

दक्षिण मध्य रेलवे
SOUTH CENTRAL RAILWAY
WORK STUDY REPORT
ON
REVIEW OF STAFF STRENGTH
OF
CATERING INSPECTOR/CATERING MANAGERS OF COMMERCIAL DEPARTMENT
OVER
SOUTH CENTRAL RAILWAY

*** **

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The Central Planning Organization takes this opportunity to express hearty thanks to the SCM/Catering & other officials and Inspectors of Commercial Department and Personal Department of all Divisions for their valuable guidance and co-operation in extending their support by giving necessary information/statistical data.

METHODOLOGY

The Work Study department has applied the following techniques for completion of the Work Study.

1. Collection of the details of sanctioned staff strength and workload particulars.
2. Interaction with Branch Officers and Staff.
3. Critical examination of existed workload.
4. Assessment of manpower requirement.

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SYNOPSIS

❖ **SUBJECT: REVIEW OF STAFF STRENGTH OF CATERING INSPECTORS/CATERING MANAGERS OF COMMERCIAL DEPARTMENT OVER SCR.**

❖ **AUTHORITY: SDGM/Planning/SC**

❖ **STUDY REFERENCE File No: Lr. No.G.276/2/ WSSCR-03/2020-21.**

❖ **AREA OF ACTIVITY:** Commercial Department of SCR.

As per the Annual Work Study Programme 2020-21, the Central Planning Cell of South Central Railway has taken up Work study on the "Review of staff strength of Catering Inspectors/Catering Managers in Commercial Department over SCR" with a purpose to identify surplus staff.

I.REMARKS OF WORK STUDY TEAM: There are various areas where there is ample of evidence that staff getting redundant on slight change in the existing pattern of working/procedure/technology or as a result of progressive introduction of a new policy. Similarly the Railway Catering Staff activity becomes redundant due to inception of new Catering Policy -2017.All the catering activity is either handed over to IRCTC or private agency. Latest development plans introduced in the recent years resulted due to assessment of scope in infrastructure , operation & maintenance , marketing , hospitality services etc., **In this connection the remarks of the work study team are as follows:**

1. With the implementation of New Catering policy, all the catering activities at A1 and A category stations hitherto carried out by the departmental staff has become redundant except for few Catering Inspectors whose services are required on the need basis for the Inspection/Monitoring of the catering units.
2. The role of departmental catering staff is reduced to almost nil, as all the catering units at class A1 & A Stations are taken over by IRCTC & at other B and below category stations the catering units shall be maintained by awarding of Contracts/Licenses to the Private agencies.
3. **For awarding / renewal of the following contracts and its related paper work is being carried out by Ministerial Staff:**
 - For the purpose of allotment, a Refreshment room at B and below category stations or a stall or trolley shall be awarded through a single license.
 - Allotment of special minor units at D, E, F and General minor units at D, E, F category stations will be made by Divisions through open tender system from the eligible bidders.
 - New Automatic vending machines adhering to current norms shall be awarded through two packet tender system. Allotment will be done by e-tendering method.
4. With the sanctions of 55 Catering Inspectors/Catering Managers shown below , only 24 Catering Inspectors/Catering Managers are available and monitoring the catering units in all Divisions and HQRS , the remaining 31 posts are lying vacant for a long time.

II. Classification of Catering units for arriving work load :

Category wise catering units(Non-IRCTC) in SCR Zone are as follows:

	BZA	SC	GTL	HYB	GNT	NED	Total
No. of stalls in A1 stations	27	30	12	16	Nil	nil	85
No. of stations A1	1* (BZA)	2* (SC, HYB)	1 (TPTY)	1* (KCG)	nil	nil	5
No. of stalls in A stations	82	23	41	14	8	16	184
No. of A stations	13	4	5(1*+4)	2	1*	5(1*+4)	30
No. of stalls in B and below stations	45	62	46	34	20	29	236
No. of B and below stations	29	30	23	26	12	21	141
Total stalls	154	115	99	64	28	45	505
Total Stations	43	36	29	29	13	26	176

***station is within the Divisional HQ area**

Catering units of SCR under IRCTC, Division wise:

	BZA	SC	GTL	HYB	GNT	NED	TOTAL
Pantry cars (SCR)	3	31	5	4	---	17	50
Cell kitchens	3	1	1	--	1	--	06
Refreshment Room	--	--	--	--	--	1	01
Food plaza	6	2	2	1	1	2	14
Fast food units	5	2	7	1	--	--	15
Jan ahaar	1	--	1	--	--	--	2
Water vending machines	69	37	42	--	6	12	166
TSV	5 Sections					395 Trains	

Station handed over to IRSDC

- **SC -23 static units+01 Food plaza**

III. SAVE POSITION :

	BZA			SC			GTL			HYB			GNT			NED			HQ			TOTAL		
	S	A	V	S	A	V	S	A	V	S	A	V	S	A	V	S	A	V	S	A	V	S	A	V
CCI(Level 7)	5	5	0	4	3	1	4	2	2	2	2	0	2	1	1	2	0	2	6	4	2	25	18	7
CI(Level 6)	3	0	3	3	0	3	2	0	2	1	0	1	2	0	2	1	0	1	2	0	2	14	0	14
Total	8	5	3	7	3	4	6	2	4	3	2	1	4	1	3	3	0	3	8	4	4	39	18	21
Catering manager (Level 4)	0	0	0	3	0	3	2	1	1	1	1	0	0	0	0	1	2	0	0	0	0	7	4	3
Asst catering manager (Level 3)	2	0	2	3	1	2	2	0	2	1	0	1	0	1	0	1	1	0	0	0	0	9	2	7
Total	2	0	2	6	1	5	4	1	3	2	1	1	0	1	0	2	3	0	0	0	0	16	6	10
G.TOTAL	10	5	5	13	4	9	10	3	7	5	3	2	4	2	3	5	3	2	8	4	4	55	24	31

IV. REQUIREMENT OF CATERING INSPECTORS ON NEED BASIS:

- For this purpose of Inspections and Supervision of Catering the requirement of Catering Inspectors on need basis as under:
 - 365-52 (Sundays/Rest)= 313-13 (Holidays)= **300 Working days.**
 - **On an average there are 25 days in a month and one Catering Inspector can :**
 - **Carry out inspections at 15 stations covering static and mobile units/stalls awarded by Railways and IRCTC.**
 - **Carry out inspections along with Decoy checks, Drive on unauthorized hawkers, Sales assessment, Verifying credentials for renewal/issue of licenses.**
 - **Accompany Officers for Inspection.**
 - **Prepare and submit inspection reports.**
 - **Due to the implementation of catering policy-2017, the category of Catering manager, Assistant catering manager becomes redundant.**
 - Catering inspector proceeding for inspections can cover two to three stations, one mobile catering unit and one TSV in one inspection.
 - Criterion for reports on regular inspections can be prepared in a pre-defined format and the observations/shortfalls can be recorded in this format. Reports for redressal of complaints and any other unroutine checks need a detailed report.

On need basis, the requirement for each Division and HQ is calculated as follows:

BZA :

- Three posts are required to monitor catering units at 29 B and below category stations and co-ordinate the working at Divisional HQs
- Two posts are required to monitor catering units at 13 A and 01* A1 category stations and co-ordinate the working at Divisional HQs
- One post is required for complaints redressal / special catering activities and co-ordinate the overall catering wing at Divisional HQs.

Total : 6

SC :

- Three posts are required to monitor catering units at 30 B and below category stations and co-ordinate the working at Divisional HQs.
- One post is required to monitor catering units at 04 A and 02* A1 category stations and co-ordinate the working at Divisional HQs(**SC station having 23 static units and 01 Food plaza is handed over to IRSDC**).
- One post is required for complaints redressal / special catering activities and co-ordinate the overall catering wing at Divisional HQs.

Total : 5

GTL :

- Two posts are required to monitor catering units at 23 B and below category stations and co-ordinate the working at Divisional HQs.
- One posts is required to monitor catering units at 05(1*+4) A stations and co-ordinate the working at Divisional HQs.
- One posts is required to monitor catering units at 01 A1 category and also to look after protocol and special catering arrangements.
- One post is required for complaints redressal / special catering activities and co-ordinate the overall catering wing at Divisional HQs.

Total : 5

HYB :

- Two posts are required to monitor catering units at 26 B and below category stations and co-ordinate the working at Divisional HQs
- One post is required to monitor catering units at 02 A and 01* A1 category stations and co-ordinate the working at Divisional HQs
- One post is required for complaints redressal / special catering activities and co-ordinate the overall catering wing at Divisional HQs.

Total : 4

GNT :

- One post is required to monitor catering units at 12 B and below category stations and co-ordinate the working at Divisional HQs.
- One post is required to monitor 01* A category station and also for complaints redressal / special catering activities and co-ordinate the overall catering wing at Divisional HQs.

Total : 2**NED :**

- Two posts are required to monitor catering units at 21 B and below category stations and co-ordinate the working at Divisional HQs
- One post is required to monitor catering units at 05(1*+4) A category stations and co-ordinate the working at Divisional HQs
- One post is required for complaints redressal / special catering activities and co-ordinate the overall catering wing at Divisional HQs.

Total : 4*** Station/Stations available within Divisional HQ area****HQ :**

- One post is required to look after Complaint/Grievance cell and co-ordinate catering activity in overall Zone at HQ.
- Three posts are required to monitor catering activities over the Zone.

Total: 4**Catering inspectors required to monitor in Division/HQ**

	BZA	SC	GTL	HYB	GNT	NED	HQ	Total
Staff required	6	5	5	4	2	4	4	30

Hence there is requirement of 30 Catering Inspectors in the Zone.

25 posts of Catering Inspector/Catering Manager which are excess to the requirement to be surrendered. There are 31 vacant posts, majority of which are lying vacant from past three years.

V. RECOMMENDATIONS:

1. It is recommended to surrender **16 posts of redundant category**(07 posts of Catering manager and 09 posts of Asst.Catering manager) .
2. It is recommended to surrender 09 vacant posts of Catering Inspector.

VI. EFFECTIVE SAVINGS: On implementation of the recommendations there will be an annual savings of Rs.**112 Lakhs**.

CHAPTER – I

1.0 INTRODUCTION:

- 1.1** Indian Railways is a premier transport service provider to the nation and is entrusted with the responsibility of carrying bulk of the freight and passenger traffic across the country at economical rates. The Indian Railways operates through 16+1 Zones with 72 Divisions to serve the above objective.
- 1.2** **Manpower is the biggest component of the expenditure of Indian Railways and rightsizing of manpower is one of the effective ways to increase operational efficiency and to make the system financially viable.**
- 1.3** In view of major technological changes taking place in the Indian Railway system, it is imperative to identify activities that have become redundant and re-deploy/surrender the staff that become surplus. RITES in its report had recommended the concept of zero-base budgeting in manpower planning at least once in five years as in such budgeting.
- 1.4** **The Managers in the organization have to justify presence of every employee.** In each Zonal Railway, Work Study Teams/ Staff Inspection Units (SIUs) undertake studies from time to time to identify such activities and suggest efficient methods of operation to affect manpower savings.
- 1.5** Vide RB's Lr No. E(MPP)2016/1/59 of dt, 10.01.2017, Effecting savings in manpower costs, increasing productivity and developing skilled human resources is essential for any organization. In this connection Railway Board has given its action plan and lays down some specific areas and timelines for the due attention of all concerned Officers.

Vide Para No.3 of the above letter, Zero Based Review of Staff: Board has issued instructions on "pool of Surrendered posts" vide letter dated 28.10.16, wherein it has been stated that GMs/DRMs shall carry out a zero based review of all posts appearing in the Book of Sanctions. This zero based review inter alia would include the following:

- Total quantum of the work being carried out in that particular work unit / depot as of a fixed date every year, say 1st of April.
 - How much manpower is required for carrying out these activities given the present state of equipment / tools / procedures and yardsticks, etc.
 - Comparison of the above required manpower with the existing manpower with the existing men on roll in that work unit / depot.
 - Possibility of meeting the shortage if any by re-deployment of posts from elsewhere.
 - The total departmental cost of this shortfall in available manpower even after redeployment if the entire requirement were to be met departmentally.
 - Possibility of outsourcing, by limiting the total outsourcing cost not exceeding 40%-50% of the total departmental cost of shortfall in manpower.
- 1.6** Due to introduction of new Catering Policy-2017, the review of the staff strength of Catering Staff has become inevitable.
- 1.7** In view of the above, the Central Planning Organization conducted Work Study on "Review of Staff Strength of Catering Inspectors/Catering managers of Commercial Department over SCR".

CHAPTER - 2

2.0 EXISTING SCENARIO

2.1 CATERING AND VENDING SERVICES: The catering and vending services are run departmentally by Commercial department or through the agency of contractors appointed by the railway administration for this purpose. No other person should be permitted to hawk or expose for sale any article, whatsoever, on any train, station platform or other railway premises.

2.2 Scope of catering and vending services and arrangements available on our Railways:

1. **Automatic Vending Machines:** it is for dispensing hygienic packaged catering items / eatables permitted by Zonal Railways.
2. **Base Kitchens:** it is a large cooking and packing facility set up in the vicinity of railway premises whether inside or outside Railway premises from where food is prepared and distributed in trains or to the static units. There will be no sale of food directly to the passengers from a base kitchen. All base kitchens should be ISO certified.
3. **Catering stalls:** these are of three different types of staffs selling catering products like beverages snacks and other light refreshments.
4. **Cell kitchen:** Cell Kitchens are Mini Base Kitchens which supply food to other catering units, static / mobile, and at the same time can sell food and beverages directly to the passengers.
5. **Food Courts:** it is cluster of stalls at a nominated place, where food items such as branded product / eatables are provided.
6. **Fast Food Units:** These are major units synonymous to snack bar, where through self service counters, fast food items are sold.
7. **Food Plaza:** it is a multi cuisine plaza giving a variety of choice for eating. The quality and rates for items of food plazas are market driven..
8. **Jan Ahaar:** Jan Ahaar meals comprise economy combo meals that may be served and vended from a Jan Ahaar outlet or any major / minor unit. They comprise a variety of regional and local items.
9. **Komcha:** it is a small vending unit in a form of Dallah/ Chhabba / Wheel Barrow / Hand Barrow /Tray / Table / Tea Balta etc.
10. **Major Units:**
 - Fast Food Units, Food Plaza and Food Courts at all category of stations.
 - Refreshment Rooms at A1 & A category stations.
 - Jan Ahaar.
 - Mobile catering units.
 - AVMs at all category of stations.
 - Base Kitchens.
 - Cell Kitchens.
 - Trains Side Vending.

11. **Minor Units:**

- All other units at A1, A, B, C, D, E, & F category stations which are not covered in major units as above are known as minor units, i.e:
- Stall, Trolleys and Khormcha at all categories of stations.
- Refreshment Rooms at B & below categories of stations.

12. **Minor Units are of two types:**

- **General Minor Units (GMU):**
 - a. 75% Unreserved Refreshment Rooms at B & C categories stations.
 - b. 75% Unreserved stalls, trolleys, khomcha at A1, A, B & C category stations.
 - c. 50.5% unreserved stalls, trolleys, khomcha at D, E & F category stations.
- **Special Minor Unit (SMU):**
 - a. 25% reserved Refreshment Rooms at B and C category stations.
 - b. 25% reserved stalls, Trolley a Khomcha (wherever licensed independently) at A1, A, B & C category stations.
 - c. 49.5% reserved stalls, trolleys, khomcha at D, E & F category stations.

13. **Mobile Units:** all catering service through pantry cars / mini pantry cars is collectively known as mobile units.

14. **Refreshment Room:** It is a place where a-la-carte items, ready -to-eat meals and thali meals are also served.

15. **Static Units:** All Units at the stations, including Food Plazas, Food Courts, Fast Food Units, Refreshment Rooms, stalls, trolley, Jan Ahaar, Base Kitchen, Cell Kitchen, and AVMs etc are collectively called as static units.

16. **Train Side Vending (TSV):** A large number of trains do not have pantry cars or mini pantries attached to them. From the static units of important station / stations, food is supplied to the train during meal time through vendors, who travel on the trains and take orders.

2.3 **Supervision and inspection:** The Catering Inspectors and Commercial Inspectors and Commercial Officers should give special attention to the inspection and supervision of the catering units coming under their jurisdiction. Railway Officers of all departments have also been advised by the administration to undertake frequent inspections of catering and vending units at convenient intervals.

2.4 **Complaints and suggestions:** Complaint and suggestion books should be maintained at all catering and vending units.

2.5 **Contractual Catering and Vending:** Contractors for catering in Refreshment rooms, dining cars, buffet cars, etc., and for vending at stations are appointed by the railway administration, as per extant orders of the Railway Board.

2.6 **Departmental Catering and Vending:** The departmental catering is under the administrative control of the Chief Commercial Manager. The executive control, except in the matters specifically notified by the railway administration concerned rests with the Chief Commercial Manager (Catering) in the Headquarters office, who is responsible for the day-to-day working of the various units on the railway in regard to expenditure, works and other matters relating to their efficient working.

2.7 **Catering Inspectors:** Catering Inspectors are responsible for the general supervision and control over the catering and vending units under their jurisdiction. They should ensure efficient service to the travelling public and should also see that the instructions issued from time to time in regard to the

maintenance of accounts and other related matters are correctly understood and carried out by the staff concerned.

2.8 ABOUT IRCTC: The Railways first found out the need for a separate entity to focus on the catering services in the rail budget 2000. The then railway minister, Ms Mamata Banerjee suggested a creation of a subsidiary of Railways whose sole aim would be to manage the catering and tourism sectors. Hence, Indian Railway Catering and Tourism Corporation (IRCTC) came into existence. IRCTC started full-fledged operations with effect from August 1st 2001.

The IRCTC brought in several initiatives which helped in managing of the catering sector effectively. Some of the initiatives taken are:

- a) IRCTC had set up control rooms at New Delhi, Mumbai, Kolkata, Chennai and Secunderabad to maintain quality of services on-board trains. The zonal controls have been equipped and strengthened with phone, fax and computers with broadband connectivity, and are operational around the clock, seven days a week. Central office at New Delhi regularly coordinates with all the five zonal offices for effective monitoring of complaints and catering activities.
- b) Quality Control Professionals having Diploma/Degree holders in hospitality with 2 or more years of field experience were engaged in August, 2008 & posted in Zonal & Regional offices. Specific trains have been allotted to them for achieving overall improvements in on board services.
- c) A toll free no. 1800-111-139 has been launched for redressal of complaints and suggestions conveyed by the passengers on phone.
- d) Facility of lodging of complaint/suggestion by passenger through SMS on phone number 9971-111-139 had been started.
- e) On-line Complaint Management System had been introduced to facilitate the passengers for lodging their online complaint by logging on IRCTC. A unique complaint number is allotted to the complainant for viewing the status by the complainant at any time. An auto-generated reply with the unique complaint number is sent to the complainant mail id.
- f) The reputed Food Audit & Certification Agency has been enlisted for third party audit on food hygiene & safety audit.
- g) In order to ensure availability of reputed branded products in various segments including biscuits, Aerated drinks, Chips, Packaged Drinking Water, Cakes and Namkeens, Rate Contracts have been awarded to the short listed National players.

2.9 CONCEPT OF CATERING POLICY-2010: Vide Catering Policy -2010 Catering posts which were transferred to IRCTC have been restored to respective divisions. Railway Board also vide letter No.2012/TG/-III/6004 dt.20.04.2012/04.05.2012 advised that operation of base kitchen /Mobile Units is to be undertaken by the Professionals (i.e Licensees) and the supervision and monitoring is to be done departmentally by the Zonal Railway.

2.10 NEW CATERING POLICY -2017: To improve the standard of food being provided to passengers in trains, new Catering Policy has been issued on 27th February 2017 wherein inter-alia IRCTC has been mandated to carry out the unbundling by creating a distinction primarily between food preparation and food distribution. In order to upgrade quality of food preparation, IRCTC is to set up new kitchens and upgrade existing ones.

2.11 For the purpose of providing necessary amenities at stations including Catering services, all stations have been categorized based on their annual earnings (ED (PM)/RB's Lr. No. 2012/LM (PA)/3/5 New Delhi, dt.11.09.2012). This is as follows:

Sl. No.	Category	Criteria
1	Al	Non-Suburban stations with an annual passenger earning of more than Rs. 60 crores
2	A	Non-suburban stations with an annual passenger earnings of Rs. 8 crores and upto Rs 60 crores.
3	B	I. Non suburban stations with annual passenger Earnings between Rs. 4 crores to Rs. 8 crores. II. Stations of tourist importance or an important junction Station (to be decided by G.M.).
4	C	All suburban stations*.
5	D	Non suburban stations with passenger earnings between Rs. 60 lakhs and Rs. 4 crores.
6	E	Non suburban stations with passenger earnings less than Rs. 60 lakhs.
7	F	Halts

*For station dealing with both suburban / non-suburban traffic, the Railway may take a view regarding up-gradation of classification depending upon station earnings, quantum of non-suburban traffic, etc.

2.12 IRSDC

It is a joint venture company of RLDA and IRCON under the Ministry of Railways established under Companies Act. The main objective of IRSDC is to develop/ re-develop the existing/new railway station (s) which will consist of upgrading the level of passenger amenities by new constructions/renovations including re-development of the station buildings, platform surfaces, circulating area, etc., to better standards so as to serve the need of the passengers. **The stations handed over to IRSDC having stalls/units/Business under the agreement with Zonal Railways shall transfer the same to IRSDC. Renewal and sanction of fresh licenses at such stations will be under the purview of IRSDC.**

2.13 BASED ON THE STATIONS CLASSIFICATION, THE STATIONS OF SCR ZONE HAVING CATERING STALLS IS BEING CATERGORISED AS FOLLOWS:

Category	BZA	SC	GTL	HYB	GNT	NED
A-1	1 (BZA)	2 (SC, HYB)	1 (TPTY)	1 (KCG)	nil	nil
A	13	4	5(1*+4)	2	1*	5(1*+4)
B and below stations	29	30	23	26	12	21
Total	43	36	29	29	13	26

2.14 INFORMATION REGARDING CATERING UNITS OF SCR AS ON 01.04.2020 ARE AS FOLLOWS:

Catering units under IRCTC

	BZA	SC	GTL	HYB	GNT	NED	TOTAL
Pantry cars(SCR)	3	31	5	4	---	7	50
Cell kitchens	3	1	1	--	1	--	06
Refreshment Room	--	--	--	--	--	1	01
Food plaza	6	2	2	1	1	2	14
Fast food units	5	2	7	1	--	--	15
Jan ahaar	1	--	1	--	--	--	2
Water vending machines	69	37	42	--	6	12	166
TSV	5 Sections						395 trains

**2.15 THE FOLLOWING ARE THE CELL KITCHENS UNDER THE MANAGEMENT OF IRCTC:
1.Eluru 2.Vijayawada 3.Gudur 4.Hyderabad 5.Tirupathi 6.Guntur**

2.16 TRAIN SIDE VENDING SECTIONS UNDER THE MANAGEMENT OF IRCTC ARE AS FOLLOWS:

SL No	SECTION	No. of Trains
1	BZA-MAS (Incl GDR-KPD-PAK-DMM Sub sections)	105
2	SC-KZJ ; SC-NDKD-GNT-SC (Incl NDKD-MCLA Branch line)	61
3	SC-DHNE	18
4	BZA-BPQ (Incl PDPL-KRMR,DKJ-BDCR-MUGU Branch line)	70
5	BZA-VSKP	141
	TOTAL	395

2.17 Duties of Catering Inspectors, Catering Managers :

Duties of catering inspectors includes monitoring of following catering units, stalls both static and mobile(pantry cars, Train side vending).

1. Pantry cars including Duranto, Humsafar trains
2. Rajadhani , shatabdi trains
3. Other railway pantry cars passing through the zone
4. Sectional TSV trains over the Zone
5. Minor catering units
6. Base kitchens
7. Refreshment rooms
8. Jan Ahaar
9. Cell kitchens
10. Food plazas/Fast food units
11. Stand alone Automatic vending machines

12. Water vending machines
13. Pantry car Maintenance (Safety checks)
14. Pre-Departure inspection of Sectional TSV/Pantry cars

In addition to monitoring of above assets, catering inspectors also perform the following duties

1. Accompanying Officers while proceeding online
2. Redressal of complaints from passengers through catering helpline
3. Conducting surprise checks
4. Conducting monthly special drives against unauthorized hawkers along with security/ticket checking staff
5. Ensuring collection of fines from the erring licensees
6. Any other subject as instructed by the officers
7. Conducting Assessment of sales turnover of catering units
8. Attending VIP catering
9. Conducting checks on food quality through health inspectors of Medical Dept.
10. Verification of credentials of licensees before issue of LOA
11. Working out rates of local cuisine items
12. Collecting feedback from passengers regarding catering services rendered by the licensee.

2.18 SCALE CHECK: The scale check of catering staff of SCR Zone as on 29.11.2019:

	BZA			SC			GTL			HYB			GNT			NED			HQ			TOTAL		
	S	A	V	S	A	V	S	A	V	S	A	V	S	A	V	S	A	V	S	A	V	S	A	V
CCI (Level 7)	5	5	0	4	3	1	4	2	2	2	2	0	2	1	1	2	0	2	6	4	2	25	18	7
CI (Level 6)	3	0	3	3	0	3	2	0	2	1	0	1	2	0	2	1	0	1	2	0	2	14	0	14
Total	8	5	3	7	3	4	6	2	4	3	2	1	4	1	3	3	0	3	8	4	4	39	18	21
Catering manager (Level 4)	0	0	0	3	0	3	2	1	1	1	1	0	0	0	0	1	2	0	0	0	0	7	4	3
Asst catering manager (Level 3)	2	0	2	3	1	2	2	0	2	1	0	1	0	1	0	1	1	0	0	0	0	9	2	7
Total	2	0	2	6	1	5	4	1	3	2	1	1	0	1	0	2	3	0	0	0	0	16	6	10
G.TOTAL	10	5	5	13	4	9	10	3	7	5	3	2	4	2	3	5	3	2	8	4	4	55	24	31

2.19 DEPLOYMENT OF CATERING INSPECTORS AT DIVISIONS AND HQ IS AS FOLLOWS:

BZA

Sl.no	Name	Designation	GP	Office	Work allotment/Section
1	Sri Amba Shankar	CCI/BZA	4600	Sr.DCM/O/BZA	BZA-NS-MTM-BZA Section
2	Sri Md.Yakoob	CCI/BZA	4600	Sr.DCM/O/BZA	Office/Inspections BZA-EE-TEL-BZA Section
3	Sri D.Thiruvallan	CCI/BZA	4600	Sr.DCM/O/BZA	BZA-AKP-CCT-BZA Section ,12718/17
4	Sri S.P.Venkatesh	CCI/BZA	4600	Sr.DCM/O/BZA	BZA-GDR-BZA Section, 12711/12
5	Sri V.Chandra Rao	CCI/BZA	4600	Sr.DCM/O/BZA	BZA Station ,12713/14

SC

Sl.no	Name	Designation	GP	Office	Work allotment/Section
6	Sri B.Srinivasa Rao	CCI/SC	4600	Sr.DCM/O/SC	Station/SC
7	Sri Y.Paddayya	CCI/SC	4600	Sr.DCM/O/SC	Sation/KZJ, KZJ-KMT-SKZR-KZJ
8	Sri CM.JC.Reddy	CCI/SC	4600	Sr.DCM/O/SC	Sr.DCM/O/SC ,Conducting Inspections
9	Sri B.Srinivas	Asst Catg Manager	2000	Sr.DCM/O/SC	Sr.DCM/O/SC ,Conducting Inspections

GTL

Sl.no	Name	Designation	GP	Office	Work allotment/Section
10	Sri V.Sushil Gupta	CCI/GTL	4600	Sr.DCM/O/GTL	Inspections over GTL Division
11	Sri N.M.Nagarajan	CCI/GTL	4600	Sr.DCM/O/GTL	Inspections over GTL Division
12	Sri D.Mallikarjuna	Catering Manager	2400	Sr.DCM/O/GTL	Inspections over GTL Division

HYB

Sl.no	Name	Designation	GP	Office	Work allotment/Section
13	Sri Mir.Hassanulla	CCI/HYB	4600	Sr.DCM/O/HYB	SC-SVN Section
14	Sri Ch.Amrose	CCI/HYB	4600	Sr.DCM/O/HYB	SC-DHNE Section
15	Sri B.D.Vinod Kumar	Catering Manager	2400	Sr.DCM/O/HYB	Issue of ID card to vendors,catering arrangements at DRM/ADRM offices and other events

GNT

Sl.no	Name	Designation	GP	Office	Work allotment/Section
16	Sri P.B.Srinivasa Rao	CCI/GNT	4600	Sr.DCM/O/GNT	Inspections over GNT Division
17	Sri Jugun Kumar	Asst Catg Manager	2000	Sr.DCM/O/GNT	Inspections over GNT Division

NED

Sl.no	Name	Designation	GP	Office	Work allotment/Section
18	Sri Sudeer Kumar	Catering Manager	2400	Sr.DCM/O/NED	Inspections over NED Division
19	Sri Kakde Snehal Srikanth	Asst Catg Manager	2000	Sr.DCM/O/NED	Inspections over NED Division
20	Sri Randheer	Asst Catg Manager	2000	Sr.DCM/O/NED	Inspections over NED Division

HQ

Sl.no	Name	Designation	GP	Office	Work allotment/Section
21	Sri V.Rajender	CCI/Hqrs	4600	PCCM/O/SC	Inspections over the Zone
22	Sri B.Mohan Rao	CCI/Hqrs	4600	PCCM/O/SC	Inspections over the Zone
23	Sri V.Srinivas Dora	CCI/Hqrs	4600	PCCM/O/SC	Inspections over the Zone
24	Sri Srikanth Mane	CCI/Hqrs	4600	PCCM/O/SC	Inspections over the Zone

CHAPTER – 3

3.0 CRITICAL EXAMINATION:

3.1 Concept of Catering Policy -2005: Consequent upon taking over the activity of Catering from Railways by IRCTC, all the Group " C " and Group " D " staff working in various Catering /Vending units were transferred along with their posts to IRCTC with effect from 17-02-2005.

3.2 Concept of Catering Policy -2010: In order to achieve the objectives of the Catering Policy-2010 and in terms of the Railway Boards Ltr.No.E/ (NG)/I-2003/TR/10 Dated 28.12.2010 issued under CPO's S.C.No. 192/2010 catering posts transferred to IRCTC have been restored to respective divisions.

3.3 Catering Policy 2017 (Commercial Circular No. 20/2017), IRCTC is responsible for catering services through Mobile Catering Units, Bases Kitchens, Cell Kitchen, Refreshment Rooms at A1 & A category of stations. Food Plazas, Food Courts, Train Side Vending, Jan Ahaars. All other catering units like Refreshment Rooms at B and below Category of Stations, AVMs Milk Stalls and Trolleys shall be managed by the Zonal Railways. The salient features of the new Catering Policy 2017 are as under:-

i. IRCTC IS RESPONSIBLE FOR THE FOLLOWING CATERING SERVICES:

- To manage catering service on all mobile units.
- All Pantry Car contracts reassigned to IRCTC.
- Meals for all mobile units to be picked up from the nominated kitchens owned, operated and managed by IRCTC.
- IRCTC not to out rightly outsource or issue licenses for provision of Catering Services to Private Licensees. IRCTC to retain the ownership and be fully accountable for all the issues pertaining to setting up and operation of the Base Kitchens and quality of food.
- IRCTC to engage service providers from hospitality industry for service of food in trains.
- Kitchen structures/land/space to be handed over by Zonal Railways to IRCTC, for a period of 10 years extendable for another period of 5 years, on a token license fee.
- IRCTC to be responsible for management of Food Plaza, Food Courts, Fast food units within the ambit of this policy.
- The setting up/ development / refurbishment of new or existing Base Kitchens/Kitchen units to be undertaken by IRCTC. These kitchens are to be owned, operated and managed by IRCTC.
- IRCTC to develop different types of kitchens keeping in view supply of food and usage assessed.
- IRCTC to develop the Business model for the kitchens so that they can expand and enhance the service.
- IRCTC to prepare a detailed concession agreement for setting up/development of the kitchens.
- IRCTC shall determine the menu of standard meals and A-la-carte items. The standard meals served in trains shall be within the fixed tariff approved by Railway Board.
- IRCTC may involve/empanel self help groups for providing catering related services

ii. **ZONAL RAILWAY IS RESPONSIBLE FOR THE FOLLOWING:**

- Zonal Railway to manage static unit (catering stall /milk stalls/ trolleys etc.) except base kitchens and kitchen units to be handed over to IRCTC .
- For the purpose of allotment, a Refreshment Room (at B and below category stations) or a stall or a trolley to be deemed as one unit. As such, a single unit is to be awarded through a single license.
- Provision of perpetual renewal has been done away with. Now it has been envisaged that tenure of all static units (except kitchen units and Food Plaza) shall be 5 years only. Tenure of Food Plaza shall be for a period of 5 years.
- Allotments of General Minor Units at all category stations to be done through open, competitive, two-packet tendering system from the eligible bidders by divisions.
- For the first time, it has been envisaged that allotment of Special Minor units (reserved category) at all category stations will be done by divisions through open tendering system within the similar reserved category. The technical eligibility criteria has been simplified.
- Allotment of milk stalls at all stations shall be done through open tender system as against calling application.
- For milk stalls, in addition to dairy cooperative federations / members of NCDFI bodies/agencies registered/certified by FSSAI for sale of milk and milk products have been made eligible to participate at all category of stations.
- For smooth implementation of renewal, ceiling limit on holding of minor units including milk stalls, computation of units has been defined.
- 33% sub quota for women in allotment of each category of minor catering units at all category of stations has been provided.

3.4 E-CATERING: In addition to the above Catering Policy-2017, the E catering is introduced on Indian Railways to facilitate the Passengers with the following benefits:

- **Options for ordering food:** Indian Railways shall also get rid of the system of compulsory serving of meals in Rajdhani and Shatabadi trains and convert it into e-catering. The system was introduced on lines similar to Airlines and when such trains had only very few stoppages. The situation has now changed with Air lines shifted to no-frill attached services and sufficient stoppages to serve through e-catering.
- **Unhygienic Pantry Cars:** It is really difficult to maintain hygienic standards in pantry cars. The pantry cars are not vacated at ends for providing cleaning, and the pantry staff uses it stay and all other purposes.
- **Generator Capacity:** The pantry car electric load is much higher as compared to conventional AC coach and therefore, it will be possible to augment the capacity of the train to 21-22 coaches without any trouble.
- **How it will benefit passenger:**
 - Hygienic food preparation at base kitchen with regular inspection by IRCTC officials
 - No over charging
 - Choice of vendor for supply of food
 - Pre-determined quantity and quality

3.5 Vide Railway Board Lrs. No 20`6/TG-III/600/1/Pt. Dated 27-02-17, IRCTC shall be responsible for catering services through mobile catering units, Base Kitchen, Cell Kitchen, refreshment rooms at A1 & A category of stations. Food Plazas, Food courts, side vending, Jan Ahaars. All the pantry car services/Jan Ahaars / cell kitchens contracts awarded by zonal railways shall be reassigned to IRCTC. IRCTC

shall supervise catering services on each mobile unit through its own supervisors directly employed by IRCTC.

Vide Para No. 3.9.1 of CC No. 20/2017, Officials of Railway Board, Zonal Railway & Division shall be authorized to inspect the kitchen units / mobile catering units. If any violation of the provision of the policy or deficiencies is noticed in the service suitable penal action as decided by Zonal Railways will be taken as per the provision of agreement signed between IRCTC and Zonal Railway and Licensee for tripartite agreement (in case of licenses which are to be reassigned to IRCTC)

3.6 IRSDC : It is a joint venture company of RLDA and IRCON under the Ministry of Railways established under Companies Act. The main objective of IRSDC is to develop/ re-develop the existing/new railway station (s) which will consist of upgrading the level of passenger amenities by new constructions/renovations including re-development of the station buildings, platform surfaces, circulating area, etc., to better standards so as to serve the need of the passengers. The stations handed over to IRSDC having stalls/units/Business under the agreement with Zonal Railways shall transfer the same to IRSDC. Renewal and sanction of fresh licenses at such stations will be under the purview of IRSDC.

3.7 REMARKS OF WORK STUDY TEAM: There are various areas where there is ample evidence of the staff getting redundant on slight change in the existing pattern of working/procedure or as a result of progressive introduction of a new policy. Similarly the Railway Catering Staff activity becomes redundant due to inception of new Catering Policy -2017. In this connection the remarks of the work study team are as follows:

- With the implementation of New Catering policy, all the catering activities at A1 and A category stations hitherto carried out by the departmental staff will become redundant except for few Catering Inspectors whose services are required on the need basis for the Inspection/Monitoring of the catering units.
- The role of departmental catering staff is reduced to almost nil, as all the catering units at class A1 & A Stations will be taken over by IRCTC & at other B and below category stations the catering units shall be maintained by awarding of Contracts/Licenses to the Private agencies.
- Catering units/stalls in the stations ,handed over to IRSDC comes under the purview of IRSDC.Sales assessment ,issue/renewal of licenses ,ID cards will rest with IRSDC.

For awarding / renewal of the following contracts and its related paper work is being carried out by Ministerial Staff:

- For the purpose of allotment, a Refreshment room at B and below category stations or a stall or trolley shall be awarded through a single license.
- Allotment of special minor units at D, E, F and General minor units at D, E, F category stations will be made by Divisions through open tender system from the eligible bidders.
- New Automatic vending machines adhering to current norms shall be awarded through two packet tender system. Allotment will be done by e-tendering method.
- At present there are no Food Courts / Food Plazas and Major refreshment rooms at B and below category stations.

3.8 Classification of Catering units for arriving work load :

List of catering units/stalls(Non-IRCTC) over each Division categorised into A1 ,A , B and below category is as follows.

	BZA	SC	GTL	HYB	GNT	NED
No. of stalls in A1 stations	27	30	12	16	Nil	nil
No. of A1 stations	1* (BZA)	2* (SC, HYB)	1 (TPTY)	1* (KCG)	nil	nil
No. of stalls in A stations	82	23	41	14	8	16
No. of A stations	13	4	5(1*+4)	2	1*	5(1*+4)
No. of stalls in B and below stations	45	62	46	34	20	29
No. of B and below stations	29	30	23	26	12	21
Total stalls	154	115	99	64	28	45
Total Stations	43	36	29	29	13	26

*station is within the Divisional HQ area

Catering units under IRCTC

	BZA	SC	GTL	HYB	GNT	NED	TOTAL
Pantry cars	3	31	5	4	---	7	50
Cell kitchens	3	1	1	--	1	--	06
Refreshment Room	--	--	--	--	--	1	01
Food plaza	6	2	2	1	1	2	14
Fast food units	5	2	7	1	--	--	15
Jan ahaar	1	--	1	--	--	--	2
Water vending machines	69	37	42	--	6	12	166
TSV	5 Sections						395 Trains

Catering units in SC station(IRSDC) over SC Division

23 static units+01 Food plaza

3.9 REQUIREMENT OF CATERING INSPECTORS ON NEED BASIS:

For the purpose of Inspections and Supervision of Catering the requirement of Catering Inspectors on need basis as under:

- 365-52 (Sundays/Rest)= 313-13 (holidays)= **300 Working days**
- **On an average there are 25 days in a month and one Catering Inspector can :**
 - **Carry out inspections at 15 stations covering static and mobile units/stalls awarded by Railways and IRCTC.**
 - **Carry out inspections along with Decoy checks, Drive on unauthorized hawkers, Sales assessment, Verifying credentials for renewal/issue of licenses.**
 - **Accompany Officer Inspections.**
 - **Prepare and submit inspection reports.**

- **Due to the implementation of catering policy-2017,the category of Catering manager, Assistant catering manager becomes redundant.**
- Catering inspector proceeding for inspections can cover two to three stations ,one mobile catering unit , and one TSV in one inspection.
- Criterion for reports for regular inspections can be prepared in a pre-defined format and the observations/shortfalls can be recorded in this format. Reports for redressal of complaints and any other unroutine checks needs a detailed report.

There are 55 sanctions for the Catering Inspectors/Catering managers over the zone.

On need basis, the requirement for each Division and HQ is calculated as follows:

BZA :

- Three posts are required to monitor catering units at 29 B and below category stations and co-ordinate the working at Divisional HQs
- Two posts are required to monitor catering units at 13 A and 01* A1 category stations and co-ordinate the working at Divisional HQs
- One post is required for complaints redressal / special catering activities and co-ordinate the overall catering wing at Divisional HQs.

Total : 6

SC :

- Three posts are required to monitor catering units at 30 B and below category stations and co-ordinate the working at Divisional HQs.
- One post is required to monitor catering units at 04 A and 02* A1 category stations and co-ordinate the working at Divisional HQs(**SC station having 23 static units and 01 Food plaza is handed over to IRSDC**).
- One post is required for complaints redressal / special catering activities and co-ordinate the overall catering wing at Divisional HQs.

Total : 5

GTL :

- Two posts are required to monitor catering units at 23 B and below category stations and co-ordinate the working at Divisional HQs.
- One posts is required to monitor catering units at 05(1*+4) A stations and co-ordinate the working at Divisional HQs.
- One posts is required to monitor catering units at 01 A1 category and also to look after protocol and special catering arrangements.
- One post is required for complaints redressal / special catering activities and co-ordinate the overall catering wing at Divisional HQs.

Total : 5

HYB :

- Two posts are required to monitor catering units at 26 B and below category stations and co-ordinate the working at Divisional HQs
- One post is required to monitor catering units at 02 A and 01* A1 category stations and co-ordinate the working at Divisional HQs
- One post is required for complaints redressal / special catering activities and co-ordinate the overall catering wing at Divisional HQs.

Total : 4**GNT :**

- One post is required to monitor catering units at 12 B and below category stations and co-ordinate the working at Divisional HQs.
- One post is required to monitor 01* A category station and also for complaints redressal / special catering activities and co-ordinate the overall catering wing at Divisional HQs.

Total : 2**NED :**

- Two posts are required to monitor catering units at 21 B and below category stations and co-ordinate the working at Divisional HQs
- One post is required to monitor catering units at 05(1*+4) A category stations and co-ordinate the working at Divisional HQs
- One post is required for complaints redressal / special catering activities and co-ordinate the overall catering wing at Divisional HQs.

Total : 4*** Station/Stations available within Divisional HQ area****HQ :**

- One post is required to look after Complaint/Grievance cell and co-ordinate catering activity in overall Zone at HQ.
- Three posts are required to monitor catering activities over the Zone.

Total: 4**Total Catering inspectors required to monitor**

	BZA	SC	GTL	HYB	GNT	NED	HQ	Total
Staff required	6	5	5	4	2	4	4	30

‘ **Hence there is requirement of 30 Catering Inspectors in the Zone.**

SUMMARY OF STATIONS, UNITS:

		BZA	SC	GTL	HYB	GNT	NED
No.of B and below category stations and catering stalls	Stns	29	30	23	26	12	21
	Stalls	45	62	46	34	20	29
No.of A category stations and catering stalls	Stns	13	04	05	02	01	05
	Stalls	82	23	41	14	8	16
No.of A1 category stations	Stns	01	02	01	01	--	--
	Stalls	27	30	12	16	Nil	nil
Total stations with stalls	Stns	43	36	29	29	13	26
Total number of stalls	Stalls	154	115	99	64	28	45

SUMMARY OF REQUIREMENT OF CATERING INSPECTORS:

	BZA			SC			GTL			HYB			GNT			NED			HQ		
SAVE position of Catering inspectors/Catering managers	S	A	V	S	A	V	S	A	V	S	A	V	S	A	V	S	A	V	S	A	V
	10	5	5	13	4	9	10	3	7	5	3	2	4	2	3	5	3	2	8	4	4
Requirement of Catering inspectors	6			5			5			4			2			4			4		
Posts to be surrendered	4			8			5			1			2			1			4		
TOTAL SANCTIONS : 55																					
REQUIREMENT : 30																					
EXCESS : 25																					

3.10 TOTAL POSTS TO BE SURRENDERED:

25 posts of Catering Inspectors/Catering managers are to be surrendered from sanctions of 55. There are 31 vacant posts.

3.11 RECOMMENDATION:

- I.** It is recommended to surrender **16 posts of redundant category**(07 posts of Catering manager and 09 posts of Assistant catering manager)
- II.** It is recommended to surrender **09 vacant posts** of Catering Inspector.

3.12 EFFECTIVE SAVINGS: On implementation of the recommendations there will be an annual savings of Rs.**112 Lakhs**.

CHAPTER – 4

FINANCIAL REPERCUSSIONS:

If the recommendations are accepted, the recurring savings on surrender of the under mentioned posts of Catering inspector/Catering manager of Commercial Department over SCR, would be as follows:

Sl. No	Category	Level	Scale		Mean Pay	DA@ 17%	Emoluments	No. of posts	Emoluments P.M (in Rs.)	Total Emoluments P.A (in Rs.)
			From	To						
1	Catering Inspector	6	35400	46200	40800	6936	47736	9	47736 X 9 =4,29,624	51,55,488
2	Catering Manager	4	25500	33300	29400	4998	34398	7	34398 X 7 =2,40,786	28,89,432
3	Asst. Catg. Manager	3	21700	28400	25050	4259	29309	9	29309 X 9 =2,63,781	31,65,372
	TOTAL							25		1,12,10,292

On implementation of the recommendations there will be an annual savings of Rs.**112** Lakhs.

** ** *

CHAPTER – 5

RECOMMENDATIONS

Recommendation No.	Recommendation Details	Para No.
I.	It is recommended to surrender 16 posts of redundant category (07 posts of Catering managers and 09 posts of Asst.catering managers) .	3.11
II.	It is recommended to surrender 09 vacant posts of Catering Inspectors.	

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