

**(Morning Tea) Rajdhani/Shatabdi/Duronto (1AC/EC) {Tariff ₹35.00 (inclusive of GST)}**

S. No.	Ingredients	Quantity	
		No.	Weight
1.	Branded Digestive Biscuits	2	
2.	Tea / Coffee - Kit		
	• Sugar Sachets/Sugarfree sachets on demand	1	7.00 gms
	• Coffee /	1	1.5 gms
	Tea Bags (Choice of Black/ Green/ Lemon)	1	2.00 gms each
	Creamer sachet	1	5 gms each
3.	Napkin	1	
4.	Tray Mat	1	

**(Breakfast) Rajdhani/Shatabdi/Duronto (1AC/EC) {Tariff ₹140.00 (inclusive of GST)}**

S. No.	Ingredients	Quantity	
		No.	Weight
1.	Hand Sanitizer	1	1.5-2 ml
2.	Cornflakes (25gms) in sealed packed with milk (100ml) and sugar (7 gms)	1	
3.	Bread slices (White/Brown)	2	50 gms
4.	Jam in Sachet (Mix Fruit)	1	Min 12 gms
5.	Butter in Blister Pack	1	Min 8 gms
North	2 Aloo Paratha (100Gms) & Branded curd (80gms) & Pickle (12gm) & salt sachet/2 Cutlet (100Gms) with Boiled Veg (Carrots, French Beans, Green Peas (50 gms), French Fries (25gm) & Tomato Ketchup in sachets (12 gms) & Salt Pepper sachet OR 2 Egg Omelette /Fried/Boiled/Poached/Scrambled with boiled veg (25g with Beans, Carrots & Peas) + Tomato ketchup sachet (12g) & salt & pepper sachet.		
East	2 Aloo Paratha (100Gms) & Branded curd (80gms) & Pickle (12gm) & salt sachet/ 2 Cutlet (100Gms) with Boiled Veg (Carrots, French Beans, Green Peas (50 gms), French Fries (25 gm) & Tomato Ketchup in sachets (12Gms) & salt Pepper sachet OR 2 Egg Omelette /Fried/Boiled/Poached/Scrambled with boiled veg (25g with beans, Carrots & Peas) + Tomato ketchup sachet (12g) & salt & pepper sachet.		
West	Poha (125 Gms) with 2 nos Aloo Bonda (100Gms), Bhujia 20 gms & Tomato ketchup in sachet (12Gms) & Salt sachet / 2 Cutlet (100Gms) with Boiled Veg (Carrots, French Beans, Green Peas (50 gms), French Fries (25gm) & Tomato Ketchup in sachets (12 gms) & salt Pepper sachet OR 2 Egg Omelette /Fried/Boiled/Poached/Scrambled with boiled veg (25g with beans, Carrots & Peas) + Tomato ketchup sachet (12g) & salt & pepper sachet.		
South	2 Idli/Rice Pongal/Rava Upma (100g) with Medu Vada (80g) with coconut chutney (50g) OR 2 Egg Omelette/Fried/Boiled/Poached/Scrambled with boiled veg (25g with beans, Carrots & Peas) + Tomato ketchup sachet (12g) & salt & pepper sachet.		
7.	Fresh fruits (Banana)		Min 100 gms
8.	Tea/Coffee Kit assorted*		
9.	Napkin		

(Lunch / Dinner) Rajdhani/Shatabdi/Duronto (1AC/EC) {Tariff ₹245.00 (inclusive of GST)}			
S. No.	Ingredients	Quantity	
		No.	Weight
<b>Soup Course</b>			
1.	Branded Soup Premix in Sachet	1	Min 20 gms
2.	2 Soup sticks / 1 Dinner buns (packed)	2 or 1	20 gms
3.	Butter in Blister Pack	1	Min 8 gms
4.	Salt sachet	1	
5.	Pepper Sachet	1	
<b>Main Course</b>			
	Basmati Rice/Plain Rice/Jeera Rice/ Matar Pulao/Fried Rice/Lemon Rice/Tamarind Rice		100 gms
	4 Plain Roti/2 Paratha/Extra rice in place of roti with paratha wrapper		100 gms
	Dal dish - Dal tadka/Kabuli Chana/Rajma/Dal Makhani/Chana Dal/Chholey/Chana/Dal arhar/Moong Dal/Sambhar		150 gms
Meal 1	Vegetarian Paneer dish -(Paneer 60 gms & Gravy 90gms) North -Panner do Pyaza//Kadhai Paneer/Matar Paneer/Shahi Paneer East -Panner do Pyaza/Kadhai Paneer/Matar Paneer/Shahi Paneer West - Panner do Pyaza//Kadhai Paneer/Matar Paneer/Shahi Paneer South -Vegetable poriyal/Veg Kootu Curry /Kadhai Paneer/Matar Paneer  OR Non.Vegetarian chicken dish -(Chicken 80gms boneless with gravy 70 gms) North- Kadhai Chicken/Chicken Northern Style/Chicken Do Payaza/ Methi Chicken East - Kadhai Chicken/Chicken Eastern Style/Chicken Do Payaza/ Methi Chicken West - Kadhai Chicken/Chicken Western Style/Chicken Do Payaza/ Methi Chicken South - Kadhai Chicken/Chicken southern style/Chicken Do Payaza/ Methi Chicken		150 gms
Meal 2	Vegetarian dish - (120gms except mentioned specifically) North- Dum Aloo Kashmiri/ Vegetable Kofta/Dry Mix Vegetable (Northern Style)/ Stuffed Capsicum Tomato -150g East - Dum Aloo Kashmiri/Vegetable Kofta/ Dry Mix Vegetable (Eastern Style)/ Stuffed Capsicum Tomato Parwal -150g West - Dum Aloo Kashmiri/Vegetable Kofta/ Dry Mix Vegetable (Western Style)/ Stuffed Capsicum Tomato - 150g South - Baigan Bagara/Vegetable Kofta/ Dry Mix Vegetable (Southern Style)/ Stuffed Capsicum Tomato - 150g  OR Non.Vegetarian chicken dish - (Chicken 80gms boneless with gravy 70 gms) North- Kadhai Chicken/Chicken Northern Style/Chicken Do Payaza/ Methi Chicken East - Kadhai Chicken/Chicken Eastern Style/Chicken Do Payaza/ Methi Chicken West - Kadhai Chicken/Chicken Western Style/Chicken Do Payaza/ Methi Chicken South - Kadhai Chicken/Chicken Southern style/Chicken Do Payaza/ Methi Chicken		
5.	Branded Curd	1	Min 80 gms
6.	Pickle in Sachets	1	Min 12 gms
7.	Desert Course		
	Branded Frozen Dessert/ Ice cream (90ml)/ Kala Jamun-2/ Rasgulla-2/ Sri Khand (100g)/ Kala Jamun-2/ Sandesh-2/ Mysore pak-2		
8.	Napkin Tissue paper	1	
9.	Disposable Cup	1	
10.	Casserole		

<b>(Evening Tea)-Rajdhani/Shatabdi/Duronto (1AC/EC) {Tariff ₹140.00 (inclusive of GST)}</b>			
S. No.	Ingredients	Quantity	
		No.	Weight
1.	Branded roasted nuts in sealed pouch (Cashew nuts/ Almonds)	1	20 gms
2.	Branded Dry Indian snacks in sealed pouch (Dry Samosa /Dry Kachori/ Mathri /Masala Sticks)	1	40 gms
3.	Veg. Sandwich (triangle) with Eggless Branded Mayonnaise	1	60 gms
4.	Branded sweet in Blister Pack - Sohan Papdi/ Coconut Barfi/ Mysore Pak/Besan Ladoo	1	30 gms
5.	Tomato Sauce sachet	1	Min 12 gms
6.	Tea/Coffee Kit assorted*		
7.	Napkin Tissue paper	1	

Tea/Coffee Kit Asorted\* - As applicable in Morning Tea Menu

<b>(Morning Tea) (Rajdhani/Shatabdi/Duronto 2A/3A/CC) {Tariff ₹20.00 (inclusive of GST)}</b>			
S. No.	Ingredients	Quantity	
		No.	Weight
1.	Biscuits (Marie)	2	
2.	Tea / Coffee - Kit		
	Sugar /Sugar Free sachet	1	7.00 gms
	Coffee sachet /	1	1.5-2 gms
	Tea Bags	1	2.00 gms
	Dairy Creamer sachet	1	5 gms
3.	Stirrer	1	
4.	Disposable Cup	1	

<b>(Breakfast) (Rajdhani/Shatabdi/Duronto 2A/3A/CC) {Tariff ₹105.00 (inclusive of GST)}</b>			
S. No.	Ingredients	Quantity	
		No.	Weight
1.	Branded Fruit Drink in Tetra pack	1	200ml
North	5 poori (75 Gm) with Dry Aloo Bhaji (125 Gms) & Branded Curd (80 Gms) & pickle in sachets (12 Gms), salt sachets / 2 Veg. Cutlet (50. Gms each) with Boiled Veg (25 Gms with beans, Carrots & Peas) with 2 sliced white/ brown bread & Butter in blister pack (8 Gms) & tomato Ketchup (12 Gms), Salt & Pepper sachets  OR  Omelette of 2 eggs with boiled veg (25g with beans, Carrots & Peas) + Tomato ketchup sachet (12 gms) & salt & pepper sachet & with 2 sliced white/ brown bread & Butter in blister pack (8 gms)		
East	5 poori (75 Gm) with Dry Aloo Bhaji (125 Gms) & Branded Curd (80Gms) & pickle in sachets (12 gms), salt sachets / 2 Veg. Cutlet (50 Gms each) with Boiled Veg (25 Gms with beans, Carrots & Peas) with 2 sliced white/brown bread & Butter in blister pack (8 gms) & tomato Ketchup (12 Gms), Salt & Pepper sachets  OR  Omelette of 2 eggs with boiled veg (25g with beans, Carrots & Peas) + Tomato ketchup sachet (12 g) & salt & pepper sachet & with 2 sliced white/ brown bread & Butter in blister pack (8 gms)		
West	Poha (125 gms) & Aloo Bonda (100 gms), Bhujia (20 gm) & Tomato Ketchup sachet (12gms) / 2 Veg. Cutlet (50 Gms each) with Boiled Veg (25 Gms with beans, Carrots & Peas) with 2 sliced white/ brown bread & Butter in blister pack (8 gms) & tomato Ketchup (12Gms), Salt & Pepper sachets  OR  Omelette of 2 eggs with boiled veg (25g with beans, Carrots & Peas) + Tomato ketchup sachet (12g) & salt & pepper sachet & with 2 sliced white/brown bread & Butter in blister pack (8 gms)		

South	2 Idli/Rice Pongal/Rava Upma (100g) with Medu Vada (80g) with coconut chutney (50g) OR Omelette of 2 eggs with boiled veg (25g with beans, Carrots & Peas) + Tomato ketchup sachet (12g) & salt & pepper sachet & with 2 sliced white/brown bread & Butter in blister pack (8 gms)		
3.	Tea/Coffee Kit assorted*	1	
4.	Napkin	1	
5.	Casseroles, PET cups, Wrappers		
6.	Disposable Cup	1	

<b>(Lunch / Dinner) (Rajdhani/Shatabdi/Duronto 2A/3A/CC) {Tariff ₹185.00 (inclusive of GST)}</b>			
S. No.	Ingredients	Quantity	
		No.	Weight
	<b>Main Course</b>		
1.	Basmati Rice- Plain rice	1	100 gms
2.	4 Plain Roti/2 Paratha/Extra rice in place of roti		100 gms
3.	North - Dal Tadka/Rajma/Dal Makhni/ChanaDal East-Dal Tadka/Rajma/Moong Dal/Channa Dal West-Dal Tadka/Rajma/Dal Makhani/Moong Dal South-Sambhar/Dal tadka/Rajma/Dal Makhani	1	120 gms
Meal 1	Vegetarian Paneer dish - (Paneer 50gms & Gravy 70gms) North-Panner do Pyaza/Mater/Kadhai Paneer East-Paneer Do Payaza/Kadhai Paneer West- Paneer Do Payaza/Kadhai Paneer South-Vegetable poriyal (150g)/Veg Kootu Curry (150g) <b>OR</b> Non.Vegetarian chicken dish (Chicken 60gms boneless with gravy 60 gms) North-Kadhai Chicken/Chicken Curry (Northern style)/Chicken Do Payaza East-Kadhai Chicken/Chicken Curry (Eastern style)/Chicken Do Payaza West-Kadhai Chicken/Chicken Curry (Western style)/Chicken Do Payaza South-Kadhai Chicken/Chicken Curry (Southern style)/Chicken Do Payaza	1	120 gms
Meal 2	All Vegetarian dish - 120g except otherwise mentioned North- Dry Mix Vegetable (Northern Style) -150g East- Dry Mix Vegetable (Eastern Style) -150g. West- Dry Mix Vegetable (Western Style) -150g South- Dry Mix Vegetable (Southern Style)-150g <b>OR</b> Non Vegetarian chicken dish - (Chicken 60gms boneless with 60 gravy gms) North-Kadhai Chicken/Chicken Curry (Northern style)/Chicken Do Payaza East-Kadhai Chicken/Chicken Curry (Eastern style)/Chicken Do Payaza West-Kadhai Chicken/Chicken Curry (Western style)/Chicken Do Payaza South-Kadhai Chicken/Chicken Curry (Southern style)/Chicken Do Payaza		
5.	Branded Curd/Misti Doi	1	Min 80 gms
6.	Pickle in Sachets	1	Min 12 gms
7.	Salt Sachets on demand	1	
	<b>Desert Course</b>		
8.	Branded Frozen Dessert / Ice cream (90ml) / Kala Jamun (2) / Sandesh (2) / Rasgulla (2) / Milk Cake (2) / Branded Srikhand (100g) / Mysore pak-2	1	
9.	Napkin Tissue paper	1	
10.	Al Casserole	3	

<b>(Evening Tea) (Rajdhani/Shatabdi/Duronto 2A/3A/CC) {Tariff ₹90.00 (inclusive of GST)}</b>			
S. No.	Ingredients	Quantity	
		No.	Weight
1.	Branded Roasted nuts in sealed pouch (Peanuts/ Gram Channa)	1	20 gms
2.	Branded Dry Indian snacks (Dry Samosa, Dry Kachori/ Mathri/ Masala Sticks)	1	40 gms
3.	Branded Indian Sweet in Blister Pack (Sohan papdi/ Coconut Barfi/ Mysore Pak/ Besan Laddu)	1	30 gms
4.	Branded Namkeen in sealed packet (Aloo Bhujia / Mixture)	1	25 gm
5.	Tea/Coffee Kit assorted*		
6.	Napkin Tissue paper	1	
7.	Disposable cups	1	

Tea/Coffee Kit Assorted\* - As applicable in Morning Tea Menu

<b>Duronto Exp Train - Sleeper Class (Morning Tea) {Tariff ₹15.00 (inclusive of GST)}</b>			
S. No.	Ingredients	Quantity	
		No.	Weight
<b>Tea/Coffee Kit with good quality paper cup</b>			
1.	Sugar / Sugarfree sachets	1	7g
2.	Coffee sachet OR	1	1.5-2g
	Black Tea bags	1	2g
3.	Milk Creamer sachets	1	5g
4.	Paper Cup	1	

<b>Duronto Exp Train -Sleeper Class (Breakfast) {Tariff ₹65.00 (inclusive of GST)}</b>			
	Ingredients	Quantity	
		No.	Weight
North	5 poori (75Gms) with Dry Aloo Bhaji (125 Gms) & pickle in sachets (12 gms). / 2 Veg. Cutlet (50 Gms each) with 2 sliced White Bread & Butter in blister pack (8 gms) & tomato Ketchup (12 Gms).  <b>OR</b> 2 Eggs (Omelette/ Boiled) + Tomato ketchup sachet (12g) & salt & pepper sachet & with 2 sliced white bread & Butter in blister pack (8 gms)	1	
East	5 poori (75Gms) with Dry Aloo Bhaji (125 Gms) & pickle in sachets (12 gms). / 2 Veg. Cutlet (50Gms each) with 2 sliced White Bread & Butter in blister pack (8 gms) & tomato Ketchup (12Gms).  <b>OR</b> 2 Eggs (Omelette/ Boiled) + Tomato ketchup sachet (12g) & salt & pepper sachet & with 2 sliced white bread & Butter in blister pack (8 gms)		
West	Poha (125gms) & 2 Aloo Bonda (100gms) & Bhujia (20g) & Tomato Ketchup sachet (12 gms) / 2 Veg. Cutlet (50Gms each) with 2 sliced white/ brown bread & Butter in blister pack (8 gms) & tomato Ketchup (12Gms), Salt & Pepper sachets  <b>OR</b> 2 Eggs (Omelette/ Boiled) + Tomato ketchup sachet (12g) & salt & pepper sachet & with 2 sliced white bread & Butter in blister pack (8 gms)		
South	2 Idli (100g) with Medu Vada (60g) with coconut chutney (50g)/ 2 Veg. Cutlet (50 Gms each) with 2 sliced white/brown bread & Butter in blister pack (8 gms) & tomato Ketchup (12Gms), Salt & Pepper sachets  <b>OR</b> 2 Eggs (Omelette/Boiled) + Tomato ketchup sachet (12g) & salt & pepper sachet & with 2 sliced white bread & Butter in blister pack (8 gms)		

Duronto Exp Train -Sleeper Class (Breakfast) {Tariff ₹65.00 (inclusive of GST)}			
	Ingredients	Quantity	
		No.	Weight
2.	Tea/Coffee Kit*	1	
3.	Casserole/ PET Cup (Packaging)	1	
4.	Napkin	1	
5.	Disposable Cup	1	
6.	Stirrer	1	

Duranto Express Train - Sleeper Class (Lunch/ Dinner) {Tariff ₹120.00 (inclusive of GST)}			
S. No.	Ingredients	Quantity	
		No.	Weight
1.	Rice dish - Plain rice	1	100 gms
2.	4 Plain Roti	1	100 gms
3.	Dal dish - Arhar dal /Moong dal/Sambhar	1	120 gms
4.	Veg Dish- Mix seasonal veg dry (120gms) <b>OR</b> Non Veg- Chicken curry (Chicken boneless 60gms with gravy 60gms)	1	120 gms
5.	Branded Curd	1	min 80 gms
6.	Pickle in sachets	1	min 12 gms
7.	Salt sachet on demand	1	
8.	Napkin Tissue paper	1	
9.	Casseroles	3	
10.	Disposable Spoon	1	
11.	Hand Sanitizer	1	1.5-2 ml.

Duronto Exp Train -Sleeper Class (Evening Tea) {Tariff ₹50.00 (inclusive of GST)}			
S. No.	Ingredients	Quantity	
		No.	Weight
1.	Branded dry salted Indian snacks in sealed pouch (Samosa/Kachori/Mathi/Masala sticks)	1	40 gms
2.	Tomato Ketchup in sachet	1	min. 12 gms
3.	Tea/Coffee kit with stirrer*		
4.	Napkin Tissue paper	1	
5.	Disposable Cup	1	

Tea/Coffee Kit Assorted\* - As applicable in Morning Tea Menu

### MENU AND TARIFF OF STANDARD ITEMS FOR MAIL/EXPRESS TRAINS

Standard Menu (Breakfast)				Mobile	Static
Veg Breakfast (Cutlet)					
S. No.	Ingredients	Quantity		₹ 40	₹ 35
		No.	Weight		
1.	Bread slice	2 nos	50 gms		
2.	Vegetable cutlet	2 nos	100 gms		
3.	Butter in Blister Pack		Min 8 gms		
4.	Tomato Ketchup in sachets	1	Min 12 gms		
5.	Casserole	1			
6.	Napkin	1			
7.	Disposable spoon	1			

Standard Menu (Breakfast)				Mobile	Static
Veg Breakfast (Idli & Vada)					
S. No.	Ingredients	Quantity		₹ 40	₹ 35
		No.	Weight		
1.	Idli	2 nos	100 gms		
2.	Vada	2 nos	60 gms		
3.	Chutney in disposable cup		50 gms		
4.	Casserole	1			
5.	Napkin	1			
6.	Disposable spoon	1			

Standard Menu (Breakfast)				Mobile	Static
Veg Breakfast Veg Breakfast (Upma & Vada)					
S. No.	Ingredients	Quantity		₹ 40	₹ 35
		No.	Weight		
1.	Upma		100 gms		
2.	Vada	2 nos	60 gms		
3.	Chutney in disposable cup		50 gms		
4.	Casserole	1			
5.	Napkin	1			
6.	Disposable spoon	1			

Standard Menu (Breakfast)				Mobile	Static
Veg Breakfast (Pongal & Vada)					
S. No.	Ingredients	Quantity		₹ 40	₹ 35
		No.	Weight		
1.	Pongal		100 gms		
2.	Vada	2	60 gms		
3.	Chutney in disposable cup		50 gms		
4.	Casserole	1			
5.	Napkin	1			
6.	Disposable spoon	1			

Standard Menu (Breakfast)				Mobile	Static
Non-Veg Breakfast (Egg Omelette)					
S. No.	Ingredients	Quantity		₹ 50	₹ 45
		No.	Weight		
1.	Bread slice	2 nos	50 gms		
2.	Omelette/Boiled Eggs	2 Eggs	90 gms		
3.	Butter in Blister Pack	1	Min 8 gms		
4.	Tomato Ketchup in Sachet	1	Min 12 gms		
5.	Salt sachets	1	1 gm		
6.	Pepper sachets	1	0.5 gms		
7.	Casserole	1			
8.	Napkin	1			
9.	Disposable spoon	1			

Standard Menu (Lunch/Dinner)				Mobile	Static
Veg Meal (Standard casserole)					
S. No.	Ingredients	Quantity		₹ 80	₹ 75
		No.	Weight		
1.	Rice Plain	1	150 gms		
2.	2 Parathas/4 Chapatis in wrappers		100 gms		
3.	Dal/Sambhar (Thick)	1	150 gms		
4.	Mix Veg (Seasonal)	1	100 gms		
5.	Curd	1	Min 80 gms		
6.	Pickle in sachet	1	Min 12 gms		
7.	Casserole	3			
8.	Napkin	1			
9.	Disposable spoon	1			

Standard Menu (Lunch/Dinner)				Mobile	Static
Non Veg Meal Standard Casserole (Egg Curry with Rice)					
S. No.	Ingredients	Quantity		₹ 90	₹ 80
		No.	Weight		
1.	Rice Plain	1	150 gms		
2.	2 Parathas/4 Chapatis in wrappers		100 gms		
3.	Dal/Sambhar (Thick)	1	150 gms		
4.	Two Eggs Curry		150 gms		
5.	Curd	1	Min 80 gms		
6.	Pickle in sachet	1	Min 12 gms		
7.	Casserole	3			
8.	Napkin	1			
9.	Disposable spoon	1			

Standard Menu (Lunch/Dinner)				Mobile	Static
Non Veg Meal Standard Casserole (Chicken Curry with Rice)					
S. No.	Ingredients	Quantity		₹ 130 (inclusive of GST)	₹ 120 (inclusive of GST)
		No.	Weight		
1.	Rice Plain	1	150 gms		
2.	2 Parathas/4 Chapatis in wrappers		100 gms		
3.	Dal/Sambhar (Thick)	1	150 gms		
4.	Chicken Curry (60gms boneless chicken & Gravy 90gms)		150 gms		
5.	Curd	1	Min 80 gms		
6.	Pickle in sachet	1	Min 12 gms		
7.	Casserole	3			
8.	Napkin	1			
9.	Disposable spoon	1			

Note :- (i) Food packets should have stickers indicating all details.  
(ii) Tray Mats should be provided as per requirements.



Tariff of Standard Meals			
Menu	Weight in Grams	Tariff (in ₹ and inclusive of GST)	
		Mobile	Static
Veg Biryani	350	80	70
Egg Biryani	350	90	80
Chicken Biryani	350	110	100
Snack Meal with regional items/cuisine/flavour	350	50	50

Item	Details of Menu	Tariff on Mobile Units	Tariff in Static Units
Standard Tea (150 ml)	Disposable cups of 170 ml capacity	₹ 5	₹ 5
Tea with tea bag (150 ml)	Disposable cups of 170 ml capacity	₹ 10	₹ 10
Coffee with instant coffee powder (150 ml)	Disposable cups of 170 ml capacity	₹ 10	₹ 10
Packaged Drinking Water (chilled)	1000 ml	₹ 15	₹ 15
Rail Neer & other BIS approved shortlisted brands	500 ml	₹ 10	₹ 10
Janta Meal	Poories (7 nos.) – 175 gms Dry Aloo Curry – 150 gms Pickle sachet – 15 gms	₹ 20	₹ 15

\*Tariffs of all meals are inclusive of GST.

- Bilingual menu sticker is pasted in each coach wherein passenger may ascertain the menu and tariff for food served in trains.
- No a-la-carte meals are permitted for sale on Mail/Express trains. However, a-la-carte snack items like samosa, pakoda, etc. may continue.
- **Passengers may insist on the service providers for issue of printed bills.**
- Passengers may lodge their complaints/suggestion through Rail Madad no 139, Twitter handle @ IR CATERING, CPGRAMS, E-Mail and SMS.
- Complaints can also be lodged on IRCTC website www.irctc.in and also in the complaint books available with Pantry car manager, Train Superintendent & Guard.
- Passengers can avail the catering services by contacting the coach attendant or other authorised catering staff. **Pre booking of meals through e-catering facility of IRCTC is being provided through website. In addition, SMS, APP & Toll Free no. 1323 are also available for ordering.**

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