

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	65432	4574	67488
	Cumulative for the Financial Year	65432	4574	67488
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	448	439	9
Static	Nil	Nil	NIL	
4	Details of Analysis of feedback received:			Steps being taken to improve the performance
	Unit receiving lowest ratings in feedback		Static	
	Mobile	Unit details		
	Train no.	NIL	NIL	

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	No. of trains on which a manager (Captain)	No. of trains for which the uniform for the licensee managed pantry	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

ticket checking staff involving both RPF & GRP	deployed with his mobile No. available in Control office	car staff approved by the CCM			
358	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	3	NIL	NIL	NIL	NIL	NIL	3
Cumulative for the Financial Year	7	1	NIL	NIL	Nil	NIL	8

2 Unit-wise Complaint Details:

Type of Unit		During the month	Cumulative for the Financial Year
Static	Major	NIL	NIL
	Minor	4	4
Mobile	Rajdhani	NIL	NIL
	Duronto	NIL	NIL
	Shatabdi	NIL	NIL
	Other M/Exp.	4	4
Total		8	8

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	7	NIL	NIL	NIL	1	NIL	NIL	NIL	8
Cumulative for the Financial Year	7	NIL	NIL	NIL	1	Nil	Nil	NIL	8

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	NIL	NIL	NIL
	Minor	9	15	9	15
Mobile	Rajdhani	NIL	NIL	NIL	NIL
	Duronto	NIL	NIL	NIL	NIL
	Shatabdi	NIL	NIL	NIL	NIL
	Other M/Exp.	62	211	62	211
Total		71	226	71	226

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)

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	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	
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	Type of Unit	Total No. of Feedback received during the Month	Grading of Service based on feedback		
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M/Exp	448	439	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		
		NIL	NIL	