

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

No. 2022/Catering/631/2

New Delhi, Dated: 15.11.2022

The General Managers,
All Indian Railways.

The Chairman and Managing Director,
IRCTC, Statesman Building,
Barakhambha Road, New Delhi.

(Commercial Circular No. 25 of 2022)

Sub: Menu and Tariff of catering services in trains.

Ref:- (i) Commercial Circular No. 60 of 2019.

(ii) Commercial Circular No. 20 of 2017- Catering Policy 2017.

As a measure to improve catering services on trains, it has been decided to give IRCTC flexibility to customize the menu so as to include the items of regional cuisines/preferences, seasonal delicacies, requirement during festivals, food items as per the preferences of different group of passengers such as diabetic food, baby food, health food options including millet based local products, etc. Accordingly, Competent Authority have accorded approval of the following:

- 1) For prepaid trains in which catering charges are included in the passenger fare, the menu shall be decided by IRCTC within the tariff already notified. In addition, sale of a-la-carte meals and branded food items on MRP will also be permitted on these prepaid trains. Menu and tariff of such a-la-carte meals will be decided by IRCTC.
- 2) (a) For other Mail/Express trains, menu of budget segment items like standard meals shall be decided by IRCTC within the fixed tariff already notified. Menu and Tariff of Janta Meals shall remain unchanged.
(b) Sale of a-la-carte meals and branded food items on MRP will be permitted on Mail/Express trains. Menu and tariff of such a-la-carte meals will be decided by IRCTC.
- 3) While deciding the menu, IRCTC shall ensure that:
 - (a) Upgradation in quality and standards of food and service is maintained and safeguards are built in to avoid frequent and undue changes such as curtailment in quantity and quality, use of inferior brands, etc to avoid passenger grievances.
 - (b) The menu should be commensurate with the tariff and menus are pre-notified for information of passengers and advised to Railways before introduction.

This issues with the concurrence of Finance Directorate of Ministry of Railways.

Kindly acknowledge receipt of this letter.


15/11/22

(Sumeet Singh)
DTCG as Dir.(Tourism & Catering)
Railway Board

No. 2022/Catering/631/2

New Delhi, Dated: 15.11.2022

Copy to: PFA, All Indian Railways, for information & necessary action.


15/11/22
For Member Finance/ Railway Board

Copy to: PCCMs, All Zonal Railways, for information and necessary action.

(ii) Dy. Comptroller and Auditor General of India (Rlys), Room no. 224, Rail Bhawan, New Delhi.

Accounts II, F(S)III, F(Comml.), TC(Rates), TC(CR), TC-II, and Health Branches of Railway Board.

Copy for information to:

(i) Advisor/MR, EDPG/MR, OSD/MR and OSD/Coord/MR.

(ii) EDPG/MoSR(D) and PS/MoSR(D).

(iii) ED/IP.

(iv) Sr.PPS/Chairman & CEO for kind information of Chairman & CEO.

(v) Sr.PPS/Member (O&BD) for kind information of M(O&BD).

(vi) Sr.PPS/Member (Finance) for kind information of M(F).



(Sumeet Singh)
DTCG as Dir.(Tourism & Catering)
Railway Board