



E-TENDER

TRAIN SIDE VENDING SERVICES

CIN No. L74899DL1999GOI101707

Website: www.irctc.com Email id: info@irctc.com

OPEN E-TENDER BID DOCUMENT FOR PROVISION OF ONBOARD CATERING SERVICES THROUGH TRAIN SIDE VENDING (TSV), IN IDENTIFIED MAIL / EXPRESS / SUPER FAST TRAINS, RUNNING WITHOUT PANTRY CAR, IN PARTIAL / COMPLETE UNBUNDLING MODEL, IN THE FOLLOWING SECTIONS: -

S. No	Name of TSV Section	Railway
1	BZA-GNT-DHNE [Sub section: GNT-TEL-RAL]	SCR
2	BZA-VSKP [Sub section: BZA-MTM, GDV-NS, BVRT-NDD, SLO-COA]	SCR
3	NED-MMR,PAU-AK&PBN-PRLI [Sub section: PAU-AK, PBN-PRLI]	SCR
4	RU-WADI [Sub section: GTL-DMM, DHNE-GTL-BAY]	SCR
5	SC/HYB-WADI [Sub section: VKB-PRLI]	SCR
6	SC-NED [Sub section: NZB-KRMR, BDHN-JKM, MUE-ADB]	SCR
7	RGDA-VZM-MSMD-JSG, [Sub section: VSKP-KRDL , TIG-SBP-JSG, BRAG/CTC-SBP, KRPU-VSKP]	ECoR
8	NGP- R-BSP-SDL-JSG [Sub section: BSP- MSMD, BSP-ANP/SDL- KRBA]	SECR

PRE-BID MEETING : **12:00hrs of 23.01.2020**

Last date and Time of **Submission of bids** : **11:00hrs of 30.01.2020**

Date and Time of **Opening of bids** : **11:15hrs of 30.01.2020**



E-Tender No.IRCTC/SCZ/1/NIT-19/TSV/2020

M/s Indian Railway Catering and Tourism Corporation Ltd, South Central Zone

Ph: 040- 27702401, 27702407, 27808899

E-mail:- tenders.SCZ@irctc.com

DISCLAIMER

- a. Indian Railway Catering & Tourism Corporation Ltd.,** herein after mentioned as “IRCTC” does not make any representation or warranty as to the accuracy, reliability or completeness of the information in this Bid Document. Therefore, each Bidder should conduct their own investigations and analysis and check the accuracy, reliability and completeness of the information in this Bid Document and obtain independent advice from appropriate sources. The Bidder shall bear all its costs associated with the preparation and submission of its Bid including expenses associated with any clarifications which may be required by IRCTC or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and IRCTC shall not be liable in any manner.
- b.** IRCTC will have no liability to any Bidder or any other person under the law of contract, tort, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this Bid Document, any matter deemed to form part of this Bid Document, the award of the License, the information and any other information supplied by or on behalf of Railway/IRCTC or otherwise arising in any way from the selection process of the License.
- c.** The issue of this Document does not imply that IRCTC is bound to select the Bidder or to appoint the Selected Bidder. IRCTC reserves the right to reject any or all of the Bids submitted in response to this Bid Document at any stage without assigning any reason whatsoever. IRCTC also reserves the right to withhold or withdraw the process at any stage with intimation to all Bidders who have submitted the Bid.
- d.** IRCTC reserves the right to change/ modify/amend any or all of the provisions of this Bid Document at any stage.
- e.** Each Bidder’s acceptance of delivery of this Tender constitutes its agreement to, and acceptance of the terms set forth in this Disclaimer. By acceptance of this Tender, the recipient agrees that this Tender and any information herewith supersedes document(s) or earlier information, if any, in relation to the subject matter hereof.

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED

NOTICE INVITING E-TENDER

Sub: OPEN E-TENDER BID DOCUMENT FOR PROVISION OF ONBOARD CATERING SERVICES THROUGH TRAIN SIDE VENDING (TSV), ON NON-EXCLUSIVE BASIS, IN IDENTIFIED MAIL / EXPRESS / SUPER FAST TRAINS, RUNNING WITHOUT PANTRY CAR, IN PARTIAL/COMPLETE UNBUNDLING MODEL, IN THE FOLLOWING SECTIONS:

S. No	Name of TSV Section	Railway
1	BZA-GNT-DHNE [Sub section: GNT-TEL-RAL]	SCR
2	BZA-VSKP [Sub section: BZA-MTM, GDV-NS, BVRT-NDD, SLO-COA]	SCR
3	NED-MMR,PAU-AK&PBN-PRLI [Sub section: PAU-AK, PBN-PRLI]	SCR
4	RU-WADI [Sub section: GTL-DMM, DHNE-GTL-BAY]	SCR
5	SC/HYB-WADI [Sub section: VKB-PRLI]	SCR
6	SC-NED [Sub section: NZB-KRMR, BDHN-JKM, MUE-ADB]	SCR
7	RGDA-VZM-MSMD-JSG, [Sub section: VSKP-KRDL , TIG-SBP-JSG, BRAG/CTC-SBP, KRPU-VSKP]	ECOR
8	NGP- R-BSP-SDL-JSG [Sub section: BSP- MSMD, BSP-ANP/SDL- KRBA]	SECR

- 1. Period of the license- 5 (five) years.**
- 2. Bidders are required to deposit EMD of Rs 5.00 lakh for each section through tender website (<http://www.tenderwizard.com/IRCTC>) itself prior to submission of E-Tender. EMD deposited in any other account of IRCTC by any other process will not be adjusted and such offers will be summarily rejected. MSME firms are not exempted from EMD payment. Due diligence need to be taken by the bidder while paying the EMD amount.**
3. The bids will consist of two packet system i.e Technical and Financial Bids. Technical Bid will consist of Technical and other conditions as laid down in the Bid document. Financial bid shall consist of the Financial aspects as per conditions laid down in the Bid document
4. Evaluation of financial bid will be done individually for the concerned Section, defined by IRCTC
5. The successful tenderer shall be intimated about the Award of license. The EMD of the successful bidder will be refunded online after payment of Security deposit, special security-deposit and license fees. EMD of unsuccessful tenderers shall be returned without any interest within one month from the date of award of license.
6. The bid shall remain open for acceptance for 120 days from the date of opening of E-Tender.
7. Indian Railway Catering and Tourism Corporation Limited., reserves the right to reject any/all E-Tenders without assigning any reason.
8. The Notice Inviting E-Tender and Instructions to tenderers, Special Conditions, Technical Criteria, Offer Forms, E-Tender Schedule shall form the part of Tender Documents. The E-Tenders received will be evaluated by IRCTC to ascertain the highest acceptable E-Tender on license fee quoted against the bid

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED

(A Government of India Undertaking)

INSTRUCTIONS TO TENDERERS

The Indian Railway Catering and Tourism Corporation Limited (IRCTC) proposes to obtain E- tender **FOR PROVISION OF ONBOARD CATERING SERVICES THROUGH TRAIN SIDE VENDING (TSV), ON NON- EXCLUSIVE BASIS, IN IDENTIFIED MAIL / EXPRESS / SUPER FAST TRAINS, RUNNING WITHOUT PANTRY CAR, IN PARTIAL / COMPLETE UNBUNDLING MODEL**

1. General:

Date & Time up to which offers will be received: **11:00 hrs of 30.01.2020**

Time of Opening Financial Bid (Part B): To be intimated separately to the tenderers short-listed on the basis of technical bids.

- i. This Tender Document can only be viewed at <http://eprocure.gov.in> , <http://www.irctc.com>, & <http://www.tenderwizard.com/IRCTC> and will be submitted/ received only at <http://www.tenderwizard.com/IRCTC>, as prescribed in “INSTRUCTIONS TO THE TENDERERS.”
 - ii. EMD shall be paid through the e-tendering website www.tenderwizard.com/IRCTC. In case of non submission of the said EMD through e-tendering website, the bid will be summarily rejected. It may be noted **EMD of Rs 5 lakhs for each section is to be deposited mandatorily.** It may also be noted that EMD deposited in any other account of IRCTC by any other process will not be adjusted and such offers will be summarily rejected. **MSME firms are not exempted from EMD payment. Due diligence need to be taken by the bidder while paying the EMD amount.**
 - iii. To participate in the E- Tender, it is mandatory for the bidders to register themselves on the website www.tenderwizard.com/IRCTC without any payment and obtain User ID & password which is required for submitting the tender. It may please be noted for submission of bid; Class-III digital signature is required.
 - iv. The applicant should upload complete set of documents in support of Eligibility Criteria.
 - v. Corrigendum/Addendum to this Tender, if any, will be published on website www.irctc.com, www.tenderwizard.com/IRCTC. No newspaper press advertisement shall be issued for the same.
 - vi. For any difficulty in downloading & submission of tender document on website www.tenderwizard.com/IRCTC, please contact at **tenderwizard.com helpdesk no. 011-49424365 or cell no 8247482565.**
 - vii. The digital signature of the bidder on the E- tender form will be considered as confirmation that the bidder has read, understood and accepted all the documents referred to in the tender documents. **It may please be noted that in case of deviation quoted by bidder, offer will be summarily rejected without further correspondence/communication.**
- 2.0 This E-Tender is based on Two bid system i.e. Technical bid and Financial bid.
- 2.1 **Technical bid** –This shall form the basis of ascertaining the Technical and Financial credentials of the tenderer. Following documents are to be scanned and uploaded with **Technical bid:-**

ELIGIBILITY CRITERIA

General Information			
			Submitted/ not submitted
1.0	Name and full address of the applicant with telephone no and email address and name of the contract person (Address proof- Agreement copy/registration copy/ telephone bill in the name of vendor)		
2.0	Status of the applicant: - In case of company In case of partnership firm In case of proprietorship/ individual business	Certificate of incorporation/Article of association Registration of partnership deed under partnership act 1932 Registration certificate from any statutory authority	
Mandatory Criteria			
		Documents Required	Submitted/not submitted
1.0	Should not be debarred/ blacklisted/ banned by IRCTC or Ministry of Railways/ other CPSUs / Govt. Deptt currently.	Self-declaration Annexure-IA. (No change in format /declaration is permissible)	
2.0	Should have at least One outlet (production and service) which include Pantry Car, Railway Food Plaza, Refreshment Rooms, Jan Ahaar of Rly Stations Restaurants, Hotel, Canteens/ Cafeteria and cell kitchen or any other place where food production is done and should have service element of serving prepared food apart from sale to the customers at the same premises.	(Copy of Currently valid Food License (FSSAI) for minimum one unit having production and service elements. To be scanned and uploaded)	
3.0	Average Minimum Annual turnover of Rs. 1.50 crore from catering / hospitality business in last three completed financial years 2016-17, 2017-18 & 2018-19 involving only production and sale/service of cooked food items, Sales of beverage and packed items. Turnover in any of the last 03 financial years should not be NIL. (Trader / stockiest / Distributors are not eligible)	Following documents shall be submitted <ul style="list-style-type: none"> Audited Balance sheet and profit & loss account for the financial years 2016-17, 2017-18 & 2018-19 to be scanned and uploaded. Duly signed and stamped Certificate from CA (in the format of Annexure IB) that the turnover figures for M/S.....are reconciled as per VAT/Service Tax /GST returns ,to be uploaded .This turnover has to be only from units which undertake production and sale/service of cooked food items, Sales of beverage and packed items.. The applicant shall upload an affidavit showing the segment wise turnover as per total amount shown in GSTR 3B as per the GSTN including the turnover from Catering & Hospitality business and details of taxes paid in the format Annexure I C. (No change in format / declaration is permissible)	
4.0	Details of bidder	Details of Bidder on the letter head of the company in Annexure-ID format.	

Note: -

1. **There is no need to upload tender document and corrigendum along with the bid.**
2. **Uploading of above mentioned documents of the eligibility criteria is mandatory.**
3. **The successful bidder has to submit the complete document duly signed along with acceptance letter.**

NOTE: The data submitted by the successful bidder, in compliance of the above eligibility conditions shall be subject to verification by IRCTC itself or through an agency appointed by IRCTC, for which all necessary documents shall have to be essentially provided by the bidder, if so required. If the successful bidder is found to be ineligible on such verification, the Letter of Award will be terminated along with forfeiture of License fee and SD. In such eventuality the successful bidder will also be debarred for 3 years from participating in the future projects of IRCTC.

Non submission of any of the document listed above in 'Mandatory Criteria' will lead to summarily rejection of the offer and no correspondence in this regard shall be made /entertained.

Following Documents are to be scanned and uploaded with technical bid

- I. Stamped dated and signed including Annexure IA, Annexure –IB , Annexure-IC, Annexure-ID
- II. All the details/relevant self attested documents as per Eligibility Criteria ie. Balance sheets and Profit & loss account of last three completed financial years 2016-17, 2017-18 & 2018-19 duly audited by Statutory auditors.
- III. One currently valid FSSAI licenses for units having production and service elements

2.2 Financial bid - This shall consist of Offer Form for Financial bid and the E-Tender schedule duly filled in the format specified herein in accordance with the instructions and other relevant provisions mentioned in this Tender document.

2.3 The E-Tender schedule- Financial Bid (Annexure-II) is to be filled electronically in accordance with the instructions and terms given in this tender document.

3.0 Validity:

- 3.1 The submission of any offer and documents shall constitute an undertaking that the tenderer shall have no cause for and claim, against the Authority for rejection of the offer. The Authority shall always be at liberty to reject or accept any offer at his sole discretion and any such action will not be called into question and the tenderer shall have no claim in that regard against the Authority.
- 3.2 The offer shall be kept valid for acceptance for a minimum period of 120 (one hundred twenty) days from the date set for opening of E-Tender.
- 3.3 Offers shall be deemed to be under consideration immediately after they are opened and until such time the official intimation of award of contract is made by the Authority to the tenderer. While the offers are under such consideration, tenderers and/or their representatives or other interested parties are advised to refrain from contacting the Authority by any means. If necessary, IRCTC will obtain clarifications on the documents submitted, by requesting for such information from any or all the tenderers, in writing, as may be considered necessary. Tenderers will not be permitted to change the substance of their offers after the offers have been opened.

4.0 Evaluation of offers: The entire process of evaluation of the offers shall be in two stages:

4.1 Stage I:

The Technical bid of all the offers that are received within the date and time mentioned herein shall be opened after due date and time. The technical suitability of the tenderers shall be evaluated based on eligibility criteria and verification of the document submitted by tenderer with the technical bid. The financial bid of only those tenderers shall be opened who are shortlisted in stage I.

4.2 Stage II:

The date and time of opening of the Financial Bid shall be intimated to the shortlisted tenderers and shall be opened at such appointed date and time. Both the bids will be opened electronically and will be immediately available on tender uploading site for viewing to bidders. However, if bidders wish they may remain present at the time of electronic opening of bids at IRCTC-SCZ, Zonal Office, Secunderabad.

4.3 During E-Tender evaluation, the IRCTC may, at its discretion, ask the tenderer for a clarification of its bid. The request for clarification and response shall be in writing. No change in the price or substance of the E-Tender shall be sought, offered or permitted, in response.

4.4 The E-Tenders received will be evaluated by the IRCTC to ascertain the highest acceptable E-Tender on license fee quoted against the bid

5.0 Rates

5.1 The bidders are required to quote a single license fee without GST. GST as applicable will have to be paid in addition to the quoted license fee.

5.2 The license fee quoted/accepted against this E-Tender shall be valid for a period mentioned in 'the contract'.

5.3 IRCTC reserves the right to enhance contract period beyond the 5 year period solely for operational reasons on the same rates, terms and conditions

5.4 IRCTC may waive any minor nonconformity, or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

5.5 Prior to the detailed evaluation, IRCTC will determine whether each bid is complete, and is substantially responsive to the bidding documents. For purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions and specifications of the Tender Document without material deviations, exceptions, objections, conditionality, or reservations. A material deviation, exception, objection, conditionality, or reservation is:

- a. One that limits in any substantial way the scope, quality, or performance of the product/material/stores.
- b. One that limits, in any substantial way that is inconsistent with the Tender documents, the IRCTC rights or the successful bidders' obligations under the contract; and
- c. One that the acceptance of which would unfairly affect the competitive position of other bidders who have submitted substantially responsive bids.

If a bid is not substantially responsive, it will be rejected by the Authority and may not subsequently be made responsive by the bidder by correction of the nonconformity. The Authority's determination of bid responsiveness will be based on the contents of bid itself and any written clarifications sought by the Authority in writing the response to which shall also be in writing and no change in rates shall be sought, offered or permitted.

6.0 Earnest Money:

6.1 Bidders are required to deposit EMD through the e-tendering website www.tenderwizard.com/IRCTC only. In case of non submission of the said EMD, the bid will be summarily rejected. It may be noted that EMD deposited in any other account of IRCTC by any other process will not be adjusted and such offers will be summarily rejected. **MSME firms are not exempted from EMD payment. Due diligence need to be taken by the bidder while paying the EMD amount.**

6.2 The Earnest Money of unsuccessful bidder shall be returned within 30 days of the finalization of the tender.

6.3 No interest shall be payable by the IRCTC on the Earnest Money.

6.4 The Earnest Money of the successful tenderer will be returned after the Security Deposit, Special Security Deposit and License Fees as required is furnished.

7.0 E-Tenders are not transferable. IRCTC reserves the right to reject any or all of the E-Tenders in part or full at his sole discretion without assigning any reasons.

8.0 The tenderers must ensure that the conditions laid down for submission of offers detailed in the preceding paras are completely and correctly fulfilled. E-Tenders, which are not complete in all respects as stipulated above, may be summarily rejected.

9.0 Withdrawal of Bids-

9.1 If Bidder withdraws its bid before opening of tender by uploading the letter in e- tender site, EMD of bidder will be refunded if already deposited.

9.2 If bidder withdraws its bid before opening of Financial Bid in writing and the letter is uploaded in the tender site before opening of Financial Bid, EMD of bidder will be forfeited and licensee shall be debarred for one year.

9.3 If bidder withdraws after opening of Financial Bid **EMD of bidder will be forfeited. In such cases if bidder becomes highest bidder after opening of Financial Bid, action will be taken as per 'Section 1, Tenure of License- Clause 5.2'.**

10.0 Discrepancies:

This Agreement and the arrangement between the parties shall at all times be read along with the terms of the Bid and the response of the Licensee to the Bid. In the event of any interpretation of the provisions of this arrangement between the parties, the documents shall be read in the following order of precedence:-

- i. IRCTC/ Railway latest policy as applicable from time to time
- ii. the Articles of this Agreement
- iii. the contents of the Annexure(s) to this Agreement
- iv. Licensee's response to the Bid
- v. The Bid

Self-Declaration

[To be submitted in the letter head of Company/Firm/Individual]

I,, S/o Sh., aged aboutyears,
Proprietor/Partner/authorized signatory of M/s..... do hereby solemnly
affirm and declare as follows:-

1. I say that I am an authorized signatory of the company/firm.....and
hence competent to sign this declaration.
2. **That company/firm namely has not been debarred/ blacklisted/ banned
by IRCTC / Ministry of Railways/other CPSUs/Govt. Dept./GOI currently.**
3. That I undertake to inform to IRCTC about any debarment/blacklisting imposed by IRCTC or
any other PSU/ /any Govt Deptt, Ministry in future and understand that action as per law and
contract conditions will be taken

Signature of the bidder

Seal

Date

(Please note- No change in format/declaration is permitted)

Certificate duly certified by Chartered Accountant**[Letter Head of Chartered Accountant]**

This is to certify that turnover of M/s _____ having its office at _____ from catering / hospitality business as mentioned below is duly reconciled with VAT / Service Tax/GST returns in last three financial years 2016-17, 2017-18 & 2018-19. This turnover is only from units which undertake production and sale/service of cooked and packed food items.

It is also certified that the above turnover does not include inter unit transfer (Stock transfer sale)

Turnover from production and sale/service of cooked and packed food items.			
	2016-17	2017-18	2018-19
Taxable turnover			
Exempted turnover			
Nil Tax rate turnover			
Unregistered turnover (In case turnover is less than the threshold limit required for tax registration)			
Total Turnover			
Average Turnover in last 03 years			

Signature of the Chartered Accountant

Name of the chartered Accountant

Name of the firm

Seal

Membership No.

UDIN NO.

Date:

Place:

(Please note- No change in format/declaration is permitted)

AFFIDAVIT**[Non-Judicial Stamp Paper of INR 100.00]**

I, -----, S/o Sh.----- aged about----- years, Proprietor/Partner/Authorized signatory of M/s -----do hereby solemnly affirm and declare as follows:-

1.0 I say that I am an authorized signatory of the Company /firm ----- and hence competent to sign and swear this affidavit.

2.0 I hereby submit the following segment wise turnover and tax deposited (net of ITC claimed) with returns of Service Tax/VAT/GSTR3B on Pan India basis for the financial Year 2017-18 & 2018-19.

S.No	Segment	2017-18					2018-19	
		Turnover reported in Service Tax Return (01.04.17 to 30.06.17)	Turnover reported in VAT Returns (01.04.17 to 30.06.17)	Turnover reported in GSTR 3B Returns (01.07.17 to 31.03.18)	Total Turnover reported for the year 2017-18	Total Taxes Deposited for the year 2017-18 (Net of ITC Claimed)	Turnover reported in GSTR 3B Returns (01.04.18 to 31.03.19)	Total GST Deposited for the year 2018-19 (Net of ITC Claimed)
1	Production and Sale / Service of Cooked Food							
2	Sale of Packed Items (Chips, PDW, Soft-Drinks etc.)							
3	Turnover from Tourism business, if any							
4	Turnover from Trader/ Stockiest/Distributors business							
5	Turnover from Inter unit transfer							
6	Turnover from other business segment which is not included above							

DEPONENT**Verification**

I, the above named Deponent do hereby solemnly affirm and state that the contents of this affidavit are true and correct and no part of it is false and nothing material has been concealed there from.

Verified at (place) _____ on this ____ day of **Date: Month: 2020**

DEPONENT

(Please note- No change in format/declaration is permitted.)

The following Foot note is incorporated in the Affidavit (Annexure IC):

1. If the bidder has opted for composite scheme, then the figure shall be provided as per turnover reported in GSTR 4.
2. If the bidder has not reported turnover of cooked food and sale of Pad items separately in GSTRB he may submit the consolidated turnover figures in SN1 in Turnover reported in GSTR 3B Returns column.

DECLARATION**[To be submitted in the letter head of Company/Firm/Individual]**

I, M/s..... Partnership firm/company/Individual address_____ do hereby declare that in case of my selection, I will submit the necessary documents as declared below within a week of award of contract. In case of failure to submit the below documents, I understand that the award of contract will be null and void and IRCTC shall be free to take action against the undersigned as deemed fit.

S.No	General Information	To be filled	Related document to be submitted after selection
1	Name and full address of the applicant with telephone no and email address and name of the contract person		Address proof-Agreement copy/ registration copy/ telephone bill in the name of vendor
2	Status of the applicant:-		
3	In case of company		Certificate of incorporation/ Article of association
4	In case of partnership firm		Registration of partnership deed under partnership act 1932
5	In case of proprietorship/ individual business		Registration certificate from any statutory authority
6	PAN No/ESI/PF/GST	PAN No-	Copy of PAN card
		ESI No	Copy of ESI registration certificate
		EPF No	Copy of EPF registration certificate
		GST Reg. no (state wise)	Copy of GST (state-wise) registration certificate

Signature of the authorized signatory of bidder

Seal

Date

(Please note- No change in format/declaration is permitted)

E tender Schedule -Financial Bid
(To be filled electronically section wise)

My/Our financial offer is as under:-

SN	Section	Minimum License fee per annum (Exclusive of GST)	Quoted License fee per annum (Exclusive of GST)	
			In Figures (Rs)	Rs. In Words
1	BZA-GNT-DHNE	Rs 63,26,881.00		
2	BZA-VSKP	Rs 2,10,56,196.00		
3	NED-MMR,PAU-AK&PBN-PRLI	Rs 1,12,60,543.00		
4	RU-WADI	Rs 1,24,89,849.00		
5	SC/HYB-WADI	Rs 92,60,042.00		
6	SC-NED	Rs 59,12,883.00		
7	RGDA-VZM-MSMD-JSG,	Rs 1,67,33,080.00		
8	NGP- R-BSP-SDL-JSG	Rs 2,26,12,218.00		

1. Note:

- i) In case of discrepancy in the amount quoted in figure and words, the amount written in words will be taken into consideration.
- ii) Quoted License fee for the first year shall be paid within 7 days of the issue of LOA. Thereafter, the License fee due shall be paid one month prior to the completion of the first year and likewise in subsequent years.
- iii) Goods & Service tax (GST) as per applicable rates, shall be paid extra to IRCTC.
- iv) Contract will be awarded to highest bidder for individual SECTIONS mentioned above. In case of tie, in the bids, the firm with higher average turn-over as declared in Annexure-IB shall be given preference.
- v) In case of any information submitted by the applicant being found to be incorrect either before or even after the award of license, IRCTC will have the right to summarily reject the bid, terminate the contract with forfeiture of EMD / SD / LF and debar the bidder / licensee for a period of 03 years.
- vi) IRCTC reserves the right to inspect applicant's establishments or through any other agency as notified by IRCTC at any time during the currency of contract
- vii) IRCTC reserves the right to cancel the Tender process at any time without assigning any reasons.

2. Declaration

- i) I/We _____ do hereby declare that documents submitted are true to the best of my/our knowledge and also that we shall be bound by the acts of my/our duly constituted attorney.
- ii) I / We hereby understand that the submission of Bid does not guarantee for award of license. I / We further understand that in case of any information submitted by me / us being found to be incorrect either before or even after the award of license, the IRCTC will have the right to summarily reject license, at any time without assigning any reason whatsoever.

- iii) I / We have read the general guidelines and bid document attached hereto containing the Terms and Conditions and agree to abide by such conditions. I / We offer the Bid for operation and PROVISION OF ONBOARD CATERING SERVICES THROUGH TRAIN SIDE VENDING (TSV), IN IDENTIFIED MAIL / EXPRESS / SUPER FAST TRAINS, RUNNING WITHOUT PANTRY CAR, IN PARTIAL / COMPLETE UNBUNDLING MODEL for a period of 5 (FIVE) years in the attached schedules and hereby bind myself / ourselves to complete all the formalities from time to time as required after the award of license.
- iv) I/We understand that in case of acceptance of Bid by the IRCTC, I / we bind myself / ourselves to execute the license agreement awarded to me / us and to commence the work as per the conditions of license failing which, I / We shall have no objection for forfeiture of the full Earnest Money Deposit (EMD), deposited by us with IRCTC, Secunderabad in addition to other penalties specified under the terms of license.
- v) Till the formal agreement is signed, letter of award, my/our acceptance and terms and conditions of this bid document will be binding on both the parties.
- vi) I/We understand that IRCTC and its representatives are hereby authorized to conduct any inquiries or investigations or seek clarifications or verify any statements, documents and information submitted in connection with this bid.
- vii) I / We agree that On account of non-acceptance of award of license or on account of not fulfilling tender conditions within the prescribed time, I/We understand that IRCTC shall forfeit the EMD/SD besides debarring me / us from participation in the future projects of IRCTC for a period of three years.
- viii) I / We do hereby confirm that I / We have the necessary authority and approval to submit this bid for award of license for operation and PROVISION OF ONBOARD CATERING SERVICES THROUGH TRAIN SIDE VENDING (TSV), IN IDENTIFIED MAIL / EXPRESS / SUPER FAST TRAINS, RUNNING WITHOUT PANTRY CAR, IN PARTIAL / COMPLETE UNBUNDLING MODEL
- ix) A notice or letter of communication addressed to me / us at the address given in the Bid, even by ordinary post/e-mail will be deemed to be valid as proper notice of intimation to me/us.

Authorized signatory

Name, Designation and seal

Address:

E-mail

Tele & Fax

Date:

Place:

SECTION - I

1.1 GENERAL INFORMATION

- a. A large number of trains do not have pantry cars attached to them. To arrange for on-board catering services on such trains, IRCTC shall appoint a Licensee for operation of Train Side Vending (TSV), who arranges food which includes Standard Meals viz., Breakfast & Lunch/Dinner in partial and complete unbundling model to be picked up from Nominated /Approved Kitchen units' en-route and serve to passengers according to their needs through vendors, who travel on the trains and pick up orders.
- b. The Licensee shall also arrange for on-board sale of PAD items, packaged drinking water, etc. The Licensee shall provide catering services ensuring hygienic, good quality and affordable meals/food to the traveling passengers as per laid down guidelines and policy directives issued by Railways/ IRCTC and any statutory regulations, from time to time.
- c. The Licensee shall adopt best trade and hospitality industry practices as indicated in scope of work, General, special conditions of license.
- d. In consideration of the award of this License, the Bidder shall offer to pay a license fee, higher than the minimum license fee fixed for tenure of License for each of the sections.
- e. The Bidder, who offers highest license fee once selected shall become "Licensee" and shall be liable to pay License Fee, Security Deposit, Spl security deposit and commence the services as per terms and conditions of the contract and time to time instructions of Railway/IRCTC.
- f. Section wise non Pantry Trains included and their frequency is placed at **Annexure –A**
- g. The details of locations of kitchen units for pick up of meals in unbundling model are placed as **Annexure–B**.
- h. The Menu and Tariff for Standard Breakfast, Lunch /Dinner, Janata Khana and applicable transfer rates for unbundling Menu, is placed at **Annexure – C**
- i. The existing approved list of Snack Meals and A la carte items is placed at **Annexure D**
- j. Latest List of approved brands of PAD items, subject to time to time changes with due information, is placed at **Annexure E**
- k. Specifications of Prescribed uniform for TSV services – **Annexure F**
- l. Penalties for established complaints – **Annexure G**.
- m. Agreement towards waiver under section 12 (5) and section 31-A (5) of Arbitration and conciliation (Amendment) Act is placed at **Annexure H**.
- n. Pre-Contract Integrity Pact as under has been incorporated as '**Annexure-I**'

2. SCOPE OF WORK

2.1	Provision of Catering Services	
2.1.1	Limitation of Business:	The Licensee shall be responsible for PROVISION OF ONBOARD CATERING SERVICES THROUGH TRAIN SIDE VENDING (TSV), IN IDENTIFIED MAIL / EXPRESS / SUPER FAST TRAINS, RUNNING WITHOUT PANTRY CAR, and are originating and passing through section / sections of various Railway Zones as per Policy, guidelines, instructions issued by Railway / IRCTC and other statutory regulations. This will include supply and service of fully cooked meals/food to passengers on demand viz. breakfast, lunch, dinner, snacks, tea, coffee etc. Meals/food in prescribed quantities shall be Picked up from approved/ nominated/ authorized static units located at the originating/terminating/en-route stations of the train.
2.1.2	Hygiene / Quality of services	The food has to be picked up and supplied to passengers as per the Menu and Tariff advised by IRCTC. The food shall be hygienically prepared, packaged (semi-packed), transported from nominated food pick up points, duly ensuring cleanliness, hygiene and quality. Licensee shall ensure timely and hygienic service of meals/food to the passengers on board. The Licensee shall also ensure that

		cooked food items are delivered to the passengers in hot and fresh condition. He shall also ensure waste is disposed off in environmental friendly manner as per statutory regulations and guidelines and instructions issued by Railways /IRCTC from time to time. The Licensee shall further be responsible to make adequate arrangements in terms of all equipments' and manpower, at its own cost, as per policy directives. The licensee shall be responsible to make adequate arrangements to ensure that all waste generated from sale of food and PAD items viz., is collected from coaches and suitably disposed off at designated stations outside station/maintenance area at the end of each service as per the extant guidelines, instructions and statutory obligations.
2.1.3	Service of standard meals in unbundling model.	The Licensee shall provide all catering services through TSV in listed non pantry car Mail Express, Superfast trains/ originating, terminating and passing through sections of Railway zones by picking up standard meals for, Lunch & Dinner from IRCTC nominated kitchens at originating, en-route & destination stations in unbundling model. The details of nominated units for pick up of standard meals in the section are placed Annexure B . The standard meals as per the prescribed Menu will be supplied from the kitchens along with accompaniments, disposables, salt pepper sachets etc., at the prescribed transfer rates. Applicable transfer rates are placed at Annexure C .
2.1.3 (a)		During the period of refurbishment there may be break down in supply of meals in unbundling model and during that period the licensee shall make arrangement for such pick up from any other unit with kitchen facility available in the section or in exceptional conditions from any outside kitchen with prior approval of IRCTC.
2.1.4	Mandatory pick up and sale of prescribed minimum no of Std meals.	It shall be mandatory for the licensee to pick up a minimum no of 40 std meals in each service of Lunch & Dinner at rates prescribed by IRCTC from the nominated catering units in unbundling model. For trains leaving after 10:00 hrs and 17:00 hrs, the minimum no. of meals to be picked up in first service will be 25. For trains leaving after 12:00 hrs and 19:00 hrs, there will be no mandatory pick up in first service. The items picked up in unbundling model shall be completely sold by the TSV licensee. No claim for wastage of meals will be entertained by IRCTC. The approved transfer rates for Lunch / Dinner are placed at Annexure C . In case of non availability of catering units in the stations in the route of the train the TSV licensee shall make own arrangement for pick up of Std Breakfast, Lunch & Dinner in prescribed quantities. However such arrangement requires prior approval of IRCTC after inspecting the kitchen.
2.1.5	Pick up & Sale of Breakfast, Janta Khana and a-la-carte items from units having kitchen facility situated in Railway stations.	Breakfast, Janta Khana and A-la-carte items shall be picked up from any of the catering units in the originating, en-route and terminating stations of the section as per the convenience of licensee. The available kitchens in various sections of Railway zones are placed at Annexure B . The approved list of a la carte items to be sold is placed at Annexure D. Pick up a la carte items from kitchens situated outside Railway premises is not permitted without prior approval of IRCTC
2.1.6	Sale of Proprietary items of approved brands.	The licensee is allowed to sell approved brands of proprietary items viz., soft drinks, biscuits, Namkeens, chocolates etc. The sale of all such PAD items shall be strictly as per MRP. During the tenure of license new brands may be added to the approved list and the licensee shall be allowed to sell the same. Some of the items in the approved list may be banned or delisted due to complaints or any other reason and licensee shall stop selling such products from the date of communication of such delisting or ban. For updated list of approved brands of PAD items bidder / licensee may visit www.irctc.com .

2.1.7	Procedure for supply of Lunch and Dinner in unbundling model from nominated kitchens.	Based on the train timings kitchens in en-route stations as at Annexure B will be nominated for supply of Lunch and Dinner in unbundling model. TSV licensee shall execute agreements with the kitchen licensees for supply of meals at the applicable transfer rates. TSV licensee shall place order on the kitchen for no of meals to be supplied with veg, n-veg break up. As a security towards charges for such unbundled meals, TSV licensee shall deposit a special security deposit of Rs 5,00,000/- for each section with IRCTC before commencement of services. For smooth execution of unbundling the TSV licensee shall enter in to agreements with nominated kitchen licensees and copies of such agreements shall be provided to IRCTC within 15days from award of license. Payment for food/ meals/ items picked up from kitchen units should be made on daily basis.
2.1.8	Supply of Std. Lunch/Dinner in prescribed Qty at prescribed rates from nominated kitchens in unbundling model.	Standard Lunch & Dinner as per the demand subject to a minimum no of 40 in each service (except first service as mentioned in clause 2.1.4) of Lunch and /or dinner as the case may be shall be supplied by nominated kitchens en-route in packed condition and the same shall be sold by the onboard service provider at prescribed tariff rate duly issuing GST invoice. No claim for wastage of such meals supplied from nominated kitchens shall be entertained by IRCTC.
2.1.9	Failure of TSV licensee to pick up prescribed meals or make payment to the kitchen licensee in advance	In case of failure to pick up the prescribed no of meals or non-payment to the kitchen licensee the charges at prescribed transfer rate for prescribed no of meals shall be paid by IRCTC from the special security deposit and process will be initiated for termination of license with all consequential penalties.
2.1.10	Services in Exigencies	In the event of any contingency such as diversion, accident, late running etc. of the Trains for any reason whatsoever, the Licensee shall be responsible to arrange, supply and service of food/meals to the passengers travelling on the Trains in the section.
2.1.11	No onboard preparation.	The Train side vending staff shall not prepare meal/tea/coffee in the running train. Meals/food must be picked up from the kitchens and bearers shall only serve in the running train. It will be mandatory that the meal packets contain all statutory information viz., Menu, grammage, tariff, dt & time of packing etc.,
2.1.12	Service of packed food	The catering items to be supplied in TSVs have to be in packets which do not require a vendor to normally travel to collect used plates/thalis/cutlery etc. Eco friendly bio-degradable packing material shall be used to the maximum extent possible.
2.1.13	Territorial limit of business and canvassing	The vendors of the Licensee are only permitted to do catering services on board listed trains within the section awarded to him. The Licensee shall ensure that the staff/vendors deputed by him are not indulging in any kind of vending/hawking/canvassing on platforms of the stations. At the stations, where the jurisdiction of the section awarded to a Licensee commences or ends, depending upon the direction of the train, the staff/vendors of the Licensees concerned shall change over peacefully to enable the staff/vendors of the next Licensee to do their service. Any event of the staff/vendors of a Licensee travelling beyond their section shall be regarded as a breach of this license. The staff permitted for canvassing and booking orders for meals to be served in their respective jurisdiction shall be however, permitted to travel from and up to a pre approved station beyond the limits of the section specifically for the purpose of canvassing and booking of orders. They should not indulge in any sale of items outside the TSV section of the Licensee concerned. A maximum of two vendors shall be permitted for canvassing and booking of orders.

2.1.14	Railway/IRCTC's right to operate static units	IRCTC /Railway reserves the right to operate departmentally/licensee run static catering units selling food items, ala-carte items, PAD items etc. at stations and also allow certain number of Vendors for each stall to do platform vending on various platforms at the stations, wherein passengers are at liberty to purchase from any of these catering stalls/platform vendors. However such platform vendors do not enter into the coaches.
2.1.15	E-catering services in trains	IRCTC appoints reputed brands / vendors in various stations for provision of food through e-catering; Passengers of the trains in the section for which TSV license is awarded can exercise the option to book their food through e-catering and e-catering vendors are authorized to supply pre-ordered meals in the trains.
2.1.16	Changes in Menu, Tariff:	The existing / applicable menu and tariff in Mail and Superfast Express trains are enclosed at Annexure C & Annexure D . Railway/IRCTC reserves the right to modify/alter the catering tariff and menu and such changes in catering charges and menu shall be informed to the Licensee. In the event of change in the menu and tariff thereof, the Licensee shall maintain the same quality and hygiene standards for supply and service of food/meals to passengers as it were prior to such change. In case of increase in tariff the Licensee shall be allowed to sell at the revised rates to the passengers. In case of increase of tariff, license fee may be increased on pro rata basis, with 50% weightage for standard items and 25% weightage to a la carte items, leaving 25% weightage for PAD items. Further, all items in both the categories, standard and a la carte, shall be given equal weightage for calculating the pro rate increase.
2.1.17	Sale of Railneer	It is mandatory that the Licensee shall sell /serve Rail Neer (Packaged Drinking Water) to passengers on board in adequate quantities to fulfill passenger demand and at rates as may be prescribed by Railway/IRCTC from time to time. The Licensee shall be responsible for storing, cooling and distribution of Rail Neer to the passengers. In case of non-availability/inadequate supply of Rail Neer by Railway / IRCTC, the Licensee shall be permitted to sell packaged drinking water of approved brands of Zonal Railways/IRCTC
2.1.18	Ensuring availability of Affordable food to passengers.	The Licensee shall ensure that adequate quantities of Janata Khana and other low cost a- la- carte be made available at approved rates.
2.1.19	Carrying of food articles in train	<p>(a) The Licensee shall ensure that the catering staff shall not keep any food article on the floor of the Train coach.</p> <p>(b) The Licensee shall ensure that the catering staff shall not carry any food item in their pockets/card boxes/mineral water cartons, etc. and only food grade container should be used for these purposes.</p> <p>(c) Further stocking of food items including PAD items viz. PDW, Soft drinks etc., in train toilets is strictly prohibited, if found/reported, strict action, including termination, as per terms and conditions of contract shall be taken</p> <p>(d) In order to avoid carrying of excess stocks in the trains the licensee shall have proper tie-up arrangements with suppliers at en-route stations for recoupment / replenishment of the stocks of approved PAD items.</p>
3.0	License Fee	
3.1	Payment of LF	The License fee shall be payable for the section awarded to the Licensee quoted License fee shall be payable within 7 days from the date of LoA and. Thereafter, the License fee due shall be paid one month prior to the completion of the first year and likewise in subsequent years. In case of delayed payment of license fees, notice will be issued and an interest of 12% shall be charged up to the date of payment. Termination proceedings shall be initiated treating it as event of default, if the payment is not made within notice period.

3.2	Payment of other charges by the Licensee	The Licensee shall pay his other charges such as conservancy and municipal taxes etc. on actual cost basis as and when they are due to the appropriate authorities. In case of default, in payment of any dues, IRCTC reserves the right to recover the pending amount by deducting it from the Security Deposit/any other amount payable to the licensee. It will also charge an interest of 12% per annum for the number of days in default until the balance pending payments are cleared.
3.3	Change in LF due to change in no. of trains	Railway/IRCTC reserves the right to make any changes in the train schedules as given at Annexure A. The Licensee shall be obliged to sell food/meals to the passengers on all Mail Express / Superfast trains running without pantry cars in the section awarded to him. In case of any changes that may take place in the train schedules including increase/decrease in number of trains or their composition the license fee payable to the IRCTC shall be varied on pro-rata basis from the date of such revision in train schedule.
3.4	Attachment of pantry in TSV trains	Railway / IRCTC reserve the right to attach pantry car to any non pantry car train during the currency of this contract. The licensee shall cease to provide onboard catering services in the said train from date of commencement of pantry car services. In such case, proportionate license fee for the balance period of license will be refunded by IRCTC.
3.5	Detachment of pantry car from existing pantry car trains	Similarly, Railway/IRCTC may decide to detach pantry car from any of the existing pantry car in any train passing through the section. The Train shall be added to the list of trains falling under this sectional TSV license and the licensee shall start providing onboard catering services by the said train duly paying additional proportionate license fee. Calculation of proportionate license fee shall be at the same on weighted average ratio of MLF & QLF and the same is payable along with applicable taxes (GST)
3.6	Cancellation of trips	In case of cancelation of trips during tenure of contract, the proportionate license fees of the cancelled trips shall be refunded annually.
3.6 (a)		Additional LF @ 12% is applicable on the value of unbundled meals supplied through own arrangement by the TSV licensee during the period of Refurbishment / Development of nominated kitchens.
3.7	Payment of taxes, statutory dues, etc.	The Licensee is responsible for collection of stipulated tariff for the items sold to the passengers duly presenting GST invoice generated through PoS machines with pre-loaded soft ware. The Licensee is also responsible to pay all taxes, statutory dues to the authorities concerned. IRCTC shall not accept any responsibility in this regard.
3.8	Recovery of outstanding dues	Notwithstanding anything contained in this bid document, the IRCTC shall be at liberty to recover any payments /outstanding dues including penalties against the Licensee from the Security Deposit provided by the Licensee.
4.0	Up gradation of Services	
4.1	Use of Food grade containers for carrying food	Licensee shall ensure use of Food grade containers for carrying food in trains from the date of commencement of services.
4.2	Staff Uniform	The licensee shall provide distinctive uniform comprising of trouser, Shirt, Cap, Shoes, hand gloves and aprons to the service staff. For winter suitable pullover/coat is to be provided. The colour and other specifications of uniform are placed at Annexure F . In order to ensure personal hygiene service staff must serve in full uniform from the date of commencement of services. (i) Each service staff must have Name plate. ID card must always be available with the service staff. (ii) The cap of the service staff must have a slogan “No Bill-Food is free”

4.3	Packaging conditions	IRCTC reserves the right to prescribe packaging material/conditions from time to time. IRCTC logo should be prominently displayed.
4.4	Use of Bio-degradable packaging	Licensee shall introduce bio-degradable packing progressively.
4.5	Point of Sale (PoS) Hand held device for Billing	Adequate no of Hand held electronic billing machines should be made available in the train for generation of e-bills and e-receipt of payment for each sale. Licensee must have the provision to accept digital payments through debit card/ credit card/ UPI and payment apps. Sales information shall be made available to IRCTC as and when required. In addition to PoS machines, each staff should have a bar-code of BHIM app for digital payment by passengers through BHIM or any other payment app.
4.6	Use of IRCTC Approved Brands	Use of approved Menu / Brands is mandatory and use of any other brand is strictly prohibited.
4.7	Use of Colored Containers for Veg & Non Veg food	Veg and N- Veg meals shall be carried in separate food grade containers. Green & Red colored Containers shall be used for service of Veg and Non-Veg meals respectively.
4.8	Passenger Complaints	In cases of established passenger complaints, the penalty shall be imposed as per Annexure G
5.0	Tenure of License	
5.1	Period of contract & Agreement	The tenure of this License shall be (05) five years from the date of commencement of services in the first train of the section. No renewal is permissible. On award of license the successful bidder shall execute an agreement with IRCTC as per the terms and conditions of these bid documents within 30 days of the issue of LOA. Till signing of the agreement between the licensee and the IRCTC, the Licensee agrees to abide by the terms and conditions of the bid document, Letter of Award and Letter of Acceptance which form part of the agreement
5.2	Commencement of the License	On receipt of the LOA, the successful bidder shall submit letter of acceptance in the prescribed format along with Security deposit, quoted License fee for one year & Special Security Deposit, within 7 days from the date of LoA and commence services as advised by IRCTC.. Failure of the successful Bidder to submit letter of acceptance, payment of Security deposit /special security deposit payment of license fee and commencement of operations as per the time lines shall be regarded as a breach of terms and conditions contained in this Bid Document and render him liable for termination of license, forfeiture of Earnest Money Deposit, de-empanelment and debarment from participating in the future projects of IRCTC for a period of three year.
5.3	Termination of License	
5.3.1	Exit by the licensee	There shall be a lock-in for a period of 6 months from the date of commencement of services during which there shall be no exit by the licensee. Licensee can exit from the license by giving 3 months prior notice without assigning any reasons. If the licensee exits by giving 3 months, Security deposit will be forfeited by IRCTC. Proportionate license fee for the balance period of license shall be refunded after adjusting outstanding if any. The Special security deposits paid by the licensee towards security for the meals supplied in unbundling model shall be refunded on submission of No Due Certificate from the kitchen licensee.
5.3.2	Exit by IRCTC	IRCTC may exit from the license at any time, without liability on either side, after commencement of services by giving 2 months notice in which case the SD, balance proportionate license fee will be refunded after adjusting outstanding if

		any. However, the Special security deposits paid towards security for the meals supplied in unbundling model shall only be refunded on production of No Due Certificate from respective kitchen licensee.
5.3.3	Termination of license for poor performance	Notwithstanding anything contained above the IRCTC may terminate the license for poor performance, breach of terms and conditions of the license with immediate effect.,
5.3.4	Exit by licensee without notice	Exit by licensee without notice shall be treated as breach of terms and conditions and License will be terminated with forfeiture of all deposits, balance proportionate license fee besides debarment for a period of three year.
6.0	Travel of licensee staff by trains	
6.1	Travel authority	To enable the Licensee to perform Train Side Vending (TSV) services on specified trains running without pantry cars in the section the railway/IRCTC shall authorize specified number of vendors (maximum 8 (eight) vendors per rake in Superfast/Mail Express) to travel in prescribed uniform on trains within the section by giving them travel authority, on submission of application and requisite documents by the licensee. The staff of the Licensee shall carry such travel authority along with their photo identity cards issued to them by the Licensee. The travel authority thus issued by the railway shall only be used strictly for genuine purpose of rendering Train Side Vending (TSV) service to the passengers.
6.2	Canvassing/ order taking	For the purpose of canvassing and collecting orders for meals in advance from the passengers two vendors will be permitted to travel in the section beyond the limits of the vending section up to a pre approved station. Such vendors will, however, be authorized to collect only orders. Not more than two vendors shall be allowed to book orders in a train.
6.3	Bona-fide travel by the Licensee's staff	The Licensee shall not permit anyone except the bona-fide staff of the Licensee to travel in the Train and ensure that the staff shall not carry in the Train any article of any description other than those required for the fulfillment of the obligations contained herein. The staff of the licensee will carry valid travel authority and medical fitness certificate to be issued by the Railway on the request of the Licensee. The Licensee shall ensure that the photo identification card of the staff should be duly attested by the Railway/IRCTC
6.4	Misuse/ Loss of travelling authority	The Licensee shall not allow Railway passes to be used for any work other than providing catering services on the Train and agrees that any breach of this condition shall be deemed to be breach of this contract. In the event of loss of travelling authority the Licensee shall immediately report such loss to the nearest Station Master and to the IRCTC/Railway administration. It is clarified that the cost, penalties, etc. as may be prescribed by the Railway/IRCTC from time to time for misuse/loss/non - possession of traveling authority by the Licensee and/or its staff shall be borne by the Licensee.
7.0	Security Deposit	
7.1	Payment of Security Deposit	The Licensee shall furnish to IRCTC a Security Deposit equivalent to one month of quoted License fee within 7 days from the date of issue of Letter of Award. Security Deposit shall be paid in the form of Bank Draft.
7.2	Refund of SD	Security Deposit shall be refunded without interest on successful completion of the license after adjusting outstanding subject to No-Dues Certificate from Concerned Authority, if any
7.3	Forfeiture:	In the event of failure of payment of license fee or any other charges payable to the IRCTC/Railway, IRCTC will be at liberty to forfeit Security Deposit and terminate the contract forthwith without prejudice to any rights of IRCTC and also black list

		to the Licensee.
7.4	Recovery of dues from SD	IRCTC may recover any LF dues / outstanding from the Security deposit on completion of the license.
7.5	Special Security Deposit as security for the value of meals supplied in unbundling.	The TSV licensee shall make regular payments to the nominated kitchens at the prescribed transfer rates for the total no of standard meals to be picked up from nominated kitchens in unbundling model on daily basis. In case of failure to make payment or picking up of meals from nominated Kitchens, IRCTC shall initiate process for termination of TSV license and make payments to the kitchen licensees from the special security deposit. The special security deposit shall be refunded on successful completion of the contract on production of No Due Certificates from the nominated kitchen licensees.
8.0	Display / Sale of approved items	
8.1	Display of menu and tariff, etc.	The Licensee shall exhibit menu, tariff and list of food items and ensure that printed menu cards shall always be available with vendors and presented to the passengers on demand. In the menu card the details of menu and tariff of all items permitted for sale by Railway / IRCTC shall invariably mentioned along with the name and contact phone numbers of the Licensee. Proper e-bill with details of tariff, tax breakup shall be ensured.
8.2	Display of tariff in food packets, Tea/ Coffee urns	The licensee shall display MRP, veg/n-veg stickers, date & time of packing, etc., on each and every food packet. The quantity and tariff of Tea/ coffee to be prominently displayed on Tea/ coffee urns and disposable paper cups etc.
8.3	Ban on sale of certain products	The Licensee shall not sell/distribute tobacco products, wine, beer or any other alcoholic drink or any other item prohibited by law on the Train. Further, the Licensee shall not use beef/pork in any form in any food items that may be served to the passengers travelling on the Train.
9.0	Compliance of FSSAI Act and other statutory laws	
9.1	FSSAI	The Licensee shall be responsible for compliance of applicable laws such as 'Food Safety and Standards Act, 2006 or any other amendments thereto.
9.2	Tax laws	The Licensee shall be responsible for compliance with applicable laws such as GST, Income Tax or any other applicable tax laws
9.3	Labour laws	<p>The Licensee shall comply with the provisions of all labour legislations' including the requirements of:</p> <ol style="list-style-type: none"> Employees' Compensation Act Shops & Establishment Act PF & ESI Acts Child Labour (Prohibition and Regulation) Act, 1986. Contract Labour(R&A) Act, 1971 Minimum Wages Act, 1948. <p>Licensee has to upload details of LOA, engaged workmen, wages payment details, PF & ESI details on monthly basis at www.shramikkalyan.indianrailways.gov.in.</p> <p>The Railway /IRCTC will not accept any responsibility for the loss/damage/ injury (including death) caused to the Licensee or to the personnel engaged by him in the process of rendering services under this License and no claim/compensation will be entertained in this regard.</p>
9.4	No unlawful/illegal activity	The Licensee and/or its staff shall not carry on any unlawful, immoral or illegal activity in the Train or at the station(s). It is clarified that if the Licensee suffers any loss or damage on account of the Licensee being restrained by the Railway/IRCTC or any other competent authority for indulging in such illegal activities or any contravention of any law, the Licensee shall not be entitled to any compensation whatsoever

10.0	Utensils / Service ware and washing	
10.1	Use of good quality Containers, Thermal urns etc.	<p>(a) The Licensee shall ensure that Containers in which food and PAD items are carried and sold, Tea / Coffee urns to be used on the Train will be of good quality.</p> <p>(b) The Licensee shall ensure that the containers, thermal urns etc., are washed and cleaned with clean water and standard quality cleaning agent at originating and terminating stations.</p>
11.2	Prohibition of washing of Containers and Urns in trains	Washing of containers and urns in trains is strictly prohibited. Any incident of such activity shall be treated as breach of tender conditions and would attract penalty including termination of contract.
10.3	Arrangement for washing at stations	Since there is no facility for washing of containers, Tea/coffee urns etc., in trains licensee should have proper arrangement for the same in originating / en-route / destination stations
11.0	Garbage Disposal	
11.1	Provision of Garbage bins in the vestibules of the coaches	Garbage bins duly provided with dark polythene covers should be placed in between every two coaches for the convenience of the passengers for disposing paper cups, plates, and used casseroles etc., The polythene covers filled with Garbage should be handed over to the concerned staff / agency or placed at designated points at nominated stations.
12.0	Compliance of Instructions.	
12.1	Compliance of Instructions	The Licensee shall comply with any other instructions issued by the Railway/IRCTC from time to time as may be necessary to ensure better services
12.2	Sharing of information with IRCTC	The Licensee shall furnish all information, record, etc. within fifteen (15) days as may be required by the IRCTC from time to time, failing which the IRCTC reserves the right to impose suitable penalties on the Licensee including termination of the Agreement.
13.0	Monitoring & Inspections by IRCTC/Railway officials	
13.1	Monitoring of services IRCTC Supervisors	The Onboard services, production units and material shall be regularly monitored by IRCTC supervisors and the licensee's staff should comply with any suggestion/corrective action with respect to services
13.2	Monitoring by IRCTC Control office	On receipt of telephonic/SMS complaints/ twitter complaints etc from the travelling public IRCTC control office will communicate the same to licensee and licensee should take immediate corrective action.
13.3	Inspections by IRCTC/ Railway officers	The Railway/IRCTC reserves right to inspect the production and service to verify the compliance of tender conditions
13.4	Inspection of Static Catering Units etc. by Food/Health Inspectors	The Licensee shall make available such kitchens from which food items are picked up for inspection by the Railway/IRCTC officials or any person so authorized by the Railway/IRCTC at any time.
13.5	Test/Inspection of food samples, etc. by IRCTC	<p>The Railway/IRCTC reserves the right to get the food samples/raw materials collected and tested at approved laboratories at the cost of the Licensee.</p> <p>The Railway/IRCTC shall have the right to inspect/check the services provided by the Licensee for reviewing its standards, quality and variety of food items of the Licensee including its base/cell kitchens, etc. at any time and may authorize any person or agency for this purpose to assess the performance of the Licensee.</p> <p>In case of unsatisfactory performance or complaint of any nature, the IRCTC will be entitled to initiate the suitable action against the Licensee including termination of this Agreement as per the terms and conditions of this Agreement.</p>

13.6	Penalty for deficiencies noticed in Inspections	For deficiency in performance noticed during inspections by Railway / IRCTC officers IRCTC at their sole discretion shall impose suitable penalty based on the gravity of such deficiency as per Annexure G . The penalty may include termination of agreement for deficiencies and poor performance.
14.	Right of User only	The Licensee will only provide the catering services on the train and will have the right of user only on license basis. The staff/vendors engaged by the Licensee in discharge of the obligations under this License including rendering services on trains are not entitled for any employment by or within IRCTC/ Railway. Photo identity cards to the staff/vendors should be issued by licensee as per the procedure in vogue in concerned zonal Railways.
15	Provision of suggestion/complaint book	The Licensee shall carry a suggestion/complaint book in which passengers can register their suggestions/complaints without any difficulty. This suggestion book shall be serially numbered and pre-authenticated by IRCTC.
16	Licensee's Staff	
16.1	Details of Staff Engaged	<p>Licensee shall be required to submit the details of the staff and their In-Charge engaged by him for the provision of services on monthly basis to IRCTC. The details of employee shall include Name, Aadhaar No., EPFO No., Mobile no. Salary /wages shall be paid in the bank account only and the details of which shall be shared with IRCTC as and when required.</p> <p>Licensee has to upload details of LOA, engaged workmen, wages payment details, PF & ESI details on monthly basis at www.shramikkalyan.indianrailways.gov.in.</p>
16.2	Qualifications of Licensee's staff	<p>All Catering staff engaged by the Licensee may gradually be qualified/ certified and experienced as per the following specifications.</p> <p>In-charge: Should be minimum 12th Pass with Diploma in Hotel Management or Diploma in F&B Services from a Govt. recognized Catering Institute OR should be certified in National Skill Qualification Framework (NSQF) Level 6 aligned Job role mandated by Ministry of Skill development and Entrepreneurship Govt of India: Qualification Pack- Asst. Catering Manager (THC/ Q5901). Should have minimum 02 years of work Experience in supervisory capacity in Catering Operations.</p> <p>Cooks(For licensee's kitchens): Should be minimum 8th Pass with diploma/craft course in Food production from Govt. recognized Catering Institute or should be certified in National Skill Qualification Framework (NSQF) level 4 aligned job role as mandated by Ministry of Skill development & Entrepreneurship Govt. of India Qualification Pack- Multi Cuisine Cook (THC/Q3006) or should have certification in Food Production (kitchen) under various Govt. scheme such as Capacity Building programmes, HSRT programme, PMKVY scheme etc. Should have minimum 12 months experience in kitchen operations.</p> <p>F&B Service staff: should be minimum 8th Pass with diploma/ craft course in F&B Service or should be certified in National Skill Qualification Framework (NSQF) mandated by Ministry of Skill development and Entrepreneurship level 4 aligned job role: Qualification Pack- Food & Beverage Services-Steward (THC/Q0301) or should have certification in F&B Service under various Govt. scheme such as Capacity Building programmes, HSRT, PMKVY scheme etc. Should have minimum 12 months experience in Food & Beverages Service operations.</p>
16.3	Training by IRCTC	Upon award of license the licensee shall depute their staff in batches to the RPL training being organized by IRCTC upon successful completion of the same the staff will be certified in NSQF

16.4	Conduct / character certificate	The licensee shall not in any capacity employ any person of bad character or any person, whose conduct is not certified by the Police Authorities/ MP/MLA/MLC/ Councilor/ Gram Panchayat/ Sarpanch/1 st Class Magistrate / Gazetted Officer and shall issue an appointment certificate (signed by the Licensee) which shall contain a photograph of the employed with his or her left/right hand thumb impression affixed thereon in Printer's ink which he will carry with him/her while on duty. The expenses for such verification are to be borne by the Licensee.
16.5	No use of plastic material	Licensee shall not use plastic material. Eco-friendly/bio-degradable packaging material should be used for supply of food items. Instead of plastic, good quality paper glasses should be used for serving tea/coffee, mineral water etc. Single-use plastic items including plastic bags, spoons, cups, straws and bottles are banned and should not be used.
17	Antecedent verification of licensee staff	Antecedents of all the staff to be engaged by the licensee need to be verified by police before employment and related document need to be carried in the train for presenting to any inspecting official.
18	Indemnity by contractors	The licensee shall at all times indemnify and save harmless the IRCTC 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 licensee, his agents or employees, in rendering services under the license or in his guarding of the same.
19	Jurisdiction of courts	The Courts situated at Hyderabad will have exclusive jurisdiction in relation to any disputes related to this tender and license agreement.
20	<u>INFRASTRUCTURE FOR PRODUCTION AND DISTRIBUTION</u>	
20.1	Adequate infrastructure	Since the storage space is limited in trains licensee should carry the PDW, Beverages and PAD times in limited quantities and should have arrangement for procurement / recoupment / replenishment in en-route stations. Stocking / storage of any item in toilets or in any area causing inconvenience to travelling public is strictly prohibited and any such incident shall be treated as breach of contract and would attract severe penalty including termination of contract
20.2	Provision of Food safety supervisors in Licensee managed kitchens	IRCTC may deploy Food Safety Supervisors (FSS) in the kitchens of licensee to verify compliance of food safety related aspects and hygiene. FSS shall have authority to conduct food safety audit, collect samples for testing and suggest corrective measures to ensure safe service of food. Licensee shall comply with the guidelines issued by FSS on day to day basis. Non compliance of the same shall amount to default and would attract relevant penal provisions.

SECTION WISE TRAIN SERVICES**Section (01): VIJAYAWADA [BZA] – GUNTUR [GNT] – DHONE [DHNE]**

BZA- GNT-DHNE; GNT-TEL-RAL; KITCHENS : BZA										
S. No.	Train No	Train name	Train type	Frequency	Dep.		Arr.		Major Services	Unbundled Services
					Station	Time	Station	Time		
1	17211	MTM-YPR KONDA VEEDU EXP	MAIL EXP	3W	BZA	16:55	NDL	22:45	Dinner	Nil
2	17225	BZA-UBL AMARA VATHI EXP	MAIL EXP	D	BZA	19:45	NRT	21:45	Nil	Nil
3	17226		MAIL EXP	D	DHNE	20:08	NDL	21:40	Nil	Nil
4	18047	HWH-VSGAMARA VATHI EXPRESS	MAIL EXP	4W	BZA	18:45	MRK	22:19	Dinner	Dinner - 40pax; BZA- 18:45
5	18048		MAIL EXP	4W	DHNE	18:40	MRK	22:19	Dinner	Nil
6	22831	HWH-SRI SATYA SAI NILA YAM	SF	W	BZA	10:50	DHNE	18:08	Lunch	Nil
7	22832		SF	W	DHNE	11:05	BZA	18:35	Lunch	Nil
8	22883	PURI-YPR GARIBRATH WEEKLY	GB	W	BZA	5:20	DHNE	12:40	Breakfast	Nil
9	22884		GB	W	DHNE	5:25	BZA	14:40	Breakfast + Lunch	Nil
10	12706	SC-GNT INTERCITY EXP	SF	D	BZA	13:35	GNT	14:25	Nil	Nil
11	12705		SF	D	GNT	15:00	BZA	15:50	Nil	Nil
12	12795	BZA-SC SUP EXP	SF	D	BZA	17:30	GNT	18:15	Nil	Nil
13	12796		SF	D	GNT	9:40	BZA	10:45	Nil	Nil
14	12805	VSKP-SC JANMABHOOMI	SF	D	BZA	12:05	GNT	13:20	Lunch	Lunch - 40pax; BZA-12:05
15	12806	SC-VSKP JANMABHOOMI	SF	D	GNT	12:00	BZA	13:20	Lunch	Nil
16	17202	SC-GNT GOLCONDA EXP	MAIL EXP	D	BZA	20:05	GNT	21:15	Dinner	Dinner - 40pax; BZA-20:05
17	17201		MAIL EXP	D	GNT	6:00	BZA	6:55	Nil	Nil
18	17204	COA-BVC EXP	MAIL EXP	W	BZA	7:55	GNT	8:55	Nil	Nil
19	17203		MAIL EXP	W	GNT	15:45	BZA	16:55	Nil	Nil
20	17221	COA-LTT EXP	MAIL EXP	2W	BZA	12:55	GNT	13:55	Lunch	Lunch - 40pax; BZA-12:55
21	17222		MAIL EXP	2W	GNT	7:25	BZA	8:45	Nil	Nil
22	17231	NS-NSL EXP	MAIL EXP	2W	BZA	14:00	GNT	14:55	Nil	Nil
23	17240	VSKP-GNT SIMHADRI EXP	MAIL EXP	D	BZA	14:10	GNT	15:30	Nil	Nil
24	17239		MAIL EXP	D	GNT	8:00	BZA	9:05	Breakfast	Nil
25	22882	BBS-PUNE S F WEEKLY	SF	W	BZA	11:00	GNT	11:45	Nil	Nil
26	15119	RMM MUV EXPRESS	MAIL EXP	W	TEL	18:28	BZA	20:00	Nil	Nil
27	16031	ANDAMAN EXPRESS	MAIL EXP	3W	TEL	12:13	BZA	14:40	Lunch	Nil
28	16093	LUCKNOW EXPRESS	MAIL EXP	2W	TEL	12:14	BZA	14:40	Lunch	Nil
29	17644	COA-CGL CIRCAR EXP	MAIL EXP	D	BZA	20:45	TEL	22:25	Dinner	Dinner - 40pax; BZA- 20:45

Section (02): VIJAYAWADA [BZA] – VISHAKAPATNAM [VSKP]

BZA-VSKP; BRANCH LINES: BZA-MTM, GDV-NS, BVRT-NDD, SLO-COA; KITCHENS: BZA, RJY, VSKP										
S.No	Train No	Train name	Train type	Frequency	Dep.		Arr.		Major Services	Unbundled Services
					Station	Time	To	Arr.		
1	12783	VSKP-SC SUF AC EXPRESS	SF	W	VSKP	18:55	RJY	21:57	Dinner	Dinner - 25pax - VSKP - 18:55
2	22203	VSKP-SCAC DURONTO	D	3W	VSKP	19:45	BZA	0:35	Nil	Nil
3	12739	VSKP-SC GARIBRATH EXP	GB	D	VSKP	20:30	TUNI	22:01	Nil	Nil
4	12740	SC-VSKP GARIBRATH EXP	GB	D	TUNI	5:27	VSKP	7:40	Nil	Nil
5	18047	HWH-VSGAMARAVATHI	ME	4W	VSKP	12:55	BZA	18:43	Lunch	Lunch - 40pax - VSKP - 12:55
6	18048	VSG HWH AMARAVATI	ME	4W	RJY	5:03	VSKP	8:30	Nil	Nil
7	22855	SRC - TPTY WEEEEKY SF EXP	SF	W	VSKP	4:55	BZA	10:40	Breakfast	Nil
8	22856	TPTY-SRC	SF	W	RJY	5:11	VSKP	8:30	Nil	Nil
9	17487	TPTY-VSKP TIRUMALA EXP	ME	D	RJY	5:59	VSKP	11:30	Breakfast	Nil
10	17488	VSKP-TPTY TIRUMALA EXP	ME	D	VSKP	14:00	BZA	20:50	Dinner	Dinner - 40pax - RJY- 17:05
11	18520	LTT-VSKP EXP	ME	D	BZA	3:35	VSKP	11:15	Breakfast	Nil
12	22881	PUNE-BBS S F WEEKLY	SF	W	BZA	4:05	VSKP	10:25	Breakfast	Nil
13	22882	BBS-PUNE S F WEEKLY	SF	W	VSKP	4:55	BZA	10:40	Breakfast	Nil
14	22869	VSKP-MAS S F WEEKLY	SF	W	VSKP	19:05	BZA	1:05	Nil	Nil
15	22870	MAS-VSKP S F WEEKLY	SF	W	BZA	4:05	VSKP	10:30	Breakfast	Nil
16	22708	TPTY-VSKP TRI-WKY DB DKR	SF	3W	BZA	5:00	VSKP	11:00	Breakfast	Nil
17	22801	VSKP MAS WEEKLY SF	SF	W	VSKP	18:55	BZA	0:35	Dinner	Dinner - 25pax - VSKP - 18:55
18	22802	MAS VSKP WEEKLY SF	SF	W	BZA	5:00	VSKP	11:00	Breakfast	Nil
19	12861	VSKP-KZJ LINK EXPRESS	SF	D	VSKP	15:05	BZA	21:15	Dinner	Dinner - 40pax - RJY - 18:00
20	12862	KZJ-VSKP LINK EXPRESS	SF	D	BZA	7:00	VSKP	13:30	Breakfast + Lunch	Nil
21	17239	GNT-VSKP SIMHADRI EXP	ME	D	BZA	9:20	VSKP	18:20	Lunch	Lunch - 40pax - RJY- 11:55
22	17240	VSKP-GNT SIMHADRI EXP	ME	D	VSKP	7:20	BZA	14:05	Breakfast + Lunch	Nil
23	12773	SHM-SC AC EXPRESS	SF	W	VSKP	5:55	BZA	11:45	Breakfast	Nil
24	12774	SC-SHM AC EXPRESS	SF	W	BZA	11:20	VSKP	17:30	Lunch	Lunch - 40pax - BZA- 11:20
25	22849	SHM - SC S F EXP	SF	W	RJY	5:10	BZA	7:55	Nil	Nil
26	22850	SC-SHM SF EXP	SF	W	BZA	11:20	VSKP	17:30	Lunch	Lunch - 40pax - BZA- 11:20
27	18111	TATA - YPR EXP	ME	W	VSKP	9:55	BZA	15:30	Lunch	Lunch - 40pax - RJY- 12:55
28	18112	YPR - TATA EXP	ME	W	BZA	12:45	VSKP	20:35	Lunch	Lunch - 40pax - BZA- 12:45
29	12805	VSKP-SC JANMABHOOMI	SF	D	VSKP	6:15	BZA	11:55	Breakfast	Nil
30	12806	SC-VSKP JANMABHOOMI	SF	D	BZA	13:25	VSKP	19:40	Nil	Nil
31	07149	SC-KYQ HSP	HS	W	BZA	14:10	VSKP	20:35	Dinner	Nil
32	07150	GHY-SC HSP	HS	W	VSKP	17:35	BZA	0:01	Dinner	Dinner - 40pax - VSKP - 17:35
33	18637	HTE - BNC WEEKLY EXP	ME	W	VSKP	9:55	BZA	15:30	Lunch	Lunch- 40pax - RJY: 12:55
34	18638	BNC - HTE WEEKLY EXP	ME	W	BZA	14:25	VSKP	20:35	Nil	Nil
35	22841	SRC MAS ANTAYODAYA EXPRESS	SF	W	VSKP	8:20	BZA	14:10	Breakfast + Lunch	Lunch - 40pax - RJY - 11:04
36	22842	MAS SRC ANTAYODAYA EXPRESS	SF	W	BZA	14:30	VSKP	20:35	Nil	Nil
37	22884	YPR-PURI GARIBRATH WEEKLY	GB	W	BZA	14:55	VSKP	22:05	Dinner	Dinner - 40pax - RJY - 17:00
38	18503	VSKP-SNSI WEEKLY EXP	ME	W	VSKP	9:00	BZA	15:00	Lunch	Lunch - 40pax - RJY - 12:15
39	18504	SNSI-VSKP WEEKLY EXP	ME	W	BZA	15:25	VSKP	22:10	Dinner	Dinner - 40pax - RJY - 17:47
40	12659	NCJ-SHM GURUDEV	SF	W	BZA	16:15	VSKP	22:45	Dinner	Dinner - 40pax - RJY - 17:47
41	12660	SHM-NCJ GURUDEV EXP	SF	W	VSKP	14:25	BZA	20:05	Nil	Nil
42	18645	HWH HYB EAST COAST	ME	D	VSKP	4:05	BZA	10:55	Breakfast	Nil
43	18646	HYB-HWH EAST COAST EXP	ME	D	BZA	16:45	VSKP	23:35	Dinner	Dinner - 40pax - RJY - 19:17
44	22817	HWH-MYS SF EXP	SF	W	VSKP	5:55	BZA	11:30	Breakfast	Nil
45	22818	MYS - HWH SF EXP	SF	W	BZA	17:00	VSKP	0:10	Dinner	Dinner - 40pax - RJY - 18:55
46	22878	ERS HWH ANTAYODAYA EXP	ME	W	BZA	18:15	RJY	20:38	Dinner	Dinner - 40pax - BZA - 18:15
47	22877	HWH ERS ANTAYODAYA EXP	ME	W	RJY	9:55	BZA	12:15	Nil	Nil
48	13576	JSME/TBM EXP	ME	W	VSKP	9:35	GDR	19:58	Lunch + Dinner	Nil
49	13575	TBM JSME EXP	ME	W	GDR	16:48	BZA	21:05	Dinner	Nil
50	22611	MAS NJP EXPRESS	SF	W	BZA	17:45	VSKP	0:10	Dinner	Dinner - 40pax - BZA- 17:00
51	22612	NJP MAS EXPRESS	SF	W	VSKP	1:30	BZA	7:15	Nil	Nil
52	17479	PURI-TPTY EXP	ME	5W	BVRT	5:01	BZA	8:00	Nil	Nil
53	17480	TPTY-PURI EXP	ME	5W	BZA	18:35	BVRT	21:19	Dinner	Dinner - 40pax - BZA- 18:35

Section (02) Contd...

S.No	Train No	Train name	Train type	Frequency	Dep.		Arr.		Major Services	Unbundled Services
					Station	Time	To	Arr.		
54	17481	BSP-TPTY EXP	ME	2W	BVRT	05:01	BZA	08:00	Nil	Nil
55	17482	TPTY-BSP EXP	ME	2W	BZA	18:35	BVRT	21:19	Dinner	Dinner - 40pax - BZA- 18:35
56	18567	VSKP-QLN WEEKLY EXP	ME	W	VSKP	08:20	BZA	14:10	Breakfast + Lunch	Lunch - 40pax - RJY - 11:17
57	18568	QLN-VSKP WEEKLY EXP	ME	W	BZA	19:20	VSKP	01:25	Dinner	Dinner - 40pax - BZA- 19:20
58	22871	BBS-TPTY S F WEEKLY	SF	W	VSKP	19:05	RJY	22:05	Dinner	Dinner - 40pax - VSKP - 19:20
59	22872	TPTY-BBS S F WEEKLY	SF	W	BZA	19:20	RJY	21:23	Dinner	Dinner - 40pax - BZA- 19:20
60	22879	BBS-TPTY S F WEEKLY	SF	W	VSKP	19:05	RJY	22:05	Dinner	Dinner - 40pax - VSKP - 19:20
61	22880	TPTY-BBS S F WEEKLY	SF	W	BZA	19:20	RJY	21:23	Dinner	Dinner - 40pax - BZA- 19:20
62	22614	HLZ-MAS WEEKLY EXP	SF	W	RJY	04:55	BZA	07:45	Nil	Nil
63	22851	SRC - MAQ SF EXP	SF	W	VSKP	04:55	BZA	10:35	Breakfast	Nil
64	17015	BBS-SC VISAKHA EXP	ME	D	VSKP	16:30	BZA	00:35	Dinner	Dinner - 40pax - RJY- 19:52
65	17016	SC-BBS VISAKHA	ME	D	AKP	05:45	VSKP	07:15	Nil	Nil
66	12727	VSKP-HYB GODAVARI EXP	SF	D	VSKP	17:20	BZA	23:40	Dinner	Dinner - 25pax - VSKP-17:20
67	17243	GNT-RGDA EXP	ME	D	TUNI	04:07	VSKP	08:55	Nil	Nil
68	17244	RGDA-GNT EXP	ME	D	VSKP	19:55	TUNI	21:44	Dinner	Dinner - 40pax - VSKP-19:55
69	22603	KGP VM BI-WKLY	SF	2W	RJY	05:10	BZA	07:55	Nil	Nil
70	22605	PRR-VM BI-WKLY EXP	SF	2W	RJY	04:57	BZA	07:45	Nil	Nil
71	22825	SHM - MAS S F EXP	SF	W	RJY	04:57	BZA	07:45	Nil	Nil
72	22859	PURI-MAS S F WEEKLY	SF	W	RJY	04:07	BZA	07:15	Nil	Nil
73	17245	NS MTM-DMM EXP	ME	D	MTM	18:55	BZA	21:10	Dinner	Nil
74	12749	MACHILI PATNAM EXP	SF	D	MTM	20:40	BZA	22:35	Nil	Nil
75	17211	MTM-YPR KONDAVEEDU	ME	3W	MTM	15:05	BZA	16:45	Nil	Nil
76	17212	YPR-MTM KONDAVEEDU	ME	3W	BZA	05:10	MTM	07:15	Nil	Nil
77	7049	MTM-SC	HS	W	MTM	15:05	BZA	16:50	Nil	Nil
78	07050	SC-MTM	HS	W	BZA	07:00	MTM	08:55	Nil	Nil
79	17255	NS-HYB EXP	ME	D	NS	18:55	BZA	22:10	Dinner	Nil
80	17256	HYB-NS EXP	ME	D	BZA	04:25	NS	07:52	Nil	Nil
81	17213	NS-NSL EXP	ME	5W	NS	10:50	BZA	13:55	Lunch	Nil
82	17214	NSL-NS EXP	ME	5W	BZA	05:50	NS	09:20	Breakfast	Nil
83	17231	NS-NSL EXP	ME	2W	NS	10:50	BZA	13:55	Lunch	Nil
84	17232	NSL-NS EXP	ME	2W	BZA	05:50	NS	09:20	Breakfast	Nil
85	17210	SHESHADRI EXP	ME	D	CCT	17:35	BZA	22:45	Dinner	Dinner - 25pax - RJY - 18:37
86	7941	CCT-RU	HS	W	CCT	19:00	BZA	23:00	Nil	Nil
87	12775	CCT-LPI COCANADA EXP	SF	3W	CCT	20:10	BVRT	22:10	Nil	Nil
88	12776	LPI-CCT COCANADA EXP	SF	3W	RJY	05:50	CCT	07:18	Nil	Nil
89	7426	COA-KCG	HS	W	CCT	19:00	BZA	23:00	Dinner	Nil
90	7237	CCT-KRNT	HS	2W	CCT	18:45	BZA	22:50	Dinner	Dinner - 25pax - RJY - 20:05
91	7238	KRNT-CCT	HS	2W	RJY	04:55	CCT	07:30	Nil	Nil
92	7245	CCT-RC	HS	3W	CCT	14:25	BZA	19:40	Nil	Nil
93	7246	RC-CCT	HS	3W	RJY	06:33	CCT	08:30	Nil	Nil
94	17643	CGL-COA CIRCAR EXP	ME	D	BVRT	05:14	COA	09:50	Breakfast	Nil
95	17644	COA-CGL CIRCAR EXP	ME	D	COA	14:30	BZA	20:30	Nil	Nil
96	12737	COA-LPI GOWTAMI EXP	SF	D	COA	19:10	BZA	23:00	Nil	Nil
97	12738	LPI-COA GOWTAMI EXP	SF	D	RJY	05:37	COA	07:23	Nil	Nil
98	17221	COA-LTT EXP	ME	2W	COA	08:45	BZA	12:45	Nil	Nil
99	17222	LTT-COA EXP	ME	2W	BZA	09:05	COA	13:30	Lunch	Nil
100	17205	SNSI-CCT EXP	ME	3W	BZA	15:25	COA	20:35	Nil	Nil
101	17206	COA-SNSI EXP	ME	3W	COA	06:00	BZA	10:10	Breakfast	Nil
102	17203	BVC-CCT EXP	ME	W	BZA	17:15	COA	21:15	Dinner	Dinner - 40pax - BZA - 17:15
103	17204	COA-BVC EXP	ME	W	RJY	05:01	BZA	07:35	Nil	Nil
104	6018	ASN-CBE WEEKLY SPL	HS	W	DVD	16:05	BZA	21:50	Dinner	Nil
105	6017	CBE-ASLWEEKLY SPL	HS	W	BZA	12:30	DVD	18:05	Nil	Nil
106	7439	TATA-KCG	HS	W	DVD	15:17	BZA	21:20	Dinner	Dinner - 40pax - RJY - 17:55
107	7438	KCG - TATA	HS	W	BZA	19:35	SLO	22:27	Nil	Nil
108	6337	GHY-MAS SPL	HS	W	DVD	14:17	BZA	20:40	Dinner	Dinner - 40pax - RJY - 17:20
109	6338	MAS-GHY SPL	HS	W	BZA	13:55	DVD	20:30	Dinner	Nil
110	8301	SBP-BAND WEEKLY SPL EXP	HS	W	DVD	19:32	EE	23:05	Nil	Nil
111	8302	BAND-SBPWEEKLY SPL EXP	HS	W	BZA	14:05	DVD	21:30	Dinner	Nil
112	2513	SC-GHY	HS	W	EE	12:00	DVD	18:05	Nil	Nil
113	6010	PDY-SRC SPECIAL	HS	W	BZA	07:15	DVD	13:43	Lunch	Nil
114	6009	SRC-PDY SPECIAL	HS	W	SLO	05:20	BZA	09:05	Breakfast	Nil
115	8408	SC-BBS WKLY AC EXP SPL	HS	W	EE	04:40	DVD	09:40	Breakfast	Nil

**Section (03): NANDED [NED] – MANMAD [MMR], PURNA [PAU] – AKOLA [AK] and
PARBHANI [PBN] – PARLI [PRLI]**

S. No.	Train No	Train name	Train type			Dep.		Arr.		Major Services	Unbundled Services
				Frequency	No of trips for annum	Station	Time	Station	Time		
1	11046	DIKSHABHUMI EXP	MAIL EXP	W	52.14	PBN	05:30	MMR	12:30	Breakfast	Nil
2	11045	DIKSHABHUMI EXP	MAIL EXP	W	52.14	MMR	14:20	NED	21:55	Dinner	Nil
3	11084	KZI-LTT TADOBA EXP	MAIL EXP	W	52.14	NED	07:10	MMR	16:25	Breakfast + Lunch	Nil
4	11083	LTT-KZI TADOBA EXP	MAIL EXP	W	52.14	MMR	16:20	PBN	22:28	Dinner	Nil
5	11206	NZB-LTT WEEKLY	MAIL EXP	W	52.14	J	05:00	MMR	08:45	Nil	Nil
6	11402	NADHIGRAM EXP	MAIL EXP	D	365	NED	16:45	AWB	21:30	Dinner	Nil
7	12729	PUNE-NED EXP	SF	2W	104.29	AWB	05:00	NED	10:00	Breakfast	Nil
8	12753	NED-NZM SAMPARK KRANTI	SF	W	52.14	NED	09:00	MMR	15:20	Lunch	Nil
9	12754	NZM-NED SAMPARK KRANTI	SF	W	52.14	MMR	17:15	PBN	23:03	Dinner	Nil
10	17019	JP-HYB EXP	MAIL EXP	W	52.14	MMR	16:20	PBN	22:28	Dinner	Nil
11	17058	SC-CSMT DEVAGIRI	MAIL EXP	D	365	NED	18:05	J	22:05	Dinner	Nil
12	17057	CSMT-SC DEVAGIRI	MAIL EXP	D	365	J	05:00	NED	08:40	Nil	Nil
13	17417	TPTY-SNSI	MAIL EXP	W	52.14	PBN	05:00	MMR	10:15	Breakfast	Nil
14	18503	VSKP-SNSI WEEKLY	MAIL EXP	W	52.14	PBN	05:00	MMR	10:15	Breakfast	Nil
15	11201	LTT-AJNI EXP VIA NED	MAIL EXP	W	52.14	PAU	05:10	AK	09:15	Breakfast	Nil
16	11202	AJNI-LTT EXPRESS	MAIL EXP	W	52.14	AWB	6.25	MMR	8.45	Nil	Nil
17	11404	KOP-NGP EXPRESS	MAIL EXP	2W	104.29	WHM	05:10	AK	07:30	Nil	Nil
18	11403	NGP-KOP EXPRESS	MAIL EXP	2W	104.29	AK	19:50	PAU	23:50	Dinner	Nil
19	11405	PUNE-AMRAVATI EXPRESS	MAIL EXP	2W	104.29	PRLI	06:45	AK	13:15	Breakfast + Lunch	Nil
20	11406	AMRAVATI -PUNE	MAIL EXP	2W	104.29	AK	20:35	WHM	21:49	Dinner	Nil
21	17621	AWB-RU EXP	MAIL EXP	W	52.14	AWB	20:50	PBN	23:45	Dinner	Nil
22	17622	RU-AWB EXP	MAIL EXP	W	52.14	PRLI	17:10	AWB	22:45	Dinner	Nil
23	17001	SNSI-SC EXP	MAIL EXP	2W	104.29	MMR	18:55	PBN	23:45	Dinner	Nil
24	17002	SC-SNSI EXP	MAIL EXP	2W	104.29	AWB	05:00	MMR	07:25	Nil	Nil
25	17205	SNSI-CCT EXP	MAIL EXP	3W	156.42	MMR	18:55	PBN	23:45	Dinner	Nil
26	17206	CCT-SNSI EXP	MAIL EXP	3W	156.42	AWB	05:00	MMR	07:25	Nil	Nil
27	17207	SNSI-BZA EXP	MAIL EXP	W	52.14	MMR	18:55	PBN	23:45	Dinner	Nil
28	17208	BZA-SNSI EXP	MAIL EXP	W	52.14	AWB	05:00	MMR	07:25	Nil	Nil
29	22457	NED-NLDM	MAIL EXP	W	52.14	NED	11:00	AK	15:55	Lunch	Nil
30	22458	NLDM-NED	MAIL EXP	W	52.14	AK	19:05	NED	23:45	Dinner	Nil
31	19302	YPR INDB EXP	MAIL EXP	W	52.14	NED	06:15	AK	12:50	Breakfast	Nil
32	19301	INDB YPR EXP	MAIL EXP	W	52.14	AK	11:40	NED	16:25	Lunch	Nil
33	17641	KCG-NRKR	MAIL EXP	6W	312.86	NED	13:25	AK	18:20	Nil	Nil
34	17642	NRKR-KCG	MAIL EXP	6W	312.86	AK	09:20	NED	14:10	Lunch	Nil
35	17639	KCG-AK EXP	MAIL EXP	W	52.14	NED	13:25	AK	18:30	Nil	Nil
36	17640	AK-KCG EXP	MAIL EXP	W	52.14	AK	09:30	NED	14:10	Lunch	Nil
37	12765	TPTY-AMI EXP	SF	2W	104.29	NED	08:40	AK	13:15	Breakfast + Lunch	Nil
38	12766	AMI-TPTY EXP	SF	2W	104.29	AK	09:20	NED	12:25	Nil	Nil
39	12719	JP-HYB EXP	SF	2W	104.29	AK	15:20	NED	19:25	Nil	Nil
40	12485	NED SGNR EXPRES	SF	3W	156.42	NED	11:00	AK	16:00	Lunch	Nil
41	12486	SGNR NED EXPRESS	SF	3W	156.42	AK	19:05	NED	23:45	Dinner	Nil
42	12421	NED-ASR SUPERFAST	SF	W	52.14	NED	11:00	AK	15:55	Lunch	Nil
43	12422	ASR-NED SUPERFAST	SF	W	52.14	AK	19:05	NED	23:45	Dinner	Nil
44	17614	NED-PNVL EXP	MAIL EXP	6W	312.86	NED	17:30	PRLI	20:20	Nil	Nil
45	17613	PNVL-NED EXP	MAIL EXP	6W	312.86	PRLI	05:40	NED	09:25	Breakfast	Nil
46	16593	NED-SBC-EXP	MAIL EXP	D	365	PAU	06:35	PRLI	08:40	Nil	Nil
47	16594	SBC-NED EXP	MAIL EXP	D	365	PRLI	19:00	PAU	23:30	Dinner	Nil
48	11012	RU-AWB EXP	MAIL EXP	W	52.14	PAU	06:57	PRLI	09:20	Breakfast	Nil
49	17688	DAB-MMR Exp	MAIL EXP	D	365	NED	5.28	MMR	13.2	Breakfast	Nil
50	17687	MMR-DAB	MAIL EXP	D	365	MMR	15.00	NED	22.08	Dinner	Nil
51	12439	NED-SGNR	SF	W	52.14	NED	11.00	AK	13:12	Lunch	Nil
52	12440	SGNR NED EXPRESS	SF	W	52.14	AK	19.05	NED	10:48	Dinner	Nil
53	17617	NED-CSMT EXPRESS	MAIL EXP	D	365	MMR	11.1	NED	18.00	Lunch	Nil
54	17618	NED-CSMT EXPRESS	MAIL EXP	D	365	NED	10.05	MMR	16.5	Lunch	Nil

Section (04): RENIGUNTA [RU] to WADI [WADI]

Sl. No.	Train No	Train name	Train type			Dep.		Arr.		Major Services	Unbundled Services
				Frequency	No of trips for annum	Station	Time	Station	Time		
1	11043	LTT-MADURAI EXPRESS(W)	M E	W	52.14	WADI	12:00	RU	21:55	Lunch + Dinner	Nil
2	11044	LOKAMANYA TT EXP	M E	W	52.14	RU	06:50	WADI	18:40	Breakfast + Lunch	Lunch - 40pax; GTL-12:30
3	17417	TPTY-SNSI	M E	W	52.14	RU	07:25	YG	15:28	Breakfast + Lunch	Nil
4	17418	SNSI-TPTY WEEKLY EXP	M E	W	52.14	YG	13:28	RU	22:30	Dinner	Nil
5	12648	Kongu Exp	S F	W	52.14	DHNE	17:20	DMM	20:50	Nil	Nil
6	17419	TPTY-VSG	M E	W	52.14	RU	11:40	BAY	18:55	Lunch	Lunch - 25pax; RU-11:40
7	17420	VSG-TPTY	M E	W	52.14	BAY	03:36	GY	22.10.	Dinner	Dinner - 40pax; GTL-12:55
8	12793	TPTY-NZB RAYALSEEMA	M E	D	365	RU	16:42	RC	23.49.	Dinner	Nil
9	16003	MAS-NSL WKLY EXP	M E	W	52.14	RU	11:35	DHNE	17:14	Lunch	Lunch - 40pax; RU-11:30
10	16004	NSL-MAS WKLY EXP	M E	W	52.14	DHNE	07:00	RU	13:20	Breakfast + Lunch	Nil
11	17605	MAQ-KCG EXP	M E	2W	104.28	RU	11:55	DHNE	18:05	Lunch	Lunch - 40pax; RU-11:55
12	17606	KCG-MAQ EXP	M E	2W	104.28	DHNE	11:10	RU	17:20	Lunch	Nil
13	12798	CTO-KCG VENKATADRI	S F	D	365	RU	19:05	GY	23:48	Dinner	Dinner - 40pax; RU-19:05
14	17416	KOP-TPTY HARIPRIYA EXP	M E	D	365	HX	04:18	RU	07:10	Nil	Nil
15	11017	LTT-KIK WEEKLY EXP	M E	W	52.14	HX	04:58	RU	07:55	Nil	Nil
16	11018	KARAIKAL LTT EXP	M E	W	52.14	GY	06:08	WADI	12:10	Breakfast	Nil
17	19419	MAS ADI EXPRESS	M E	2W	104.28	GTL	04:00	WADI	09:30	Breakfast	Nil
18	19420	ADI CHENNAI EXP	M E	2W	104.28	WADI	04:40	RU	14:15	Breakfast + Lunch	Nil
19	17621	AWB-RU EXP	M E	W	52.14	YG	10:53	RU	20:05	Lunch + Dinner	Nil
20	11301	UDAYAN Express	ME	D	365	WADI	19:40	MALM	22:09	Dinner	Nil
21	11302	UDYAN EXP	M E	D	365	RC	05:18	WADI	07:55	Nil	Nil
22	16613	RJT CBE WKLY EXPRESS*	M E	W	52.14	WADI	06:00	DMM	12:55	Breakfast	Nil
23	16614	RAJKOT EXPRESS	M E	W	52.14	DMM	11:45	WADI	18:40	Lunch	Nil
24	19567	VIVEK EXP	M E	W	52.14	DMM	14:35	WADI	21:40	Dinner	Dinner - 40pax; GTL-17:05
25	19568	VIVEK EXPRESS*	M E	W	52.14	WADI	06:00	DMM	12:55	Breakfast + Lunch	Nil
26	22601	MAS-SNSI EXP	S F	W	52.14	DMM	19:10	RC	22:59	Dinner	Dinner- 40pax; GTL-21:00
27	22602	SNSI-MAS EXP	S F	W	52.14	WADI	18:00	GTL	21.40	Dinner	Nil
28	16593	NED-SBC-EXP	M E	D	365	YG	17:45	GTL	21:15	Dinner	Nil
29	16594	SBC-NED-EXP	M E	D	365	GY	05:44	YG	09:48	Breakfast	Nil
30	15016	YPR - GKP EXPRESS	M E	W	52.14	DMM	11:45	MALM	15:38	Lunch	Nil
31	16217	MYS-SNSI EXPRESS	M E	W	52.14	DMM	12:25	BAY	15:45	Lunch	Nil
32	16218	SNSI-MYS EXPRESS	M E	W	52.14	BAY	19:20	DMM	22:55	Dinner	Dinner - 40pax; GTL-20:15
33	17604	YPR-KCG EXP	M E	D	365	DMM	19:30	DHNE	23:35	Dinner	Nil
34	12736	YPR-SC GARIBRATH EXP	G R	3W	156.42	DMM	20:00	RC	23:30	Dinner	Nil
35	16229	MYS-BSB BI-WEEKLY EXP	M E	2W	104.28	BAY	18:00	YG	22:23	Dinner	Dinner - 40pax; GTL-19:05
36	16230	BSB-MYS BI WEEKLY EXP	M E	2W	104.28	WADI	08:10	BAY	14:13	Breakfast + Lunch	Lunch - 40pax; GTL-11:55
37	17226	UBL-BZA AMARAVATI EXP	M E	D	365	BAY	17:30	DHNE	20:08	Nil	Nil
38	17021	HYB-GTL-VSG	M E	W	52.14	DHNE	15:40	BAY	18:55	Nil	Nil
39	17022	VSG-GTL-HYB	M E	W	52.14	BAY	19:15	DHNE	23.20	Dinner	Dinner - 40pax; GTL-20:55
40	11303	MUGR-KOP EXPRESS	M E	D	365	RC	04:50	BAY	08:50	Nil	Nil
41	11304	KOP-MUGR EXPRESS	M E	D	365	BAY	20:48	RC	23.38	Dinner	Nil
42	18048	VSG HOWRAH EXP	M E	4W	208.56	BAY	16:23	DHNE	18:23	Nil	Nil
43	22883	PURI YPR G RATH	G R	W	52.14	DHNE	12:40	DMM	15:50	Lunch	Nil
44	17651	KACHEGUDA EXP	M E	D	365	RU	20:00	HX	22:14	Dinner	Dinner - 40pax; RU-20:00
45	17652	KACHEGUDA EXP *	M E	D	365	DHNE	20:55	GTU	22.25	Dinner	Nil
46	22831	HOWRAH EXP	SF	W	52.14	DHNE	18.08	DMM	21.43	Dinner	Nil
47	22832	HOWRAH EXP	S F	W	52.14	DMM	08:25	DHNE	11.05	Breakfast	Nil
48	17212	KONDAVEEDU EXP	M E	3W	156.42	DMM	18:23	DHNE	21:15	Dinner	Nil
49	16569	YPR KCG EXP	M E	3W	156.42	DMM	18:23	DHNE	21:15	Dinner	Nil
50	16570	KCG YPR EXP	M E	3W	156.42	DHNE	19:20	DMM	22.55	Dinner	Nil
51	12765	TPTY AMI SUP EXP	S F	2W	104.28	DMM	19:48	DHNE	22:50	Dinner	Nil
52	12769	SEVEN HILLS EXP	S F	2W	104.28	DMM	19:48	DHNE	22:50	Dinner	Nil
53	17313	UBL - MAS Exp	ME	2W	104.28	HX	05:15	RU	07:55	Nil	Nil
54	17314	MAS-UBL EXP	ME	2W	104.28	RU	18:20	GTL	22:45	Dinner	Dinner - 40pax; RU-18:20
55	22684	LKO-YPR EXP	ME	W	52.14	DHNE	7.00	DMM	10.05	Breakfast	Nil

Section (05): SECUNDERABAD / HYDERABAD [SC/HYB] – WADI [WADI]

S. No.	Train No	Train name	Train type	Frequency	Dep.		Arr.		Major Services	Unbundled Services
					Station	Time	Station	Time		
1	18519	VSKP-LTT EXP	M E	D	SC	13:05	WADI	16:40	Nil	Nil
2	18520	LTT-VSKP EXP*	M E	D	WADI	17:50	SC	20:55	Dinner	Nil
3	12701	CSMT-HYB HUSSAINSAGAR	S F	D	WADI	08:40	HYB	12.10	Breakfast	Nil
4	12702	HYB-CSMT HUSSAINSAGAR	S F	D	HYB	14:45	WADI	18:00	Nil	Nil
5	17203	BVC-CCT EXP	M E	W	WADI	06:00	SC	10:15	Breakfast	Nil
6	17204	COA-BVC EXP	M E	W	SC	15:00	WADI	18:40	Nil	Nil
7	17017	RJT-SC RAJKOT EXP	M E	3W	WADI	06:00	SC	10:30	Breakfast	Nil
8	17018	SC-RJT EXP	M E	3W	SC	15:00	WADI	18:40	Nil	Nil
9	17319	UBL-SC EXPRESS	M E	D	WADI	08:00	SC	11:45	Breakfast	Nil
10	17320	SC-UBL EXPRESS	M E	D	SC	15:40	WADI	19:30	Nil	Nil
11	11307	GR-HYB- INTERCITY	M E	D	WADI	06:45	HYB	10:35	Breakfast	Nil
12	11308	HYB-GR INTERCITY	M E	D	HYB	16:25	WADI	20:30	Nil	Nil
13	22881	PUNE-BBS S/F WEEKLY	S F	W	WADI	18:00	SC	21:30	Dinner	Nil
14	22882	BBS-PUNE S/F WEEKLY	S F	W	SC	17:50	WADI	21:40	Dinner	Dinner - 40pax, SC: 17:50
15	17221	COA-LTT EXP	M E	2W	SC	20:25	WADI	00.30	Dinner	Dinner - 40pax, SC: 20:25
16	17032	HYB-CSMT MUMBAI EXP	M E	D	HYB	20.40	WADI	00.45	Nil	Nil
17	12750	MACHILI PATNAM EXP	M E	D	VKB	20.50	SC	22.20	Dinner	Nil
18	17417	TPTY-SNSI	M E	W	VKB	19.10	SC	21.00	Dinner	Nil
19	17418	SNSI-TPTY WEEKLY EXP	M E	W	SC	9.15	VKB	10.38	Nil	Nil
20	12747	GNT-VKB PALANAD EXP	ME	D	SC	10.45	VKB	12.10	Nil	Nil
21	12748	VKB-GNT PALANAD EXP	ME	D	VKB	13.45	SC	15:05	Nil	Nil
22	12794	NZB-TPTY RAYALSEEMA	ME	D	SC	17.25	VKB	18.51	Dinner	Dinner - 40pax, SC: 17:25
23	17009	BIDR-HYB-INTERCITY	ME	D	VKB	08.27	SC	09.39	Breakfast	Nil
24	17010	SC-BIDR-INTER CITY EXP	ME	D	SC	18.25	BIDAR	22.00	Dinner	Dinner - 25pax, SC: 18:25
25	12731	TPTY-SC EXP	SF	2W	VKB	05.07	SC	07.05	Nil	Nil
26	12732	SC-TPTY EXP	SF	2W	SC	20.05	VKB	21.18	Nil	Nil
27	17621	AWB-RU EXP	ME	W	PRLI	01.55	VKB	07.25	Nil	Nil
28	17622	RU-AWB EXPRESS	M E	W	YG	06.30	PRLI	17:10	Breakfast + Lunch	Nil
29	16593	NED-SBC-EXP	M E	D	PRLI	08:50	VKB	14:30	Breakfast + Lunch	Nil
30	16594	SBC-NED-EXP	M E	D	VKB	13.25	PRLI	19:00	Nil	Nil
31	17001	SNSI-SC EXP	M E	2W	ZB	05:40	SC	09:00	Breakfast	Nil
32	17002	SC-SNSI EXP	M E	2W	SC	16:40	PRLI	23:35	Dinner	Nil
33	17205	SNSI-CCT EXP	M E	3W	ZB	05:40	SC	09:00	Breakfast	Nil
34	17206	COA-SNSI EXP	M E	3W	SC	16:40	PRLI	23:30	Dinner	Nil
35	17207	SNSI-BZA EXP	M E	W	ZB	5.40	SC	09.00	Breakfast	Nil
36	17208	BZA-SNSI EXPRESS	M E	W	SC	16.40	PRLI	23.30	Dinner	Nil
37	16583	YPR-LUR EXPRESS	ME	3W	SEM	5.49	LUR	13.05	Breakfast	Nil
38	16584	LUR-YPR EXPRESS	ME	3W	LUR	15.00	SEM	21.3	Dinner	Nil
39	17614	NED-PNVL EXP	ME	6W	PRLI	20.20	LUR	22.55	Dinner	Nil
40	16571	YPR-BIDR EXP	ME	4W	SEM	5.49	BIDAR	9.15	Breakfast	Nil

Section (06): SECUNDERABAD [SC] to NANDED [NED]

S. N.	Train No	Train name	Train type	Frequency	Dep.		Arr.		Major Services	Unbundled Services
					Station	Time	Station	Time		
1	18504	SNSI-VSKP WEEKLY EXP	MAIL EXP	W	NZB	05:58	SC	09:00	Breakfast	Nil
2	17641	KCG-NRKR	MAIL EXP	6W	KCG	07:10	NED	13:20	Breakfast + Lunch	Nil
3	17642	NRKR-KCG	MAIL EXP	6W	NED	14:10	KCG	20:15	Nil	Nil
4	17639	KCG-AK EXP	MAIL EXP	W	KCG	07:10	NED	13:20	Breakfast + Lunch	Nil
5	17640	AK-KCG EXP	MAIL EXP	W	NED	14:10	KCG	20:15	Nil	Nil
6	17418	SNSI-TPTY WEEKLY EXP	MAIL EXP	W	NZB	05:58	SC	09:05	Breakfast	Nil
7	17232	NSL-NS EXP	MAIL EXP	2W	NED	17:05	SC	23:00	Dinner	Nil
8	17213	NS-NSL EXP	MAIL EXP	5W	SC	20:20	NZB	23:10	Dinner	Dinner-40Pax, SC-20:20
9	17214	NSL-NS EXP	MAIL EXP	5W	NED	17:05	SC	23:00	Dinner	Nil
10	17057	CSMT-SC DEVAGIRI EXP	MAIL EXP	D	NED	08:40	SC	14:30	Breakfast + Lunch	Nil
11	17058	SC-CSMT DEVAGIRI EXP	MAIL EXP	D	SC	12:25	NED	18:00	Nil	Nil
12	16004	NSL-MAS WKLY EXP	MAIL EXP	W	NED	19:25	NZB	21:38	Dinner	Nil
13	12765	TPTY-AMI EXP	SF	2W	KCG	04:00	NED	08:35	Nil	Nil
14	12766	AMI-TPTY EXP	SF	2W	NED	12:25	KCG	17:40	Lunch	Nil
15	12719	JP-HYB EXP	SF	2W	NED	19:25	NZB	21:38	Dinner	Nil
16	12720	HYB-JP EXP	SF	2W	SC	20:55	NZB	23:23	Nil	Nil
17	12793	TPTY-NZB RAYALSEEMA EXP	MAIL EXP	D	SC	05:30	NZB	08:38	Nil	Nil
18	12794	NZB-TPTY RAYALSEEMA EXP	MAIL EXP	D	NZB	14:05	SC	17:10	Nil	Nil
19	11205	LTT-NZB EXPRESS	MAIL EXP	W	NED	05:55	NZB	09:15	Breakfast	Nil
20	12767	NED-SRC EXP	SF	W	MUE	15:40	ADB	19:35	Nil	Nil
21	12768	SRC-NED EXP	SF	W	ADB	14:30	MUE	18:00	Nil	Nil
22	17409	ADB-NED EXP	MAIL EXP	D	ADB	08:00	NED	12:00	Nil	Nil
23	17410	NED-ADB EXP	MAIL EXP	D	NED	15:00	ADB	19:00	Nil	Nil
24	11401	Nandigram Express	MAIL EXP	D	NED	05:15	ADB	09:25	Breakfast	Nil
25	11402	Nandigram Express	MAIL EXP	D	ADB	12:55	NED	16:40	Lunch	Nil

Section (07): RGDA-VZM-MSMD-JSG, [Sub section: VSKP-KRDL, TIG-SBP-JSG, BRAG/CTC-SBP, KRPU-VSKP]

Sl. No	Train No	Train name	Train Type	Frequency	Dep.		Arr.		Major Services	Unbundled Services
					Station	Time	Station	Time		
1	22847	VSKP LTT EXPRESS	S F	W	VZM	10:00	MSMD	16:58	Lunch	Nil
2	22848	VSKP LTT EXPRESS	S F	W	MSMD	20:30	TIG	23:05	Dinner	Nil
3	12893	BLGR EXPRESS	S F	D	BBS	06:30	SBP	11:20	Breakfast	Nil
4	12894	BBS EXPRESS	S F	D	SBP	16:30	BBS	21:40	Dinner	Nil
5	22827	PURI SURAT EXP	S F	W	PURI	19:45	TLHD	23:01	Dinner	Nil
6	22828	SURAT PURI EXP	S F	W	TIG	06:20	BBS	14:35	Lunch	Nil
7	12145	LTT PURI SUP EX	S F	W	MSMD	15:50	SBP	22:50	Dinner	Nil
8	12146	PURI LTT SUP EXP	S F	W	SBP	05:25	MSMD	11:05	Breakfast	Nil
9	12375	MAS ASN EXPRESS	S F	W	VZM	05:32	SBP	13:30	Breakfast and Lunch	Nil
10	12376	ASN MAS EXPRESS	S F	W	RGDA	06:10	VZM	08:10	Nil	Nil
11	22909	BL PURI S F EXP	S F	W	TLHD	06:00	BBS	08:05	Nil	Nil
12	22910	PURI VALSAD EXP	S F	W	BBS	07:50	SBPY	12:20	Breakfast	Nil
13	18637	HTE BNC EXP	M E	W	RGDA	06:15	VSKP	09:35	Breakfast	Nil
16	18211	DURG JDB EXP	M E	3W	MSMD	14:50	KRPU	00:20	Dinner	Nil
17	17481	BSP TPTY EXPRESS	M E	2W	MSMD	13:18	VZM	21:40	Dinner	Nil
18	17482	TPTY BSP EXP	M E	2W	VZM	06:12	MSMD	13:43	Breakfast and Lunch	Nil
19	18107	ROU KRPU EXPRESS	M E	2W	SBP	20:50	JDB	11:30	Breakfast	Nil
20	18108	KRPU ROU EXPRESS	M E	D	JDB	13:00	MNGD	22:15	Dinner	Nil
21	18301	SBP RGDA EXPRESS	M E	D	SBP	06:04	RGDA	13:00	Breakfast and Lunch	Nil
22	18302	RGDA SBP EXPRESS	M E	D	RGDA	14:05	SBP	20:20	Dinner	Nil
23	18005	HWH SBP JDB EXP	M E	D	RGL	08:13	JDB	22:45	Breakfast, Kunch & Dinner	Nil
24	18006	KORAPUT HWH EXP	M E	D	KRPU	06:45	RGL	18:15	Breakfast and Lunch	Nil
25	22839	ROU BBS SF INT	M E	D	RGL	07:18	BBS	12:30	Breakfast	Nil
26	22840	BBS ROU SF INT	M E	D	BBS	14:10	RGL	19:05	Nil	Nil
27	18303	SBP PURI INT EXP	M E	D	SBP	06:00	BBS	11:17	Breakfast	Nil
28	18304	PURI SBP INT EXP	M E	D	BBS	17:20	SBP	22:30	Dinner	Lunch- 40pax @ BBS - 11:17
29	18426	DURG PURI EXP	M E	D	MSMD	18:03	BLGR	22:10	Dinner	Nil
30	18425	PURI DURG EXP	M E	D	BBS	19:50	MSMD	08:58	Dinner and Breakfast	Dinner-25pax @ BBS - 19:50
31	14709	BKN PURI EXPRESS	M E	W	DLHD	06:00	BBS	08:05	Nil	Nil
32	14710	PURI BKN EXPRESS	M E	W	BBS	07:50	SBP	12:30	Breakfast	Nil
33	18447	HIRAKHAND EXP	M E	D	RGDA	04:50	JDB	13:40	Breakfast and Lunch	Nil
34	18448	HIRAKHAND EXP	M E	D	JDB	14:30	RGDA	22:00	Dinner	Nil
35	18511	KRPU-VSKP BI-WEEKLY INTER	M E	2w	KRPU	5.25	VSKP	12.25	Breakfast	Nil
36	18512	VSKP - KRPU BI-WEEKLY INTER	M E	2w	VSKP	13.50	KRPU	21.10	Nil	Nil
37	58501	VSKP-KRDL PASSENGER	PASS	D	VSKP	6.50	KRDL	21.15	Breakfast and Lunch	Nil
38	58502	KRDL-VSKP PASSENGER	PASS	D	KRDL	6.00	VSKP	20.10	Breakfast and Lunch	Nil

***Note: S. NO 37 & 38 pertains to VSKP-ARKU Vista dome Train**

Section (08): NGP- R-BSP-SDL-JSG [Sub section: BSP- MSMD, BSP-ANP/SDL- KRBA]

Sl. No.	Train No	Train name	Train type	Frequency	Dep.		Arr.		Major Services	Unbundled Services
					Station	Time	Station	Time		
1	07009	SC-BJU	H Spl	W	NGP	08:00	JSG	17:45	Breakfast and Lunch	Nil
2	07010	BJU-SC	H Spl	W	BSP	05:40	NGP	13:40	Breakfast and Lunch	Nil
3	12535	LJN R GR	GR	2W	USL	05:15	R	07:15	Nil	Nil
4	12536	R LJN G R	G R	2W	R	12:20	SDL	17:35	Nil	Nil
5	12767	NED-SRC EXP	S F	W	R	06:05	JSG	11:05	Breakfast	Nil
6	12768	SRC-NED EXP	S F	W	G	05:57	NGP	08:20	Nil	Nil
7	12853	DURG BPL AMARKANTAK EXP	S F	D	DURG	18:20	PND	22:55	Dinner	Dinner-25pax @ BSP-20:50
8	12854	BPL DURG AMARKANTAK EXP	S F	D	BSP	05:10	DURG	07:55	Nil	Nil
9	12949	PBR SRC KAVIGURU EXP	S F	W	NGP	10:55	JSG	20:55	Lunch and Dinner	Dinner-40pax @ BSP-17:25
10	12950	SRC PBR KAVIGURU EXP	S F	W	JSG	07:55	NGP	17:50	Breakfast and Lunch	Nil
11	13287	SOUTH BIHAR EXPRESS	M E	D	DURG	07:25	JSG	14:00	Breakfast and Lunch	Nil
12	13288	SOUTH BIHAR EXP	M E	D	JSG	13:35	DURG	20:40	Dinner	Nil
13	13425	MLDT-ST WEEKLY EXP.	M E	W	JSG	05:00	NGP	15:05	Breakfast and Lunch	Nil
14	13426	ST-MLDT WKLY EXP	M E	W	DURG	06:20	JSG	13:05	Breakfast and Lunch	Nil
15	14709	BKN PURI EXP	M E	W	SDL	18:10	BSP	21:35	Dinner	Nil
16	14710	PURI BKN EXPRESS	M E	W	JSG	14:05	SDL	20:45	Dinner	Dinner-40pax @ BSP-17:00
17	14719	BKN BSP ANTODAYA EXP	M E	W	SDL	18:10	BSP	21:40	Dinner	Nil
18	14720	BSP BKN ANTODAYA EXP	M E	W	BSP	11:25	SDL	14:58	Lunch	Lunch-25pax @ BSP-11:25
19	15231	BJU - GONDIA EXPRESS	M E	D	UMR	08:08	G	18:50	Breakfast and Lunch	Nil
20	18029	LTT-SHM-KURLA T EXPRESS	M E	D	NGP	13:25	BSP	22:00	Dinner	Nil
21	18030	SHM LTT KURLA T EXP	M E	D	R	06:45	NGP	13:15	Breakfast and Lunch	Nil
22	18201	DURG - NTV EXP	M E	2W	DURG	19:40	USL	22:30	Dinner	Nil
23	18202	NTV - DURG EXP	M E	2W	UMR	05:57	DURG	14:20	Breakfast and Lunch	Nil
24	18203	DURG CNB BETWA EXP	M E	2W	DURG	19:40	USL	22:30	Dinner	Nil
25	18204	CNB DURG BETWA EXP	M E	2W	SDL	05:20	DURG	13:10	Breakfast and Lunch	Nil
26	18205	DURG NTV EXP	M E	W	DURG	19:40	BSP	22:20	Dinner	Nil
27	18206	NTV DURG EXP	M E	W	SDL	05:20	DURG	13:10	Breakfast and Lunch	Nil
28	18207	DURG AII EXP	M E	W	DURG	16:00	SDL	22:21	Dinner	Nil
29	18208	AII DURG EXP	M E	W	SDL	15:15	DURG	22:15	Dinner	Nil
30	18213	DURG AII EXP	M E	W	DURG	16:00	SDL	22:21	Dinner	Nil
31	18214	JP DURG EXP	M E	W	UMR	14:04	DURG	22:15	Dinner	Nil
32	18215	DURG JAT EXP	M E	W	DURG	09:00	SDL	14:55	Lunch	Nil
33	18216	JAT DURG EXP	M E	W	SDL	12:30	DURG	19:10	Lunch	Nil
34	18233	INDB-BSP NARMADA EXP	M E	D	JLW	09:34	BSP	17:15	Lunch	Nil
35	18234	BSP-INDB NARMADA EXP	M E	D	BSP	10:40	UMR	16:49	Lunch	Lunch-25pax @ BSP-10:40
36	18247	BSP - REWA	M E	D	BSP	18:40	APR	22:05	Dinner	Dinner-25pax @ BSP-18:40
37	18248	REWA-BSP	M E	D	APR	06:10	BSP	09:45	Breakfast	Nil
38	19659	SHM UDZ EXPRESS	M E	W	RIG	05:23	SDL	11:25	Breakfast	Nil
39	19660	UDZ SHM EXP	M E	W	SDL	17:20	BSP	21:35	Dinner	Nil
40	22511	KARMABHOOMI EXPRESS	S F	W	R	06:05	JSG	11:50	Breakfast	Nil
41	22512	KARMABHOOMI EXPRESS	S F	W	G	05:57	NGP	08:20	Nil	Nil
42	22829	BVJ - SHM EXP	M E	W	SDL	18:10	BSP	21:35	Dinner	Nil
43	22830	SHM-BVJ EXP	M E	W	RIG	05:23	SDL	11:25	Breakfast	Nil
44	22843	BSP PNBE SF EXP	S F	W	BSP	20:30	RIG	22:13	Nil	Nil
45	22844	PNBE BSP S F EXP	S F	W	JSG	14:05	BSP	17:25	Nil	Nil
46	22885	LTT-TATA ANTODAYA EXP	S F	2W	R	05:40	JSG	10:23	Breakfast	Nil
47	22886	TATA LTT ANTODAYA	S F	2W	R	06:25	NGP	11:15	Breakfast	Nil
48	22893	SNSI-HWH EXP	S F	W	R	06:05	JSG	11:05	Breakfast	Nil
49	22894	SNSI-HWH EXP	S F	W	G	05:57	NGP	08:20	Nil	Nil
50	22895	DURG FZR ANTODAYA EXP	S F	W	DURG	07:10	UMR	14:06	Breakfast and Lunch	Nil

Section (08) Contd...

Sl. No.	Train No	Train name	Train type	Frequency	Dep.		Arr.		Major Services	Unbundled Services
					Station	Time	Station	Time		
51	22909	BL PURI S F EXP	S F	W	SDL	18:10	BSP	21:35	Dinner	Nil
52	22910	PURI VALSAD EXP	S F	W	JSG	13:55	SDL	20:45	Dinner	Dinner-40pax @ BSP-17:00
53	12251	YPR KRBA WAINGANGA EXP	S F	2W	BPQ	17:25	G	21:15	Dinner	Dinner-40pax @ BPQ-17:25
54	12252	KRBA YPR WAINGANGA EXP	S F	2W	KRBA	08:00	CAF	18:21	Breakfast and Lunch	Nil
55	12409	RIG NZM GONDWANA EXPRES	S F	5W	BSP	05:55	NGP	12:40	Breakfast and Lunch	Nil
56	12410	NZM RIG GONDWANA EXPRES	S F	5W	NGP	09:35	RIG	19:05	Lunch	Nil
57	22827	PURI SURAT S F WEEKLY	S F	W	R	09:50	NGP	14:35	Lunch	Nil
58	12145	LTT PURI WEEKLY EXP	S F	W	NGP	10:55	MSMD	16:48	Lunch	Nil
59	12146	PURI LTT WEEKLY EXP	S F	W	MSMD	11:07	NGP	17:50	Lunch	Nil
60	22847	VSKP LTT SF WEEKLY	S F	W	MSMD	17:00	G	21:43	Dinner	Nil
61	22848	LTT VSKP SF WEEKLY	S F	W	NGP	13:50	MSMD	20:28	Nil	Nil
62	22940	BSP HAPA EXPRESS	S F	W	BSP	08:10	NGP	15:05	Breakfast and Lunch	Nil
63	22619	BSP TEN WEEKLY EXPRESS	S F	W	BSP	08:10	NGP	15:05	Breakfast and Lunch	Nil
64	22620	TEN BSP WEEKLY EXPRESS	S F	W	NGP	14:50	BSP	21:35	Dinner	Nil
65	12849	BSP PUNE SF EXP	S F	W	BSP	11:35	NGP	18:20	Nil	Lunch-25pax @ BSP-11:35
66	12850	PUNE BSP SF EXP	S F	W	NGP	09:35	BSP	16:50	Lunch	Nil
67	12855	BSP ITR INTERCITY EXP	S F	D	BSP	15:50	ITR	22:55	Dinner	Nil
68	12856	ITR BSP INTERCITY EXP	S F	D	ITR	06:40	BSP	13:45	Breakfast and Lunch	Nil
69	12994	PURI GIMB EXP	S F	W	R	09:50	NGP	14:35	Lunch	Nil
70	22815	BSP ERS SF EXP	S F	W	BSP	08:10	NGP	15:05	Breakfast and Lunch	Nil
71	22816	ERS BSP SF EXP	S F	W	NGP	14:50	BSP	21:35	Dinner	Nil
72	22845	PUNE - HTE EXP	S F	2W	DURG	06:05	JSG	12:05	Breakfast	Nil
73	22846	HTE PUNE EXP	S F	2W	R	05:20	NGP	10:55	Breakfast	Nil
74	17481	BSP-TPTY EXP	ME	2W	BSP	10:05	MSMD	13:18	Lunch	Nil
75	17482	TPTY-BSP EXP	ME	2W	MSMD	13:47	BSP	17:40	Nil	Nil
76	18517	KORBA-VSKP EXP	ME	D	KRBA	16:00	MSMD	21:08	Dinner	Dinner-40pax @ BSP-17:25
77	18518	VSKP-KORBA EXP	ME	D	MSMD	05:07	KRBA	11:00	Breakfast	Nil
78	18801/03	HASDEO EXPRESS	ME	D	KRBA	06:40	R	10:35	Breakfast	Nil
79	18802/04	HASDEO EXP	ME	D	R	18:05	KRBA	22:00	Dinner	Dinner-25pax @ BSP-20:00

SECTION-WISE NOMINATED KITCHENS

S. No.	Section	Sub Sections	Nominated units for supply of Std. meals in unbundling model
1	BZA-GNT-DHNE	GNT-TEL-RAL	Cell Kitchen Vijayawada
2	BZA-VSKP	BZA-MTM, GDV-NS, BVRT-NDD, SLO-COA	Cell Kitchen Vijayawada, RJY and Jan Ahaar Visakhapatnam
3	NED-MMR,PAU-AK and PBN-PRLI	PAU-AK, PBN-PRLI	NIL
4	RU-WADI	GTL-DMM, DHNE-GTL-BAY	Cell Kitchens Renigunta, GTL
5	SC/HYB-WADI	VKB-PRLI	BK/SC
6	SC-NED	NZM-KRMR, BHODAN-JANKAMPET, MUE-ADB	BK/SC
7	RGDA-VZM-MSMD-JSG,	VSKP-KRDL , TIG-SBP-JSG, BRAG/CTC-SBP, KRPU-VSKP	Jan Ahaar Visakhapatnam
8	NGP- R-BSP-SDL-JSG	BSP- MSMD, BSP- ANP/SDL- KRBA	Jan Ahaar Bilaspur, Base-Kitchen Nagpur

CATERING UNITS AVAILABLE IN STATIONS OF VARIOUS SECTIONS

S No	Section/ Sub Sections	Catering Units
1	BZA-GNT-DHNE [<i>Sub section: GNT-TEL-RAL</i>]	<ul style="list-style-type: none"> • Jan Ahaar & Food Plaza Vijayawada • Cell kitchen Guntur • Food plaza/Dhone • Base Kitchen Vijayawada (upcoming)
2	BZA-VSKP [<i>Sub section: BZA-MTM, GDV-NS, BVRT-NDD, SLO-COA</i>]	<ul style="list-style-type: none"> • Jan Ahaar, Food Plaza at Vijayawada, • Base kitchen Vijayawada (upcoming) • Cell kitchens at Eluru and Rajahmundry, • Food Plaza at Rajahmundry and Anakapalli (upcoming) and Samalkot (upcoming) • Food Plaza at Visakhapatnam (2 units)
3	NED-MMR,PAU-AK&PBN-PRLI [<i>Sub section: PAU-AK, PBN-PRLI</i>]	<ul style="list-style-type: none"> • Food Plaza at Nanded,
4	RU-WADI [<i>Sub section: GTL-DMM, DHNE-GTL-BAY</i>]	<ul style="list-style-type: none"> • Cell kitchens Kadapa & Guntakal • Food Plazas Guntakal (upcoming) & Raichur
5	SC/HYB-WADI [<i>Sub section: VKB-PRLI</i>]	<ul style="list-style-type: none"> • Upcoming Base kitchen at Secunderabad • Food Plaza at Secunderabad • Cell kitchen at Hyderabad • Food Plaza at Hyderabad (upcoming)
6	SC-NED [<i>Sub section: NZB-KRMR, BDHN-JKM, MUE-ADB</i>]	<ul style="list-style-type: none"> • Upcoming Base kitchen at Secunderabad • Food Plaza at Secunderabad & Nanded
7	RGDA-VZM-MSMD-JSG, [<i>Sub section: VSKP-KRDL, TIG-SBP-JSG, BRAG/CTC-SBP, KRPU-VSKP</i>]	<ul style="list-style-type: none"> • Food Plaza and Refreshment Room at Rayagada • Food Plaza and Jan Ahaar at Sambalpur • Food Plaza and Refreshment Room at Vizianagaram
8	NGP- R-BSP-SDL-JSG [<i>Sub section: BSP- MSMD, BSP-ANP/SDL- KRBA</i>]	<ul style="list-style-type: none"> • Food Plaza and Refreshment Room at Raipur • Food Plaza and Jan Ahaar at Bilaspur • Base-Kitchen Nagpur

TARIFF FOR STANDARD MEALS, BREAKFAST TEA/COFFEE ETC

S.No	Menu/Components with weight/quantity	Tariff in ₹ (Incl of GST)
I	Standard Tea (150.ml) in disposable cups of 170 ml capacity	5-00
II	Dip Tea (150.ml) (with tea bag) in disposable cups of 170 ml capacity	10-00
III	Coffee (150.ml) in disposable cups of 170 ml capacity	10-00
IV	Packaged Drinking Water 1000ml (1 litre)	15-00
V	Proprietary Article (Packed) brands approved/Short listed by IRCTC	MRP
VI. Standard Meals:		
1	Breakfast (Veg) a) Veg Breakfast (Cutlet) 2 nos Bread slice-50gm, 2 nos Veg cutlet-100gm, Butter in Blister pack -8gm, Tomato ketchup in sachets -12gm, Napkin-1no, Disposable Spoon-1no, Casserole-1no. (or) b) Veg Breakfast (Idli & Vada) 2 nos Idli -100gm, 2 nos Vada-60gm, Chutney in disposable up-50gm, Napkin-1no, Disposable Spoon-1no, Casserole-1no (or) c) Veg Breakfast (Upma & Vada) Upma-100gm, 2 nos Vada-60gm, Chutney in disposable cup-50gm, Napkin-1no, Disposable Spoon-1no, Casserole-1no. (or) d) Veg Breakfast (Pongal & Vada) Pongal-100gm, 2 nos Vada-60gm, Chutney in disposable cup -50gm, Napkin-1no, Disposable Spoon-1no, Casserole-1no.	40-00
2	Breakfast (Non-Veg) 2nos Bread slice -50gm, 2 nos Omelette/Boiled eggs -90gm, Butter Blister pack-8gm, Tomato ketchup in sachet-12gm, Salt sachet-1gm, Pepper sachet-0.5gm, Napkin-1no, Disposable Spoon-1no, Casserole-1no	50-00
3	Veg Meal (Standard Casserole) Plain rice-150gm, 2 Paratha/4 Chapati in wrappers-100gm, Dal/Sambar (Thick)-150gm, Mix veg (seasonal)-100gm, Branded packed Curd-80gm, Pickle in sachet-12gm, Napkin-1no, Casserole-3no , Disposable Spoon-1no	80-00
4	Non-Veg Meal Standard Casserole (Egg Curry with Rice) Plain rice-150gm, 2 Paratha/4 Chapati in wrappers -100gm, Dal/Sambar-(Thick)150gm, Two eggs curry-150gm, Branded packed Curd-80gm, Pickle in sachet -12gm, Napkin-1no, Casserole-3 no , Disposable Spoon-1no	90-00
5	Non-Veg Meal Standard Casserole (Chicken Curry with Rice) Plain rice-150gm, 2 Paratha/ 4 Chapati in wrappers -100gm, Dal/Sambar-(Thick) 150gm, Chicken curry(60gm bone less chicken & Gravy 90gm) , Branded packed Curd-80gm, Pickle in sachet -12gm, Napkin-1no, Casserole-3 no , Disposable Spoon-1no.	130-00
VII. Biryani as Standard Meal Variety:		
1	Veg. Biryani – 350 gms Biryani 350gms, including 70 gms Vegetables packed in casserole + 80 to 100 gms branded packed curd/100gms salan + 10 to 15 gms pickle + tissue paper + sanitizer (1ml) + disposable bio-degradable spoon	80-00
2	Egg Biryani – 350 gms Biryani 350gms including 2 eggs packed in casserole + 80 to 100 gms branded packed curd/100gms salan + 10 to 15 gms pickle + tissue paper + sanitizer(1ml) + disposable bio-degradable spoon	90-00
3	Chicken Biryani – 350 gms Biryani 350gms including 70 gms of boneless chicken packed in casserole + 80 to 100 gms branded packed curd/100gms salan +10 to 15 gms pickle + tissue paper + sanitizer(1ml) + disposable bio-degradable spoon	110-00
VIII. Janata Meal		
1	Janata Meal 7 Pooris/175 gms, Dry Aloo curry/150gms with pickle	20-00

TRANSFER RATES FOR STANDARD MEALS

S.No	MEAL SERVICE	Total (Inclusive of applicable taxes)
1	Veg Meals	Rs 60.00
2	Egg Meals	Rs 68.00
3	Chicken Meals	Rs 98.00

S.No	Menu/Components with weight/quantity	Tariff in ₹ (Incl of GST)
IX. Snack Meals		
1	Assortment of South Indian Rice(s) - 350 gms Curd Rice- 100 gms and Sambar Rice – 100 gms and Lemon Rice- 150 gms and Pickle sachet/blister pack– 10-15 gms Packed in Casserole, with Spoon, tissue paper, Sanitizer(1ml sachet)	50-00
2	Rajma/ Chole Chawal - 350 gms Rice- 200 gms and Rajma/Chole - 150 gms and Pickle sachet/Blister Pack- 10-15 gms Packed in Casserole, with Spoon, tissue paper, sanitizer (1ml sachet)	50-00
3	Khichdi/Pongal - 350 gms Khichdi / Pongal- 300 gms and Chokha/Bhajee/Sambar- 50 gms and Pickle sachet/Blister pack - 10-15 gms Packed in Casserole, with Spoon, tissue paper, sanitizer (1ml sachet)	50-00
4	Kulche/Bhature Chole - 350 gms Kulcha-3 / Bhatura-2 - 150 gms and Chole - 200 gms and Pickle sachet/Blister pack- 10-15 gms Packed in Casserole, with Spoon, Tissue Paper, Sanitizer (1ml sachet)	50-00
5	Pao Bhaji - 350 gms Pao– 3 x 50gms – 150 gms and Bhaji- 200 gms and Butter (Blister/Chiptet) - 8-10 gms and Pickle- 10 -15 gms Packed in Casserole, with Spoon, Tissue Paper, Sanitizer (1ml sachet)	50-00
6	Masala Dosa- 350 gms Masala Dosa- 200 gms and Sambar- 150 gms Packed in Casserole, with Spoon, Tissue Paper, Sanitizer (1ml sachet)	50-00
X. A-la-Carte Items (All a-la-carte items should invariably packed in Butter paper & PLM sticker shall be pasted)		
1	Samosa Samosa – 2 X 50 gms and Tomato Sauce Sachet – 10-15 gms Packed in Butter paper envelop	20-00
2	Kachori Kachori – 2X50 gms and Tomato Sauce Sachet – 10-15 gms Packed in Butter paper envelop	20-00
3	Aloo Bonda Aloo Bonda – 2x 50gms and Tomato Sauce Sachet – 10-15 gms Packed in Butter paper envelop	20-00
4	Mix Veg Pakoda Mix Veg Pakoda – 100 gms and Tomato Sauce Sachet – 10-15 gms Packed in Butter paper envelop	20-00
5	Plain Milk Packed Milk of approved brand – 200 ml and Sugar Sachet – 5gms Milk may be served cold, room temperature or hot as desired by the passenger	20-00
6	Stuffed Bread Pakoda Stuffed Bread Pakoda – 100 gms and Tomato Sauce Sachet – 10-15 gms Packed in Butter paper envelop	30-00
7	Masala/Medu Vada Vada – 2 x 50 gms and Coconut Chutney – 15 gms Packed in Butter paper envelop	30-00

**[LIST OF IRCTC APPROVED BRAND OF PAD ITEMS]
(Proprietary Article (Packed) brands approved/ Shortlisted by IRCTC)**

[Please visit www.irctc.com – Catering – Procurement]

On board catering staff uniform for TSV

Sr. No.	Staff Category	Type of Uniform	Uniforms Item specification	Quantity
1.	TSV Vendor	Shirt (Kurti type)	Colour – Light Green with Blue matching, Fabrication – PV Polyester 65% viscous 35% , IRCTC embroidery on Collar, Plastic white button. IRCTC Logo on front & back side.	02
		Blue Trouser	PV Mat finish Polyester 65%, Viscose 35%, 2 side pockets, 2 hip pockets.	02
		Name plate & smile badge	Plastic fiber based , white base colour and name embroidered in black colour	
		Blue/White check Apron	Cotton fabric matt finish with IRCTC logo on front side. (With 1 front Pocket & 2 side pockets)	02
		Navy Blue Caps	T-Cap blue colour, Cotton fabric, IRCTC Logo embroidered on front side.	02
		Sky blue napkin	100% cotton, woven fabric, sky blue colour	02
		Navy Blue socks	Cotton-poly fabric	02
		Black shoes	Plain Black shoes.	02

Penal Provisions for passengers' complaints

Complaints received will be divided in 6 levels based on their severity:-

Level of Complaint	Type of Complaint	Fine / Penalty for first occurrence
Level I	<ul style="list-style-type: none"> • Cold food served • Poor presentation of food in tray, leaking of casseroles etc. • In appropriate service (such as- not placing food trays properly in front of passengers) 	Rs 2000
Level II	<ul style="list-style-type: none"> • Personal Hygiene of Waiter is bad such as torn and unwashed uniforms, untrimmed nails, non wearing of cap / apron/shoes/ name badge etc. 	Rs 5000
Level III	<ul style="list-style-type: none"> • Hair found in food • Less weight of food • Talking in harsh tone with Passenger 	Rs 10000
Level IV	<ul style="list-style-type: none"> • Not providing prescribed menu items • Foreign inert particles such as wood, metal, plastic etc found in food • Stale food served • Complaints of sickness due to food 	Rs 15000
Level V	<ul style="list-style-type: none"> • Insect found in food such as flies / worms/ cockroaches/ ants etc • Use of Abusive language with the Passenger 	Rs 20000 Second occurrence within 3 months - Rs 50000
Level VI	<ul style="list-style-type: none"> • Man Handling the Passenger • Lizard, mouse etc found in food • Hospitalization of passengers attributable to food poisoning 	Minimum Rs 50000 Maximum Cancellation of License

Note:-

1. IRCTC will assign the level for any other complaint received but not defined above. No representation on level assigned by IRCTC will be entertained.
2. In case of receipt of certain level of complaint again within 3 months in same train, the fine of next higher level will be levied.
3. 3rd Occurrence of level V complaints within 3 months will be treated in accordance with level VI complaints
4. Repetitive complaints/ deficiencies regarding services under the contract shall attract severe action, including termination of contract, without notice.

Agreement towards Waiver under Section 12(5) and Section 31-A (5) of Arbitration and Conciliation (Amendment) Act

I/we..... (Name of agency/contractor) with reference to agreement dated.....raise disputes as to the construction and operation of this contract, and demand arbitration in respect of following claims:

Brief of claim:

Claim 1- Detailed at Annexure-

Claim 2- Detailed at Annexure-

Claim 3- Detailed at Annexure-

I/we..... do agree to waive of applicability of Section 12(5) of Arbitration and Conciliation (Amendment) Act.

Signature of Claimant..... Signature of Respondent.....

I/we..... (Name of Claimant) with reference to agreement dated hereby waive of applicability of subsection 31A (2) to 31A (4) of Arbitration and Conciliation (Amendment) Act. We further agree that cost of arbitration will be shared by the parties in terms of Arbitration clause of the agreement.

Signature of Claimant..... Signature of Respondent.....

PRE-CONTRACT INTEGRITY PACT

General

This pre-bid pre-contract Agreement (hereinafter called the integrity pact) is made on ____ day of _____, 2020 between, on one hand, the Indian Railway Catering & Tourism Corporation Limited (IRCTC) acting through _____ , **GGM/SCZ**, (hereinafter called the “BUYER”, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s _____ represented by Shri _____ Chief Executive Officer (hereinafter called the “BIDDER/Seller” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposed to procure (Name of the Stores/Equipment/Item) and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS the BIDDER is an Individual / Proprietor/ private company/Public company/ Government undertaking / partnership /registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Ministry / Department of the Government of India/PSU performing its function on behalf of the President of India.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealing prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired said stores/equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this integrity Pact and agree as follows:

1 Commitments of the BUYER

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third Party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

- 1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
2. In case any such preceding misconduct on the part of such official(S) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealing related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDERS

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair, means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-
 - 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, and material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
 - 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.
 - 3.3 * The BIDDER shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
 - 3.4 * The BIDDER shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
 - 3.5 * The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/integrator/authorized government sponsored export entity of the defense stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
 - 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

- 3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The BIDDER shall not use improperly, for purpose of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposal and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by BIDDER at the time of filling of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- 3.13 The BIDDER shall not lend to or borrow any money from or enter in to any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4. Previous Transgression

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India could justify BIDDER's exclusion from the tender process.
- 4.2 The BIDDER agrees that if it makes incorrect statement on his subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Earnest Money /Security Deposit

- 5.1 While submitting commercial bid, the BIDDER shall deposit Earnest Money/Security Deposit, as defined in S No ii of this document [Instructions to Tenderers], with the BUYER through any of the following instruments:
- (i) Bank Draft or a Pay Order in favor of M/s IRCTC Ltd, payable at Hyderabad / Secunderabad.
 - (ii) A confirmed guarantee by an Indian Nationalized Bank, Promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
 - (iii) Any other mode or through any other instrument (to be specified in the RFP).

- 5.2 The Earnest Money Deposit/Security Deposit shall be valid up to a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.
- 5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 5.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

6. Sanctions for Violations

- 6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-
- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to BIDDER. However, the proceedings with the other BIDDER (s) would continue.
 - (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
 - (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
 - (iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
 - (v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
 - (vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
 - (vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.
 - (viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
 - (ix) In case where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
 - (x) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

- 6.2 The BUYER will be entitled to take all or any of the action mentioned at para 6.1 (i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 6.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the independent monitor(s) appointed for the purposes of this Pact.

7. Fall Clause

The bidder undertakes that he/she shall not sell or offer to sell the product/products of identical description to any organization, such as any Department of Central Government or any Department of State Government or any statutory undertaking of the Central or a State Government or a PSU, as the case may be, at a price lower than the price chargeable under this Rate Contract, till the currency of Rate Contract.

In case the supplier sells or offers to sell the product or any product of identical description, during the currency of the contract, at a lower price to any organization such as any Department of Central Government or any Department of State Government or any statutory undertaking of the Central or State Government or a PSU, then the difference in the cost would be refunded by the bidder to the buyer.

8. Independent Monitors.

- 8.1 The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.
- a. Shri Sudesh Kumar, IRSEE (Retd.), C-902, classic Apartments, IRWO, Rail Vihar, Phase-3, Sector-57, Gurgaon-122003.
- b. Smt. A.P.Shrivastava, IRS (Retd.), 1004,B-1 Building, Bramha Emerald County, Kause Baug, NIBM Road, Pune-411048.
- 8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 8.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 8.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 8.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
- 8.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- 8.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provide such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 8.8 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department and, should the occasion arise, submit proposals for correcting problematic situations.

9. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

10. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

11. Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12. Validity

12.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

12.2 Should one of several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The parties hereby sign this Integrity Pact at Hyderabad / **Secunderabad on DD: MM: 2020.**

BUYER

Witness

1. _____

2. _____

BIDDER

Witness

1. _____

2. _____

** Provisions of these clauses would need to be amended /deleted in line with the policy of the BUYER in regard to involvement of Indian agents of foreign suppliers.

GENERAL CONDITIONS OF LICENSE

1. DEFINITIONS

1.1	IRCTC	Shall mean 'Indian Railway Catering and Tourism Corporation Ltd.', a Government Company incorporated under Companies Act 1956.
1.2	License fee	License Fee means the quoted amount, over minimum license fee, to be paid annually in advance by successful bidder for the license granted in accordance with the terms and conditions set forth. Licensee shall be responsible for any and all taxes.
1.3	Party	Shall mean either the IRCTC or the Licensee.
1.4	Day	Shall mean a calendar day.
1.5	Force Majeure	Shall mean an exceptional event or circumstance: which is beyond a Party's control; which such Party could not reasonably have provided against before entering into the License; which, having arisen, such Party could not reasonably have avoided or overcome; one which is not substantially attributable to the other Party.
1.6	Interpretation	Words importing persons or parties shall include firms and organizations.
1.7	Priority of Documents	The documents forming the License are to be taken as mutually explanatory of one another. If an ambiguity or discrepancy is found, the IRCTC shall issue necessary clarifications to the Licensee.
1.8	Jurisdiction	The award of License will be governed by the Jurisdiction of Courts situated in the state of -----only.
1.9	Meals	The term meals include Breakfast, Lunch, Evening Snacks and Dinner as per the prescribed Menu
1.10	TSV services	A large number of trains do not have pantry cars or mini pantries attached to them. From the static units of important station/stations, food is supplied to the train during meal time through vendors who travel on the trains and take orders.

2. CONDITIONS GOVERNING THE PERFORMANCE OF THE LICENSE

2.1	Execution agreement of	The successful Bidder shall be required to execute an agreement on non-judicial stamp paper of Rs.100/- at his cost within 30 days of the issue of LoA. Till then the Letter of Award, Letter of Acceptance and the tender document of temporary license shall form the binding agreement between IRCTC and the Licensee.
2.2	Liability of IRCTC	The IRCTC will not be liable for any liability arising under the labour laws or any other law of the land, incurred by the Licensee.
2.3	Entitlement of compensation	In case the Licensee suffers any loss on account of his being restrained by the IRCTC or any competent authority for indulging in illegal activities or any contravention of any law, he shall not be entitled to any compensation whatsoever.
2.4	Indemnification by Licensee	The Licensee will indemnify the IRCTC/Railway administration for any loss or damage caused by Licensee because of his fault or default.
2.5	Verbal or written arrangements other than the agreement	Except as here by otherwise provided any verbal or written arrangements abandoning varying or supplementing this agreement or any of the terms hereof shall be deemed conditional and shall not be binding on the IRCTC unless until the same is endorsed on the agreement or incorporated in a formal instrument and signed by the party(s).

2.6	Unsatisfactory services etc.	In the event of unsatisfactory service, poor quality of articles, persistent complaints from passengers, and services below the standard or any failure or default at any time on the part of the Licensee to carry out the terms and provisions of this document to the satisfaction of the IRCTC (who will be sole judge and whose decision shall be final) it shall be optional to the IRCTC to make any substitute arrangement it may deem necessary at the cost and risk of the Licensee or to forthwith terminate the licence without any previous notice to the Licensee and in case of such termination the Security Deposit be forfeited by the IRCTC and the Licensee shall have no claim whatsoever against IRCTC or any of the officials in consequence of such termination of the licence. No refund of proportionate License Fee shall be admissible in case of Termination under this clause. The Licensee agrees to make good all cost and expenses, if any incurred by the IRCTC for making the substitute arrangements referred to above. The License may also be debarred from participating in the future projects of IRCTC for a period of three years .
2.7	Consequence to the death / severance of any partner/s (in case of partnership firm)	If the Licensee is a partnership firm and in case there is permissible clause in the constitution of the firm that the firm shall not be dissolved by reason of the death of one partner or the severance of any partner from the business of the firm and in case the performance of the Licensee is entirely satisfactory according to the assessment of the licensor then in such an event the licensor at its discretion may allow the Licensee to continue under this temporary licence.
2.8	Liability for provision of Consumer Protection Act.	The Licensee accepts liability, civil and criminal for compensation/damages in accordance with provision of Consumer Protection Act or any statutory modification of the Act or any other law for the time being in force for action occasioned by negligence, deficiency of service, imperfect or improper performance by the Licensee, his workmen, servants and agents. The Licensee shall indemnify the licensor and railway administration from and against all payments made under the provision of the said Act or law including all costs. Any money which may become payable by the Licensor as aforesaid shall be deemed to be money payable to the licensor by the Licensee and in case of failure by the Licensee to repay the licensor any money paid by it as aforesaid within seven days after the same have been demanded by the licensor shall be entitled to recover the same from the Security Deposit or from any money due by the licensor to the Licensee.
2.9	Notice to the Licensee	Any notice to be served on Licensee's shall be deemed to be sufficiently served if delivered at or sent by registered post/courier addressed to the Licensee at their registered office or last known place of business. Any notice to be served by the Licensee on the licensor shall be deemed to be sufficiently served if, delivered at the office/ sent by registered post/courier addressed to the GGM, Indian Railway Catering and Tourism Corporation at its Zonal Office at _____.
2.10	Notices on behalf of IRCTC	Subject to as otherwise provided in this agreement, all notices to be given on behalf of licensor and all other actions to be taken by the licensor may be given or taken on behalf of the licensor by the Director/Group General Manager/Joint General Manager or any other officer for the time being entrusted with such functions, duties and powers by the licensor.

2.11	Notice by Courier/ Registered AD	Any notice in terms of this License by either Party will be given at the address stated herein above by Courier/Registered AD Post / e-mail unless a different address has been intimated in writing against receipt. Upon the receipt of any other notice order, direction or any other communication from any competent authority (including notices, affecting the rates, taxes or other outgoings) in respect of provision of on board catering services in trains payable in whole or in part by one Party hereto, the other Party shall immediately deliver a copy of the necessary document, to that Party.
2.12	Dealing with Licensee Only	IRCTC will enter into an agreement only with the Licensee who will be responsible for fulfillment of all License conditions with IRCTC.

3. EVENTS OF DEFAULT

3.1	Termination of License on other events of default	The licensor shall also be entitled at any time forthwith to terminate the License without notice in any of the following events, that is to say (a) in the event of the Licensee being convicted by a court of law under the provisions of criminal procedure code or any other law (b) in the event of the Licensee being a proprietor or, if a firm, any partner in the Licensee firm being at any time be adjudged insolvent or a receiving order or order for administration of his estate made against him or shall take any proceeding for liquidation or composition under any insolvency Act for the time being in force or make any conveyance or assignment of his interest or enter into any agreement or composition with his creditors for suspended payment, or if the firm be dissolved under the partnership Act or, in the event of Licensee being a company, if the company shall pass any resolution to be wound up either compulsorily or voluntarily (c) Repudiation of agreement by Licensee or otherwise evidence of intention not to be bound by the agreement. (d) Failure to adhere to any of the due dates of payment specified in the terms and conditions. Immediately on the determination of this agreement the Licensee shall peacefully vacate the premises and hand over to the licensor/railway administration all articles in the custody or possession of the Licensee and shall remove all his stores and effects from the said premises. In default the licensor shall be entitled to enter and take possession of the said premises/ and to lock up the same or remove the furniture or other articles of the Licensee that may be lying there and to dispose of the same by sale or otherwise without being liable, for any damage, and all expenses incurred in connection therewith, shall be deducted by the licensor from the Security Deposit or pending or any pending bills payable to the Licensee for any contract
3.2	Failure to provide any record to IRCTC	IRCTC at their discretion may call for any record to satisfy them regarding operation of the License and Licensee will provide every help failing which it may amount to breach of condition of the Licensee.
3.3	Communication/ Information required by IRCTC	All the Communication/Information received/required by IRCTC must be furnished by the contractor/licensee within 15 days, failing which suitable penalty including termination of contract /license can be done at the discretion of IRCTC.

4. ARBITRATION

4.1	<p>a. In the event of any dispute or difference between the parties hereto as to the construction or operation of this contract or the respective right and liability of the parties on any matter in question, with reference to the contract, the Parties agree to use their best efforts to attempt to resolve all disputes in prompt, equitable and good faith. In the event the Parties are unable to do so, such party may submit demand in writing for reference of dispute to arbitration as prescribed herein.</p> <p>b. The parties hereto further agree to waive off the applicability of sub-section 12 (5) of Arbitration and Conciliation (Amendment) Act 2015 and will submit demand in writing that the dispute/differences be referred to arbitration along with format annexed hereto as Annexure-I. The demand for arbitration shall specified the matters which are in question, or subject of dispute or differences as also the amount of claim item wise.</p> <p>c. Only such dispute or differences, in respect of which the demand has been made, together with counter claims of setoff given by IRCTC shall be referred to arbitration and other matters shall not included in the reference.</p> <p>In the event of demand made as mention herein above, such dispute or difference arising under any of these conditions or in connection with this contract (except as to any matters the decision of which is specially provided by these or the special conditions) shall be referred to Sole Arbitrator from the panel of Arbitrators appointed by Chairman and Managing Director of IRCTC. The award of arbitrator shall be final and binding on the parties to this contract. The venue of the Arbitration shall be at New Delhi. The fees and expenses of the Arbitration tribunal and all other expenses of the Arbitration shall be borne jointly by the Parties in equal proportion subject to determination by the Arbitration tribunal.</p>
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5. OTHER CONDITIONS

5.1	Advertisement/ Publicity/ Sponsorship	The Licensee will not engage in or permit any advertisement/ publicity/sponsorship of any brand or product, directly or indirectly, without prior approval of IRCTC.
5.2	Payment of taxes/dues	The Licensee will be liable for payment of all taxes/duties Goods & Goods & Service tax {GST} and other liabilities in respect of the business.
5.3	Liability compensation/ damages for	The Licensee shall accept liability for compensation/damages under the Consumer Protection Act or any other law in respect of performance of the services or in respect of any negligence, act/omission of the Licensee, his workmen, servants and agents.
5.4	Assignment License of	Licensee shall not, sublet or assign the License or any part thereof, or any benefit or interest therein or there under. In case of any such incident reported and established, the contract shall be terminated without any notice and the licensee fee and SD shall be forfeited along with debarment of the licensee for a period of three years,
5.5	Compliance instructions of	The Licensee shall comply with any other instructions issued by IRCTC from time to time within a reasonable time, as may be necessary to ensure better services.
5.6	Ban on sale of products	The following items shall not be sold in the trains, namely – tobacco products, wine, beer or any other alcoholic drinks or any other item prohibited by Law. Beef and Pork shall not be used in any form in any food items.
5.7	General	The licensor reserves the right to amend any of the clauses of the agreement and also to add fresh clauses from time to time. The rider

		<p>agreement in this regard shall be executed between the parties within 15 days of the amendment / changes.</p> <p>Further, IRCTC reserves the right to extend or reduce the time stipulated in any clause in the tender /license conditions herein above, in order to meet operational exigencies etc. The decision of the Director of IRCTC in this regard shall be final.</p>
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6. **FORCE MAJEURE**

6.1	<p>In the event of any unforeseen event directly interfering with the operation of License arising during the currency of the license agreement; such as but not limited to war, insurrection, restraint imposed by the Government, act of legislature or other authority, explosion, accident, strike, riot, lock out, act of public enemy, acts of God, sabotage or other act beyond the reasonable control of a party; the Licensee shall, within a week from the commencement thereof, notify the same in writing to the Licensor with reasonable evidence thereof. The Services shall be restored as expeditiously as possible or, as the case may be, the impediment to accessibility shall be removed as expeditiously as possible. If the Said Property cannot be rendered fit for occupation and use for more than thirty days, the Licensee shall not pay License Fee for such period till the said property becomes accessible and operational following cessation of force majeure event mentioned above. The period of license will be further extended for the period during which License was not operational.</p>
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GENERAL CONDITIONS OF LICENSE

1. OBLIGATION AND RIGHTS OF THE IRCTC

1.1	Liaison with zonal railways	IRCTC may assist the licensee for all purposes regarding maintenance and other operational matters, with Railways, on the basis of provisions, request and documents received from the licensee.
1.2	Provision of equipments & its maintenance	Licensee will ensure day-to-day upkeep and cleanliness of any other equipment used for service in trains and transshipment in stations.
1.3	Issue of medical and travelling authority	IRCTC will advise Railway administration to issue medical certificate and traveling authority to on-board staff of the Licensee. However, it will be the sole responsibility of the licensee to approach and coordinate with the concerned authority for completing the required formalities and procedures and payment of prescribed dues.
1.4	Inspection by IRCTC	IRCTC will inspect/check the services for reviewing its standards, quality and variety of food items, standards for maintenance of cooking areas and washing areas, disposal systems etc. of the Licensee including their base kitchens, etc. at any time and may authorize any person or agency for this purpose to access the performance of Licensee. In case of unsatisfactory performance or complaint of any nature, IRCTC will be competent to initiate suitable action against the Licensee including termination of the License as per the terms and conditions of the agreement.
1.5	Customers' feed back	IRCTC may take independent users' feed back to know the level of passenger satisfaction.
