

**GOVERNMENT OF INDIA (BHARAT SARKAR)  
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)  
RAILWAY BOARD**

\*\*\*\*

No. 2009/TG-III/600/25

New Delhi, dated 21.7.2010

(Commercial Circular No. 35/2010)

The General Managers,  
All Indian Railways.

Sub: Catering Policy 2010.

Hon'ble MR during her Railway Budget Speech 2009-10 announced that "All railway zones have been instructed to give priority to provision of good quality food, drinking water and toilet facilities and ensure cleanliness on trains and stations. Further availability of Janata Khana should be ensured and we will be introducing national and regional cuisines in our catering. A comprehensive policy including strict monitoring mechanism would be developed for achieving these objectives."

In the light of above, a new catering policy has been formulated and is enclosed for implementation.

The revised policy guidelines will be implemented with immediate effect. This has the concurrence of Finance & Legal Directorates of Ministry of Railways.

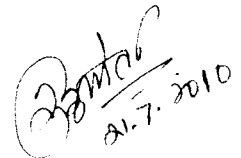
Kindly acknowledge receipt of this letter.



**(Mani Anand)  
Executive Director / T&C  
Railway Board**

**Copy to:**

1. FA&CAO, All Indian Railways (with five spares) for information.
2. ADAI/Railways (with 36 spare copies.)



**For Financial Commissioner / Railways**

**Copy to: MD/IRCTC for information and necessary action.**

## **CATERING POLICY 2010**

### **PREAMBLE**

Pursuant to a Cabinet decision, the Catering business of Indian Railways was being progressively hived off to the Indian Railways Catering and Tourism Corporation (IRCTC) through provisions in the Catering Policy of 2005. Modification of the policy has now been necessitated after the experience gained and public perception since the operation of this policy. The modifications pertain to establishing good governance standards and improving the quality of these services for providing food and beverage services to passengers travelling on trains through mobile catering services and operation and management of the static catering contracts dealing with provision of food and beverages to passengers traveling on train, on railway premises like platforms, concourses etc.

### **1. OBJECTIVES OF CATERING POLICY**

- 1.1 To provide hygienic, good quality affordable food to the traveling public by adopting best trade and hospitality industry practices.
- 1.2 The policy will have an inclusive approach where from the least advantaged passenger to the relatively affluent will be provided catering services in a socially responsible manner.
- 1.3 It should meet all the social objectives of the Government, including provision of reservations as per Government Directives issued from time to time.

### **2. DEFINITIONS: AS ANNEXURE**

### **3. ROLE OF RAILWAY BOARD, ZONAL RAILWAYS AND IRCTC**

- 3.1 Railways shall progressively take over management of all mobile catering services including base kitchens and mobile catering through departmental catering in a phased manner.
- 3.2 Railway Board shall determine the menu and tariff for the standard meals, breakfast, tea, coffee and catering charges for meals, etc., which are included in the fare. Zonal Railways will determine the menu and tariff for all other items including a-la-carte items and Jan Ahar outlets.
- 3.3 IRCTC will be primarily responsible for running of Food Plaza, Food Courts, fast food units within the ambit of this policy.
  - 3.3.1 All existing major and minor catering units will be awarded and managed by the zonal railways, except Food Plaza, Food Courts, fast food units. All such contracts presently being managed by IRCTC, on expiry of the contract period, will be awarded by the zonal railways. IRCTC will not renew any contract required to be handed over to zonal railways on expiry of the contract.

- 3.3.2 The base kitchens and the mobile catering services will be taken over by the zonal railways in phases. To avoid disruption in services for the time being, railways will manage these services through departmental supervision by engaging reputed professionals till railways are in a position to manage them departmentally.
- 3.3.3 All existing contracts, which are to be managed by zonal railways and have been awarded by IRCTC will be transferred to Zonal Railways in a phased manner to ensure smooth transfer without disruption in services to the passengers subject to fulfillment of all legal procedures. The monitoring of the static and mobile catering units will henceforth be done by the zonal railways.
- 3.4 A specialized team of ex-cadre supervisors and officers upto senior scale will be formed which will be filled by incumbents from existing Railway cadres having necessary aptitude, through redeployment as per extant rules by the zonal railways for monitoring of catering services and will be trained by providing in-service training by reputed institutions.
- 3.4.1 For provision of such services departmentally, trained personnel from reputed Institutes of Hotel Management /Catering Institutes/Food Craft Institutes, etc. may also be involved to upgrade and modernize the departmental catering services.
- 3.5 Zonal Railways will be responsible for ensuring that the standards, as laid down for different services, are maintained and policy directives issued by Railway Board from time to time are strictly complied with. Zonal Railways will institutionalize a mechanism for monitoring the catering services.
- 3.5.1 Zonal Railways will decide the extent, type and scale of catering services required to be provided at each station, on board trains ensuring adequate availability of affordable food for common passengers.
- 3.5.2 Zonal Railways will benchmark, standardize and audit production and food processes to improve the quality of mobile catering and base kitchens.
- 3.6 In view of the change in roles of IRCTC and zonal railways, the MoU between Ministry of Railways and IRCTC shall be redefined and the revised MoU shall be issued.

#### **4 QUALITY ASSURANCE PROGRAMME:**

IR shall have the mandate to frame an efficient quality assurance programme to ensure good quality and hygienic food to the passengers. Progressively ISO 22000 Standards & relevant international standards in vogue from time to time will be implemented for all major contracts/units.

- 4.1 Standard Bidding Documents shall be drafted by the Railway Board by engaging suitable professional agency. This will be co-ordinated and supervised by a cross functional team comprising Executive Directors of

T&C, Finance, Stores, Health and Mechanical Directorates of Railway Board. Domain knowledge experts may also be co-opted from reputed institutions having expertise such as Food craft Institutes, Quality Council Institute run by the Government.

- 4.1.1 Special Tender Conditions, wherever required, may be framed by Zonal Railways or IRCTC, as the case may be.
- 4.2 Two Packet Systems of Tendering will be followed while selecting the successful bidder for award of major contracts and GMUs at A, B and C category stations Adequate weightages shall be given to the quality of services offered/conformity of the bid to the laid down standard of quality in the bid documents. For this purpose, suitable formulae shall be worked out and these along with the bid evaluation criteria/eligibility criteria shall be defined clearly in the SBD document.
- 4.3 With a view to ensuring high quality hygiene, cleanliness and use of standard ingredients for food served on trains, the mobile catering units will pick up meals from nominated base kitchens. The base kitchens would be managed and controlled by zonal railways progressively in phases to ensure quality of the food served on trains.

## **5 SCALE OF CATERING SERVICES THROUGH STATIC UNITS:**

- 5.1 Zonal Railways will prepare a blue print for the catering units at each station. Zonal Railways should ensure that adequate facilities are available for providing affordable food to passengers before permitting any other type of outlets. Jan Ahar outlets should be set up by converting existing available Refreshment Rooms / Static units into Jan Ahars. Janta Meals and Economy combo meals with stress on regional cuisines should be served and vended from the Jan Ahar outlets
- 5.2 The desirable scale of catering services to be provided at various stations is given as under:

'A' Category Stations – Fast food units, Jan Ahar, Food Plaza, Food Courts, Refreshment Rooms, AVMs etc. The number of catering units excluding AVMs on the main platform should not be more than 6 and not more than 5 on island platform. (up to 5 AVMs {if stand alone} on each platform)

'B' Category Stations - Refreshment Rooms, Fast Food Units, Jan Ahar Outlets, Cell Kitchens, Snack Bars, AVMs. The number of catering units excluding AVMs should not be more than 5 on the main platform and not more than 4 on island platforms. (upto 4 AVMs {if stand alone} on each platform)

'C' Category Stations – Fast Food units, and upto 5 catering units on the main platform and not more than 4 on island platforms excluding AVMs. Since these are suburban stations, tea stalls/fast food units/AVMs should be provided liberally. (upto 3 AVMs {if stand alone} on each platform)

‘D’ Category Stations – Not more than 3 catering units on the main platform and not more than 3 units on island platform excluding AVMs (up to 2 AVMs {if stand alone} on each platform)

‘E’ Category stations- One each on the main platform and island platform including one AVM {if stand alone} on each platform may also be provided.

‘F’ Category stations- AVMs and other units as per requirement. One AVM {if stand alone} on each platform).

## **6 BASE KITCHENS**

- 6.1 Zonal Railways will set up a grid of modern mega, medium and small base kitchens to ensure that all mobile catering are serviced through these base kitchens to improve quality, hygiene, cleanliness and use of standard ingredients for food served on trains.
- 6.2 The base kitchens would be set up on railway premises for which the existing base kitchens / cell kitchens available on platforms shall be developed. In case of non-availability of existing base kitchens or Cell kitchens, the zonal railways shall take immediate steps for construction of the base kitchens as required.
- 6.3 The base kitchens would be managed through departmental catering by zonal railways in phases. During the interim period the base kitchens may be managed by zonal railways by engaging reputed professionals for creating state-of-the-art base kitchens conforming to international standards like ISO-22000.
- 6.4 With a view to ensuring high quality hygiene, cleanliness and use of standard ingredients for food served on trains, henceforth all mobile catering units will pick up meals on transfer rate basis (rate as fixed by Railway Board) from nominated base kitchens. The base kitchens would be railway specified, supervised and controlled to ensure quality of the food served on trains.
- 6.5 With a view to ensuring efficient services through mobile catering units, the base kitchens would cater to a grid of trains for on board service. On the proposals submitted by zonal railways, the Railway Board shall accordingly decide the number and location of base kitchens to be set up on zonal railways and the grid of trains which would be serviced by them.
- 6.6 Infrastructure of base kitchens should be designed to create a modern and mechanised kitchens with the latest state of art technology.
- 6.7 The zonal railways will be responsible for ensuring the quality and quantity of food, cleanliness and hygiene of the base kitchens so as to conform to the standards laid down by Railway Board. Zonal Railways will ensure that the laid down standards are strictly followed and progressively all Base Kitchens be ISO 22000 certified.

## **7 INFRASTRUCTURE AT STATIC UNITS:**

- 7.1 There should be no cooking on platforms at suburban stations and for other stations there should be attempts to progressively reduce cooking on stalls and trolleys on the platforms, except for items which could be prepared through electrically operated equipments only.
- 7.2 Trolleys/khomchas may be continued on selective basis. However, in order to reduce congestion, these should be made area specific. Preference should be given towards providing them at the ends of platforms so that General Service unreserved passengers have easy access to them. Such trolleys/khomchas must have adequate availability of the low priced Janta Khana and food from Jan Ahar outlets. The trolleys/khomchas should be redesigned to make them modern, compact and standardized. Railway Board will process the cases for redesigning these trollies.
- 7.3 Gradually all old catering stalls should be replaced with compact modular stalls of uniform design to ease congestion on the station platforms and circulating area as per the policy guidelines issued by Railway Board.
- 7.4 Refreshment Rooms/Restaurants/Snack Bars should be self-serviced and should have computerized billing arrangement and prominent display arrangements.
- 7.5 All systems and processes and equipment such as deep freezers, hot cases, microwave ovens, refrigerated storage units, bain-maries should progressively replace the existing traditional equipments and manual methods in static units.
- 7.6 Superior quality material should be used in fabrication/construction of all static units to improve on aesthetics, durability and convenience for maintenance. This should be specified in the agreement.
- 7.7 Decongestion should be ensured. Existing bans as notified from time to time will continue subject to further instructions issued from time to time.
- 7.8 In order to ensure cooking free platforms and availability of clean, hygienic and quality food to the passengers, zonal railways may identify suitable space, if available, on railway premises near railway stations for setting up kitchens by the licencees of static units at railway premises on the terms and conditions of extant policy on land/rent.

## **8 DISPOSAL OF GARBAGE**

Solid waste management will be a priority area. All static and mobile units should liberally provide garbage bins properly lined with garbage bags. Garbage thus collected should be disposed off in the prescribed manner which should be incorporated in all agreements and should adhere to extant pollution control and environmental norms. All instructions in regard to disposal of garbage issued by Health, Mechanical and Commercial

Directorate are to be adhered to by licencees and departmental catering units.

## **9 CATERING BY MOBILE UNITS:**

- 9.1 Mobile catering services shall be provided from suitably designed pantry cars and providing equipments with state of art technology. There should be progressive switch over from gas burner to safer electrically powered equipments. Panels, counters, etc. should be made of stainless steel.
- 9.2 Zonal Railways will manage mobile catering services through departmental management. During the period of non-availability of departmental staff, Railways may award service contracts to be supervised by departmental supervisors for service of meals picked up from nominated base kitchens.
- 9.3 Ownership of pantry car: In order to maintain effective control over on-board services, the Division responsible for the primary maintenance of the train would own the rake of the train and also undertake maintenance of the pantry car. For any complaint in this regard the division concerned would be accountable.
- 9.4 As a policy pantry cars should be attached to more and more Premier/ Super fast and Mail/Express trains. Manufacture of pantry cars should be progressively increased. Priority for allotment of pantry cars for various Zonal Railways will be as under:
  - 9.4.1 First priority to Duronto and Rajdhani Express trains.
  - 9.4.2 Second priority to long distance premier, superfast trains.
  - 9.4.3 Third priority to mail & express trains with more than 24 hours journey time either way.
  - 9.4.4 Fourth priority, the remaining trains, preference to those trains where vestibules are provided.
- 9.5 Pantry cars of Rajdhani Express trains / Duronto trains should be designed to ensure that pre-cooked and hygienically packed food are supplied from base kitchens with minimum handling in transferring the same to the passengers. Suitable space should be earmarked in coaches of Rajdhani and Duronto trains for stacking and service of meals and installation of catering equipments and trolleys. This will eliminate the usage of vestibules and area around the toilets presently being used for this purpose and this will ensure hygienic services. Light weight compact trolleys (specially designed) will be used on Rajdhani/Duronto trains to ensure that food is not kept on the floors of the trains at the time of service. The trolleys would provide quick, clean and hygienic services in trains.
- 9.6 All Shatabdi Express/Duronto trains should have mini pantries equipped with modern gadgets such as hot cases, water boiler, bottle cooler etc. in all coaches. There should be no cooking and washing on board. Food should

be served in pre-set trays, and service in all the coaches should be through trolleys.

- 9.7 In case of an increase in the frequency of train services and / or extension of trains the departmental unit already managing the services should manage the services on additional trip(s) and / or on extended portion of the run. In case of trains wherein services are managed through engagement of professionals/service providers the extension would be subject to revision of due charges on pro rata basis.
- 9.8 Allotment and priority will be decided by the Railway Board

**10 CATERING BY TRAIN SIDE VENDING:**

Since all trains are not provided with pantry cars, Train Side Vending will be provided from a suitable unit of nominated station/stations en route. For this purpose, arrangements will be made through static units by either segmentation of run or on end to end basis, as practicable. Zonal Railways will take over the management of trains through departmental supervision and pick up meals from nominated base kitchens and / or major static units enroute to ensure quality of meals.

**11 AUTOMATIC VENDING MACHINES (AVMs):**

- 11.1 Zonal Railways shall manage through licencees the automatic self vending machines which would be provided at stations and would be governed by policy guidelines issued by Railway Board. Automatic Vending Machines shall be permitted only in the form of stand-alone self dispensing units. The operations of the AVMs shall not involve any manual interface i.e. all operations shall be through coin-operated dispenser.

However, in case of AVMs dispensing beverages the same may be installed inside the Refreshment Rooms or existing stalls to reduce congestion.

- 11.2 In case of existing AVMs they would be allowed to continue until the currency of the existing contract. No renewal would be permitted in any of the existing contracts. Existing AVM contracts allotted by IRCTC, which are in excess of the ceiling limit should be terminated.

**12 MILK AND MILK PRODUCT STALLS:**

These may also be provided by zonal railways on priority at stations and allotment and operations of these stalls are governed by letters no. 2004/TGIII/604/04 dated 19.04.2005 & 5.09.05. However, since zonal railways are managing the catering services instead of IRCTC, therefore, the role of IRCTC would be assumed by the zonal railways.



### **13 MENU AND TARIFF:**

13.1 Menu and Tariff of food items will be fixed as follows:

13.1.1 For Rajdhani/Shatabdi/Duronto trains and such other trains in which catering charges are inbuilt in the passenger fare, the menu and tariff will be fixed by Railway Board.

13.1.2 For controlled segment items (standard meals, beverages and packaged drinking water), Janta Meals, the menu & tariff will be fixed by Railway Board.

13.1.3 Menu, recipes and tariffs for Food Plaza, Food Courts and fast food units will be decided and fixed by IRCTC within the ambit of this policy.

13.1.4 Menu and the recipe of the food items served by static including Jan Ahar outlets and mobile units on trains other than those mentioned above will be decided by Zonal Railways including a-la-carte items served through the units. The tariff will be fixed as per the extant procedure.

13.1.5 Adequate emphasis should be laid on availability of regional cuisine all over Indian Railway.

13.2 Board will periodically look into issues of menu and tariff revisions as and when required and will consider proposals of Zonal Railways on the subject of menu and tariff revisions and will issue necessary directives from time to time.

13.3 Commercial advertising will be permitted and should be positively attempted on equipments and accessories which are part of catering services, to increase revenue.

### **14 ALLOTMENT PROCEDURE AND CONTRACT MANAGEMENT:**

14.1 Zonal Railways shall have an effective and transparent contract awarding, management and monitoring system.

14.1.1 Allotments of all major units and of General Minor Units at A, B & C category stations will be done through open, competitive, two-packet tendering system duly following all the procedures/instructions issued by Government of India/Railway Board from time to time.

14.1.2 A Standard Bidding Document shall be prepared to make allotments through process of tendering. The Standard Bidding Document would include eligibility criteria, bid evaluation criteria, details of technical and financial requirements along with general and special conditions of tenders and general and special conditions of contract. Adequate weightage shall be given to the quality of services offered/conformity of the bid to the laid down standard of quality in the bid documents. For this purpose, suitable formulae shall be worked out and these along with the bid evaluation criteria shall be declared clearly in the RFP document.

- 14.1.3 These conditions should be framed to ensure transparency, equity and fair play in selection of contractors and award of contracts. The SBD would also incorporate provision to attract reputed players, eliminate small time operators and prevent subletting.
- 14.1.4 Special Tender Conditions, wherever required, may be framed by Zonal Railways or IRCTC, as the case may be. Suitable clauses outlining other civil and criminal liabilities of the contractors, either direct or consequential will be incorporated in the document.
- 14.1.5 Due emphasis is to be given to quality and standard of catering services. It would lay down clearly the standards of services and quality of services in clear, transparent and unambiguous manner for objective and transparent assessment/evaluation of bids as also to monitor / evaluate the contractors.
- 14.1.6 The contract document should clearly define as to what would constitute deficiency in service and contain details of quality checks, inspections, etc. which the licensee will have to facilitate.
- 14.1.7 Suitable clauses to deal with defaults and failures in the performance of contractors like penalties / fines, termination, risk and cost actions, exit clauses, etc. should be built in the SBDs and contract documents.
- 14.1.8 Clauses outlining other civil and criminal liabilities of the contractors, either direct or consequential, in the event of any contractual default and / or failure on their part should also be included in the tender and contract documents.

#### 14.2 ALLOTMENT OF SPECIAL MINOR UNITS & GENERAL MINOR UNITS AT D, E & F CATEGORY STATIONS

Allotment of Special Minor Units and General Minor Units at D, E, F category stations will be made by DRMs by calling applications and selecting the licensee based on instructions as given below: -

- 14.2.1 Divisions will call for applications through press notifications. Individuals/partnership firms/companies/Co-operatives can apply. Applications shall be invited by calling for the following information and allotments shall be based on these criteria:-
- 14.2.1.1 Allotment for 25% reserved Refreshment Rooms at "B" & "C" category stations.
- (a) Reputation/business standing of the applicant.
  - (b) Turnover of applicant's business in catering (to be supported by Income Tax Return for the last 5 years).
  - (c) Financial standing to mobilize resources to employ the requisite staff and to run the unit (to be supported by Certificate for last 5 years from Scheduled Bank/Audited Accounts Certified by Chartered Accountant).

- (d) Previous experience in catering business (to be supported by certificate/letter of experience/allotment from concerned agencies for the last 5 years).
- (e) Previous track record/experience of the applicant in railway catering, if any (Supported by certificate / letter from concerned railways).
- (f) Size of the establishment and staff required for running the unit duly giving details of break-up of each activity i.e. number of waiters / cooks to be employed.
- (g) Location of the unit.
- (h) Domicile of the applicants with reference to the location of the proposed unit (supported with a certificate from the District Authorities)
- (i) In case of partnership firms, a certified copy of legal partnership deed should be submitted.
- (j) In case of individuals/partnership firms, the individual/partners should be literate (supported by relevant school/Education Board certificate).
- (k) In case of individuals/partnership firms, the individual/partners should have good moral character (should be supported by a certificate issued by local government authority).
- (l) Individuals/partners of partnership firms and employees of Individual/partnership firm/ Companies should submit the medical certificate on allotment to certify that those handling preparation and service of food are not suffering from infectious diseases.
- (m) An affidavit by the applicant stating that he/she has not been convicted in any criminal case and does not have any past criminal record. In case of co-operative/partnership firm, there should be an affidavit from the head / lead partner that all the members have not been convicted in any criminal case and do not have any past criminal record.
- (n) An affidavit from the applicant/applicants should be submitted stating that they or their firm / co-operative has not been blacklisted by a central/state government agency from participating in a similar activity.
- (o) An affidavit from the applicant indicating all information submitted above is authentic and correct. False certificates/information would result in termination of contract and banning of business dealing with the applicant.
- (p) Any other facts considered relevant by Railways.

Allotment should be made subject to the fulfillment of all the above criteria. Weightage (marks) should be given to each parameter by the nominated Selection Committee in advance prior to calling of applications. This details of weightage to each parameter and the selection criteria shall be declared in the advertisement inviting applications for the licence. The Selection Committee will tabulate, compile and finalise the selection in a fair, equitable and transparent manner.

#### 14.2.1.2 For 25% reserved stalls/trolleys at A, B & C category stations.

- (a) Reputation/business standing of the applicant.

- (b) Turnover of applicant's business in catering (to be supported by Income Tax Return for the last 5 years).
- (c) Financial standing to mobilize resources to employ the requisite staff and to run the unit (to be supported by Certificate for last 5 years from Scheduled Bank/Audited Accounts Certified by Chartered Accountant).
- (d) Previous experience in catering business (to be supported by certificate/letter of experience/allotment from concerned agencies for the last 5 years).
- (e) Previous track record/experience of the applicant in railway catering, if any (Supported by certificate / letter from concerned railways).
- (f) Size of the establishment and staff required for running the unit duly giving details of break-up of each activity i.e. number of waiters / cooks to be employed.
- (g) Location of the unit.
- (h) Domicile of the applicant with reference to the location of the proposed unit (supported with a certificate from the District Authorities)
- (i) In case of partnership firms, a certified copy of legal partnership deed should be submitted.
- (j) In case of individuals/partnership firms, the individual/partners should be literate (supported by relevant school/Education Board certificate).
- (k) In case of individuals/partnership firms, the individual/partners should have good moral character (should be supported by a certificate issued by local government authority).
- (l) Individuals/partners of partnership firms and employees of Individual/partnership firm/ Companies should submit the medical certificate on allotment to certify that those handling preparation and service of food are not suffering from infectious diseases.
- (m) An affidavit by the applicant stating that he/she has not been convicted in any criminal case and does not have any past criminal record. In case of co-operative/partnership firm, there should be an affidavit from the head / lead partner that all the members have not been convicted in any criminal case and do not have any past criminal record.
- (n) An affidavit from the applicant/applicants should be submitted stating that they or their firm / co-operative has not been blacklisted by a central/state government agency from participating in a similar activity.
- (o) An affidavit from the applicant indicating all information submitted above is authentic and correct. False certificates/information would result in termination of contract and banning of business dealing with the applicant.
- (p) Any other facts considered relevant by Railways.

Allotment should be made subject to the fulfillment of all the above criteria. Weightage (marks) should be given to each parameter by the nominated Selection Committee in advance prior to calling of applications. This details of weightage to each parameter and the selection criteria shall be declared in the advertisement inviting applications for the licence. The Selection

Committee will tabulate, compile and finalise the selection in a fair, equitable and transparent manner.

14.2.1.3 For all units at D, E & F category stations.

Essential

- (a) In case of individuals/partnership firms, the individual/partners should be literate.
- (b) In case of individuals/partnership firms, the individual/partners should have good moral character.
- (c) The applicant should be solvent.
- (d) The individual/partners and the employees, particularly those handling preparation of food should not be suffering from any infectious disease.
- (e) For reserved categories, relevant certificate from concerned authority as a proof of being a member of certain reserved category, should be furnished.

Desirable

- (f) Previous experience in catering business.
- (g) Financial standing to mobilize resources to employ the requisite staff and to run the unit, and
- (h) Previous track record, if any.

At the time of selection, weightage should be given to each parameter both in the 'essential' and in the 'desirable' category by the Selection Committee. Allotment should be made subject to the fulfillment of all the above criteria. This details of weightage to each parameter and the selection criteria shall be declared in the advertisement inviting applications for the licence. The Selection Committee will tabulate, compile and finalise the selection in a fair, equitable and transparent manner. For reserved category, the application should not be rejected if any/all parameters from (f) to (h) are not fulfilled by the applicant. However, selection would be based on evaluation of the parameters as mentioned above. The selection should be done in a fair, equitable and transparent manner.

14.3 Selection Committee to be nominated by DRM consisting of three junior administrative grade officers (divisional level) including one each from Commercial, Finance and one from any other department will make the selection by scrutinizing the applications and the related papers. Selection Committee would tabulate and compile the shortlisted applicant based on the total marks obtained and put up its recommendations for the approval of Divisional Railway Manager.

14.4 Before calling the applications through newspapers, division will assess the potential sales turnover of such units, which among other things, will depend upon the type and location of unit, category of station, number of passengers dealt with, types and price of catering items sold and other related criteria. The minimum licence fee will be 12% or any other percentage commission on annual sales turnover notified from time to time

expressed in lumpsum amount, which should be clearly indicated in the press notification calling for applications.

- 14.5 Commercial Department of the divisions will maintain the record of applications received through Press Notification for various categories separately. Divisions will verify the credentials of the applicants with regard to the eligibility criteria mentioned above and also keep the vacancy position with justification for the services.
- 14.6 In case no application is received against a particular reserved category as per break up specified in revised catering policy (issued by Commercial Circular No. 56 of 2005 vide letter No. 2005/TG.III/600/6 dated 21.12.2005), the vacancy will be carried forward to the next category in order of the break up of the various categories mentioned above. However, under no circumstances the total allotment to a particular category should exceed the specified percentage reserved for that particular category except in the case of carry forward. The total number of allotments of minor units to the various reserved categories should also not exceed 49.5% of the total allotments of minor units made on a particular Division at D, E and F category stations and 25% of the total allotments of minor units made on a particular Division at A, B and C category stations. Record of allotments based on reservation will be maintained by the concerned division.

## **15 RESERVATION IN ALLOTMENT:**

### **15.1 RESERVATION IN A, B & C CATEGORIES**

15.2 There should be no reservation for major units including pantry cars.

15.3 There should be 25% reservation for minor units in A, B & C categories of stations with the following break up.

<b>S.No.</b>	<b>Category</b>	<b>%age reservator</b>
1.	Scheduled Caste	6%
2.	Scheduled Tribes	4%
3.	People below Poverty Line	3%
4.	Freedom Fighters/women including war widows and widows of railway employees, persons who have been dislocated/ displaced due to their land having been taken over by the railways for its own use	4%
5.	Other Backward Classes	3%
6.	Minorities *	3%
7.	Physically-Challenged Persons	2%
	<b>Total</b>	<b>25%</b>
* the term minorities will include the communities namely (i) Muslims, (ii) Christians, (iii) Sikhs, (iv) Buddhists, (v) Zoroastrians (Parsis)		

#### 15.4 RESERVATION IN D, E & F CATEGORY:

There will be 49.5% reservation for allotment in D, E & F categories of stations with following break up.

<b>S.No.</b>	<b>Category</b>	<b>%age reservation</b>
1.	Scheduled Caste	12%
2.	Scheduled Tribes	8%
3.	Other backward classes	20%
4.	Minorities *	9.5%
	<b>Total</b>	<b>49.5%**</b>
*the term minorities will include the communities namely (i) Muslims, (ii) Christians, (iii) Sikhs, (iv) Buddhists, (v) Zoroastrians (Parsis)		
** Out of this 49.5%, there will be sub quota of 10% for freedom fighters & women including war widows & widows of Railway employees and another sub quota of 2 % will be for physically challenged people. Within 49.5% of total reservation 2% sub quota will be provided to the persons who have been dislocated/ displaced due to their land having been taken over by the railways for its own use.		
The sub quota of 10% for freedom fighters & women including war widows & widows of Railway employees; sub quota of 2% for physically & mentally challenged people will also apply in the general category of 50.5%.		

The issue of reservations is at present sub-judice in the Hon'ble Supreme Court. Any allotment/extension in the case of reservations will be subject to the final order of the Hon'ble Supreme Court in Civil Appeal No.7513 of 2005 and analogous case referred to the Constitutional bench.

15.5 For the purpose of reservation, one division will be considered as one unit for which a one time station-wise exercise will be done for the whole division and reservation percentage will be progressively achieved as and when either new units are provided or old units get vacated due to various reasons.

## **16 TENURE**

### 16.1 TENURE OF MAJOR UNITS & GENERAL MINOR UNITS

16.1.1 Tenure of all major units including food courts, fast food units (except Food Plazas, Base Kitchens and AVMs) will be for a period of 5 years. There will be no renewals.

16.1.2 Tenure of AVMs will be made for a period of 5 years. There will be no renewals as per policy as these are major units.

16.1.3 Allotment of all General Minor Units at A, B & C category stations shall be awarded for a period of 5 years with a provision for renewal after every 3 years on satisfactory performance and payment of all dues and arrears

and withdrawal of court cases, if any. Allotment of all General Minor Units at D, E & F category stations will be for a period of 5 years with a provision for renewal after every 5 years for a further period of 5 years on satisfactory performance and payment of all dues and arrears and withdrawal of court cases, if any.

16.1.4 Tenure of Food Plaza will be for 9 years with an extension of 3 years on satisfactory performance and payment and payment of all dues and arrears and withdrawal of court cases, if any.

16.1.5 All efforts must be made to manage the services departmentally at the earliest. The Service contracts for on-board services managed by departmental supervision would have a tenure for 5 years.

## 16.2 TENURE OF SPECIAL MINOR UNITS

16.2.1 Special Minor Units at A, B, and C category stations shall be awarded for a period of 5 years with a renewal after every 3 years on satisfactory performance and payment of all dues and arrears and withdrawal of court cases, if any.

16.2.2 Special Minor Units at D, E, F category stations shall be awarded for a period of 5 years with a provision for renewal after every 5 years for a further period of 5 years on satisfactory performance and payment of all dues and arrears and withdrawal of court cases, if any. Efforts must, however, be made at the time of renewal to ensure a minimum increase of 10% over the prevailing license fee.

16.2.3 Licence fee will be reassessed and revised at the time of each renewal. To arrive at a realistic figure zonal railways will ensure that a fresh assessment of sales turnover/revenue is conducted during the peak season and lean season of the year immediately preceding the year of renewal with the periodicity of three – three months in order to assess the actual sales turnover so as to fix the revised licence fee.

16.3 Allotments after expiry of this extended period will be made by calling for fresh tenders/ applications as the case may be, and the process will be started well in time so that fresh allotments are finalized timely and further extension of existing contracts is not necessitated.

## 17 **RENEWAL**

Renewal will not be a matter of right. The licensee must apply for renewal minimum 6 (six) months in advance before the expiry of the contract. Renewal will be based on the following: -

17.1 Satisfactory performance of the licensee during the tenure of the contract. An imposition of fine/warnings on more than 5 occasions will result in rejection of the application for renewal.



- 17.2 Payment of all dues/ arrears – No Dues Certificate from the concerned authority, must be attached along with the application for renewal.
- 17.3 The applicant must submit the documents afresh along with the renewal application regarding the details mentioned in para 14.2.1.1, 14.2.1.2 and 14.2.1.3 and in case of GMUs relevant documents as mentioned in the Standard Bid Documents will be required to be submitted afresh along with the above mentioned documents.
- 17.4 The Annual Confidential Reports (ACRs) on catering performance will be modified in accordance with this policy. The detailed instructions on ACRs will be issued by the Railway Board. ACRs maintained by the Railways for the Licencee seeking renewal shall be scrutinised by the Competent Authority granting renewal. Based on the ACRs for the period of tenure the marks will be allotted to the licensee. A minimum cut off criteria based on the grading of the ACRs for grant of renewal must be notified by the zonal railways in advance.
- 17.5 The licence fee shall be revised and reassessed at the time of each renewal subject to a minimum increase of 10% of the existing licence fee.

## **18 FIXATION OF LICENCE FEE**

- 18.1 Minimum licence fees / minimum reserve price (in case of tendered units) shall be fixed realistically, equitably in order to have a fair, just and equitable fixation of licence fees without adversely affecting the quality of service. It shall be based on the following factors (i) category of station, (ii) type of licence, (iii) number of originating passengers, (iv) number of trains stopping (day & night), (v) duration of stoppages (vi) location of the unit at the station, (vii) approximate licence fees of a similar type of unit at a similar category of station in proximity. In case of Static Units on Category 'A1' and 'A' stations of Metro cities, and 'C' Category stations having high purchasing power, the fixation of minimum licence fee will apart from all other factors take into account the Circle rates notified by the competent authority of the State Government as fixed from time to time. The zonal railways shall evolve a formula based on the above parameters for fixing the licence fees for the units falling within their jurisdiction. A Committee comprising three SA Grade officers from Commercial, Finance and Civil Engineering shall be nominated by the General Manager which shall fix the formula for each category of stations. The formula so fixed by the zonal railway shall be applicable to the entire zonal railway. Apart from the above zonal railways may include and consider any other factor/s unique to the unit/units.
- 18.2 Minimum licence fee will be fixed as 12% of the estimated annual sales turnover for static units, mobile units of Ordinary Mail/Express trains & premium super fast trains and 15% for Rajdhani/Shatabdi trains/Duronto trains of the annual sales turnover based on actual occupancy figures certified by the Train Superintendent.

- 18.3 At the time of renewal of licence, licence fee should be enhanced/reassessed based on actual sales turnover of the unit. Licence fee will be reassessed and revised at the time of each renewal subject to a minimum of 10% increase over the prevailing licence fee of the unit. To arrive at a realistic figure zonal railways will ensure that a fresh assessment of sales turnover/revenue is conducted during the peak period and lean period i.e. with the periodicity of three – three months in order to assess the actual sales turnover so as to fix the revised licence fee. Renewal will be done for the existing licensees only on withdrawal of court cases by the licensees, if any, against the railways and payment of railway dues and arrears.
- 18.4 No operational charges like haulage/maintenance/ detention etc, in case of mobile services will be recoverable from the licensees. In the case of static units also there will be no separate charges payable towards rent for building /land, vender's fee and conservancy charges etc, except electricity and water charges, which will be based on actual consumption.
- 18.5 Minimum licence fee will be fixed by Zonal Railways (CCMs) for all major units (except Food Plazas, fast food units and food courts), GMUs at A, B & C category stations and SMUs at A, B, C categories of stations as per extant instructions issued by Railway Board. For GMUs and SMUs at D, E, F categories of stations minimum licence fee will be fixed by DRMs as per extant instructions issued by Railway Board.
- 18.6 The licensee will be required to pay all the charges as per the contract agreement and all statutory duties/charges/levies, etc. would also be borne by the licensee as and when due. However, land license fee for land leased to IRCTC will be payable by IRCTC and revenue sharing will be as per Memorandum of Understanding in vogue from time to time between IR and IRCTC.

## **19 CEILING LIMITS ON HOLDING OF CATERING LICENSES:**

- 19.1 Zonal Railway shall maintain a data base of the various catering establishments to ensure that the under mentioned ceiling on holding of catering licenses are complied with. The data base should be reconciled on a regular basis. As and when a tender is finalized, the information may be circulated to all concerned for updating the data base. Railways shall consolidate and circulate a list of all catering establishments as on 1<sup>st</sup> January of each year to be circulated latest by 31<sup>st</sup> March of that year. Such information should be uploaded regularly to the websites of the Railways.
- 19.2 MINOR UNITS: - An individual/firm/company will be allowed to hold maximum two minor catering units at a station and a maximum of 10 units per Zonal Railway. In case of suburban section, ceiling limit of 2 units per division would be applicable.
- 19.3 MAJOR UNITS: - All mobile catering units shall be managed departmentally progressively. However, when it is licensee managed catering services the ceiling shall be as under:

- 19.3.1 Food Plaza, Food Courts and Fast Food Units: An individual/firm/company will be allowed to hold maximum two units per division and a maximum 10% of all the units over Indian Railways.
- 19.3.2 Refreshment Rooms:- An individual/firm/company will be allowed to hold maximum two units per Division and a maximum 10% of all the units over Indian Railway.
- 19.3.3 Premium Franchisees outlets including stand-alone beverage vending machines:- A company will be allowed to hold a maximum 10% of all the units over each Railway.
- 19.3.4 Mobile Units and Base Kitchens:- All mobile units and Base Kitchen shall be managed departmentally progressively in a phased manner. Until the departmentalization is completed, a licensee will be allowed to hold a maximum of 10% of similar category of major units over Indian Railways.
- 19.4 Modification of the above limits may be done only with prior approval of Board.

## **20 MECHANISM FOR MONITORING OF CATERING SERVICES**

- 20.1 Inspections/Quality checks
- 20.1.1 Endeavour should be made so that all catering services should be ISO certified. The ISO certifications should be checked frequently to ensure that those are not outdated.
- 20.1.2 To provide hygienic and quality food to the travelling passengers and improve the on-board and static catering services a strict and effective system of monitoring of catering services of must be followed. Monitoring of quality should be made through inspections and food quality checks.
- 20.2 Licensee Managed Units should be monitored for their mechanization and modernization alongwith their performance. Supervision of the services should be made constantly. Zonal Railways should review annually the performance for licensee managed units as per instructions issued by Railway Board from time to time.
- 20.3 Departmentally Managed Units shall serve as beacon of excellence and define the quality paradigm for the licensee catering units. These units will be subject to rigorous monitoring and supervision through routine, surprise inspections and checks.
- 20.4 Zonal railways must ensure that duly trained staff are deputed for running these establishments. Efforts should be made to constantly upgrade the skills of the staff and modernization of units by inducting appropriate technology and methods.
- 20.5 Monitoring of complaints for catering services

- 20.5.1 A system for complaint redressal for catering services for static and on-board services should be brought in place to provide proactive and effective complaint redressal mechanism. The toll free number and the website created by IRCTC for the purpose of lodging of complaints would be continued and data of complaints received will be transferred by IRCTC to zonal railways directly until the time zonal railways set up their own mechanism.
- 20.5.2 A complaint monitoring cell should be set up at zonal railway headquarters and divisional offices wherein all complaints received through complaint books, emails, SMS should be collected and a mechanism be devised to acknowledge the complaints / feedback within 24 hrs. Action taken on complaints should be monitored by the CCM of the zonal railway and DRM of the divisions on a monthly periodical basis. Complaints of repetitive nature should be taken up sternly.
- 20.5.3 Deficiencies in the equipments of the pantry cars etc. should be monitored for taking timely action.
- 20.6 Zonal Railways will conduct passenger satisfaction surveys by means of third party audits.
- 20.7 Zonal Railways will take corrective action for deficiency in services for departmental and mobile services which may include D&AR action against the employees of departmental units and imposition of fines on service providers as per the terms and conditions of the agreement. In case of continued failure in performance, Railways will have the right to close down any unit. The event of continued failure may be explicitly defined in the tender document/agreement in terms of fine imposed as a percentage of the license fee', number of failures, nature of failures, etc.
- 20.8 Annual Confidential Reports (ACRs) on performance of the licencees in case of licensee managed contracts should be maintained by railways. ACRs will be maintained for each licensee by the Zonal Railways and will be duly filled in by the competent authority every year. Any instance of unsatisfactory performance/penalty must be entered in the ACR. The ACR shall be the basis for evaluation of applications for renewal of license, as and where applicable. Banning and suspension of business with the errant contractors shall be strictly enforced following due process.

## **21 TRANSFER OF LICENSE:**

Transfer of license to the spouse/legal heir would be allowed only in the event of death of the original licensee. The license can be transferred in the name of spouse/legal heir for the unexpired period of the agreement only, with personal approval of the Chief Commercial Manager/ Divisional Railway Manager/MD, IRCTC as the case may be. Nomination of the legal heir should be obtained from the license holder at the time of entering into contract. The nomination should be only from amongst the family members. Renewal of license on transfer to the legal heir may be permitted only in the

case of licensees belonging to reserved minor catering units as per existing instructions.

## **22 PARTICIPATION OF STRATEGIC STAKE HOLDERS**

Railways will explore the possibility of entering into strategic partnerships and seek professional expertise in order to harness the technical knowhow within the ambit of this policy i.e. to achieve the objectives of the policy and fulfill the role assigned.

## **23 STAFF REQUIREMENT**

Zonal railways must endeavor to utilize suitable manpower by way of redeployment as per extant rules. Services of trained interns of catering institutions may be taken on specific term basis. Staff and officers as required by zonal railways may be drawn from existing railway cadres having necessary aptitude through redeployment as per extant rules for providing and monitoring catering services. Zonal railways may also explore possibilities of utilizing services of interns of reputed catering institutes / hotel management institutes / food craft institutes on specific term basis. Zonal Railways shall train staff by providing in-service training by reputed institutions.

## **24 EXCLUSION OF GOVERNMENT EMPLOYEES AND THEIR DEPENDENTS:**

As per extant instructions, no catering /vending license should be awarded to any Government employee or railway servant or any other member of his/her family (as defined in rule no 103 para 17 of the Indian Railway Establishment Code – Vol.-I). The existing catering/vending licensees who are coming under the above category, should also not be allowed to continue their license on confirmation of the above position.

## **25 INCLUSION OF SON/WIFE/DAUGHTER'S NAME IN THE LICENSE:**

In case of old age, disability, infirmity, etc. Chief Commercial Manager of Zonal Railways/MD, IRCTC, as the case may be, in exceptional cases only, may personally consider request of individual licensees for inclusion of the names of their son/daughter/wife/husband in their license subject to his/her performance being satisfactory and also that no railway dues are pending against the licensee. Zonal railways or IRCTC should also ensure that son/daughter/wife/husband, whose name is proposed to be included in the license, does not hold any other catering/vending license anywhere on Indian Railways.

## **26 APPLICABILITY OF THE NEW POLICY:**

- 26.1 The revised catering policy will be applicable with immediate effect i.e. from the date of issue. This policy supersedes all prior policy circulars issued from time to time unless specifically referred to in this policy document.

- 26.1.1 All existing operational catering licences awarded by IRCTC and transferred to Zonal Railways will be governed by the existing Catering Policy 2005 upto the validity of their contractual period.
- 26.1.2 The tenders for which the letters of allotment have been issued, but the contracts have not operationalised or the services have never commenced upto the date of issue of this policy, will have no force in law.
- 26.1.3 All existing operational licences awarded and managed by IRCTC would henceforth be transferred to Zonal Railways within a period of three (3) months in a phased manner, for their management and monitoring.
- 26.1.4 This policy will also apply in case of award of fresh licences and licences awarded in the event of termination, non-renewal, vacation etc. of the existing licenses.
- 26.1.5 Zonal Railways will ensure recovery of all due licence fees from the transferred contracts. In case of contracts under litigation, IRCTC will continue to represent on behalf of Zonal Railways for the Court cases where IRCTC has been named as Respondent in consultation with zonal railways for further disposal.
- 26.1.6 Zonal Railways will initiate the process of taking over by departmental management or award of fresh licences under this policy for the existing operational contracts for which the tenure has been completed or the performance is unsatisfactory.

## **DEFINITIONS OF THE TERMS USED IN THE CATERING POLICY**

1. A-la-carte Menu: These are diversified popular food items served through static units and decided by market/customer, the rates for which are fixed by zonal railways. CCMs of the zonal railways will be the competent authority to decide the A- La – carte rates. Zonal Railways, after taking into consideration the regional tastes and cuisine, will approve such items.
2. Automatic Vending Machines (AVM): These are automatic vending machines for dispensing hygienically packaged eatables, tea/coffee or cold drinks. AVM stalls should not be permitted to sell any other item except those to be dispensed through these machines.
3. Base Kitchen: Base Kitchen is a large cooking and packing facility set up in the vicinity of railway premises whether inside or outside Railway premises (directly or through a licensee/sub-licensee) 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.
4. Category of station: Stations are categorized on the basis of passenger earnings as follows:

Category 'A' (non-suburban stations)	Stations having annual passenger earning of more than Rs.6 crore.
Category 'B' (non-suburban stations)	Stations with annual passenger earning Rs.3 crore to Rs.6 crore.
Category 'C'	All-suburban stations
Category 'D'	Stations with annual passenger earning between Rs.1 crore to Rs.3 crore.
Category 'E'	All stations other than A, B, C, D & F
Category 'F'	All flag/halt stations)

5. Catering Stalls: These are of three different types of stalls selling catering products like beverages, snacks and other light refreshments. First is the tea stall where tea, biscuits and snacks are served. The second type of stall is milk bar, which are specially meant for various milk products and the third type of stall is juice bar meant for juices and fresh fruits.
6. Ceiling Limit: It is the upper limit put on holding of major/minor units by a company/firm/individual to prevent monopolistic tendencies.
7. 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.
8. Earnest Money: It is the amount of money to be deposited along with tender for consideration of tenders. Tenders submitted without the prescribed earnest money are liable to will be summarily rejected.
9. Food Courts: It is a cluster of stalls at a nominated place, where food items such as branded products/eatables are provided.
10. Fast Food Units: are major units is synonymous to Snack Bar, where through self service counters, fast food items are sold. Generally only standing facility is provided.
11. Food Plaza: is a multi cuisine plaza giving a variety of choice for eating. The quality and rates for items of food plazas are market-driven.

12. Island Platform: It is the platform between two lines i.e. it serves two lines.
13. 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. The menu and tariff will be fixed by zonal railways.
14. Khomcha: is small vending unit, which is either made of sarkhanda or a tray with stand that can be carried on head.
15. License: is a document issued by either Indian Railways or IRCTC giving authorization to the licensee to operate a particular service. This license can be for a stipulated period defined for that unit. The license can be issued either by calling of applications or through a 2 packet tendering system as the case may be.
16. Licensee: An agency which can be a company or a firm/society/cooperative or an individual. The firm can be a proprietorship or partnership. The licensee is the person authorized by railway administration or IRCTC to carry out the business.
17. Main Platform: It is the platform adjacent to the concourse and includes the main entrance hall.
18. Major Units:
- Fast Food Units & Food Plaza, Food Courts at all category of stations conforming to ISO standards.
  - Refreshment Rooms at 'A' category stations.
  - Mobile catering units.
  - AVMs at all category of stations
  - Base kitchens
  - Cell Kitchens
  - Train Side Vending
19. Minor Units:  
All other units at A, B, C, D, E & F category stations which are not covered in major units as above are known as minor units, i.e. :
- Stalls, Trolleys and Khomchas at all categories of stations excluding Food Plaza, Food Courts and Fast food units.
  - Restaurants and Refreshment Rooms at 'B' & below categories of stations.
  - Minor Units are of two types
    - General Minor Unit (GMU):
- |       |  |
|-------|--|
| (i)   | 75% unreserved Refreshment Rooms at 'B' & 'C' categories stations  |
| (ii)  | 75% unreserved stalls and trolleys at A, B & C Category stations   |
| (iii) | 50.5% unreserved stalls, trolleys and Khomchas, etc. at D, E & F category stations (to be allotted by DRMs on the basis of applications) |
- Special Minor Unit (SMU):
- |       |  |
|-------|--|
| (i)   | 25% reserved Refreshment Rooms at 'B' and 'C' category stations  |
| (ii)  | 25% reserved Stalls and Trolleys at A, B & C Category stations   |
| (iii) | 49.5% of reserved stalls, trolleys and Khomchas, etc. at D, E & F category stations except AVMs, fast food units and Food Plaza, Food Courts |
20. Mobile Units: All catering services through pantry cars are collectively known as mobile units. This includes mini pantry for servicing Shatabdi Express trains.



21. Minimum Sales Turnover of mobile units: Minimum prescribed sales for superfast trains is 200 meals and for Mail/ Express trains is 150 meals on each occasion of serving breakfast, lunch/dinner on a particular train or all services as per train timings. This is the assumed sale for all services as per train timings. This is the assumed sale for all mobile units for the purpose of fixation of license fee. For Rajdhani/Shatabdi the sales turnover will be based on actual occupancy figures as certified by Train superintendents. Sales assessment should also take into account the turnover from sale of a-la-carte items on trains.
22. Premium franchise outlet: These are product specific AVMs dispensing branded products at market-determined price.
23. Quoted license fee: This is the license fee quoted by a licensee including mark up over minimum license fee.
24. Rajdhani/ Duronto/ Shatabdi Meals: For these prestigious trains, items, quality, quantity and rates are fixed by Railway Board.
25. Refreshment Room: is a place where besides snacks and a-la-carte items, standard meals, standard breakfast and 'thali meals' are also served.
26. Sales Turnover of Static Units: The sales turnover of any static or mobile unit is considered for the purpose of making assessment of volume of business and for fixing of minimum floor prices. This is assessed on the basis of location of the units, number of passengers dealt with, type and price of items sold, volume of sale from each unit, previous record of sales or any other criteria, This is done by a physical check by a committee comprising inspectors and supervisors of commercial and finance departments of Railways for a period of 3 days, which are randomly selected. The data is collected and an objective assessment is made. This sales turn over should definitely be reassessed at the time of renewal, if any.
27. Security Money: is equivalent to 5% of the assessed annual sales or Rs.10,000/- whichever is higher. At the time of award of contract to a licensee, the successful bidder has to deposit the security money. This is forfeited in case of default.
28. Static Units: All units at the stations including Food Plazas, Food Courts, fast food units, refreshment rooms, stalls, trolleys, Jan Ahaar, base kitchen, AVMs, etc. are collectively called as static units.
29. Standard Menu: Consists of standard meals, breakfast, tea, coffee, packaged water for which items, quality, quantity, description and rates are fixed by Railways and notified by the railway administration from time to time.
30. Trains 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.
31. Trolleys are mobile units, which ply on the platforms. The trolley should not be parked between the FOB landings and should be 6 to 10ft. away from the door of coaches.
32. Two packet Tendering consists of Packet-A and packet –B  
In packet-A, technical details received from the licensee are detailed and the Packet-B is the financial offer, which is considered only for those bidders who qualify as per short listing based on all the laid down criteria in Packet-A.