

FOR THE MONTH OF APRIL-2014								Annexure-(1)
Earnings:						(Rs in lakhs)		
Type of Unit		License fee Realised		Sales Turnover (Departmental units)		Profit & Loss (Departmental units)		
		Cumul. during the current Financial Year	Cumul. during the previous Financial Year	Cumul. during the current Financial Year	Cumul. during the previous Financial Year	Cumul. during the current Financial Year	Cumul. during the previous Financial Year	
Pantry (Mobile units)		14	7	0	0	0	0	
TSV		0	2	0	0	0	0	
Major Static Units		0.26	0.23	3	2	-3	-3	
Minor Static Units		14	16	28	27	1	0.18	
Total		28	25	31	28	-4	-3	
<b>Note:</b>								
1. No Pantry car/ TSV runs over this railway departmentally								
2. 01 Jan Ahar, 11 stalls & 10 Trolleys run departmentally by this railway, hence sales turnover & P/L figures mentioned in the above format are for only those units								
<b>Status of Base Kitchens- For Mobile Units (Pantry Cars):</b>								
<b>No. of Mega/Medium Base Kitchens (Existing/ In Operation)</b>		<b>No. of Mini Base Kitchens Nominated (* To be Nominated only in Absence of 1a &amp; 1b (i))</b>			<b>No. of Mini Base Kitchens Proposed- New Set up</b>	<b>Grid of Trains Identified for 1a (i) &amp; 1b(i)-(iii)</b>		
<b>1 a (i)</b>	<b>1 a (ii)</b>	<b>1 b (i)</b>	<b>1 b (ii)</b>	<b>1 b (ii)</b>	<b>c</b>	<b>1 d (i)</b>	<b>1 d (ii)</b>	<b>1 d (iii)</b>
<b>No. of Mega/ Medium Base Kitchens (With Locations)</b>	<b>Proposed Mega/ Medium Base Kitchens (Status/Probable Date of Commissioning) (With Locations)</b>	<b>No. of Cell Kitchen (With Locations)</b>	<b>No. of Refreshment Rooms* (With Locations)</b>	<b>No. of Jan Ahaars* (With Locations)</b>	<b>No. of Mini Base Kitchens Proposed (With Locations)</b>	<b>Total No. of Trains passing the Stations with Base kitchen during Meal timings</b>	<b>Total No. of Trains picking up Meals out of d (i) from 1a (i) &amp; 1b(i)-(iii)</b>	<b>Total No. of Trains not picking up Meals out of d (i) from 1a (i) &amp; 1b(i)-(iii)</b>
Nil	Nil	Nil	Nil	02 ( LJN & GKP)	02 ( Proposed at GD & CPR)	Nil	Nil	Nil

<b>Monitoring of Pantry cars:</b>							
<b>No. of Pantry Cars Available with Zonal Railways</b>		<b>No. of Deficiencies noted in Pantry Cars equipments during the current month</b>		<b>No. of Trains where Pantry Cars not attached (Despite being a part of train Composition) &amp; reasons thereof</b>		<b>No. of Trains with IRCTC</b>	
						<b>Licensee Managed</b>	<b>Dept. (I/c Partly with Service Provider)</b>
09 Pairs of Train		6		Nil		Nil	Nil
<b><u>Train Side Vending (TSV):</u></b>							
<b>Total No. of Trains Identified:</b>		<b>Total No. of TSV Contracts</b>		<b>Stations Identified along with Trains identified for TSV</b>	<b>Existing Contracts to be re-allotted - those expired or likely to be shortly</b>	<b>No. of new TSV Contracts invited- Under Process</b>	<b>Total no. of new TSV contracts Finalised</b>
<b>Originating on Zonal Railway (Primary Maintenance on Railways)</b>	<b>Passing through Zonal Railway on which TSV services identified to be provided:</b>		<b>Existing (Includes on Extension)</b>				
22	46		3	65	Under process	Nil	Tender for services through TSV shall be floated soon. Nil

**1 Details of Departmental Activities presently being managed by Zonal Railway as on date:**

<b>Mobile units</b>	<b>Total No. of Units as on date</b>	<b>Train No.</b>
Pantry	Nil	Nil
TSV	Nil	Nil
<b>Total</b>	Nil	Nil
<b>Static Units</b>	<b>Total No. of Units as on date</b>	<b>Stn./ Division</b>
Base Kitchen	Nil	Nil
Jan Ahaar	1	Gorakhpur (LJN Div.)
Other Major unit	Nil	
Minor Unit	21	15 units at GKP and 06 units at LJN (Both LJN division)
<b>Total</b>	22	

**2 Staff Position:**

<b>Type of staff</b>	<b>No. of staff Available</b>		<b>No. of Staff Imparted Training</b>	<b>No. of Staff Deployed</b>	
	<b>Previous Month</b>	<b>Current Month</b>		<b>For Monitoring/ Supervision</b>	<b>For managing Dept. units</b>
Group C	15	15	12	5	10
Group D	24	24	22	Nil	24
<b>Total</b>	39	39	34	5	34

**3 Catering Waste Disposal:**

<b>Type of Unit</b>	<b>Whether a Joint Procedure Order (JPO) by the Commercial, Medical &amp; Mechanical Departments for Catering waste disposal issued by the Divisions?</b>	<b>Status of implementation of the JPO</b>	<b>No. of Locations nominated for refuse bins for disposal of catering waste</b>
<b>Mobile</b>	Instructions issued as per J.P.O. for the disposal of garbage	Implemented	LJN, GKP, GD & CPR
<b>Static</b>			-

**4 Status of Food Plaza/FFU/Food Courts:**

<b>Type Of Units</b>	<b>Total No. of Existing Units (with locations)</b>	<b>No. of Units Proposed (with locations)</b>	<b>Whether the site handed over to IRCTC? (with locations)</b>	<b>Target date of Commissioning (with locations)</b>	<b>Status of commissioning/ Reasons for Delay (with locations)</b>
<b>Food Plazas</b>	1 KGM	03 (CPR, SV, & GD)	01 GKP	-	KGM Commissioned. Commissioning on rest 4 is under process.
<b>Fast Food Units</b>	Nil	15 (FBD, PBE, IZN, LKU, KPV, KSJ, HDW, KLD, LJM, BNZ, BRK, BNY, LMP, STP & BST.	FBD	-	Notification has been issued by IRCTC for FBD, PBE, IZN, LKU, HDW, BNZ & CPR. IRCTC has demanded more space at GD,KLD& BST for opening the fast food unit which is being reviewed by LJM Div. and will be communicated to IRCTC very soon .
<b>Food Courts</b>	Nil	Nil	Nil	Nil	Nil

**5 Status of Revamping of Catering Services:**

<b>No. of checks on unauthorised vending by ticket checking staff involving both RPF &amp; GRP</b>	<b>No. of trains on which a manager (Captain) deployed with his mobile No. available in Control office</b>	<b>No. of trains for which the uniform for the licensee managed pantry car staff approved by the CCM</b>	<b>No. of trains having 'Book a Meal on Phone' facility</b>	<b>No. of units having Take Away facility</b>	<b>No. of units having Eco-Friendly Bio-degradable packing facility</b>
261	09 Pairs	Under process	1	1	1

**Annexure-(3)**

**1 Station wise details of various catering units**

S.N	TYPE OF UNITS	Total number of units under Z Rly				Total number of units under IRCTC			
		Dept.		Licensee		Dept.		Licensee	
		Nos.	station	Nos.	station	Nos.	station	Nos.	station
1	Jan Ahaars	1	GKP			1	LJN	-	-
2	Base Kitchens	-	-	-	-	-	-	-	-
3	Cell Kitchens	-	-	-	-	-	-	-	-
4	Refreshment Rooms at A1 & A category stations	-	-	1	KGM	-	-	-	-
5	Food Plazas	-	-	-	-	-	-	-	-
6	Fast Food Units	-	-	-	-	-	-	-	-
7	Food Courts	-	-	-	-	-	-	-	-
<b>TOTAL</b>		<b>1</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>

**2 Details of various Units**

S.N	TYPE OF UNITS	Total number of units under Zonal Railway		Total number of units under IRCTC		Total	
		Dept.	Licensee	Dept.	Licensee	Dept.	Licensee
<b>1</b>	<b>Trains having Pantry Car Services</b>						
	Rajdhani	-	-	-	-	-	-
	Duronto	-	-	-	-	-	-
	Shatabdi	-	-	-	-	-	-
	Others	-	9	-	-	-	9
<b>2</b>	Trains having Train Side Vending Services	-	3	-	-	-	3
<b>3</b>	AVMs	-	5	-	-	-	5
<b>4</b>	<b>Small Catering Units at A1, A, B &amp; C Category Stations</b>						
<b>4 (a)</b>	Refreshment Rooms (at B & C Category Stations)	-	3	-	-	0	3

<b>4 (b)</b>	Milk stalls/parlours	-	12	-	-	-	12
<b>4 (c)</b>	Other Small catering units at A1, A, B & C Category Stations (except Ref. Rooms & Milk Stall/Parlour)	21	176	-	-	21	176
<b>4 (d)</b>	Any other	-	-	-	-	-	-
<b>5</b>	<b>Small Catering Units at D, E &amp; F Category Stations</b>						
<b>5 (a)</b>	Refreshment Rooms (at D, E & F Category Stations)	-	1	-	-	-	1
<b>5 (b)</b>	Milk stalls/parlours	-	1	-	-	-	1
<b>5 (c)</b>	Other Small catering units at D,E & F Category Stations (except Ref. Rooms & Milk Stall/Parlour)	-	356	-	-	-	356
<b>5 (d)</b>	Any other	-	-	-	-	-	-
<b>6</b>	HPMC Stalls	-	5	-	-	-	5
<b>7</b>	Book Stalls	-	46	-	-	-	46
<b>8</b>	Misc. /Curio Stalls	-	13	-	-	-	13
<b>9</b>	Exclusive Chemist stalls	-	1	-	-	-	1
<b>10</b>	Any other	-	-	-	-	-	-
<b>TOTAL</b>		21	631	0	0	21	631

### 3 Details of new units started

S.N	Type of unit	During current month		During current Fin. Year		Details of units (Train No./Location & Type of static unit)
		Dept.	Licensee	Dept.	Licensee	
1	<b>Mobile:</b>	Nil	Nil	Nil	Nil	Nil
	Pantry Car services	Nil	Nil	Nil	Nil	Nil
	TSV	Nil	Nil	Nil	Nil	Nil
2	<b>Static</b>	Nil	Nil	Nil	Nil	Nil

**Annexure-(4)****1 Cause wise Complaint Details:**

(through CCMC/Rly Board)

Period	Over Charging	Quality	Quantity	Misbehaviour	Hygiene	Miscellaneous	Total
During the month	3	1	NIL	NIL	NIL	NIL	4
Cumulative for the Financial Year	3	1	Nil	NIL	Nil	NIL	4

**2 Unit-wise Complaint Details:**

Type of Unit		During the month	Cumulative for the Financial Year
Static	Major	NIL	NIL
	Minor	NIL	Nil
Mobile	Rajdhani	NIL	NIL
	Duronto	NIL	NIL
	Shatabdi	NIL	NIL
	Other M/Exp.	4	4
<b>Total</b>		<b>4</b>	<b>4</b>

**3 Details of Action Taken on Complaints:**

Period	Fined	Warned	Termination	Suitably Advised	Not Substantiated	DAR Action	Any Other	Pending/Referred to other Z Rly	Total
During the month	1	2	NIL	NIL	1	NIL	NIL	NIL	4
Cumulative for the Financial Year	1	2	NIL	NIL	1	Nil	Nil	NIL	4

**4 Details regarding complaints of repetitive nature alongwith preventive steps being taken for improvement  
Mobile**

Train No.	Nature of repetitive complaints	Preventive steps being taken	Remarks
NIL	NIL	NIL	NIL

**Static**

Type of unit	Location	Nature of repetitive complaints	Preventive steps being taken	Remarks
NIL	NIL	NIL	NIL	NIL

**1 Inspection Details:**

Type of Unit		No. of Inspections during the month		Cumulative No. of Inspections during the Financial Year	
		Officers	Others	Officers	Others
Static	Major	1	1	1	1
	Minor	17	10	17	10
Mobile	Rajdhani	NIL	NIL	NIL	NIL
	Duronto	NIL	NIL	NIL	NIL
	Shatabdi	NIL	NIL	NIL	NIL
	Other M/Exp.	53	204	53	204
Total		71	215	71	215

**2 Details of Major deficiencies noticed during the inspections**

Type of unit	Details of Major deficiencies noticed	Details of Corrective Action Taken	Remarks
Static	Nil	Nil	Nil
Mobile	Nil	Nil	Nil



<b>1</b>	<b>Details of Sale of Janta Meals/Other low cost local cuisine/Standard Meals:</b>			
	<b>Period</b>	<b>No. of Janta Meals Sold</b>	<b>No. of other low cost local cuisine Sold</b>	<b>No. of Standard Meals Sold</b>
	<b>During the month</b>	72528	5721	74751
	<b>Cumulative for the Financial Year</b>	72528	5721	74751
<b>2</b>	<b>Recovery of Arrears of License Fee:</b>			
	<b>Heads</b>	<b>Amount recovered as per SAG Committee formula</b>	<b>Amount recovered as per 12% of assessed annual sales turnover</b>	<b>Status of Fixation of formula for L/fee by SAG level Committee</b>
	During the month	Nil	Nil	Fixation of formula for license fee has been finalized and circulated to all concerning divisions
	Cumulative for the Financial Year	Nil	Nil	
<b>3</b>	<b>Passenger Feedback:</b>			
	<b>Type of Unit</b>	<b>Total No. of Feedback received during the Month</b>	<b>Grading of Service based on feedback</b>	
			<b>Good &amp; Above</b>	<b>Below Good</b>
	Raj/Duronto/Shatabdi	NIL	NIL	Nil
	M/Exp	121	121	Nil
	Static	Nil	Nil	NIL
<b>4</b>	<b>Details of Analysis of feedback received:</b>			<b>Steps being taken to improve the performance</b>
	<b>Unit receiving lowest ratings in feedback</b>		<b>Static</b>	
	<b>Mobile</b>	<b>Train no.</b>		
	NIL	NIL	NIL	