF MAJOR UNITS

14.1 Definition of major units: -

For the purpose of award of catering licence, major catering units are defined as under: -

- (i) All mobile catering units including Rajdhani/Shatabdi Express and other mail and express trains,
- (ii) Restaurants/refreshment rooms, at all class "A" stations excluding attached facilities like stalls/trolleys, if any existing at present,
- (iii) Multi outlet food plazas or food courts, or
- (iv) Single outlet fast food centres.

14.2 Tendering System: -

It has been decided that catering licences of major catering units will be awarded through open tender under a two-packet system. Tenders will be invited by giving suitable notification in national and local newspapers. Packet-A will contain technical offer and Packet-B will contain the financial bid.

Award of licence in case of major units will be done at the level of zonal railway Headquarters.

14.3 Technical Offer: -

Packet "A" which is the technical offer, will be opened first.

Packet "A" should contain the following basic documents along with other documentary evidence to satisfy the eligibility criteria, which are detailed in the following paragraph:

- (i) Memorandum and Articles of Association in case of a company, along with certificates of incorporation, and date of commencement of business etc.

- (ii) Details of partners along with certificate of registration and details of their business etc. in case of a partnership firm registered under the Partnership Act., 1932.
- (iii) Addresses, telephone numbers, contact persons of the various establishments/base kitchens etc. of the company.
- (iv) Curricula vita of the managerial/supervisory personnel in regular employment of the company with certificates for their educational/professional qualifications.
- (v) Balance sheet of the company or profit & loss account of the firm for the last two years duly audited by a Chartered Accountant.
- (vi) Latest income tax clearance certificate.
- (vii) Earnest money through demand draft/banker's cheque.
- (viii) Documentary evidence to establish reputation/business standing of the company.
- (ix) Any other document considered relevant by the zonal railway to be notified in the tender.

14.4 Eligibility Criteria: -

The three member Tender Committee of appropriate level of Commercial, Finance and one from a sister department will scrutinize the technical offers received in Packet "A" to shortlist the eligible candidates. The General Manager of the Railway will decide the level of the tender committee. The eligibility criteria for short listing the eligible applicants would be as under: -

- (i) The applicant should be a reputed company/firm, and not an individual duly incorporated/registered for catering/hospitality business for handling food and beverages.
- (ii) The applicant must have a minimum of five years of experience in the field of catering/hospitality business.
- (iii) The applicant should already be having a minimum annual turnover in catering/hospitality and F&B services related business and the eligibility criterion for different type of units is given below: -

Rs. 5 crore per annum	Mobile catering on Rajdhani/Shatabdi Express trains.
Rs. 5 crore per annum	Multi outlet food plazas or food courts
Rs. 3 crore per annum	Mobile catering on other mail/express trains
Rs. 1 crore per annum	Restaurants/refreshment rooms at class "A" stations
Rs. 1 crore per annum	Single outlet fast food centres

- (iv) Reputation/business standing of the applicant.

- (v) Sound financial standing of the applicant.
- (vi) The applicant should have sufficient number of qualified personnel with at least three years' diploma from a recognised catering institution in food and hospitality (hotel management) in its regular employment.
- (vii) The applicant should also have catering establishments/base kitchens with modern equipment and gadgets and should have in-house hygiene and food safety arrangements and must follow good management practices. Its establishments/base kitchens etc. should be available for inspection of the Tender Committee or any other agency as notified by railways.
- (viii) The applicant should be an income-tax payee.

Any other criteria considered relevant by the zonal railway to be notified in Packet "A".

14.5 Financial Bid: -

- (i) Packet-B, which is the financial offer, will be opened only after shortlisting of eligible applicants on the basis of Packet "A" and will contain the financial bid only and no other document.
- (ii) The financial bid will be in terms of a percentage commission on sales turnover, which will be payable by the licensee to the railways. The offer should be conspicuously in terms of both in figure and in words. Any overwriting, correction or insertion will not be accepted.

The financial bid would be in terms of percentage commission on sales turnover, subject to a minimum of lumpsum amount to be indicated in the tender document by the railway, which shall be calculated as per following guidelines: -

Rajdhani/Shatabdi Express trains	15%* of estimated annual sales turnover based on average occupancy figures
Other Mail/Express trains	12%* of estimated annual sales turnover
All other static units	12%* of estimated annual sales turnover

* Or any other percentage commission on sales as notified from time to time

(iii) Assessment of Sales Turn Over: -

- (a) In the case of Rajdhani/Shatabdi Express trains sales turnover for the realisation of licence fee will be based on the actual occupancy in each trip as certified by Train Superintendent.
- (b) In case of mobile units, other than Rajdhani/Shatabdi services, a minimum number of 200 meals for superfast trains and 150

meals for other mail/express trains on each occasion of servicing lunch/dinner or both, as per train timing, may be taken into account while assessing sales turnover.

- (c) In case of static units, the sales turnover may be assessed based on location of the unit, number of passengers dealt, the type and price of items sold, number of vendors on the unit, previous record of sale of a similar unit (in case of new units) and any other such related criteria. Assessment of sales must also be done through a surprise physical check by a committee comprising of inspectors from Commercial and Finance Departments for a period of three days with scrutiny of sales records. Such assessment will be approved by a gazetted officer of the Commercial Department with concurrence of associate finance.
- (d) Railway should keep a constant watch on the sale of various units to ensure that there is no loss of revenue. Railway should also introduce progressive systems utilizing advanced technology, computerized billing etc. to bring transparency in assessment of sales. Audited statement of accounts in case of major units should also be insisted upon. In case of Rajdhani/Shatabdi Express trains sales turnover is on actual occupancy basis as certified by Train Superintendent.
- (iv) **Applicants will be asked to bid over and above the minimum percentage commission notified from time to time by Railway Board. Licence will normally be awarded to the highest bidder. However Tender Committee will ensure that license fee offered by the highest bidder is realistic and workable in order to maintain the standard of catering services expected to be maintained by the service provider. Under no circumstances the quality of services be compromised.**
- (v) Licence fee payable by the licensee is in the form of percentage of annual sales turnover. No other operational charges like haulage /maintenance / detention etc. in case of mobile services will be recoverable from the licensees. In the case of static units also there will be no separate charges payable towards rent for building/land, vendor's fee and conservancy charges etc. except electricity and water charges, which will be based on actual consumption.

14.6 Tenure: -

- 14.6.1 The tenure of license for major units will be five (5) years. There should not be an automatic renewal. However, railways reserve the right for renewal of licence only once for a second term of five (5) years, in the case of satisfactory performance.
- 14.6.2 The monitoring of performance of the licensees should be strengthened. Finance and outside consultants should be

involved. Opinion of passengers should be taken, by distributing standard forms and results should be computerised. Complaints should be analysed for their genuineness and corrective action should also be taken. Grievance cells should be strengthened on Zonal Railways. Licensees should have accountability and loyalty to railways. The monitoring of performance will also include performance as reported through an Annual Confidential Reports (enclosed as Annexure I & II) during the term of licence as circulated vide Commercial Circular no. 55 of 2000, prompt payment of all railway dues, complaints of serious nature against licensee regarding quality of food and services, reasonable increase in sales turnover during the period of licence, public opinion conducted from time to time and inspection reports of senior railway officers. Railway should maintain a performance report of major licensees. The licence should be renewed by the committee equivalent to the committee, which originally awarded the licence with the acceptance of the accepting authority.

14.6.3 The railways will give no extension after expiry of the licence (second term in case of renewal) and fresh tenders be called well in time.

14.6.4 The enhancement of licence fee at the time of renewal should be based on actual sales turnover subject to a minimum of 10% increase of the prevailing licence fee at the time of renewal.

14.7 Reservation: -

It has been decided that the award of licence in case of all major catering/vending units will be made only on the basis of professional criteria through open competitive bidding as laid down for this purpose and there will be no reservation for any category.

14.8 Earnest Money

To encourage genuine parties for bidding for licences, earnest money to be enclosed along with the tender document would be as follows: -

Rs. 3 lakh	All mobile catering licenses and multi outlet food plazas/courts
Rs. 1 lakh	Refreshment rooms/restaurants/ single outlet fast Food centres

Earnest money of unsuccessful bidders will be refunded after the award of contract without any interest.

14.9 Security Deposit

Security deposit by the successful applicant will be equivalent to 5% of the assessed annual sales turnover of the unit to be fixed by the zonal railways

and incorporated in the tender document. Sales turnover should be assessed as per the guidelines given in para 14.5(iii). Earnest money of successful bidders will be adjusted against the security deposit. In case the applicant fails to provide satisfactory service, the security deposit will be forfeited.

14.10 Application of New Policy to existing licences

New Catering Policy will take effect from the date of issue of this policy in case of all new catering/vending licences. This will also apply in case of award of fresh licence in the event of termination, non-renewal, vacation etc. of the existing licences. However, in the case of existing licences, which continue to provide satisfactory services, the licensees will be allowed to complete their present term subject to application of all other policy directives issued from time to time. Thereafter licences of such existing licensees shall be renewable for such periods so that the total period of operation from the date of issue of New Catering Policy is five years on uniform basis. For instance in case of an existing licence which is expiring, say in October, 2001, the licence shall be renewable for a further period of 4 years beyond October 2001 i.e. upto October, 2005. If a licence is expiring, say in October 2003, the same shall be renewable for a further period of 2 years i.e. upto October 2005. However such renewals should not be automatic and railways will ensure continuous monitoring of performance as per provisions contained in para 14.6.2 and para 14.6.4. All existing licensees may be advised in this regard.

15. SYSTEM OF AWARDING LICENSE IN CASE OF SMALL UNITS

Award of licence in case of catering units other than major units as mentioned in para 14 above will continue to be made by calling applications through press notifications from reputed parties. Out of the total requirement assessed for the Division, licences for 75% of the assessed requirement of small units would be awarded in general category by Divisional Railway Manager. Remaining 25% licences of small units will be awarded to candidates from reserved categories by the General Manager of zonal railways.

15.1 System for award of licence for 75% of small units on a Division

- i) Division will call for applications through press notifications. Tenders system shall not be followed for award of licence in case of small units. Applications should be invited only from professional/reputed caterers on the following criteria: -
 - (a) Reputation/business standing of the applicant,
 - (b) Turnover of applicant's business in catering,
 - (c) Financial standing of the applicant,
 - (d) Previous track record of the applicant,
 - (e) Size of the establishment and staff required for running the unit,
 - (f) - Location of the unit;
 - (g) Proximity of the caterers to the location of the proposed unit, and

- (h) Any other factor considered relevant by railways.
- ii) Selection Committee of three junior administrative grade officers (divisional level) including one each from Commercial, Accounts and one from another department will make selection scrutinizing the papers and interviewing all the shortlisted applicants before putting up its recommendations for the approval of Divisional Railway Manager.
- iii) Before calling the applications through newspapers, railway will assess the potential sales turnover of such units, which among other things, will depend upon the type and location of unit, class of station, number of passengers dealt with, types and price of catering items sold and other related criteria. 12% or any other percentage commission on sales notified from time to time of annual assessed sales turnover will be the licence fee which should be clearly indicated in the press notification for calling applications.

15.2 System for award of licence for remaining 25% of small units on a Division: -

In the case of award of licence for remaining 25% of small units, the General Manager of the railway will exercise discretionary power, subject to the condition that the applicant fulfils the eligibility basic criteria and his/her credentials are checked before any allotment is made. Following is the breakup of the various categories for the allotment of small units within 25% of the total licences awarded by the division: -

i)	Schedule Castes	- 6%
ii)	Schedule Tribes	- 4%
iii)	People below poverty line	- 4%
iv)	Women including war widows and widows of railway employees	- 3%
v)	Other Backward classes	- 3%
vi)	Minorities*	- 3%
iv)	Physically handicapped persons	- 2%
	TOTAL	- 25%

*** As applicable from state to state for various minorities.**

The Commercial Department of the Zonal Railways will maintain the record of applications received from various categories separately. Applications of such applicants will be forwarded to the concerned DRMs' who will verify the credentials of the applicants with regard to the eligibility criteria contained in para 15.1 and also advise the vacancy position with justification for the services. CCM will then put up the cases to the General Manager, who will exercise his discretionary power in this regard.

In case no applicant turns up against a particular category specified above, the vacancy will be carried forward to the next category in order of the break up of the various categories mentioned above. **However, Under no circumstances the total allotment to a particular category should exceed the specified percentage reserved for that particular category. The total number of allotments of small units to the various reserved categories should also not exceed 25% of the total**

allotments of small units made on a particular Division. The above provision of allotments based on reservation will apply in the case of fresh allotments and Divisions will maintain records accordingly.

15.3 Tenure

Tenure of licensees of all small units will also be 5 years. Railway may renew the licences after every five (5) years subject to satisfactory performance. The monitoring of performance will include prompt payment of all railway dues, complaints of serious nature against licensee regarding quality of food and services, reasonable increase in sales turnover during the period of licence, and inspection reports of senior railway officers during the term of licence.

The enhancement of licence fee at the time of renewal should be based on actual sales turnover. The increase in licence fee should not be less than 10% of the prevailing licence fee at the time of renewal. This should be suitably incorporated in the agreement.

Renewal may be considered by Divisional Railway Manager on the recommendation of a Committee of three junior administrative grade officers for class "A" and "B" stations. Renewal of licences at all other stations may be done by Sr. DCMs on the recommendations of three Senior/Junior scale officers.

15.4 Licence Fee

Licence fee will be 12% (or any other percentage commission on sales notified from time to time) of estimated annual sales turn over for both general and reserved categories. In the case of static units, there will be no separate charges towards rent for building/land, vendor's fee and conservancy charges etc. except electricity and water charges based on actual consumption.

15.5 Additional Items

As the licence is granted for a specific purpose and for a specific period, the sale of any additional items will change the scope of the licence. Railway should not grant permission of any additional items within the currency of the licence. However, to cover any addition/deletion/change, due to administrative decisions or in the larger public interest due to legal provisions or change thereof, zonal railways reserve the right to give permission for sale of additional/alternative items by providing equal opportunities to all existing licensees/units.

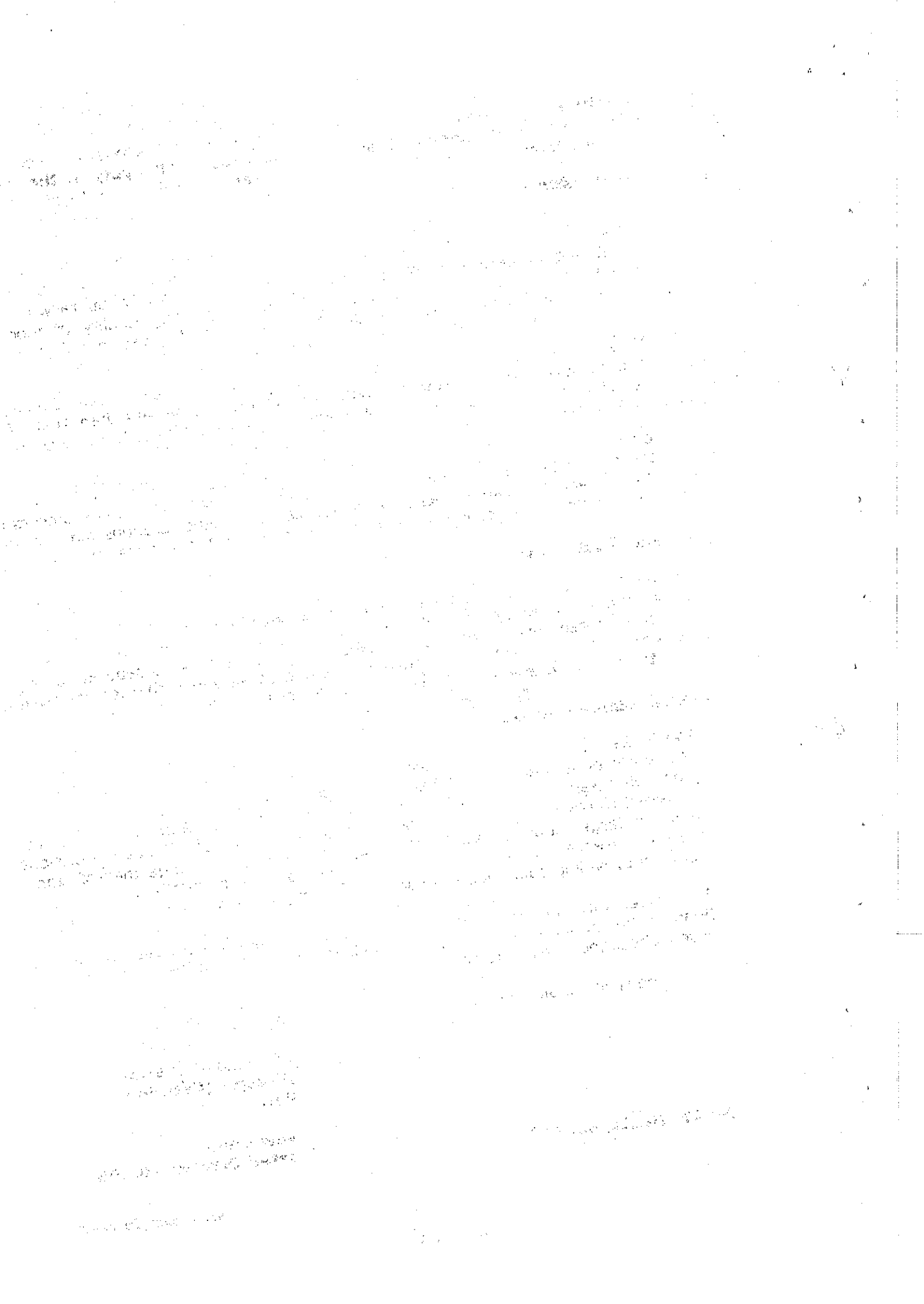
This issues with the concurrence of Finance and Legal Directorates of Railway Board. The revised policy will take immediate effect. The revised policy may be widely circulated to all concerned.

The Hindi version will follow.


(Yogendra Sharma)
Director (Catering)
Railway Board

New Delhi,
Dated. October 20, 2000

No.97/TG.III/600/12



गोपनीय/CONFIDENTIAL

भारत सरकार, रेल मंत्रालय
GOVERNMENT OF INDIA, MINISTRY OF RAILWAYSखान-पान के लाइसेंसधारियों के कार्य-निष्पादन से संबंधित वार्षिक गोपनीय रिपोर्ट का फार्म (चल यूनिटें)
Form of Annual Confidential Report on Performance of Catering Licencee (Mobile Units)

क्षेत्रीय रेलवे

Zonal Railway

वर्ष की/समाप्त अवधि की रिपोर्ट

Report for the Year/Period Ended

पार्ट - I /PART - I

आधारभूत सूचना / BASIC INFORMATION

1. खानपान यूनिट का नाम/संख्या
Name/ Number of the Catering Unit
2. फर्म/लाइसेंसधारी का नाम
Name of the Firm/ Licensee
3. पता एवं टेलीफोन नं.
Address and telephones Numer
4. कोटि, यदि कोई है
Category if any
5. प्रारम्भिक आबंटन की तारीख
Date of Initial Allotment
6. पिछले आबंटन की तारीख एवं
वर्तमान लाइसेंस लागू रहने की संख्या.
Date of Last Allotment and
Currency of Current licence
7. प्रत्येक ट्रिप में सेवाओं की संख्या
(सुबह का नाश्ता, दोपहर
का भोजन एवं रात का भोजन)
Number of Services in Each Trip
(Breakfast, Lunch, Snacks and Dinner)
8. प्रतिवेदित/निर्धारित की गई कुल बिक्री
Sales Turnover Reported/Assessed
9. वार्षिक लाइसेंस फीस
Annual Licence Fee
10. रकम की प्राप्ति संख्या के साथ
किए गए भुगतान के ब्यौरे
Particulars of Payments made
with Money receipt Number

पार्ट-II / Part II

<p>रिपोर्ट करने वाले अधिकारी का मूल्यांकन ASSESSMENT OF THE REPORTING OFFICER</p>

1. भोजन की गुणवत्ता
QUALITY OF MEALS

- i) विधि तथा क्या भोजन मूल रसोईघर से लिया गया है
Preparation and whether food is picked up from Base kitchens
- ii) निर्धारित सामग्री की पैकेजिंग एवं प्रयोग
Packaging and use of prescribed material
- iii) प्रस्तुतीकरण एवं निर्धारित ट्रे के ढांचे का प्रयोग
Presentation and use of prescribed tray setups

2. सेवाओं की गुणवत्ता
QUALITY OF SERVICES

- i) क्या निर्धारित खाद्य सामग्रियों की मात्रा एवं सेवा
Quantity and service of food items as prescribed
- ii) व्यंजन सूचीपट्ट का प्रदर्शन एवं व्यंजन सूचीपत्र का प्रस्तुतीकरण
Display of menu boards and presentation of menu cards
- iii) बिलों का प्रस्तुतीकरण यदि अपेक्षित हो
Presentation of bills if required
- iv) सेवा ट्रालियां/ट्रे ले जाने वाले वाहनों का प्रयोग
Use of service trolleys/Tray carriers
- v) अवशिष्ट का निपटान एवं सामान्य साफ-सफाई
(व्यावसायिक एजेंसी द्वारा मूल रसोईघर का निरीक्षण)
Disposal of waste and general hygiene
- (Inspection of Base Kitchen by
a professional agency)
- vi) बिक्री को बढ़ाने के लिए किए गए प्रयास
Efforts made to improve sales
- vii) लाइसेंसधारी के कर्मचारियों की व्यावसायिक अर्हता, कृपया अतिरिक्त शीट संलग्न करें
Professional Qualification of Licencee's Staff, Please attach extra sheet.

3. गुणवत्ता का मूल्यांकन
ASSESSMENT OF QUALITY

- i) पांच प्वाइंटों के अंतर्गत यात्रियों के फीडबैक का मूल्यांकन
(संलग्न शीट के अनुसार संचालित तिमाही के मतों का औसत)
Rating of passengers feed back against five points
(Average of quarterly opinion pools conducted as per attached sheet)

गुणवत्ता Quality	मात्रा Quantity	कर्मचारियों का व्यवहार Staff Behaviour	प्रस्तुतीकरण Presentation	संपूर्ण संतुष्टि Overall Satisfaction

- ii) गुणवत्ता नियंत्रण के अंतर्गत इकट्ठे किए गए भोजन के नमूनों की संख्या एवं उनकी रिपोर्ट
Number of food samples collected under
Quality Control and their report
- iii) खाद्य अपमिश्रण निवारण अधिनियम, 1954 के अंतर्गत इकट्ठे किए गए भोजन के नमूनों की संख्या एवं उनके परिणाम
Number of food samples collected under
Prevention of Food Adulteration Act, 1954 and their result
- iv) किए गए जुर्मानों की संख्या तथा उनका प्रेषण
Numbers of fines imposed and their remittance
- v) कोई अन्य अनियमितता
Any other irregularity ?
- vi) क्या किसी अनियमितता के कारण लाइसेंसधारी को भर्त्सना की गई है ? यदि ऐसा है तो ब्योरा दें
Has the licencee been reprimanded for any irregularity ?
If so give details
- vii) सतर्कता, रेलवे बोर्ड, खानपान निदेशालय, आदि द्वारा पता लगाई गई कोई अन्य गंभीर अनियमितता
Any serious irregularity detected by vigilance, Rly. Bd. Ctg. Dte., etc

4. सत्यनिष्ठा (क्या लाइसेंसधारी किसी विवाद में लिप्त है, उसे प्रभाव के बाहर लाया गया अथवा उसने भुगतान की अदायगी नहीं की है)

INTEGRITY (Whether Licencee involved in disputes, brought outside influence or defaulted in payment ?)

5. सामान्य मूल्यांकन (खाद्य संरक्षा, व्यक्तिगत सफाई एवं प्रशिक्षण तथा जनशक्ति विकास को बढ़ाने के लिए की गई कार्रवाई सहित)

GENERAL ASSESSMENT (Including action taken to improve Food Safety, personal hygiene and Training & Manpower Development)

6. ग्रेड
GRADING

(अति उत्तम/बहुत अच्छा/अच्छा/औसत/निकृष्ट)
(Excellent/ Very Good/ Good/ Average/ Poor)

रिपोर्ट करने वाले अधिकारी के हस्ताक्षर
(खानपान के मुख्य वाणिज्य प्रबंधक अथवा उप मुख्य वाणिज्य प्रबंधक प्रभारी)
Signature of Reporting Officer.....
(CCM or Dy CCM incharge of Catering).....

रिपोर्ट करने वाले अधिकारी का नाम एवं पदनाम
Name and Designation of Reporting Officer

तारीख
Date

पार्ट - III / Part - III

स्वीकारकर्ता प्राधिकारी का मूल्यांकन
ASSESSMENT OF ACCEPTING AUTHORITY

1. क्या स्वीकारकर्ता प्राधिकारी लाइसेंसधारी के मूल्यांकन के संबंध में रिपोर्ट करने वाले प्राधिकारी से सहमत हैं, यदि नहीं तो ब्यौरा दें ?

Does the accepting authority agree with the reporting authority regarding the assessment of the licensee, If not give details ?

2. सेवाओं का सामान्य मूल्यांकन
General assessment of the services

3. कोई अन्य सूचना जिसे स्वीकारकर्ता प्राधिकारी लाइसेंस के लिए संगत समझे
Any other information which accepting authority feels relevant for the licence

4. ग्रेड (अति उत्तम/बहुत अच्छा/अच्छा/औसत/निकृष्ट)
Grading (Excellent/ Very Good/ Good/ Average/ Poor)

स्वीकारकर्ता प्राधिकारी के हस्ताक्षर (मुख्य वाणिज्य प्रबंधक)
Signature of Accepting Authority.....
(Chief Commercial Manager).....

स्वीकारकर्ता प्राधिकारी का नाम
Name of Accepting Authority.....

तारीख
Date

यदि उप मुख्य वाणिज्य प्रबंधक खानपान के प्रभारी होते हैं तो मुख्य वाणिज्य प्रबंधक जो खानपान विभाग देख रहे हैं, प्रतिहस्ताक्षर करेंगे.
CCM (incharge of Catering) will countersign in case there is a Dy CCM in charge of catering

गोपनीय/CONFIDENTIAL

भारत सरकार, रेल मंत्रालय

GOVERNMENT OF INDIA, MINISTRY OF RAILWAYS

खान-पान के लाइसेंसधारियों के कार्य-निष्पादन से संबंधित वार्षिक गोपनीय रिपोर्ट का फॉर्म

(मुख्य स्थाई यूनिटें जैसे जलपान गृह, फास्ट फूड सेंटर, रेस्टोरेंट, बूथ रसोई घर)

Form of Annual Confidential Report on Performance of Catering Licencee

(Major static units like Refreshment Room, Fast Food Centres, Restaurants, Base Kitchens)

क्षेत्रीय रेलवे

Zonal Railway

वर्ष की/समाप्त अवधि की रिपोर्ट

Report for the Year/Period Ended

पार्ट - I /PART - I

आधारभूत सूचना / BASIC INFORMATION

1. खानपान यूनिट का नाम/संख्या
Name/ Number of the Catering Unit
2. फर्म/लाइसेंसधारी का नाम एवं पता
Name and address of the Firm/ Licensee
3. वर्ग, यदि कोई है
Category, if any
4. प्रारंभिक आवंटन की तारीख
Date of Initial Allotment
5. पिछले आवंटन की तारीख एवं
वर्तमान लाइसेंस लागू रहने की संख्या.
Date of Last Allotment and
Currency of Current licence
6. प्रतिवेदित/निर्धारित की गई कुल बिक्री
Number of Services in Each Trip
(Breakfast, Lunch and Dinner)
7. वार्षिक लाइसेंस फीस
Annual Licence Fee
8. रकम की प्राप्ति संख्या के साथ
किए गए भुगतान के ब्यौरे
Particulars of Payments made
with Money receipt Number

शीर्ष Heads	राशि Amount	रकम की प्राप्ति संख्या Money Receipt
12% की दर से लाइसेंस फीस License fee @ 12%		
किराया Rent		
विक्रेता की फीस Vendor's fee		
बिजली Electricity		
पानी Water		
सफाई व्यवस्था Conservancy		
कुल लाइसेंस फी Total License Fee		

पार्ट-II / Part II

रिपोर्ट करने वाले अधिकारी का मूल्यांकन ASSESSMENT OF THE REPORTING OFFICER

1. भोजन की गुणवत्ता
QUALITY OF MEALS

- i) विधि
Preparation
- ii) निर्धारित सामग्री को प्रयोग करने व प्रस्तुत करने का तरीका
Presentation and use of prescribed material

2. सेवाओं की गुणवत्ता
QUALITY OF SERVICES

- i) यथा निर्धारित खाद्य सामग्रियों की मात्रा एवं सेवा
Quantity and service of food items as prescribed
- ii) व्यंजन सूचीपट्ट का प्रदर्शन एवं व्यंजन सूचीपत्र का प्रस्तुतीकरण
Display of menu boards and presentation of menu cards
- iii) बिलों का प्रस्तुतीकरण
Presentation of bills
- iv) सेवा ट्रालियां/ट्रे ले जाने वाले वाहनों का प्रयोग
Use of service trolleys/Tray carriers
- v) अवशिष्ट का निपटान एवं सामान्य साफ-सफाई
(व्यावसायिक एजेंसी द्वारा मूल रसोईघर का निरीक्षण)
Disposal of waste and general hygiene
- (Inspection of Base Kitchen by

a professional agency)

vi) विक्री को बढ़ाने के लिए किए गए प्रयास
Efforts made to improve sales

vii) लाइसेंसधारी के कर्मचारियों की व्यावसायिक अर्हता, कृपया अतिरिक्त शीट संलग्न करें
Professional Qualification of Licencee's Staff, Please attach extra sheet.

3. गुणवत्ता का मूल्यांकन

ASSESSMENT OF QUALITY

i) पांच प्वाइंटों के अंतर्गत यात्रियों के फीडबैक का मूल्यांकन
(संलग्न शीट के अनुसार संचालित तिमाही के मतों का औसत)
Rating of passengers feed back against five points
(Average of quarterly opinion pools conducted as per attached sheet)

गुणवत्ता Quality	मात्रा Quantity	कर्मचारियों का व्यवहार Staff Behaviour	प्रस्तुतीकरण Presentation	संपूर्ण संतुष्टि Overall Satisfaction

ii) गुणवत्ता नियंत्रण के अंतर्गत इकट्ठे किए गए भोजन के नमूनों की संख्या एवं उनकी रिपोर्ट
Number of food samples collected under
Quality Control and their report

iii) खाद्य अपमिश्रण निवारण अधिनियम, 1954 के अंतर्गत इकट्ठे किए गए भोजन के नमूनों की संख्या एवं उनके परिणाम
Number of food samples collected under
Prevention of Food Adulteration Act, 1954 and their result

iv) किए गए जुर्मानों की संख्या तथा उनका प्रेषण
Numbers of fines imposed and their remittance

v) कोई अन्य अनियमितता
Any other irregularity ?

vi) क्या किसी अनियमितता के कारण लाइसेंसधारी की भर्त्सना की गई है ? यदि ऐसा है तो ब्यौरा दें
Has the licencee been reprimanded for any irregularity ?
If so give details

vii) सतर्कता, रेलवे बोर्ड खानपान निदेशालय, आदि द्वारा पता लगाई गई कोई अन्य गंभीर अनियमितता
Any serious irregularity detected by vigilance, Rly. Bd. Ctg. Dte., etc

4. सत्यनिष्ठा (क्या लाइसेंसधारी किसी विवाद में लिप्त है, उसे प्रभाव के बाहर लाया गया अथवा उसने भुगतान की अदायगी नहीं की है)
INTEGRITY (Whether Licencee involved in disputes, brought outside influence or defaulted in payment ?)

5. सामान्य मूल्यांकन (खाद्य संरक्षा, व्यक्तिगत सफाई एवं प्रशिक्षण तथा जनशक्ति विकास को बढ़ाने के लिए की गई कार्रवाई सहित)

GENERAL ASSESSMENT (Including action taken to improve Food Safety, personal hygiene and Training & Manpower Development)

6. ग्रेड
GRADING

(अति उत्तम/बहुत अच्छा/अच्छा/औसत/निकृष्ट)
(Excellent/ Very Good/ Good/ Average/ Poor)

रिपोर्ट करने वाले अधिकारी के हस्ताक्षर

(खानपान के मुख्य वाणिज्य प्रबंधक अथवा उप मुख्य वाणिज्य प्रबंधक प्रभारी)

Signature of Reporting Officer.....

(CCM or Dy CCM incharge of Catering).....

रिपोर्ट करने वाले अधिकारी का नाम एवं पदनाम

Name and Designation of Reporting Officer

तारीख

Date

पार्ट - III / Part - III

स्वीकारकर्ता प्राधिकारी का मूल्यांकन
ASSESSMENT OF ACCEPTING AUTHORITY

1. क्या स्वीकारकर्ता प्राधिकारी लाइसेंसधारी के मूल्यांकन के संबंध में रिपोर्ट करने वाले प्राधिकारी से सहमत हैं, यदि नहीं तो ब्यौरा दें ?

Does the accepting authority agree with the reporting authority regarding the assessment of the licensee, If not give details ?

2. सेवाओं का सामान्य मूल्यांकन
General assessment of the services

3. कोई अन्य सूचना जिसे स्वीकारकर्ता प्राधिकारी लाइसेंस के लिए संगत समझे
Any other information which accepting authority feels relevant for the licence

4. ग्रेड (अति उत्तम/बहुत अच्छा/अच्छा/औसत/निकृष्ट)
Grading (Excellent/ Very Good/ Good/ Average/ Poor)

स्वीकारकर्ता प्राधिकारी के हस्ताक्षर (मुख्य वाणिज्य प्रबंधक)

Signature of Accepting Authority.....

(Chief Commercial Manager).....

स्वीकारकर्ता प्राधिकारी का नाम

Name of Accepting Authority

तारीख

Date

यदि उप मुख्य वाणिज्य प्रबंधक खानपान के प्रभारी होते हैं तो मुख्य वाणिज्य प्रबंधक जो खानपान विभाग देख रहे हैं, प्रतिहस्ताक्षर करेंगे.
CCM (incharge of Catering) will countersign in case there is a Dy CCM in charge of catering