

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

No.2006/TG.III/645/4

April 28, 2006

Managing Director / IRCTC

(Commercial Circular No.38 of 2006)

Sub: On-board Services.

There are guidelines for on-board services to be provided by a service provider.

As an item of passenger amenity, on-board services should be provided as a distinct total service and it should cover the entire ambit of customer services on the train. Recently, Hon'ble M.R. has announced this to be taken up on priority. Relevant Para: 49 of Budget Speech 2006-07 of Hon'ble M.R. is given below -

"Para:49 IRCTC has been entrusted with the entire responsibility of providing all passenger amenities in Mail and Express passenger trains. Corporation will award licence through open bidding to provide all services including catering, bedroll and cleanliness of trains and toilets. These services will also be made available on such Mail and Express trains, which do not have a pantry car. Feedback forms taken from passengers will be monitored through a computerized system and all possible efforts would be made to improve services based on these suggestions. All these activities will be started on a few trains as a pilot project. On successful implementation, it would be extended to other trains."

2. It is proposed to provide customer-friendly modern on-board services on all passenger trains. The effort should be to provide seamless customer service during travel for the passengers. It should be our endeavour to provide good value to the customers and eventually give customer delight.

3. This new important passenger amenity, which is known as 'On-board Services' (OBS) will be a comprehensive and complete on-board service. These services will be upgraded from time to time.

4. Initially, a pilot project should be started for commencing these on-board services by calling open tenders. Thereafter, the detailed specification of the services should be finalized for extending it to all the trains. Following three trains, which have pantry cars, should be considered for the purpose of integrated services:

- 4.1 Tamil Nadu Express.
- 4.2 A.P. Express.
- 4.3 Gitanjali Express.

5. Simultaneously, following three trains in which pantry cars are not attached and train side vending (TSV) is required to be provided should be taken up for On-Board Service:

- | | | |
|-----|------------------|--------------------|
| 5.1 | Ashram Express | Delhi - Ahmedabad |
| 5.2 | Shalimar Express | Delhi - Jammu Tawi |
| 5.3 | Lucknow Mail | NDLS - LKO |

6. COMPONENTS OF ON-BOARD SERVICES:

- 6.1
 - (i) Catering.
 - (ii) Bedroll services.
 - (iii) Cleaning of toilets.
 - (iv) Cleaning of coaches.
 - (v) On-board cleaning of toilets and coaches will have to be done in all the A.C. coaches and sleeper class and general coaches. The basic cleaning in washing line will continue to be as at present.
 - (vi) Announcement / vocal music (instrumental) on the train.
 - (vii) Provision of toilet soap and fresh towel for 1st A.C. passengers.
 - (viii) Freshener / Air purifier / liquid soap enroute.
 - (ix) Headrest with cover in Shatabdi.
 - (x) Travel guide facility regarding availability of hotels, car rentals.
- 6.2 Any other passenger amenity item, which may be added later on. IRCTC will prescribe distinctive colour scheme of uniform for support staff. The staff will not be allowed to handle food under any circumstances.

7. REVENUE STREAMS:

- 7.1 Following streams of revenue will be permitted to the On Board Service Provider (OBSP).
 - (i) Meal charges as prescribed to be charged from the passengers for trains other than Rajdhani / Shatabdi trains. Bedroll charges @ Rs.25/- for passengers travelling in A.C. classes, which will be paid by Railways.
 - (ii) Meal charges as prescribed for Rajdhani / Shatabdi trains as also bedroll charges @ Rs.25/- for passengers travelling in A.C. classes will be paid to service provider.
 - (iii) Service provider will be permitted to charge @ Rs.25/- per bedroll provided to the passengers in sleeper classes directly (on demand). A receipt should be issued for the same.
 - (iv) Automatic Vending Machine on train.
 - (v) Service provider will also be permitted to sell magazines / books on the train on payment (on demand).
 - (vi) Selling of toothpaste and brush, shaving kit and soap, over the counter drugs and chain locks if the passengers need it (on demand).

- (vii) Advertisement where Public Address System is provided on the train.
- (viii) Sponsoring on mat, napkin, crockery, tea set, serving trolleys, uniforms of bearers etc.
- (ix) Telecom facility prepaid cards etc. (on demand).

8. MANNER OF QUOTING:

- 8.1 OBSP should quote the Licence Fee he would pay to IRCTC for catering services. This revenue will be shared between Railway and IRCTC as per the existing terms and conditions.
- 8.2 OBSP should separately quote the licence fee he will pay to IRCTC for being permitted to undertake on-board revenue generating activities viz. sale of books and magazines on train, sale of tooth brush, tooth paste, soap etc., sale of OTC (Over The Counter) drugs, sale of locks, chains etc., advertisement over the Public Address (PA) system on train (between 6 a.m. and 9 p.m., the advertisement being limited to a maximum of 5" in each hour), sponsoring messages on table mats, serviettes etc., any other activity which may be included (or deleted) in this list by Railway from time to time. 15% of the revenue generated on this account will be retained by IRCTC and the balance 85% will be paid to Railway.
- 8.3 OBSP should quote separately for various other On-board services viz. cleaning of coaches and toilettes, public announcement on PA system for the passengers, playing of instrumental music on the PA system, providing toilette soaps / liquid soaps, providing fresh towels to A.C. I passengers, providing travel guide facilities to passengers for hotel reservation and car rental etc., and any other facility added to the list by Railway. Railway will reimburse the entire cost on this account to IRCTC.
- 8.4 Meal charges for Rajdhani / Shatabdi trains and also bedroll charges for A.C. classes @ Rs.25/- per bedroll will be reimbursed by the Railways to IRCTC.
9. All the components of the on-board services will be ISO Certified and the service provider providing these services will have to obtain the ISO Certification immediately after commencement of services.
10. The service quality parameters should be quantified and there should be a regular feedback from the passengers in this respect. This feedback be fed into the computerized system and evaluation of the on-board services should be done on a regular basis by a computerized system.
11. Space for stacking of bedrolls at important Junction stations will be provided to the service provider on nominal licence fees @ Re.1 per sq.ft. in order to ensure seamless bedroll services. Suitable space should be earmarked for stacking of bedrolls on trains. Miscellaneous items as described in (iii), (v), (vi) and (ix) and others should be kept in pantry car or at suitable place.

12. For facilitating on-board services, space for provision of support system for infrastructure to the service provider will be provided by the Railways at nominal licence fees @ Re.1 per sq. ft.

13. Suo moto action should be taken by IRCTC on these complaints and details of the complaints and action taken on them should be maintained.

14. Similarly there are lot of deficiencies in the services like non-attachment of pantry cars as well as improper working of hot cases or other pantry equipments, problems regarding electricity, late placement of the rake etc. IRCTC will advise Zonal Railways in respect of these deficiencies.


15. Based on the successful implementation of the integrated on-board services, IRCTC would be permitted by Railway Board to extend the same to other trains. For those trains in which existing contractors are already working, open tenders should be called for balance on-board services so that new contract is co-terminus with the contract period of existing pantry car contractor. After these contracts are over, only comprehensive tenders should be called.

16. The service providers should be selected on an open tender basis by 2-packet tendering. Detailed specifications of the tender should be made by IRCTC and the service provider will be franchisee of IRCTC.

17. A very tight timeframe should be set for expeditious implementation of the above scheme.

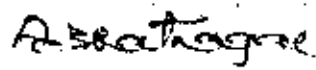
18. This issues with the concurrence of Finance Directorate of Railway Board.

Kindly acknowledge receipt of this letter.


(Dr. P.K. Goel)
Executive Director (Tourism & Catering)
Railway Board

Copy to:

1. General Managers / All Railways for information and necessary action.
2. FA & CAO, All Indian Railways (with five spares) for information.
3. ADAI / Railways (with 36 spare copies).


For Financial Commissioner / Railways

Copy to:

1. The Chief Operations Managers, All Indian Railways.
2. The Chief Commercial Managers, All Indian Railways.