

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

No.99/TG.III/600/16

New Delhi, dt.19.9.2000

The General Managers  
All Indian Railways.

**Commercial Circular No. 55 of 2000**

**Sub: - Monitoring of Catering Services on Indian Railways**

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Ministry of Railways with a view to improve system of monitoring the catering services on Indian Railways have examined the matter of annual performance appraisal of catering licensees managing pantry cars, refreshment rooms, fast food centres, food marts, etc. Representations received regarding multiple agencies imposing fines on catering/vending licensees have also been examined.

While the Commercial Department of zonal railways award catering /vending licences and exercise day-to-day control for all purposes, there are other agencies /departments which impose fines on the licensees. In many cases, it may be possible that fine is imposed for the same irregularity more than once. Controlling department may not be getting complete details regarding deficiencies/irregularities noticed and fines imposed by different agencies. In such a case, complete facts may not be available for performance appraisal.

To streamline the system of inspection and monitoring, following guidelines are issued:-

**1. MAINTENANCE OF ANNUAL CONFIDENTIAL REPORTS OF CATERING UNITS: -**

Zonal railways will start maintaining Annual Confidential Reports on the performance of licensees of major catering establishments like pantry cars, refreshment rooms, fast food centres, restaurants, base kitchens, etc. Two standard forms, one each for mobile and static units separately, both in English and Hindi, have been designed for this purpose and are enclosed. Reports will be prepared in duplicate and completed for each financial year before 30<sup>th</sup> of

June of the following year. In case of any adverse remarks, zonal railways will communicate the same to the licensees, take their acknowledgement and also monitor corrective action. The Confidential Reports for all the years for the term of the license must be completed and put up to the Committee constituted for the renewal of the licence.

For the financial year ended 31<sup>st</sup> March 2000, zonal railways may initiate immediate action for completing the Confidential Reports by 31<sup>st</sup> December 2000.

## **2. IMPOSITION OF FINES: -**

Commercial Department of the railway will draw a schedule of inspection so as to cover all the major catering units at least once in three months, where a thorough inspection including all the aspects of working is done not below the level of JA grade officers. In addition, surprise inspections should also be conducted from time to time to ensure consistency in service.

Medical officers will exercise checks under quality control and Prevention of Food Adulteration Act, 1954. Wherever a sample collected under quality control is found to be adulterated/substandard, the Medical Officers will report the matter to the controlling authority. A dossier of all the catering units will be maintained by the Commercial Department and whenever a sample fails a check either in quality control or PFA this would be entered in the dossier signed by the nominated representatives of Medical and Commercial Departments. In the case of major units details of such entries will be incorporated in the Annual Confidential Reports of the licensee in appropriate columns. In case of food samples found adulterated in PFA cases, when the offence is minor in nature i.e. adulteration is not injurious to health and, where the case is not fit for prosecution in court of law due to technical/procedure deficiencies, the controlling authority may take departmental action. Whenever prosecution is launched in the court of law, the cases should be rigorously pursued to their logical ends.

Sr.DCM/DCM incharge of the Commercial Department on divisions and Dy. CCM and above in zonal railways will exercise the powers of imposing fines up to a maximum of Rs.5000/- for major units and Rs.1000/- for all other units.

Railways will follow following guidelines for reporting the deficiencies in catering/vending services.

## 2.1 Mobile Units: -

In the case of mobile catering units, the zonal railway, which has awarded the licence will be the controlling railway. The Commercial Department of the controlling railway alone will exercise powers of imposing fines on the licensees. The Commercial Department of the Division, entrusted with the maintenance of the pantry car, may also exercise the powers of imposing fines in addition to the Headquarters.

Other agencies including officers from Commercial and other Departments on zones/divisions through which the train passes may inspect the unit and report the deficiencies/irregularities to the controlling zonal railway for taking corrective action. The Commercial Department of the controlling railway will initiate action on such reports and impose and realize fines wherever necessary duly advising the reporting authority of the action taken.

## 2.2 Static Units

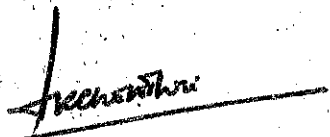
In the case of static units, powers of imposing fine will be exercised by the Commercial department at the zonal/divisional level. Other agencies including officers from Commercial and other Departments may also inspect the unit and report the deficiencies /irregularities to the controlling zonal railway/division for taking corrective action. The controlling railway/division will initiate action on such reports and impose and realise fines wherever necessary, duly advising the reporting authority of the action taken.

These policy guidelines should be widely circulated. Licensees of major catering units may also be advised and their acknowledgement taken.

This issues with the concurrence of Finance, Legal and Railway Health Services Directorates of Ministry of Railways.

Receipt of this letter may be acknowledged.

DA: As above.

  
(Shiv Kumar Chowdhri)  
Executive Director (T&C)  
Railway Board

Copy to: -

1. FA&CAOs of all Zonal Railways for information and necessary action.
2. CMDs of all Zonal Railways for information and necessary action.
3. ADAI/Railways (with 36 spare copies) for information please.
4. DG/RHS, Railway Board for information please.
5. EDFC, Railway Board for information please.
6. Accounts -II, F(Comml.), and Health Branches of Railway Board.

