



**इंडियन रेलवे कैटरिंग एवं टूरिज़्म कॉरपोरेशन लिमिटेड**  
(भारत सरकार का उद्यम-नवरत्न)  
**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.**  
(A Govt. of India Enterprise-Navratna)

"CIN-L74899DL1999GO1101707", E-mail : info@irctc.com, Website: www.irctc.com

2025/IRCTC/TSV/06/MAY/27

12.06.2025

**M/s Zainab Caterers**  
39/8, B3 2nd Floor,  
Saint Johns Church Road Bharathi Nagar,  
Bangalore, Karnatka- 560005  
Ms. Shafiya Fathima -9902401388, 9606940634  
Email- id- [zainabcaterers79@gmail.com](mailto:zainabcaterers79@gmail.com)

**Sub: Award of temporary license -cum- commencement of On-board Catering Services in train no.11427-28, PUNE-JSME.**

**Ref: Limited E-Tender no. 2025/IRCTC/TSV/06/MAY/27 opened on 06.06.2025.**

With reference to the subject mentioned above, it has been decided to award you the temporary license for provision of on-board catering Services in above mentioned train without pantry car (through TSV) for a period of 03 months or finalization & commencement of long term tenders whichever is earlier, purely on adhoc basis subject to the terms and conditions enshrined in the tender document, which shall form part of the License. The above award of temporary license is subject to the terms and conditions of tender document and Government of India directive to contain COVID.

A) In view of the above you are required to submit the License fee within five (05) working days of issue of LOA or 05 working days before date of commencement of operation whichever is later. Letter of acceptance is to be submitted within five (05) working days of issuance of LOA or as advised in LOA along with Security Deposit to be submitted in concerned zone as detailed below:

License fee	= Rs. 2,11,099/-
GST@18%	= Rs. 37,998/-
<b>Total</b>	<b>= Rs. 2,49,097/- (to be paid at IRCTC/WZ)</b>
Security deposit	= Rs. 24,910/-(10% of the Quoted LF to be submitted within 05 working days as advised by IRCTC (to be deposited in IRCTC/WZ))
Spl. Security deposit	= NIL
<b>RDS deposit</b>	<b>= Rs. 4,982/- (to be paid at IRCTC/WZ)</b>

Security deposit and Quoted LF plus applicable GST as per terms and condition of license to be submitted at IRCTC/WZ. Bank account details of IRCTC/WZ is as under: -

Account Name	Indian Railway Catering & Tourism Corporation Ltd.
Account Number	50200021704368
Account Type	Current
Bank Name	HDFC Bank
Branch	Dombivali (E), Thane
IFSC Code	HDFC0000175
	**Cheques Will not be accepted


There is no provision for delayed payment and failure to pay as per schedule shall be treated as 'default' and action shall be taken in accordance with tender conditions.

Invoice will be issued after receipt of payment along with GST number and billing address provided for the same.

- B)** You are required to start the provision of catering services **as per advise of IRCTC/WZ**.
- C)** First day of start of catering services in the train will be treated as date of commencement of Onboard Catering Services.
- D)** You are required to submit the list of proposed pickup locations for meal (B/F, lunch & dinner) along with its addresses for approval of IRCTC. The same should be submitted as indicated in the enclosed format for acceptance letter.
- E)** If you fail to accept the offer of award of License and fails to remit license fee, within the stipulated time as advised by IRCTC, Action will be taken as per terms of clause no. 3.5 of General Conditions of license- section one.
- F)** Supply/Sale of Railneer is to be made in the train in terms of clause no. 2.1.4(a), (b)& (c) of Scope of Work of the tender condition on MRP.
- G)** Point of Sale machines as per clause 2.3.3 of tender document has to be ensured.
- H)** All PAD items of brands approved in Category A and A special by IRCTC are only to be sold in the train.
- I)** IRCTC approved, Packed branded RTE items like poha, Upma, Veg meal, Combo meal etc. with FSSAI license and MRP, with best before date has to be available in addition in train in addition to cooked food.
- J)** Strict compliance of guidelines issued by Government of India, MHA and this office for COVID-19, in this regard, should be followed and any violation thereof shall invoke penalty which may extend upto termination of contract.
- K)** Award of license is subject to the final outcome of WPs filed in different High Court.
- L)** The terms & Condition of tender document is an integral part of this letter of Award.

This issues with approval of Competent Authority.

Kindly acknowledge the receipt of this letter.

  
**(Ranjit Singh Nayal)**  
**DGM (P&T)**  
**For GGM/Proc.**

**Encl:- Tender Document**

**Copy :-**

- **GGM/WZ**- to provide date of commencement as per present train schedule.
- **GGM/MCS** - for kind information and necessary action please.
- **AGM/MCS** - for kind information and necessary action please.
- **AGM/Fin** - for kind information and necessary action please.
- **Central Control** - for kind information and necessary action please.
- **AGM-IT** - for kind information and uploading on IRCTC & CPPP Portal.

**Format for acceptance of award of temporary license  
(To be given on company/firm's letter head)**

**Group General Manager/WZ  
IRCTC/WZ**

**Sub: Award of temporary license -cum- commencement of On-board Catering Services in train no, 11427-28,PUNE-JSME.**

**Ref: Your office letter no. 2025/IRCTC/TSV/06/MAY/27 dt.12.06.2025.**

With reference to above, I/we hereby convey my/our acceptance of the terms and conditions of the temporary license.

Security deposit as per clause 2.8 of General conditions of license- section one **TO BE PAID AT WZ:-**

Train no.	Security deposit	Total	Bank Details	Demand draft/Bankers cheque/RTGS/NEFT No./Bank Guarantee

License fee as per clause no. 2.9 of General conditions of license- section one **TO BE PAID ATWZ**

Train no.	License Fee	GST @18%	Total	Bank Details	Demand draft/Bankers cheque/RTGS/NEFT No.

Further details of meals (B/F, lunch & dinner), pick up locations for the above trains are as under: -

Train no.	Service	Details of meal supply unit along with address	Name of contact person of the meal supply unit	Phone no. of contact person
11427	B/F			
	Lunch			
	Dinner			
	B/F			
	Lunch			
11428	B/F			
	Lunch			
	Dinner			
	B/F			

IRCTC or its authorized person or nominated agency is free to inspect the above premises as and when required.

I/We am/are ready to commence services in the above train **as per advise of IRCTC.**

**Signature:** \_\_\_\_\_

**M/s** \_\_\_\_\_

**Name of authorized person** \_\_\_\_\_

**Date** \_\_\_\_\_

**Place** \_\_\_\_\_

**Seal of the licensee** \_\_\_\_\_

*[Handwritten signature and date 12/6/25]*