

GOVERNMENT OF INDIA (भारत सरकार)
MINISTRY OF RAILWAYS (रेल मंत्रालय)
(RAILWAY BOARD)

No.2018/TG-I/20/P/21

New Delhi, Dated: 02.07.2018

The Principal Chief Commercial Managers,
All Zonal Railways.

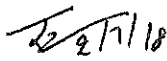
(COMMERCIAL CIRCULAR NO 34 OF 2018)

Sub: Earmarking of dedicated berth/seat for IRCTC Manager in trains.

As per new Catering Rules, 2017, IRCTC has taken over all the prepaid and postpaid trains from Railways. To ensure proper delivery of catering services as per norms, IRCTC is deputing a manager to supervise the services of licensee.

2. A request was received from IRCTC for earmarking of one dedicated berth/seat for onboard IRCTC Manager in all trains with pantry cars including Rajdhani and Duronto in the lowest available reserved class. The request has been examined in this office and it has been decided that:-

- (i) In the trains having pantry car managed by IRCTC, a berth/seat in the lowest reserved class will be earmarked for the manager deputed by IRCTC to supervise the services of pantry car licensee.
 - (ii) In case of Shatabdi Express trains, a seat in Air conditioned Chair Car shall be earmarked for the manager deputed by IRCTC.
 - (iii) Such berth/seat should be earmarked near the entry of the coach which should be side lower in case of Sleeper/3AC and either end of the coach in case of Chair Car/2S classes.
 - (iv) The manager will report to the Train Captain/ Conductor at the originating station along with authority letter and valid ID proof issued by IRCTC. The manager will inform the station up to which he will undertake the journey and if the journey is short of destination, the Train Captain/Conductor will be authorised to allot the accommodation for the remaining portion of the journey to the eligible passengers as per extant rules. In case the manager does not report at the originating station to the Train Caption/Conductor, the berth/seat will be released to RAC/WL passengers.
3. Necessary instructions may be issued to all concerned accordingly.


(Sanjay Manocha)
Jt. Director Passenger Marketing
Railway Board

- 2/-

No.2018/TG-I/20/P/21

New Delhi, Dated:02.07.2018

Copy to:

1. CCM/PMs and CCM/PSSs, all Zonal Railways.
2. EDV(T),EDFC,DF(C),PPS/FC, OSD/TC, F(C) & V(SS) branches of Railway Board.
3. MD/IRCTC,B 148,11th Floor, Statesman House, Barakhamba Road, New Delhi-1.
4. General Manager/PRS-I, CRIS, Chanakyapuri, New Delhi.
5. DG, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
6. The Principals, Zonal Railway Training Institutes, Central Railway/Bhusawal, Eastern Railway/Bhuli-Dhanbad, Northern Railway/Chandausi, East Central Railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Moula Ali, SE Railway/Sini, North Western Railway/Udaipur.
7. Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow-2260011.
8. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
9. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
10. Secretary General, Federation of Railway Officers Association (FROA), Room No. 370, Rail Bhawan, New Delhi.
11. Secretary General, Indian Railways Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
12. Secretary General, All India RPF Association, Room No. 256-D, Rail Bhawan, New Delhi.
13. CTM, Metro Railway, Metro Rail Bhawan, 33/1, J.L. Nehru Road, Kolkata-71.
