

COMMERCIAL CIRCULAR LETTER No. 88 of 2018

DRAFT NOTIFICATION FOR TRC No. 04 of 2018  
(COACHING)

Sub: "Issue of Bills for Catering Services on Indian Railways"  
Ref: Railway Board letter No. 17/TG.III/551/04 dt.20.03.2018.

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1. Railway Board vide letter No.2012/TG.III/631/9 dt.17.03.2017 has adversely commented on the large number of complaints being received on overcharging of catering items in Zonal Railways/ CSMC/Railway Board, Social Media etc., resulting in negative publicity on electronic media as well as social media, which is tarnishing the image of Indian Railways.
2. Zonal Railways and IRCTC have been instructed to strengthen monitoring and supervision and take stringent action against the catering service providers which may include imposing of hefty fines not less than Rupees One lakh per instance and curb the menace of overcharging. Further, it is advised to ensure issue of cash receipt/Bills by the service providers for all catering services provided to the travelling passengers, on Indian Railways.
3. Railway Board vide letter No.17/TG.III/551/04 dt.26.03.2018 has advised Zonal Railways, IRCTC and KRCL to take stringent and severe punitive measures in cases of such of offences. It is specifically and pointedly directed to ensure issuance of cash Receipts/Bills to passengers for each catering transaction over Indian Railways.
4. The following awareness campaign for improvement in catering services on Indian Railways are required to be undertaken and monitored.

"No Bill – The food is for FREE".

Previous Commercial Circular No.87 of 2018  
Sub: Marketing of Parcel traffic by Rail- Modification to Commercial  
Circular No.195 of 2005(FMC No.32 of 2006)




(Ch. Lakshmi Narasimham)  
SCM/Catering  
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SOUTH CENTRAL RAILWAY

Headquarters Office,  
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Dt: 13-04-2018

No.C.74/F/Rly.Board/Catg/Misc/2016

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