



इंडियन रेलवे कैंटरिंग एन्ड टूरिज्म कॉरपोरेशन लिमिटेड

(भारत सरकार का उद्यम - नवरात्र)

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

(A Govt. of India Enterprise-Nav Ratna)

CIN: L74899DLI999GOI101707 Website: www.irctc.com, E-mail: info@irctc.com

No. IRCTC/NZRO/LKO(CATG)/16/2024/RO/LKO/NZ (Comp. No. 39875) dtd. 24.02.2026

All E-Catering Vendors & Aggregators,
Under Regional Officer/Lucknow

Sub: Irregularities in E-catering Services at Stations.

Ref: Letter no. C/158/Jhansi/catg. Units/ IRCTC Matters/M.S.-II dtd. 20.02.2026 from
Sr.DCM(C)/JHS

It has been observed during various inspections conducted by Railway as well as IRCTC officials that staff engaged in E-Catering services are:

- Not wearing the prescribed uniform,
- Not carrying valid identity cards, and
- Not carrying proper order details along with GST bills at the time of delivery.

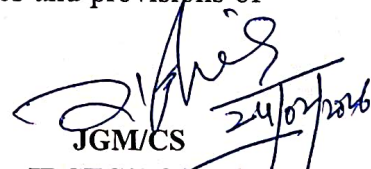
All vendors are required to strictly comply with the Terms & Conditions of the Agreement executed with IRCTC.

In order to ensure **uniformity, authenticity, and ease of verification at railway stations**, the following instructions are hereby issued for strict compliance:

1. All E-Catering service staff must wear clean service uniforms displaying the name of the outlet/vendor.
2. All delivery personnel must carry a QR code-based identity card with photograph, duly issued by IRCTC, at the time of delivery at railway stations.
3. Food delivery shall be made strictly for the concerned train against which the order has been placed.
4. Only the minimum required number of staff shall be deployed for handling multiple orders.
5. Each delivery must be accompanied by a proper GST bill clearly mentioning:
 - Train Number
 - Coach and Seat Number
 - Complete Order Details

All vendors and aggregators are directed to ensure strict compliance with the above instructions.

In case of any violation, action shall be taken as per the extant guidelines and provisions of the agreement.


JGM/CS
IRCTC/RO/LKO

Copy to:

1. GGM/NZ/IRCTC- for kind information please.
2. Sr. DCM (Coaching)/ JHS: for kind information please w.r.t. letter no. C/158/Jhansi/Catg. Units/ IRCTC Matters/M.S.-II dtd. 20.02.2026.

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