



CIN-L74899DL1999GOI101707

**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.**

**Empanelment Form**

**For**

**Empanelment of PAD Items (Aerated Drinks, Bakery Products, Biscuits, Coffee, Cornflakes and other breakfast cereal, Honey, Namkeen, Pickle, Popcorn, Roasted Nuts /Dry Fruits, Soup, Sugar Sachet, Tea, Fruit Juice/ Coconut Water, Tomato Ketchup, Indian Sweets, Ice Creams, Milk Creamer, Jam etc.) Suppliers under Category B.**

SN	Event Description	Event Date & Time	Event Location
1	Commencement of empanelment process	12/02/2025	IRCTC Ltd. Corporate Office, 10 <sup>th</sup> Floor, Statesman House, Barakhamba Road, Connaught Place, New Delhi – 110001.
2	Last Date and Time of Submission of empanelment form	27/02/2025 upto 1200 hrs	
3	Date and Time of opening of empanelment form	27/02/2025 at 1215 hrs	
4	Issue of Empanelment Letter	Empanelment applications are likely to be closed within one month from the date of opening of empanelment forms	
5	Cost of Empanelment Form (non-refundable)	Rs. 1125/- { Exempted for registered MSEs (Micro & Small Scale Enterprises ) / Startups/ State owned Govt. Units/Firms}	
6	Empanelment Fee (non-refundable)	Rs. 59,000/-(inclusive of applicable GST) {Exempted State owned Govt. Units/Firms}(To be deposited by the successful applicants only)	
7	Performance Guarantee (Refundable)	<ul style="list-style-type: none"> <li>• Rs. 1 lakh</li> <li>• Rs. 50,000/- for MSE's/Startup</li> <li>• Exempted for State owned Govt. Units/Firms</li> </ul>	
8	<u>Category B</u>	The suppliers empaneled in this Category are eligible for supply approved products to static units of IRCTC (not eligible to supply in any type of trains.)	

For any query/clarifications please contact at GGM/SCS Indian Railway Catering and Tourism Corporation Ltd.

10<sup>th</sup> Floor, Statesman House Building Barakhamba Road.New Delhi – 110001

Email: [empanelment@irctc.com](mailto:empanelment@irctc.com) Tel:-011-23311263-64, Fax:-011-23311259 www.irctc.com

**Disclaimer**

- 1.1. This “EMPANELMENT FORM” is being issued by the Indian Railway Catering and Tourism Corporation Limited (“IRCTC”) for the purpose of providing PAD items supply in various categories of Trains and Static units of IRCTC.
- 1.2. The information contained in this Empanelment form is being provided by IRCTC for the limited purpose to enable applicants to submit a response to this Empanelment form for undertaking Supply of PAD items and for other purpose. In no circumstances shall IRCTC, or its respective advisors, consultants, contractors, servants and/or agents incur any liability arising out of or in respect of issue of this Empanelment form.
- 1.3. The information contained in this Empanelment form or subsequently provided to applicant(s), whether verbally or in documentary or any other form, by or on behalf of IRCTC or any of its employees or advisors, is provided to applicant(s) on the terms and conditions set out in this Empanelment form and such other terms and conditions subject to which such information is provided.
- 1.4. This Empanelment form is not an agreement or offer by IRCTC to prospective applicants or any other person. This Empanelment form includes statements, which reflect various assumptions and assessments arrived at by IRCTC in relation to Supply of PAD items. Such assumptions, assessments and statements do not purport to contain all the information that each applicant may require.
- 1.5. This Empanelment form is a summary of information and no reliance shall be placed on any information or statements contained herein, and no representation or warranty, expressed or implied, is or will be made in relation to such information and no liability is or will be accepted by IRCTC, its respective advisors, consultants, contractors, servants and/or its agents in relation to the accuracy, adequacy or completeness of such information or statements made nor shall it be assumed that such information or statements will remain unchanged.
- 1.6. Each applicant should therefore, conduct its own due-diligence with regard to the present Empanelment form.
- 1.7. This Empanelment form may not be appropriate for all persons and it is not possible for IRCTC, its employees or advisors to consider the investment objectives, financial situation and particular need of each party who reads or uses this empanelment form.
- 1.8. Nothing in this Empanelment form shall be construed as legal, financial or tax advice. IRCTC will not be liable for any costs, expenses, however so incurred by the applicants in connection with the preparation or submission of their application. IRCTC reserves the right to amend this Empanelment form or its terms and any information contained herein or to cancel the process or altogether, abandon the work at any time by giving notice, in writing, to the applicants/selected party.

- 1.9. IRCTC shall have no liability of any nature whatsoever whether resulting from negligence or otherwise howsoever caused arising from reliance of any applicant upon the statement(s) contained in this Empanelment form.
  
- 1.10. All representations/queries etc. pertaining to this document may be addressed to GGM/SCS, IRCTC Corporate Office, 10th Floor, Statesman House, B-148, Barakhamba Road, Connaught Place, New Delhi – 110001.
  
- 1.11. Laws of the Republic of India shall be applicable to this Empanelment form and subject to the Jurisdiction of Courts situated at Delhi only.

**General instructions to Applicants**

1. This is e-Empanelment form and Empanelment Form can only be viewed at <http://www.irctc.com> & <http://www.tenderwizard.com/IRCTC> and will be submitted/received through online mode only at <http://www.tenderwizard.com/IRCTC> as prescribed in “EMPANELMENT FORM”
2. To participate in the Empanelment process, it is mandatory for the applicant(s) to register it on the website [www.tenderwizard.com/IRCTC](http://www.tenderwizard.com/IRCTC) without any payment and obtain User ID & password which is required for submitting the empanelment form. It may please be noted for submission of proposal for empanelment; Class-III digital signature is required.
3. **The Stepwise Flowchart regarding application process is enclosed as Annexure-J. Further, the demo video of How to submit PAD Application Form(Demo Video) is available for viewing and downloading on IRCTC Website. Link of Video is attached**<https://drive.google.com/file/d/1UH9gX87nAqVckRSmnt5Puy-kOghXrHII/view>
4. The applicant should upload complete set of documents, in all form, in support of the Eligibility Criteria. The applicant shall him/herself be completely responsible for non-uploading of any document required as per the eligibility criteria for empanelment as PAD item supplier with IRCTC.
5. Corrigendum/Addendum to this Empanelment Form, if any, will be published on website [www.irctc.com](http://www.irctc.com), [www.tenderwizard.com/IRCTC](http://www.tenderwizard.com/IRCTC) only. No newspaper press advertisement shall be issued for the same.
6. For any difficulty in downloading & submission of Empanelment Form on the website [www.tenderwizard.com/IRCTC](http://www.tenderwizard.com/IRCTC), please contact at **tenderwizard.com helpdesk no. 011-45811365, 45982100 or cell no 8800107755, 8800115628.** Contact numbers of PAD Empanelment Team at IRCTC Corporate Office are given as below :
  - a) MuskaanArora- Executive/Empanelment-8287930183
  - b) Naveen Sheoran -Executive/Empanelment-8287930203
  - c) Devender -Executive/Empanelment-8287930172
7. The digital signature of the applicant on the Empanelment form will be considered as confirmation that the applicant has read, understood and accepted all the documents referred to in the Empanelment form .**It may please be noted that in case of deviation by Applicant, application will be summarily rejected without further correspondence/communication.**
8. Separate empanelment form has to be submitted for each segment. Segment list is enclosed as **Annexure-A**. Applications for empanelment in Multiple Segments/brands through single Empanelment Form will not be considered for empanelment.
9. **Category B:** The suppliers empaneled in this Category are eligible for supply approved products to static units of IRCTC (not eligible to supply in any type of trains.)

10. The empaneled parties shall give an undertaking to supply only items of approved Brands for sale as per rates and grammages available in open general market. The firm should make available the product portion size already available in the market at the same prize and grammage. No specific packaging for Railways/IRCTC shall be permitted. Your firm should not supply your product at higher MRP/lower Grammage for sale/service over Railway/IRCTC premises as compared to general open market (i.e. Retail chain stores. Retail grocery shops etc). Default on this account shall lead to forfeiture of empanelment fee, Performance Guarantee etc. along with debarment.
11. Empaneled parties shall also be required to intimate the changes in packaging or introduction in advance, before implementing for IRCTC/Railways.
12. State owned Govt. Units/Firms are exempted from Empanelment form fee, Empanelment Fee & Performance Guarantee and are required to upload the documents in support of proof for Govt. ownership.
13. The Applicants are required to submit the performance guarantee as detailed below, with the application.

<b>For A Category</b>	<b>State owned Govt. Units/Firms</b>	<b>MSE's /Startup Firms</b>	<b>Non-MSE's/ Non-Startup Firms</b>
Empanelment Form Fee	<b>Exempted</b>	<b>Exempted</b>	<b>Rs 1125/-</b>
Performance Guarantee for each segment	<b>Exempted</b>	<b>Rs 50,000/-</b>	<b>Rs 1 lakh</b>
Turnover Required	<b>Exempted</b>	<b>As per Annexure A</b>	<b>As per Annexure A</b>

14. In case of non-payment of any of the above items viz. Empanelment Form Fee and Performance Guarantee as mentioned above (except the exempted categories) through e-tendering website, the application for empanelment will be summarily rejected.
15. In case of non- empanelment due to non-fulfillment of extant criteria, the Performance Guarantee amount deposited by the applicant will be refunded likely within one month as per the bank details submitted by the applicant without interest.
16. The Registered Micro and Small scale Enterprises (MSE's)/ Startups, State owned Govt. Units/Firms are eligible for following relaxations in Turnover and Experience Criteria:

SN	Criteria	Category A-Special	Category A	Category B
1	<b>Turnover</b>	No Relaxation	75% relaxation in turnover criteria of the respective product/segment as mentioned in Annexure-A	
2	<b>Experience</b>	No Relaxation	One year as mentioned in Mandatory Eligibility Criteria	

**Note-**

- The above relaxations are given to registered micro and small scale enterprises (MSE's)/ startups, state owned govt. Units/firms only and are applicable in category-a & b only.
- The medium scale enterprises are not eligible for any kind of relaxation in turnover, criteria, experience and applicable fees & performance guarantee in any of the categories.
- No relaxation in turnover or experience criteria is applicable in a-special category.
- **State owned Govt. Units/Firms are exempted from turnover criteria.**

17. The Performance Guarantee will remain with IRCTC till the validity of the empanelment. This amount is refundable without interest subject to NO DUES.

18. All the details must be uploaded as per required documents. **All supporting documents uploaded must be self-attested by Authorized signatory** and valid authority letter must be submitted in favor of signing authority by the applicant entity. In case the applicant is a company, then the Board resolution towards authorization to the signatory of the application must be submitted. In case the applicant is a Partnership firm & proprietorship, then the all documents including the Empanelment Form must be signed by one of the partner/proprietor or a valid POA (power of attorney) must be submitted.

19. In case of any discrepancy or non-submission of any required document/s the application may be rejected by IRCTC. Non-uploading of documents will not stop empanelment process, clarification or latest/updated document, if required, may be called from the applicant for completion of empanelment process.

20. If supporting documents are in any regional language, self-attested English/ Hindi translation of the same must be uploaded.

21. IRCTC's decision on empanelment of applicants shall be final and binding.

22. The schedule of the process for empanelment is mentioned below:

SN	Event Description	Event Date& Time
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23. IRCTC reserves the right to amend any clause of this Empanelment Form without incurring any liability whatsoever. In the event of changes/extension, IRCTC shall intimate the same through addendums/amendments on the website. IRCTC also reserves the right to cancel or discharge the EMPANELMENT FORM process at any stage without assigning any reason.

24. **Period of Empanelment:** The validity of empanelment will commence from the date of issuance of empanelment letter and the empanelment shall be valid up to 31.12.25.

25. The average annual turnover required to qualify in the eligibility criteria should be from manufacturing of PAD items only.

26. If a firm approved for any category launches another brand of same item, the firm has to submit trademark certificate or Trade mark additional representation (TM) for newly launched item

along with required Performance Guarantee for that category. The new brand of earlier approved item will be considered approved for that category only and required letter will be issued.

27. The Successful applicants are required to deposit non-refundable Empanelment Fees of Rs. 1, 18,000/-(inclusive of GST) for A Special and Rs. 59,000/-(inclusive of GST) for Category A and Category B within 7 days of issue of Intimation letter by IRCTC.
28. IRCTC reserves right to collect samples of the products and getting them examined in the appropriate laboratory and also inspect the production facilities, as and when it deems necessary at the cost of supplier.
29. In case the validity of any of the FSSAI/BIS certificate expire during the short listing process or during the currency of the permitted period, the company should submit the valid certificate issued by the concerned authority before the expiry date. Till such time, an affidavit should be submitted for submission of the valid certificate before the expiry of the validity of the current certificate.
30. An affidavit is to be submitted stating that the brand name of the product is certified by the company and the company is solely responsible for the brand name and all products sold are safe for consumption as per FSSAI Act/BIS while applying for approval of IRCTC. Anything found contrary, through inspection/complaints, the firm/brand is liable to be banned and Performance Guarantee will be forfeited.
31. The originals of the certificates copies of which submitted along with the application form should be made available for verification as and when required.
32. IRCTC reserve the right to reject any application or withhold or withdraw the process of short listing at any stage, without assigning any reason to the applicant. Decision of IRCTC on short listing of application shall be final and binding.
33. The applicant should be aware that if any of the submitted declaration/documents found to be incorrect false either before or after the shortlisted process the applicant individual/firm/company shall be treated for "material breach" and would result in rejection of the short listing and to be debarred/blacklisted from participating further short listing for any brand under IRCTC.

## **2. Invitation for EMPANELMENT FORM**

- 2.1. This Empanelment form sets out the requirements that must be satisfied by applicants for getting empanelled as Supplier and it is an invitation to applicants to submit their profile/documents for empanelment as Supplier of PAD items in various categories of Trains and Static units of IRCTC.
- 2.2. Applicants may download the Empanelment form from IRCTC's website (<http://www.irctc.com>)

## **3. General Conditions**

- 3.1. IRCTC reserve the right to terminate the Empanelment form process at any stage and will not be responsible for any loss or damages which the applicant may incur in the process. The application can be rejected without assigning any reason.

- 3.2. The Application once submitted would be binding on the Party and any subsequent alteration/amendment will not be entertained.
- 3.3. Applicant will be responsible for compliance with applicable laws such as GST Rules, Provident Fund, Labour Law or any other law of the land and registration/approval from statutory authority, wherever required.
- 3.4. In case the applicant 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 or rejection of application for empanelment through this EMPANELMENT FORM process, he shall not be entitled to any compensation whatsoever.
- 3.5. 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 equitable manner. 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.
- b. The parties hereto will submit demand in writing that the dispute/differences be referred to arbitration. 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.
- 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 be included in the reference.
- d. 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 IRCTC's extant guidelines dated 18.10.2019. The copy of the guidelines is placed at **Annexure-F**
- 3.6. In the event of any breach of the said terms and conditions of the empanelment, IRCTC shall be entitled to forfeit the PERFORMANCE GUARANTEE besides de-empanelling and debarring the service provider from participating in the future projects of IRCTC for a period upto 3 year.
- 3.7. The Empanelled Supplier shall comply with any other instructions issued by IRCTC from time to time.
- 3.8. In the interest of the general public travelling over Indian Railway network, it is expected that the empanelled product conforms to the requisite FSSAI standards and other statutory norms towards its quality, quantity, packaging, taste etc. The quantity of the product should be as per the approval/empanelment. The Product having certification issued by any authority other than the statutory authorities mentioned in this document (Viz. **Health License/FSSAI/FDA etc.**) will not be considered for empanelment. In case deficiency is found in quality, quantity, packaging, printing of product information or non-supply to IRCTC network under



areas/regions as per Annexure-E as submitted by applicant or in any other case of complaint/s, IRCTC may take penal action or even de-empanel the product in cases of serious deficiencies.

3.9 IRCTC may invite offers/ quotes from empaneled vendors for finalizing maximum supply rates for supply to IRCTC/ Licensees of IRCTC.

3.10. **Eligibility Criteria:** Eligibility criteria for empanelment are defined in Clause 4.0 of this Empanelment form. Interested organizations should submit documentary evidences in support of the eligibility criteria.

3.11 Applicant firm must ensure that FSSAI norms & guidelines are adhered to w.r.t the product specifications.

**4.0 Eligibility Criteria for PAD Empanelment**

**Note:** Please refer to the Turnover Eligibility Criteria for categories as per Annexure- A.

**A. GENERAL INFORMATION OF APPLICANT/FIRM**

SN	Particulars	Details	Encl No.
1	<b>Name of Brand(s)</b> (Name of brand to be submitted on company's/firm's letter head)		
2	<b>Name of Product(s) as per the Segment List</b> (Please refer to list of products/segments given in annexure "A")  The applicant is also required to submit an undertaking on his letter head clearly mentioning the name of the product & segment for which the applications submitted as per Annexure G		
3	<b>Name and full address of the Manufacturer of the product With telephone &amp; email ID</b> (Use extra sheet if required)	Office:	
		Plant/ Factory	
4	<b>Status of applicant – Proprietorship/ Partnership / Private Company / Public Limited Company/ Cooperative/ Society/ Trust/LLP</b> (Copy of the Incorporation Certificate, Partnership deed, Memorandum of articles & Articles of Association etc. to be enclosed.)		

**B. DETAILS OF PERFORMANCE GUARANTEE**

Performance Guarantee to be deposited only through online payment gate way for each segment is as under:

Category	MSE's /Startup	Non-MSE's/ Non-Startup Firms
Category B	Rs. 50,000/-	Rs. 1 lakh

(For category wise Turnover eligibility criteria refer to Annexure-A for details)

**C. MANDATORY CRITERIA**

Sr. No.	Particulars	Details	Encl No.
1.	<b>GST Reg.</b> <b>GSTIN registration nos.</b> (Enclose copy of the Registration certificate)		
2.	<b>License:</b>  <b>Valid License issued by Competent Authority – Health License/FSSAI/FDA etc.</b> (Enclose copy of the license issued by Competent Authority)		
3.	<b>Turnover and Experience Criteria:</b>  <b>Applicant's average annual turnover as per Annexure-A, for the last 02 financial years i.e. 2022-23 &amp; 2023-24 from manufacturing of PAD items.</b>  The applicant must submit the following document: -  Certificate issued by Statutory auditor/Chartered Accountant, clearly specifying the turnover of the applicant as per Annexure H. Applicant may please note that Turnover for last two completed financial years i.e. <b>2022-23 &amp; 2023-24</b> as mentioned in Annexure H should be reflected in UDIN certificate downloaded from ICAI website. <u>The document must bear valid UDIN downloaded from ICAI website.</u>	=	
4.	The experience/ existence of the firm/company must be more than 02 years of the product line. <b>a)</b> In support applicant is require to submit CA certificate certifying experience/ existence of particular product from past 02 years as per Annexure –I <b>b)</b> FSSAI license issued 02 year ago duly covering the applied product		
5.	<b>Relaxation in Turnover and experience Criteria:</b>  <b>Copy of Certificate for MSEs (Micro &amp; Small Scale Enterprises), Startups for seeking relaxation in turnover and experience criteria.</b> <u>Udyam Certificate should bear the specific codes related to kind of business the applicant has applied for.</u>  <b>"The entity should be registered for the similar work under the MSE registration."</b>		
6.	<b>Copy of Trade Mark or Trade Mark additional Representation</b>		
7.	<b>Test report from a Govt. / NABL Accredited Laboratory, not older than 6 months from the date of receipt of application by IRCTC, certifying that the product(s) confirms FSSAI</b>		

	<p>labeling &amp; packaging norms as per FSSAI Act 2006</p> <p>Test reports should be based on FSSAI norms on following parameter's, for all variety of applied products</p> <p>1) Physiochemical 2) Metal Contaminants 3) Synthetic colours &amp; added preservatives 4) Microbial (Lab test reports must include norms of FSSAI packing and labeling such as Batch Number, best before/expiry date etc) The submitted report should contain all parameters given in format placed as Annexure-D</p>		
8.	<p>Specifications of the product As per <b>Annexure –B</b> (All items and packaging intended to be supplied must be listed with details)</p>		
9.	<p><b>Undertaking of the applicant on (Company/Proprietorship/ Partnership / Private Company / Public Limited Company/ Cooperative/ Society/ Trust/LLP) Letter Head as per Annexure –C</b></p>		

**D. DESIRABLE DOCUMENTS FOR SUBMISSION**

1	<p><b>Permanent Account Number (PAN)</b> (Enclose copy of the PAN)</p>		
2	<p><b>Details of national/ regional distribution network</b> (List of Locations where distribution network available)as per <b>Annexure-E</b></p>		
3	<p><b>Bank Details (Name of Bank, Branch, Account Number of Firm, IFSC Code). Enclose a photocopy of cancelled cheque)</b> (Required for refund of Performance Guarantee and empanelment fee in case of rejection )</p>		
4	<p><b>If MSE, provide details mentioned below:</b></p>		
4(A)	<p>If registered MSE(Micro &amp; Small Scale Enterprises)/Startup belongs to SC/ST, please specify</p>		
4(B)	<p>If registered MSE(Micro &amp; Small Scale Enterprises)/Startup belongs to SC/ST, please specify</p>		

Annexure-ATurnover Eligibility CriteriaPAD Items for Category 'A-Special', Category 'A' and Category 'B'

The Applicant/Firm's average annual turnover for last two financial years should be as given below:

SN	Product/Segment	Category	Average Annual Turn Over (In Rs.)
1	<b>Aerated Drinks</b>	<b>A Special</b>	500 Cr.
		<b>A</b>	250 Cr.
		<b>B</b>	5 Cr.
2	<b>Bakery Product</b> Bread/ Soup sticks /Dinner Bun /Bread rolls/Muffins/fruit cake/cake etc.	<b>A Special</b>	50 Cr.
		<b>A</b>	25 Cr.
		<b>B</b>	1.25 Cr.
3	<b>Biscuits &amp; Cookies</b>	<b>A Special</b>	50 Cr.
		<b>A</b>	25 Cr.
		<b>B</b>	5 Cr.
4	<b>Branded Dry Indian snacks in sealed pouch</b> Dry Samosa/ Dry Kachori/Mathri/Masala Sticks (Min. 40gms or more)	<b>A Special</b>	200 Cr.
		<b>A</b>	100 Cr.
		<b>B</b>	1.25 Cr.
5	<b>Butter (Chipleets/Blister Packs)</b>	<b>A Special</b>	500 Cr.
		<b>A</b>	250 Cr.
		<b>B</b>	50 Lac.
6	<b>Chips</b>	<b>A Special</b>	100 Cr.
		<b>A</b>	50 Cr.
		<b>B</b>	1.25 Cr.
7	<b>Coffee</b> Coffee Powder/Coffee Premix (all flavors) including Coffee Beans/coffee conc/ Coffee premix Concentrated/ Cold Coffee/Green Coffee	<b>A Special</b>	50 Cr.
		<b>A</b>	25 Cr.
		<b>B</b>	2 Cr.
8	<b>Confectionery items</b>	<b>A Special</b>	100 Cr.
		<b>A</b>	50 Cr.
		<b>B</b>	5 Cr.
9	<b>Cornflakes and other breakfast cereals</b>	<b>A Special</b>	50 Cr.
		<b>A</b>	25 Cr.
		<b>B</b>	50 Lac.
10	<b>Energy Drinks</b>	<b>A Special</b>	100 Cr.
		<b>A</b>	50 Cr.
		<b>B</b>	5 Cr.
11	<b>Fruit Juice/ Packed Coconut Water</b> Tetra Packed/ Glass / PET Bottles	<b>A Special</b>	50 Cr.
		<b>A</b>	25 Cr.
		<b>B</b>	5 Cr.
12	<b>Fruit Drinks</b> Tetra Packed/ Glass / PET Bottles	<b>A Special</b>	50 Cr.
		<b>A</b>	25 Cr.
		<b>B</b>	5 Cr.

13	<b>Hand Sanitizer</b>  <b>1. Specifications</b> a) The firm should clearly mention “Hand Sanitizer” on their product. No other similar or confusing words will be considered for empanelment. b) Hand Sanitizer must be manufactured under Drug manufacturing license issued by FDA. Cosmetic or Export license will not be considered for empanelment. c) The sanitizer must mention that it will eliminate almost 99.9% of germs. d) The hand sanitizer should be available in sachets of content ranging from 1.5 ml – 2 ml e) Must evaporate readily leaving a pleasant feel and lingering fragrance with no residual odour transferred to food or clothing. f) Must not leave any harmful residue on skin and hence must be safe for use by personnel involved in food handling and food preparation (Food Safe). g) Ayurvedic product may be considered if the product clearly mentions “Ayurvedic/Siddha/Unani product” on its Hand Sanitizer sachets.	<b>A Special</b>	2 Cr
		<b>A</b>	1 Cr
14	<b>Honey (sachets /bottles)</b>	<b>A Special</b>	5 Cr.
		<b>A</b>	2.5 Cr.
		<b>B</b>	15Lac
15	<b>Ice Cream (90ml cup/other packaging)</b>	<b>A Special</b>	500 Cr.
		<b>A</b>	250 Cr.
		<b>B</b>	5 Cr.
16	<b>Indian Sweets</b> Sohan Papdi/Coconut Barfi/Mysore Pak/Besan Ladoo etc Rasagulla, Srikhand, Kala Jamun, Mysore Pak etc.	<b>A Special</b>	250 Cr.
		<b>A</b>	125 Cr
		<b>B</b>	15 Lac.
a)	<b>Millet Based Indian Sweets (30 gms or more -pack)</b>	<b>A Special</b>	1 Cr
		<b>A</b>	50 lakh
		<b>B</b>	15 lakh
17	<b>Infant/Baby Food</b>	<b>A Special</b>	50 Cr
		<b>A</b>	25 Cr
		<b>B</b>	2 Cr
18	<b>Jam</b>  Blister Pack /sachet	<b>A Special</b>	25 Cr.
		<b>A</b>	12.5 Cr.
		<b>B</b>	50 Lac.
19	<b>Malted Beverages</b>	<b>A Special</b>	50 Cr
		<b>A</b>	25 Cr
		<b>B</b>	5 Cr.
20	<b>Milk Product</b>  Milk/Flavoured /shake/ Smoothie /Curd /Yogurt Lassi/Butter Milk etc.	<b>A Special</b>	50 Cr.
		<b>A</b>	25 Cr.
		<b>B</b>	2 Cr.
21	<b>Milk Creamer sachet/ Milk Powder</b>	<b>A Special</b>	50 Cr.
		<b>A</b>	25 Cr.

		<b>B</b>	2 Cr.
22	<b>Mouth Freshener</b>	<b>A Special</b>	25 Cr.
		<b>A</b>	12.5 Cr
		<b>B</b>	1 Cr
23	<b>Namkeen</b> (Sealed pack)	<b>A Special</b>	50 Cr.
		<b>A</b>	25 Cr.
		<b>B</b>	1.25 Cr.
24	<b>NimbuPani</b> Tetra pack /PET/PP bottles	<b>A Special</b>	50 Cr.
		<b>A</b>	25 Cr.
		<b>B</b>	50 Lac.
25	<b>Pickle</b> Blister Pack/sachet	<b>A Special</b>	50 Cr.
		<b>A</b>	25 Cr.
		<b>B</b>	50 Lac.
26	<b>Popcorn</b>	<b>A Special</b>	12.5 Cr
		<b>A</b>	6.25 Cr
		<b>B</b>	15 Lac
27	<b>Roasted Nuts /Dry Fruits</b>	<b>A Special</b>	25 Cr
		<b>A</b>	12.5 Cr.
		<b>B</b>	50 Lac.
28	<b>Soup</b>  Soup Premix	<b>A Special</b>	25 Cr
		<b>A</b>	12.5 Cr.
		<b>B</b>	2 Cr.
29	<b>Sugar/Sugar free sachet</b>	<b>A Special</b>	50 Cr.
		<b>A</b>	25 Cr.
		<b>B</b>	50 Lac.
30	<b>Salt sachets &amp; pepper sachet</b>	<b>A Special</b>	5 Cr.
		<b>A</b>	2.5 Cr.
		<b>B</b>	50 Lac.
31	<b>Tea</b> Tea Bags, Tea Premix(all flavours), Masala Tea, Herbal Infusion, Herbal/Green/ Lemon Tea/Ice Tea	<b>A Special</b>	50 Cr.
		<b>A</b>	25 Cr.
		<b>B</b>	2 Cr.
32	<b>Tomato Ketchup</b> Bottle /sachets	<b>A Special</b>	50 Cr.
		<b>A</b>	25 Cr.
		<b>B</b>	2 Lac

Note: IRCTC may invite offers/ quotes from empaneled vendors for finalizing maximum supply rates for supply to IRCTC/ Licensees of IRCTC.

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

**GGM/SCS**

**Indian Railway Catering and Tourism Corporation Ltd.**

**10<sup>th</sup> Floor, Statesman House Building**

**Barakhamba Road. New Delhi – 110001**

**Email: [empanelment@irctc.com](mailto:empanelment@irctc.com)**

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

**[www.irctc.com](http://www.irctc.com)**

**Specification of the Product (s)**

<b>(Attach extra sheet if required)</b>								
<b>S. No.</b>	<b>Product/Item Name</b>	<b>Flavor</b>	<b>Color</b>	<b>Weight</b>	<b>Unit packing size</b>	<b>MRP</b>	<b>Packing size for supply</b>	<b>Other information</b>



(To be submitted on Firms' Letter Head.)

**UNDERTAKING**

1. I.....S/o....., R/o....., aged about ..... years, Designation.....  
Mobile no.....email....., do hereby solemnly affirm and  
Statesas under.
  - i. I am authorized signatory of M/s .....address.....
  - ii. It is hereby affirmed that the .....(Name of company or its products) is not a  
banned/ debarred/ black listed by IRCTC or Zonal Railways or Ministry of Railways.
2. It is certified that the product applied for empanelment confirms with FSSAI norms prescribed for human consumption.
3. I/We understand that if any information, document is found incorrect/false at any stage, the empanelment shall stand cancelled and Performance Guarantee and Empanelment Fee shall be forfeited.
4. I/We hereby declared that our product, for which empanelment is applied for is available in the market from last 02 (Two) financial years.
5. I/We hereby declared that supply only items of approved Brands for sale as per rates and grammages available in open general market.
6. I/We hereby declare that all packaging and labeling confirms the FSSAI/statutory norms as per extant rules of Govt. of India for packaging and labeling. No special packing in terms of weight, rate etc. will be done for IRCTC/Railways. The weights and prices as applicable in open market shall only be made available unless specifically requested for special packaging by IRCTC/Railways network.
7. I/We solemnly declare that to the best of my/our knowledge and belief, the information given in this application form and the annexures and accompanying statements are correct, complete and truly stated and also that we shall be bound by the acts of my/our duly constituted attorney.

Place:

Date:

(Signature of authorized person with company seal)

Name \_\_\_\_\_

Designation \_\_\_\_\_

**Desired sample format for submission of Report  
(Issuing Lab Name)  
Govt Owned/NABL lab**

Brand Name  
Report date  
Best Before/Expiry  
Weight

1. Product Name
2. Sample received date
3. Sample colour
4. Manufacturing Date
5. Batch Number

Description of Product					
SN	Parameter	Instrument	Method (As per FSSAI 2006, FSSR 2011, 2016 etc)	Result	Specifications
1	Food Additives (Synthetic Food Colour)				
a)	Synthetic food colors				
2	<b>Heavy Metals</b>				
a)	Arsenic				
b)	Mercury				
c)	Lead				
d)	Cadmium				
e)	Copper				
f)	Tin				
3	<b>Preservative Test</b>				
a)	Benzoic Acid				
b)	Sorbic Acid				
c)	Sulphite				
4	<b>Microbiological</b>				
a)	Total Plate Count				
b)	Salmonella				
c)	E.Coli				
d)	Coliform				
e)	Shigella				
5)	<b>Physiochemical</b>				
a)	Moisture %				
b)	Acid insoluble ash				
c)	Fat				
d)	Insect, Rodents hair etc.				

This is certified that the product(s) confirms FSSAI labeling & packaging norms as per FSSAI Act 2006 and amendment/ Regulations issued thereafter.

(Details of signing Authority)

**DETAILS OF DISTRIBUTION NETWORK OF FIRM**

Please tick in the box where distributor network of the firm is available.



**1. NORTHZONE**

- 1.1 NEW DELHI=
- 1.2 CHANDIGARH =
- 1.3 LUCKNOW =
- 1.4 JAIPUR=

(Please mentioned if any other city).....

**2. EASTZONE**

- 2.1 KOLKATA=
- 2.2 HOWRAH=
- 2.3 PATNA=
- 2.4 GUWAHATI=

(Please mentioned if any other city) .....

**3. WESTZONE**

- 3.1 MUMBAI=
- 3.2 BHOPAL=
- 3.3 AHMEDABAD=

(Please mentioned if any other city) .....

**4. SOUTHZONE**

- 4.1 CHENNAI=
- 4.2 ERNAKULAM=
- 4.3 BANGLORE=

(Please mentioned if any other city).....

**5. SOUTH CENTRALZONE**

- 5.1 SECUNDERABAD=
- 5.2 BHUBANESHWAR=
- 5.3 BILASPUR =
- 5.4 VISHAKHAPATNAM =

(Please mentioned if any other city) .....

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

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

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



इंडियन रेलवे कैटरिंग एण्ड टूरिज्म कॉर्पोरेशन लिमिटेड  
(भारत सरकार का उद्यम)  
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.  
(A Govt. of India Enterprise)

(CIN-U74899DL1999GOI101707 Email:Info@irctc.com Website:www.irctc.com)

No. 2011/IRCTC/CO/Legal/App Arbitrator

Date: 18.10.2019

Group General Manager/General Manager  
North Zone, New Delhi  
East Zone, Kolkata  
West Zone, Mumbai  
South Zone, Chennai  
South Central Zone, Secunderabad

**Sub: Fee and emoluments to retired officers working as arbitrators on the panel of IRCTC.**

In supersession to this office letter of even number dated 05.09.2012 on the subject cited above, it has been decided that arbitrators shall be entitled to fee and emoluments for arbitration cases as under:

A. Appointed from panel of Arbitrator

SN	Particulars	Maximum amount of fee payable per arbitrator/conciliator, per case
1	Arbitrator Fee	a. Fee not exceeding 1% of the total claim including counter claim subject to minimum of 40,000 per case per arbitrator and maximum of Rs. 1,50,000/- per case per arbitrator. In case award is made within 6 months the arbitrator will be entitled to fee equal to 1.5% of the total claim including counter claim subject to minimum of 40,000 per case per arbitrator and maximum of Rs. 2,25,000/- per case per arbitrator. b. Sole arbitrator shall be entitled to 25% extra fee over the fee prescribed above. Provided that the arbitrator shall decide the dispute within a period of 12 months from the date Arbitral Tribunal enters upon the reference. c. No extension beyond 18 months will be agreed to under any circumstance and the mandate of Arbitral Tribunal shall automatically stand terminated.
2	Secretarial Assistance and Incidental Charges	Rs. 1000/- per hearing. Rs. 1000/- per case for expenditure incurred on facts, stamp paper, postage.
3	Local travel	Rs. 1500/- per day for the days for arbitration meetings only
4	Daily Allowance	Rs. 1200/- per day for the day of arbitration

IRCTC Corporate Office, 11<sup>th</sup> Floor, B-148, Statesman House, Barakhamba Raod,  
New Delhi-11001, Tel: 011-23311263-64



इंडियन रेलवे कैटरिंग एण्ड टूरिज्म कॉरपोरेशन लिमिटेड  
(भारत सरकार का उद्यम)  
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.  
(A Govt. of India Enterprise)

(CIN-U74899DL1999GOI101707 Email:Info@irctc.com Website:www.irctc.com)

5	Travelling expenses for outstation cases	Economy class (by Air), First AC by train and AC car by road.
6	Lodging and Boarding for outstation cases	a. Rs. 8000/- per day in metro cities b. Rs. 4000/- per day in other cities. c. Rs. 2000/- per day if any arbitrator does not stay in the hotel as mentioned at a & b above and makes his own arrangements. Note lodging boarding and travelling expenses shall be allowed for those members who are residing 100km away from the place of meeting. Delhi, Mumbai, Chennai, Kolkata, Bangalore and Hyderabad shall be considered as metro cities.

B. Departmental officers of IRCTC as Conciliator :

Conciliator Fee	Rs. 40,000/-
-----------------	--------------

- C. For additional cases of the same group, a consolidated fee of Rs. 25,000/- per case is payable.  
D. The fee and emoluments shall be shared equally by both the parties.

This issue with the approval of CMD IRCTC.

  
(Jagdish Goyal) 18/10/19  
Law Officer

Copy to:

1. PS to CMD for information of CMD
2. Director (T&M), Director/Fin
3. All GGM's of Corporat Office

IRCTC Corporate Office, 11<sup>th</sup> Floor, B-148, Statesman House, Barakhamba Raod,  
New Delhi-11001, Tel: 011-23311263-64

To be submitted on letter head

To

General Manager/SCS  
IRCTC,  
Corporate Office,  
10<sup>th</sup> Floor, Statesman House Building,  
New Delhi-110001

Sub: - Application for empanelment of PAD item

Ref: - Empanelment form No. \_\_\_\_\_

I, \_\_\_\_\_(name of the authorized representative) on behalf of M/s \_\_\_\_\_(name of the firm) hereby submit that this application is submitted for empanelment of \_\_\_\_\_(name (s) of the product) in \_\_\_\_\_segment (as per Annexure A) in \_\_\_\_\_category.

Signature of Authorized person

Name

Designation

Date

Format for Annual Turnover

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

(To be submitted on letterhead of Chartered Accountant along with their UDIN)

ANNUAL TURNOVER

The Annual Turnover from manufacturing of PAD items to be provided in the following format for the last 02 (two) completed Financial Years.

Financial Information		(in INR)
Financial Year	2022-23	2023-24
Annual Turnover (in Rupees)		
Note: Annual turnover should be certified by Chartered Accountant/ Statutory Auditors.		

**Certificate from the Chartered Accountant/Statutory Auditor**

This is to certify that \_\_\_\_\_ (Name of the Applicant firm) had a turnover as shown above against the respective financial years.

Name of the audit firm:

Seal of the audit firm:

Membership No. of Chartered Accountant:

**UDIN:**

Date:

(Signature, name and designation of the Chartered Accountant)

- Note:** 1. The details submitted by the applicant in Annexure H must be correct and submitted by the applicant with UDIN. Annexure H submitted without valid UDIN shall not be considered.
2. Turnover for each of all the financial years i.e. 2022-23 & 2023-24 as mentioned in Annexure H should be reflected in UDIN certificate downloaded from ICAI website.
3. In case of non-submission of Year wise Turnover for each of all the financial years' i.e 2022-23 & 2023-24 as per Annexure H in UDIN certificate downloaded from ICAI website, the application shall be summarily rejected.

**\*Format for experience/ existence of the firm/company**

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

**(To be submitted on letterhead of Chartered Accountant along with their UDIN)**

**This is certified that M/s .....is manufacturing/ selling the .....particular product from 2022-23. The turnover from the sale of product was as follows:**

<b>SN</b>	<b>Financial Year</b>	<b>Product turnover</b>
<b>1</b>	<b>2022-23</b>	
<b>2</b>	<b>2023-24</b>	

Name of the audit firm:

Seal of the audit firm:

Membership No. of Chartered Accountant:

**UDIN:**

Date:

(Signature, name and designation of the Chartered Accountant)

- Note:**
1. The details submitted by the applicant in Annexure must be correct and submitted by the applicant with UDIN. Annexure submitted without valid UDIN shall not be considered.
  2. Turnover for each of all the financial **as** mentioned in Annexure I should be reflected in UDIN certificate downloaded from ICAI website.
  3. In case of non-submission of certificate, the application shall be summarily rejected.



## **PAD Empanelment - Process flow (For Vendors)**

Visit URL – [www.tenderwizard.in/irctc](http://www.tenderwizard.in/irctc)

↓  
**Home page** – Click on “Tender View”→ “Tender Free view” to view latest PAD empanelment forms.

↓  
**Home page**- Interested participants may register firms or company using the Link “**Register Now**”

↓  
After filling up all the details including uploading of documents (Pan Card, GST certificate) registration will be automatically enabled.

↓  
Login using the “User ID” and system generated “Password” availed after registration through “Register now” Link.

↓  
Modify/Change the password (system generated) after first time login and keep the password in safe custody.

↓  
Login using Class-III PKI (Digital signature/Public Key Infrastructure obtained from any of the certified authority of India) with modified New Password.

↓  
Before making Request for PAD Empanelment Document:  
Cost of empanelment Form Fee is to be paid through online mode.

↓  
Immediately after the payment of Cost of empanelment form,PAD empanelment form will move to “INPROGRESS” section.

↓  
Go to In progress section and click on “Edit Attachment” icon of the particular empanelment form and download the Empanelment Document, Technical Sheet (don't change the file/file name) and save it in your system.

↓  
After duly filling the Technical sheet file, Go to In-progress section and click on “Edit Attachment” icon of particular empanelment, upload the duly filled file using the respective link & signing digitally (PKI).

↓  
All the documents which are required in empanelment have to be uploaded by the bidder in his “Doc Library” available in the left menu.

↓  
Once the documents are uploaded in the Doc Library. Bidder has to attach all the empanelment form.

↓  
Bidder have to pay clubbed amount of Securty deposite and Empanelment Fee through E-payment and NEft/RTGS mode.

↓  
Once all red highlighted fonts updated to Black font, next step to submit the PAD empanelment form by clicking on “**SUBMIT THE TENDER FORM**”.

↓  
Once the empanelment form is submitted then an acknowledgment will be generated. Which can be saved or its print can be taken.

**NOTE: In case, the applicant does not click on “SUBMIT THE TENDER FORM” tab as a final step, the application shall be rejected automatically**