



**IRCTC**

**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.**  
*(A Govt. of India Enterprise)*

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NEW DELHI – 110 001  
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**Supplier Empanelment Form for Branded Pre-Cooked  
Ready To Eat (RTE) Meals.**  
(Revised October 2021)

(Cost Rs. 3500/- non refundable)  
(SEF cost exempted for registered MSEs/Startups firms)

M/s

## INSTRUCTIONS TO THE APPLICANTS

1. Read only copy of this form is available at IRCTC web site <https://www.irctc.com/empanelment.html>.
2. The mode of apply is online only. Applicant needs to create login at <https://www.irctc.com/empanelment.html> and upload requested documents.
3. Application submitted by FAX, E-mail, physical documents shall not be entertained and shall be summarily rejected.
4. The Company/ firm should be registered for manufacturing and selling similar products in India. The Brand, for which empanelment is sought, should be registered.
5. The SEF cost is Rs 3,500 (Non refundable) and PERFORMANCE GUARANTEE is Rs 8 lakh for one firm/applicant under one Brand.
6. Applicant is required to submit PERFORMANCE GUARANTEE of 8 lakh (to be paid online) at the time of application submission through payment gateway. This amount will be retained with IRCTC till the time the firm is empanelled with IRCTC. On expiry of empanelment, this Performance Guarantee will be refunded without interest subject to no dues.
7. There will be a lock in period of 2 years after which firms can request for exit from empanelled list. The PERFORMANCE GUARANTEE paid by the applicant with application, who are not empanelled shall be refunded without interest.
8. Applications submitted without PERFORMANCE GUARANTEE will be summarily rejected.
9. Following relaxations will be given to registered MSEs (i.e Micro, Small enterprises only) and Startups.
  - a) Free Supplier Empanelment Form (SEF)
  - b) 50% relaxation in submission of Performance Guarantee i.e MSEs firms are required to submit Rs 4,00,000/- as Performance Guarantee.
  - c) The registered MSEs / Startups will be given 75% relaxation in the turnover over criteria i.e MSEs firms must have minimum turnover of Rs 12.5 lakh in each year from manufacturing/supply of RTE food for the preceding last 02 completed Financial years.
  - d) The registered MSEs / Startups will require experience of 02 years.
10. Information desired in all fields are essential, applicants must comply with the corresponding query. Applicants should fill all fields and upload supporting documents, if the field is not applicable write 'Not Applicable'. If supporting documents are in any regional language, please upload self attested English/ Hindi translation of the same.
11. IRCTC reserves the right to change/modify/amend any or all the provisions of the Supplier Empanelment Form (SEF) at any stage. IRCTC also reserves the right to accept/reject/cancel the procedure & empanelment at any time without giving any reason / information.
12. IRCTC reserves the right to call for any clarification/ additional documents. The documents submitted by the successful applicants, in compliance to eligibility conditions as per the mandatory shall be subject to verification by IRCTC itself or through an agency (Expert in Forensic Audit) appointed by IRCTC, for which all necessary documents shall have to be

essentially provided by the firm, if so required. If the applicant is found to be ineligible on such verification, the letter of empanelment will be terminated along with forfeiture of Performance Guarantee. In such eventuality the firm will also be debarred for 03 years from participating in the future projects of IRCTC.

13. The Brand will be initially empanelled for a period of 3 years, after completion of which it may be further extended for another 2 years from date of notification, subject to satisfactory performance of the brands which is measured by the following parameters.
  - (a) No serious complaints from passengers.
  - (b) Validity of necessary certificates with regard to food safety standards & food manufacturing standards under FSSAI.
  - (c) Compliance with the technical quality that meets National/International Standards like ISO 22000, HACCP etc.
14. The empanelled firms to make available the RTE meals of the portion size already available in the market at the same price. No special packing in terms of weight, rate etc. will be permitted for IRCTC/Railways. The weights and prices as applicable in open market/E-commerce market shall only be made available unless specifically requested for special packaging by IRCTC/Railways network.
15. The Company/ firm should possess valid FSSAI certificate, issued by Competent Government Authority. The standards circulated by FSSAI from time to time have to be followed and the empanelment will be subject to fulfillment of standards of FSSAI.
16. IRCTC reserves right to inspect the production facilities, as and when it deems necessary.
17. If any complaint arises on account of quality, quantity hygiene etc of the brand(s), the firm shall be solely liable for the consequences thereof and IRCTC may take action against the firm including debar/delisting and imposition of fines.
18. The firm shall at all times indemnify IRCTC/Railway administration from and against all actions, suits, proceedings, losses, costs, damages, charges, claims and demands of every nature and description brought or recovered against the IRCTC by reason of any act or omission of the firm/firms product/, his agents or employees, in rendering services under the empanelment.

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**Eligibility criteria for empanelment of Ready To Eat (RTE) Meals of \_\_\_\_\_(Name of Brands) for sale/supply over Indian Railways network.**

The Performance Guarantee is to be transferred through payment gateway available in the online application submission format.

- A) Performance Guarantee **Rs 8,00,000**  
 B) Performance Guarantee for MSEs /Startups **Rs 4,00,000**

Sr. No.	General Information	Details	Encl No.						
1	Name of Product								
2	Name and full address of the Manufacturer of the brand with telephone & Fax Number of office as well as factory.	Office:							
		Plant/ Factory							
3	Specify shelf life of the RTE products								
(i)	Brief outline with photograph of their plant showing description of procedures for procurement of raw material, manufacturing process & steps to eliminate contamination during manufacturing, packing & distribution are required to be submitted.								
(ii)	Manufacturing capacity of the firm for branded RTE meals.								
(iii)	Name, address, contact no. and E-mail ID of CA who certified the turnover for the last three preceding financial years (If the Certificates are issued by different CA's these details are to be furnished for each CA)								
4	<b>Specification of the product(s)</b>								
	Sr.	Flavor	Color	Weight	Unit packing size	Packing size for supply	MRP	Other information	

**Note: Fulfillment of eligibility criteria is mandatory for empanelment. Non fulfillment of any eligibility criteria may result in rejection of the application form.**



Sl. No.	Eligibility Criteria	Documents required as proof
1	Name of Brand.(To be registered)	(Copy of Trade mark Registration issued by Registrar of Trademarks. Additional representation will not be considered for empanelment)
2	Status of applicant/Company - Proprietorship/ Partnership / Private Company / Public Limited Company/ Cooperative/Joint venture.	(Copy of the Incorporation Certificate/ Partnership deed/ Memorandum of Articles/ Articles of Association & Registration Certificate etc. to be enclosed.)
3	<p>Firms/Company's/Applicant Sales Turnover from manufacturing/supply of RTE food per Annum for the last three preceding Financial years as per format.</p> <p>*Firms must have an Annual turnover of not less than 50 Lakhs for each of the last 3 preceding completed financial years from manufacturing/supply of RTE food.</p> <p>For registered MSEs/Startups, please refer point no 09 of Instructions to Applicant</p>	<p>a. Enclose Balance sheet and Profit and Loss A/c of the three last competed financial years, duly audited by a Chartered Accountant/Published Annual Report. The balance sheet and Profit and Loss A/c should be duly signed, dated and stamped by the CA firm along with name and membership no. of the Chartered Accountant who is signing the above-mentioned documents.</p> <p>b. CA certificate (on CA letterhead) in support of Ready to eat turnover as per format given in Annexure I</p> <p>Submitted documents must have UDIN. (As per Gazette Notification no No.1-CA(7)/192/2019 dt 02.08.2019, UDIN is mandatory wef 1st July, 2019)</p>
4	Documents to be submitted by Micro & Small Enterprises (MSE) registered with NSIC	<p>Copy of :</p> <p>a) Certificates issued by NSIC for registration as MSE Unit, to manufacture &amp; Supply the F &amp; B item.</p> <p>b) Copy of Udyog Aadhar Memorandum(UAM)</p> <p>c) Udyam certificate</p> <p>d) Also state whether belongs to SC/ST category.</p> <p>e) If registered MSE/Startup belongs to women entrepreneur please specify.</p>
5	Ready to Eat meal/item should have been tested periodically by NABL accredited laboratory for which the report shall be in compliance with FSSAI standards.	<p><b>Submit test report issued by NABL Accredited laboratory certifying shelf life of product not less than 03 months</b></p> <p>(Copy of Test report for all applied products not older than Six months).</p>
6	<p>The firm must comply with the Food safety and quality standards norms laid down by the FSSAI and other statutory requirements notified from time to time.</p> <p>The non – vegetarian items shall be supplied by RTE meal firms having appropriate FSSAI license for manufacturing such non-veg items. FSSAI license for the same is to be submitted.</p>	<p>Submit the following:</p> <p>a. Submit test report for all products issued by NABL accredited laboratory certifying product confirms to the standards of FSSAI. Report shall not be older than 06 months.</p> <p>b. Copy of Valid FSSAI license.</p>

7	The firm must follow the 'state of the art' retort technology and packaging system which can produce RTE meals having shelf life of minimum 3 months. The retort system should comply with the national and/or international norms and standards of food safety, quality and hygiene.	(Copy of Valid Retort Technology Certificate). (Exemption to above certificate will be considered only in case of RTE meals which do not require retort technology for preservation).
8	The firm must comply with the technical quality that meets National and International standards like ISO 22000, HACCP etc.	(Copy of the relevant Certificate).
9	The firm must have a minimum experience of three years of manufacturing/supply RTE meals under its Brand name including Institutional supply of packaged Ready to Eat (RTE) food meals.  For registered MSEs/startups, please refer point no 09 of Instructions to Applicant	(Any of the following documents can be submitted: - a. Copy of Invoice for preceding last 03 years. b. Copy of purchase/supply order and certificate from the client to whom supply has been made c. Copy of Invoice for preceding last 03 years. c. Certificate by Chartered Accountant for the manufacturing/supply of RTE meals in last three financial years i.e Annexure I. (02 years for registered MSEs/Startups)
10	Ready to Eat meal of the firms must be available for sale in shops/Super Bazaar/Outlets/Stores.	(List of authorized distributors/dealers)
11	Permanent Account Number (PAN) of the firm.	( Copy of PAN Card)
12	GSTIN Certificate	(Enclose self attested copy of the provisional GSTIN certificate)
13	Affidavit of the applicant that the party has not been banned/ black listed by IRCTC or Railways or Ministry of Railways or any other organization.	(To be submitted in original on Rs. 100/- non Judicial stamp paper, duly notarized) as per Annexure II

**Note:**

i) Applicant who are Company incorporated under the Companies Act 1956 should submit a copy of Auditors report as per provision laid down in the above Act along with their Balance sheet and Profit and Loss account duly audited by a Chartered Accountant.

ii) Applicants who are Firms/Individuals/Others, whose annual turnover is exceeding Rs 1 Crore per Annum, should submit a copy of the Tax audit Report as prescribed under the Income Tax Act, 1961 alongwith their Balance Sheet and Profit and Loss Account duly audited by Chartered Accountant.

**For any query/clarifications please contact at:-**

**Joint General Manager( Quality)**  
**Indian Railway Catering and Tourism Corporation Ltd.**  
 11<sup>th</sup> FLOOR, Statesman House Building  
 Barakhamba Road  
 NEW DELHI – 110 001  
 Tel:-011-23701145

**Tel:-011-23311263-64, Fax:-011-23311259**

**Email: empanelment@irctc.com**

**www.irctc.com**

**Brands Turnover Certificate for Ready to Eat products**  
(Certified by Chartered Accountant in Original on their Letter head)

This is certify that I/we have verified the books of accounts of M/s ..... (Firm's Name) for..... (Brand of Product) and certify the following facts and figures relating to .....(Product Category) located at ..... (Firm's Address).

Sales Turnover from..... (Brand of Product) in .....(Product category) **for the last three preceding financial years is as under:**

(For registered MSEs/Startups last 02 preceding Years)

S. No	Financial Year	Amount(Rs)
1.		
2.		
3.		

(UDIN number must be given, As per Gazette Notification no No.1-CA(7)/192/2019 dt 02.08.2019, UDIN is mandatory wef 1st July, 2019)

**Chartered Accountant Name & Stamp**

Membership number



(To be submitted in original on Rs. 100/- non Judicial stamp paper, duly notarized.)

**UNDERTAKING**

1. I .....Designation..... (Address.....mobile no..... email.....) do hereby solemnly affirm and state as follows.
  - i. I am authorized signatory of M/s .....address.....
  - ii. It is hereby affirmed that the .....(Name of company or its products) is not a banned/ debarred/ black listed by IRCTC or Zonal Railways or Ministry of Railways.
2. It is certified that the product applied for empanelment confirms with FSSAI norms prescribed for human consumption.
3. I/We understand that if any information, document found incorrect/false at any stage, the empanelment stands cancelled and PERFORMANCE GUARANTEE shall be forfeited.
4. I/We hereby declared that our product, for which short listing is applied for is available in the market from last three financial years. ( 02 years for registered MSEs / Startups)
5. I/We hereby declare that all packaging and labeling confirms the FSSAI/statutory norms as per extant rules of Govt. of India for packaging and labeling. No special packing in terms of weight, rate etc. will be done for IRCTC/Railways. The weights and prices as applicable in open market/e-commerce market shall only be made available unless specifically requested for special packaging by IRCTC/Railways network.
6. I/we hereby declare that our firm shall at all times indemnify IRCTC/Railway administration from and against all actions, suits, proceedings, losses, costs, damages, charges, claims and demands of every nature and description brought or recovered against the IRCTC by reason of any act or omission of the our firm/ our firms product/, our agents or employees, in rendering services under the empanelment.
7. I/We solemnly declare that to the best of my/our knowledge and belief, the information given in this application form and the annexures and statements accompanying it are correct, complete and truly stated and also that we shall be found by the acts of my/our duly constituted attorney.

Place:  
Date:

**(Signature of authorized person with company seal)**

**Name** \_\_\_\_\_  
**Designation** \_\_\_\_\_