



इंडियन रेलवे कॅटरिंग एण्ड टूरिज्म कॉरपोरेशन लिमिटेड  
(भारत सरकार का उद्यम-मिनी रत्न)

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.  
(A Govt. of India Enterprise-Mini Ratna)

"CIN-U74899DL1999GOI101707" E-mail : info@irctc.com Website : www.irctc.com

Date: - 03.12.2015

Shri Nilanjan Roy  
North 24 Parganas, Khardah,  
West Bengal- 700112

Sub: - Your complaint received on the e-mail account of Hon'ble MR relating to  
CPGRAM Case no. MORLY/E/2015/06505 dated 24.07.2015.

At the outset, it is appreciated that you have taken the time and effort to make us aware about the deficiencies in services.

With reference to the above subject, complaints lodged by you regarding the inferior quality of meal/breakfast served in train no. 22209 BCT-NDLS Duronto Express & train no. 12261 HWH-CSTM Duronto Express have been viewed very seriously. There are 2 incidents mentioned in your complaint.

Action taken on Incident 1: For poor quality of lunch in train no. 22209, the concerned licensee has been strictly warned and severe monetary penalty has been imposed. Moreover, monitoring has been strengthened to ensure non recurrence.

Action taken on Incident 2: The complaint regarding cockroach found in breakfast in train no. 12261 has been forwarded to Central Railways for necessary action vide letter no. 2015/IRCTC/WZ/Comp/Forward/ July-39 dated 30.07.2015 followed by a reminder on 05.10.2015 (Copy Attached). We will be pursuing CR to respond to the communication with Action Taken report.

Moreover, IRCTC Officials will be constantly monitoring to ensure non recurrence. The inconvenience caused to you is deeply regretted.

  
(Sanjay Mehta)

Deputy General Manager

Copy to: Director/PG Railway Board with reference to letter no. 2015/PG/4/7/CA-III/ER  
dated 20.10.2015- For information please.



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(भारत सरकार का उद्यम - मिनी रत्न) CIN : U74899DL1999GOI101707  
**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.**  
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Regd. & Corp. Office : 11<sup>th</sup> Floor, B-148, Statesman House, Barakhamba Road, New Delhi - 110001  
Tel:- 011 - 23311263, 44168 (Rly) Fax: 011- 23311259, Website [www.irctc.com](http://www.irctc.com), Email: [info@irctc.com](mailto:info@irctc.com)

**Reminder-1**

2015/IRCTC/WZ/Comp/Forward/July- 39

Date: 05/10/2015

**Sr. Divisional Commercial Manager**  
**Central Railway,**  
**Nagpur.**

**Sub: Complaint regarding cockroach found in breakfast provided in train no.12261 (CSTM-HWH Duronto Exp) dated 02/04/2015.**

- Ref : 1) This office letter no. IRCTC/WZ/Como/Forward/July-39 dtd 30/07/2015  
2) CPGRAM case no. MORLY/E/2014/06505 (Complaint of Shri N. Ray).

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In refrence to the above cited letter, (Copy enclosed for ready reference) a complaint was lodged towards presence of cockroach in breakfast provided in train no.12261 (CSTM-HWH Duronto Exp) dated 02/04/2015, It is to state that no ATR/comments have been received from your end till date.

Therefore it is again requested to take necessary action with direct reply to the party under intimation to this office, please.

Encl: As above.

*Rajesh Chatterjee*  
(R/Bhattacharya)  
Manager (P&Q) 05/10/15  
For AGM/IRCTC/WZ

C/- CCM (Ctg)- CR/CSTM- for kind information, please.

C/- DGM(CRM), IRCTC/CO/NDLS - for kind information, please.

पश्चिम क्षेत्र कार्यालय : 2री मंजिल, नया प्रशासनिक भवन, मध्य रेल, छशिट, मुंबई - 400001  
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