

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

No.2006/TG.III/628/2

June 5, 2006

**General Managers / All Indian Railways
Managing Director / IRCTC**

(Commercial Circular No. 45 of 2006)

Sub: Monitoring of Complaints for catering services.

SYSTEM FOR COMPLAINT REDRESSAL FOR CATERING & ON BOARD SERVICES:

Catering (and later on-board services - OBS) in most of the trains and on the static units on Zonal Railways have been transferred to IRCTC. In order to provide good quality of service to the customers, it is important that pro-active and effective complaints redressal mechanism be put in place. For this purpose, the following system be implemented:

I. RECEIPTS OF COMPLAINTS

- 1.1 IRCTC should set up a **Complaint Monitoring Cell** in the corporate office and in all its Zonal and regional offices.
- 1.2 Complaints are also received by the Station Masters at the stations in the Complaint Book, in the divisional office, in the zonal office as well as in Railway Board. Further, complaints are received by way of direct complaint in various public forums like DRUCC, ZRUCC etc.
- 1.3 All the complaints received by any of the Railway units and maintained in the Railway system should be channelised to IRCTC.
- 1.4 The Complaints / Suggestion Book should always be available with all the static and mobile units and with all catering supervisors on the trains.
- 1.5 There should be an e-mail address on which all complaints be received from the railways and from passengers in IRCTC.

Following are the e-mail Ids for various offices of IRCTC:

Corporate Office	:	careirctc_co@rediffmail.com
North Zone	:	careirctc_nz@rediffmail.com
East Zone	:	careirctc_ez@rediffmail.com
West Zone	:	careirctc_wz@rediffmail.com
South Zone	:	careirctc_sz@rediffmail.com
South Central Zone	:	careirctc_scz@rediffmail.com

- 1.7 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 lights / fans, late placement of the rake etc. IRCTC will advise Zonal Railways in respect of these deficiencies on collecting feedback from passengers. The DRMs should rectify these defects immediately.

II. COMPLAINTS REDRESSAL MECHANISM

- 1.1 Suo moto action should be taken by IRCTC on these complaints and details of the complaints and action taken on them should be maintained. The complaints database and action thereon should be part of yearly MOU signed between IR and IRCTC.
- 1.2 Wherever on-board services are provided by IRCTC, then the deficiencies in the amenities in the coach or in pantry cars / mini pantries for electrical problems including non-cleaning of bathrooms and coaches and window panes in the washing lines will be advised periodically to the respective divisions for taking corrective action. The pantry car incharge or supervisor on the train will hand over the list to CDO & Electrical Foreman who should rectify the deficiencies in the washing line so that in the next trip there is no complaint from the passengers.

Further feedback will be given for unauthorized vending in order to curb it. Here also, the Zonal Railways will take corrective action.
- 1.3 IRCTC should also nominate catering inspectors who are now in charge of specific units for monitoring quality and handling of complaints.

III. INSPECTIONS / QUALITY CHECKS

- 1.1 Endeavour should be made so that all catering services including those operated by small licensees should be ISO Certified. The ISO Certification as well as compliances etc. should be checked frequently.
- 1.2 The commercial officers in the divisions as well as Railway zones as well as DRMs and GMs should inspect the catering units and they will endorse a copy of the inspection notes to the officers of IRCTC for necessary action. On the suggestions of Railway officers, IRCTC should take suitable action against the defaulting staff or suitable fine or stringent action like termination of contract of the licensee as the case may be. After taking the action they will advise the concerned authority also of the action taken by them. Quarterly review of complaints will be done between IRCTC and IR.
- 1.3 Officers of IRCTC will also ensure that complaints of repetitive nature are completely stopped by them by ensuring suitable stern action.

Kindly acknowledge receipt of this letter.

Ministry of Railways
 Government of India
 AG
 [Signature]

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

Copy to: P. D. [Signature]
 [Signature]

Chief Commercial Managers, All Indian Railways for information and necessary action.