



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 ( 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	13	Nil	Nil	Nil

**Train Side Vending (TSV):**

Total No. of Trains Identified:	Total No. of TSV Contracts	Stations	Existing	No. of new	Total no. of new
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<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>	<b>Additional identified to be given</b>	<b>Identified along with Trains identified for TSV</b>	<b>Contracts to be re-allotted - those expired or likely to be shortly</b>	<b>TSV Contracts invited- Under Process</b>	<b>TSV contracts Finalised</b>
22	46	NIL	65	Under process	Nil	Nil	Nil

**Annexure-XI(2)**

**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
Total	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:

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	14	14	14	6	8
Group D	21	21	21	Nil	21
Total	35	35	35	6	29

## 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:

<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>	03 ( 01 KGM,01 CPR&01 GKP)	02 ( SV, & GD)	-	-	KGM,CPR&GKP Commissioned. Commissing on rest 2 is under process.
<b>Fast Food Units</b>	1 LKU,1 BST	15 (FBD, PBE, IZN, KPV, KSJ, HDW, KLD, LJJ, BNZ, BRK, BNY, LMP, STP .	FBD	-	Notification has been issued by IRCTC for FBD, PBE, IZN, HDW, BNZ & CPR. IRCTC has demanded more space at GD,KLD for opening the fast food unit which is being reviewed by LJJ 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:**

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
377	09 Pairs	Under process*	-	1	1

**Annexure-XI(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	-	-	5	NDLS,CNB,BPL,BSB, LKO	-	-	-	-
3	Cell Kitchens	-	-	-	-	-	-	-	-
4	Refreshment Rooms at A1 & A category stations	-	-	1	KGM	-	-	-	-
5	Food Plazas	-	-	-	-	-	-	3	KGM,GKP, CPR
6	Fast Food Units	-	-	-	-	-	-	2	LKU,BST
7	Food Courts	-	-	-	-	-	-	-	-
<b>TOTAL</b>		1	-	6	-	1	-	5	-

**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	AVMs	-	5	-	-	-	5
4	<b>Small Catering Units at A1, A, B &amp; C Category Stations</b>						
4 (a)	Refreshment Rooms (at B & C Category Stations)	1	3	-	1	1	3
4 (b)	Milk stalls/parlours	-	20	-	-	-	20
4 (c)	Other Small catering units at A1, A, B & C Category Stations (except Ref. Rooms & Milk Stall/Parlour)	21	255	-	-	21	255
4 (d)	Any other	-	1	-	-	-	1
5	<b>Small Catering Units at D, E &amp; F Category Stations</b>						
5 (a)	Refreshment Rooms (at D, E & F Category Stations)	-	1	-	-	-	1
5 (b)	Milk stalls/parlours	-	3	-	-	-	3
5 (c)	Other Small catering units at D,E & F Category Stations (except Ref. Rooms & Milk Stall/Parlour)	-	292	-	-	-	292
5 (d)	Any other	-	-	-	-	-	-

6	HPMC Stalls	-	5	-	-	-	5
7	Book Stalls	-	36	-	-	-	36
8	Misc. /Curio Stalls	-	30	-	-	-	30
9	Exclusive Chemist stalls	-	-	-	-	-	-
10	Any other	-	-	-	-	-	-
<b>TOTAL</b>		22	660	0	1	22	660

### 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-XI(4)**

### 1 Cause wise Complaint Details:

(through CCMC/Rly Board)

Period	Over Charging	Quality	Quantity	Misbehaviour	Hygiene	Miscellaneous	Total
During the month	13	NIL	NIL	NIL	NIL	2	15
Cumulative for the Financial Year	113	18	1	NIL	Nil	11	143

### 2 Unit-wise Complaint Details:

Type of Unit		During the month	Cumulative for the Financial Year
Static	Major	NIL	NIL
	Minor	7	55
Mobile	Rajdhani	NIL	NIL
	Duronto	NIL	NIL



	Shatabdi	NIL	NIL
	Other M/Exp.	8	88
<b>Total</b>		<b>15</b>	<b>143</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	10	4	NIL	NIL	1	NIL	NIL	NIL	15
Cumulative for the Financial Year	64	34	NIL	NIL	44	1	Nil	NIL	143

### 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-  
XI(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	1	NIL	5	2

	Minor	18	23	141	244
Mobile	Rajdhani	NIL	NIL	NIL	NIL
	Duronto	NIL	NIL	NIL	NIL
	Shatabdi	NIL	NIL	NIL	NIL
	Other M/Exp.	55	187	722	2194
Total		74	210	868	2440

**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