

FOR THE MONTH OF NOVEMBER -2014

Annexure-(1)

FOR THE MONTH OF NOVEMBER -2014								<u>Annexure-(1)</u>
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)		228	203	0	0	0	0	
TSV		10	8	0	0	0	0	
Major Static Units		2.58	1.92	22	19	-23	-27	
Minor Static Units		156	131	246	194	6	-4.18	
Total		397	345	268	212	-17	-31	
Note:								
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								
Status of Base Kitchens- For Mobile Units (Pantry Cars):								
No. of Mega/Medium Base Kitchens (Existing/ In Operation)		No. of Mini Base Kitchens Nominated (* To be Nominated only in Absence of 1a & 1b (i))			No. of Mini Base Kitchens Proposed- New Set up	Grid of Trains Identified for 1a (i) & 1b(i)-(iii)		
1 a (i)	1 a (ii)	1 b (i)	1 b (ii)	1 b (ii)	c	1 d (i)	1 d (ii)	1 d (iii)
No. of Mega/ Medium Base Kitchens (With Locations)	Proposed Mega/ Medium Base Kitchens (Status/Probabl e Date of Commissioning) (With Locations)	No. of Cell Kitchen (With Locations)	No. of Refreshment Rooms* (With Locations)	No. of Jan Ahaars* (With Locations)	No. of Mini Base Kitchens Proposed (With Locations)	Total No. of Trains passing the Stations with Base kitchen during Meal timings	Total No. of Trains picking up Meals out of d (i) from 1a (i) & 1b(i)-(iii)	Total No. of Trains not picking up Meals out of d (i) from 1a (i) & 1b(i)-(iii)
Nil	Nil	Nil	Nil	02 (LJN & GKP)	02 (Proposed at GD & CPR)	Nil	Nil	Nil
Monitoring of Pantry cars:								

	No. of Pantry Cars Available with Zonal Railways		No. of Deficiencies noted in Pantry Cars equipments during the current month		No. of Trains where Pantry Cars not attached (Despite being a part of train Composition) & reasons thereof		No. of Trains with IRCTC		
							Licensee Managed	Dept. (I/c Partly with Service Provider)	
	09 Pairs of Train		9		Nil		Nil	Nil	
<u>Train Side Vending (TSV):</u>									
Total No. of Trains Identified:			Total No. of TSV Contracts			Stations Identified along with Trains identified for TSV	Existing Contracts to be re-allotted - those expired or likely to be shortly	No. of new TSV Contracts invited- Under Process	Total no. of new TSV contracts Finalised
Originating on Zonal Railway (Primary Maintenance on Railways)	Passing through Zonal Railway on which TSV services identified to be provided:		Existing (Includes on Extension)	Additional identified to be given					
22	46		3	65		Under process	Nil	Tender for services through TSV shall be floated soon.	Nil
<u>Annexure-(2)</u>									
1 Details of Departmental Activities presently being managed by Zonal Railway as on date:									
	Mobile units	Total No. of Units as on date	Train No.						
	Pantry	Nil	Nil						
	TSV	Nil	Nil						
	Total	Nil	Nil						
	Static Units	Total No. of Units as on date	Stn./ Division						
	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 LJNI (Both LJNI division)						
	Total	22							
2	Staff Position:								
	Type of staff	No. of staff Available		No. of Staff Imparted Training	No. of Staff Deployed				
		Previous Month	Current Month		For Monitoring/ Supervision	For managing Dept. units			
	Group C	13	13	12	5	8			
	Group D	23	23	22	Nil	23			
	Total	36	36	34	5	31			
3	Catering Waste Disposal:								
	Type of Unit	Whether a Joint Procedure Order (JPO) by the Commercial, Medical & Mechanical Departments for Catering waste disposal issued by the Divisions?		Status of implementation of the JPO	No. of Locations nominated for refuse bins for disposal of catering waste				
	Mobile	Instructions issued as per J.P.O. for the disposal of garbage		Implemented	LJNI, GKP, GD & CPR				
	Static				-				
4	Status of Food Plaza/FFU/Food Courts:								
	Type Of Units	Total No. of Existing Units (with locations)	No. of Units Proposed (with locations)	Whether the site handed over to IRCTC? (with locations)	Target date of Commissioning (with locations)	Status of commissioning/ Reasons for Delay (with locations)			

	Food Plazas	1 KGM	03 (CPR, SV, & GD)	01 GKP	-	KGM Commissioned. Commissioning on rest 4 is under process.		
	Fast Food Units	Nil	15 (FBD, PBE, IZN, LKU, KPV, KSJ, HDW, KLD, LNJ, 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 LNJ Div. and will be communicated to IRCTC very soon .		
	Food Courts	Nil	Nil	Nil	Nil	Nil		

5 Status of Revamping of Catering Services:

	No. of checks on unauthorised vending by ticket checking staff involving both RPF & GRP	No. of trains on which a manager (Captain) deployed with his mobile No. available in Control office	No. of trains for which the uniform for the licensee managed pantry car staff approved by the CCM	No. of trains having 'Book a Meal on Phone' facility	No. of units having Take Away facility	No. of units having Eco-Friendly Bio-degradable packing facility		
	351	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	-	-	-	-	-	-	1	KGM
	6	Fast Food Units	-	-	-	-	-	-	-	-
	7	Food Courts	-	-	-	-	-	-	-	-
	TOTAL		1	-	1	-	1	-	1	-
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		
	1	Trains having Pantry Car Services								
		Rajdhani	-	-	-	-	-	-		
		Duronto	-	-	-	-	-	-		
		Shatabdi	-	-	-	-	-	-		
		Others	-	9	-	-	-	9		
	2	Trains having Train Side Vending Services	-	3	-	-	-	3		
	3	AVMs	-	5	-	-	-	5		
	4	Small Catering Units at A1, A, B & C Category Stations								
	4 (a)	Refreshment Rooms (at B & C Category Stations)	-	2	-	-	0	2		
	4 (b)	Milk stalls/parlours	-	10	-	-	-	10		

	4 (c)	Other Small catering units at A1, A, B & C Category Stations (except Ref. Rooms & Milk Stall/Parlour)	21	218	-	-	21	218		
	4 (d)	Any other	-	1	-	-	-	1		
	5	Small Catering Units at D, E & F Category Stations								
	5 (a)	Refreshment Rooms (at D, E & F Category Stations)	-	1	-	-	-	1		
	5 (b)	Milk stalls/parlours	-	2	-	-	-	2		
	5 (c)	Other Small catering units at D,E & F Category Stations (except Ref. Rooms & Milk Stall/Parlour)	-	321	-	-	-	321		
	5 (d)	Any other	-	-	-	-	-	-		
	6	HPMC Stalls	-	5	-	-	-	5		
	7	Book Stalls	-	51	-	-	-	51		
	8	Misc. /Curio Stalls	-	45	-	-	-	45		
	9	Exclusive Chemist stalls	-	1	-	-	-	1		
	10	Any other	-	-	-	-	-	-		
		TOTAL	21	674	0	0	21	674		

3	Details of new units started									
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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	Mobile:	Nil	Nil	Nil	Nil	Nil
	Pantry Car services	Nil	Nil	Nil	Nil	Nil
	TSV	Nil	Nil	Nil	Nil	Nil
2	Static	Nil	Nil	Nil	Nil	Nil

1	Cause wise Complaint Details:				(through CCMC/Rly Board)					
	Period	Over Charging	Quality	Quantity	Misbehaviour	Hygiene	Miscellaneous	Total		
	During the month	4	1	NIL	NIL	NIL	NIL	5		
	Cumulative for the Financial Year	18	9	Nil	NIL	Nil	4	31		
2	Unit-wise Complaint Details:									
	Type of Unit		During the month	Cumulative for the Financial Year						
	Static	Major	NIL	NIL						
		Minor	2	6						
	Mobile	Rajdhani	NIL	NIL						
		Duronto	NIL	NIL						
		Shatabdi	NIL	NIL						
		Other M/Exp.	3	25						
	Total		5	31						
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	4	NIL	NIL	NIL	1	NIL	NIL	NIL	5
	Cumulative for the Financial Year	15	5	NIL	NIL	10	Nil	Nil	1	31
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		

								<u>Annexure-(5)</u>	
	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	NIL	1	8	2		
			Minor	8	9	92	77		
		Mobile	Rajdhani	NIL	NIL	NIL	NIL		
			Duronto	NIL	NIL	NIL	NIL		
			Shatabdi	NIL	NIL	NIL	NIL		
			Other M/Exp.	51	180	414	1540		
		Total		59	190	514	1619		
	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					
								<u>Annexure -(6)</u>	
1	Details of Sale of Janta Meals/Other low cost local cuisine/Standard Meals:								
	Period						No. of Janta Meals Sold	No. of other low cost local cuisine Sold	No. of Standard Meals Sold
	During the month						61925	4350	64465
	Cumulative for the Financial Year						549607	36642	557570
2	Recovery of Arrears of License Fee:								
	Heads					Amount recovered as per SAG Committee formula	Amount recovered as per 12% of assessed annual sales turnover	Status of Fixation of formula for L/fee by SAG level Committee	
	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		
3	Passenger Feedback:								
	Type of Unit					Total No. of Feedback received during the Month	Grading of Service based on feedback		
							Good & Above	Below Good	
	Raj/Duronto/Shatabdi					NIL	NIL	Nil	
	M/Exp					395	379	16	
	Static					Nil	Nil	NIL	
4	Details of Analysis of feedback received:								
	Unit receiving lowest ratings in feedback						Steps being taken to improve the performance		
	Mobile					Static			
	Train no.					Unit details			
	NIL					NIL		NIL	