

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)	1060	557	0	0	0	0
TSV	10	14	0	0	0	0
Major Static Units	4.22	2.94	28	27	-37	-40
Minor Static Units	236	225	355	277	13	-7.95
Total	1310	799	382	304	-25	-48

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/Probable 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 (L J N & G K P)	02 (Proposed at GD & CPR)	Nil	Nil	Nil

Monitoring of Pantry cars:

No. of Pantry Cars Available	No. of Deficiencies noted	No. of Trains where	No. of Trains with IRCTC
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with Zonal Railways	in Pantry Cars equipments during the current month	Pantry Cars not attached (Despite being a part of train Composition) & reasons thereof	Licensee Managed	Dept. (I/c Partly with Service Provider)
09 Pairs of Train	10	Nil	Nil	Nil

Train Side Vending (TSV):

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	Nil	Nil

Annexure-(2)

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 LJN (Both LJN 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	13	5	8
Group D	23	23	23	Nil	23
Total	36	36	36	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	LJN, 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	LKU	15 (FBD, PBE, IZN, KPV, KSJ, HDW, KLD, LJN, BNZ, BRK, BNY, LMP, STP & BST.	FBD	-	Notification has been issued by IRCTC for FBD, PBE, IZN, HDW, BNZ & CPR. IRCTC has demanded more space at GD, KLD & BST for opening the fast food unit which is being reviewed by LJN 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
372	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	-	-	-	-	-	-	1	LKU
7	Food Courts	-	-	-	-	-	-	-	-
TOTAL		1	-	1	-	1	-	2	-

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)	1	5	-	-	1	5
4 (b)	Milk stalls/parlours	-	15	-	-	-	15
4 (c)	Other Small catering units at A1, A, B & C Category Stations (except Ref. Rooms & Milk Stall/Parlour)	21	261	-	-	21	261
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	-	1	-	-	-	1
5 (c)	Other Small catering units at D,E & F Category Stations (except Ref. Rooms & Milk Stall/Parlour)	-	299	-	-	-	299
5 (d)	Any other	-	-	-	-	-	-
6	HPMC Stalls	-	5	-	-	-	5
7	Book Stalls	-	36	-	-	-	36
8	Misc. /Curio Stalls	-	38	-	-	-	38
9	Exclusive Chemist stalls	-	-	-	-	-	-
10	Any other	-	-	-	-	-	-
TOTAL		22	679	0	0	22	679

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	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

Annexure-(4)

1 Cause wise Complaint Details:

(through CCMC/Rly Board)

Period	Over Charging	Quality	Quantity	Misbehaviour	Hygiene	Miscellaneous	Total
During the month	6	1	NIL	NIL	NIL	NIL	7
Cumulative for the Financial Year	47	12	1	NIL	Nil	6	66

2 Unit-wise Complaint Details:

Type of Unit		During the month	Cumulative for the Financial Year
Static	Major	1	1
	Minor	1	17
Mobile	Rajdhani	NIL	NIL
	Duronto	NIL	NIL
	Shatabdi	NIL	NIL
	Other M/Exp.	5	48
Total		7	66

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	3	3	NIL	NIL	1	NIL	NIL	NIL	7
Cumulative for the Financial Year	38	12	NIL	NIL	15	Nil	Nil	1	66

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

Annexure-(5)

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	9	4
	Minor	6	13	118	128
Mobile	Rajdhani	NIL	NIL	NIL	NIL
	Duronto	NIL	NIL	NIL	NIL
	Shatabdi	NIL	NIL	NIL	NIL
	Other M/Exp.	53	205	602	2310
Total		59	219	729	2442

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

Annexure -(6)

1	Details of Sale of Janta Meals/Other low cost local cuisine/Standard		
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Meals:			
Period	No. of Janta Meals Sold	No. of other low cost local cuisine Sold	No. of Standard Meals Sold
During the month	63591	4610	65704
Cumulative for the Financial Year	801909	53364	819875
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	508	499	9
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		