

Contents

Particulars	Para no.	Page
Abbreviation		i
Executive Summary		ii
Chapter 1: Introduction		
Organizational Structure	1.1	1
Audit Objectives and scope	1.2	2
Audit methodology and sample	1.3	2
Audit Criteria	1.4	4
Acknowledgement	1.5	4
Chapter 2: Catering Policy and Planning		
Policy formulation and planning	2.1	5
Policy uncertainty and its implications	2.2	6
Planning for provision of adequate catering facilities	2.3	7
Policy on pantry cars	2.4	8
Chapter 3: Adequacy and availability of Catering Services		
Availability of catering services at various stations and trains	3.1	11
Setting up of Base Kitchens by Zonal Railways	3.2	13
Managing static catering units	3.3	17
Managing mobile catering units	3.4	19
Catering through Specified Catering Units managed by IRCTC	3.5	21
Train Side Vending (TSV)	3.6	22
Availability of Janta Meals/Jan Aahar	3.7	24
Financial performance of departmental catering units	3.8	25
Unauthorized catering vendors/sellers	3.9	27
Chapter 4: Management of Catering Contracts		
Comparison of reserve price fixed and license fee offered	4.1	29
Ceiling limits on holding of catering licenses	4.2	30
Loss due to irregular licensing for vending at Jhansi Station	4.3	33
Non-recovery of various charges and penalties from the catering unit licensee operators	4.4	34

Chapter 5: Provision of good quality and hygienic food		
Hygiene and cleanliness	5.1	38
Unfair practices being followed in catering services	5.2	41
Quality of food and checks and controls for quality assurance	5.3	44
Passenger satisfaction surveys conducted by Zonal Railways	5.4	48
Complaint Redressal system	5.5	49
Chapter 6: Conclusion and Recommendations		
Conclusion	6.1	51
Recommendations	6.2	53
Appendix		55-58
Annexure		59