

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

No. 2009/TG-III/631/2 Pt. 3

New Delhi, dated 06.09.2013
10

The Chief Commercial Managers,
All Indian Railways

(Commercial Circular no. 56 of 2013)

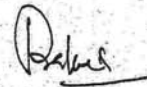
Sub: Providing Complaint Book to the passengers on demand for catering services

Ref: i) - Board's letter of even number dated 11/03/2013
ii) - Board's letter of even number dated 04/08/2010

To provide good quality, hygiene, affordable food to travelling public is the prime objective of the Catering Policy 2010. To ensure this, a stringent monitoring mechanism has been mentioned in Para 20 of the policy. Para XVIII of the above referred letter regarding complaint book is reproduced below:

"Complaint / suggestion book on catering must be available in pantry cars and be provided to passengers on demand; Pantry car manager be responsible for this complaint book on catering."

2. As Indian railways is a customer driven organization and complaint / suggestion / feedback work as an important tool for improved passenger satisfaction. Therefore, there should not be any reluctance to provide complaint book to the passengers on demand. Staff should be educated about the importance of passenger feedback.
3. Of late, lot of instances have been reported regarding refusal to provide the complaint book to the passengers by staff of Pantry car licensees. It is a very serious matter.
4. It is reiterated that suitable penal action should be taken against the licensees, who refuse to provide complaint book to the passenger on demand.



(Satya Prakash)
Additional Member/Tourism & Catering
Railway Board

Plesasun
10/9/13

