



**इंडियनरेलवेकैटरिंगएंडटूरिज्मकारपोरेशनलिमिटेड (भारतसरकारकाउद्यममिनीरत्न)**  
**Indian Railway Catering and Tourism Corporation Ltd.**

(A Govt. Of India Enterprise-Mini Ratna)  
 “CIN:L74899DL1999GO1101707”  
 Website: [www.irctc.com](http://www.irctc.com)  
 Email id: [qualityco@irctc.com](mailto:qualityco@irctc.com)

**E-Bid for “Customer Satisfaction Survey in 468 Mobile &509 Static Units of IRCTC”.**

E-Bid No.	E-Bid No.: 2024/IRCTC/CO/QTY/CSS
Name of Work	E-Bid for “Customer Satisfaction Survey in 468 Mobile & 509 Static Units of IRCTC”.
Cost of Bid Document	Nil.
Locations	As per Annexure IX
Pre Bid Meet	On 10.04.2024 at 12.00 hrs through video conferencing. Link for the VC: <a href="https://teams.microsoft.com/l/meetup-join/19%3ameeting_YmIzNmU2NTctZDVkNC00NzgWLTg0YzAtN2M0NDRIYTc3MzVk%40thread.v2/0?context=%7b%22Tid%22%3a%2250d2c683-c2e6-4208-8f85-7198aa7bed3d%22%2c%22Oid%22%3a%221e9fd8b4-7870-4ece-9d3f-9bd4b778a449%22%7d">https://teams.microsoft.com/l/meetup-join/19%3ameeting_YmIzNmU2NTctZDVkNC00NzgWLTg0YzAtN2M0NDRIYTc3MzVk%40thread.v2/0?context=%7b%22Tid%22%3a%2250d2c683-c2e6-4208-8f85-7198aa7bed3d%22%2c%22Oid%22%3a%221e9fd8b4-7870-4ece-9d3f-9bd4b778a449%22%7d</a>
EMD along with online bidding (Refundable amount)	Rs. 2,60,000/- (To be submitted through online mode on <a href="http://www.tenderwized.com/IRCTC">www.tenderwized.com/IRCTC</a> )
Last Date & Time of submission of Bid	Up to 01.05.2024 till 1500 Hrs
Date & Time of opening of Bid	On 01.05.2024 at 1530Hrs

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

11th Floor A wing, B-148, Statesman House,  
 Barakhamba Road, New Delhi 110001.

११वींमंजिल, एविंग, बी -१४८, स्टेट्समैनहाउस,

बाराखंबारोड, नईदिल्ली-११०००१

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**DISCLAIMER**

**INDIAN RAILWAY CATERING AND TOURISM CORPORATION**

**(A Government of India Enterprise)**

1. The information contained in this Bid is being provided by IRCTC for the open Bid purposes of enabling the Bidders to participate and submit a bid in response to this Bid for Customer Satisfaction Survey in 468 Mobile & 509 Static Units of IRCTC. 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 the issue of this Bid, or the Bidding Process.
2. The objective of the Bid document is to provide the prospective Bidder(s) with all relevant information to assist the formulation of proposals or bids.
3. This Bid may not be appropriate for all persons, and it is not possible for the IRCTC, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this Bid. The assumptions, assessments, statements and information contained in this Bid may not be complete, accurate, adequate or correct. Each Bidder should therefore, conduct its own due-diligence, investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this Bid and obtain independent advice from appropriate sources.
4. Nothing in this Bid shall be construed as legal, financial or tax advice. IRCTC will not be liable for any costs, expenses, however so incurred by the Bidders in connection with the preparation or submission of their Bid. IRCTC reserves the right to amend this Bid or its terms and any information contained herein or to cancel the Bidding Process or altogether abandon the Project at any time by notice, in writing, to the Bidders. Further, it may in no event be assumed that there shall be no deviation or change in any of the herein-mentioned information.
5. IRCTC may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this Bid.
6. Laws of the Republic of India are applicable to this Bid.
7. Each Bidder's acceptance of delivery of this Bid constitutes its agreement to, and acceptance of the terms set forth in this Disclaimer. By acceptance of this Bid, the recipient agrees that this Bid and any information herewith supersedes document(s) or earlier information, if any, in relation to the subject matter hereof.

**NOTICE INVITING E-BID (Two packet bid System)**

Subject: Submission of E-Bid (Two packet bid) for Conducting Customer Satisfaction Survey in 468 Mobile & 509 Static Units of IRCTC.

1. E-Bids are invited by Indian Railway Catering and Tourism Corporation Ltd, for the subjected item(s) through a rate contract as mentioned hereunder and the special Conditions (if any) laid down in this Bid Document.
2. 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 BIDDERS.”
3. This E-Bid is based on Two bid system i.e. Technical bid and Financial bid
  - 3.1 Technical bid – This shall form the basis of ascertaining the Technical credentials of the Bidder as per Eligibility Criteria.
  - 3.2 Financial bid - This shall consist of Offer Form for financial bid. The Offer form (for Financial Bid) is listed as Annexure – VIII and required to be filled online.
4. The Bid shall remain valid for acceptance for 120 (one hundred and twenty) days from the date of receiving of Bid.
5. Indian Railway Catering and Tourism Corporation Ltd. reserves the right to reject any/all bids without assigning any reason and shall not be bound to accept lowest bid.
6. The Notice Inviting Bid and the enclosed Instructions to Bidders, Standard Conditions, Special Conditions, Covering Letter Format and Financial Bid Format shall form the part of bid Document. This document consists of 61 Pages including one index page and one cover Page.

**7. Eligibility Criteria:**

IRCTC is inviting E-Bid from valid corporate members of MRSI (Market Research Society of India) firms/Companies (hereinafter termed as 'Firm/Service Provider/Agency') for Customer Satisfaction Survey in 468 Mobile & 509 Static Units of IRCTC.

**Certificates to be submitted with technical bid are as under:**

SNo.	Information	General Documents required to be submitted (Uploaded)	Category
01	Firm must be valid corporate member of MRSI (Market Research Society of India)	Copy of certificate of registration with MRSI.	<b>Mandatory</b>
02	MSE firms if seeking MSME relaxations	MSE certificate and Udyog Adhar no./NSIC	<b>Mandatory</b>
03	The firm shall certify that they are not black listed or debarred by IRCTC or any other Ministry / Department / PSU (Public Sector Undertaking) of the Govt. of India/State Govt. from participation in tenders/contract.	To be submitted as <b>Annexure XII</b>	<b>Mandatory</b>
04	The firm should be registered with GST council	GST Registration Certificate	<b>Mandatory</b>
04	The firm must have 3 years' experience to carry out similar nature of work Customer Satisfaction survey	Copies of work orders/LOA/Balance sheet for each of the last 3 years	<b>Mandatory</b>
05	The firm must submit latest one work with minimum value of Rs. 31.2 lacs in any of the last three financial years.	Copies of work orders/LOA/work completion certificate.	<b>Mandatory</b>
06	The cumulative turnover of minimum Rs. 1.56crs in last 3 completed financial years. For MSME bidders, the accumulative turnover of minimum in last three completed financial years should be Rs. 36.4 lacs or more.	Audited balance sheets and profit & loss account of the last three completed financial years. Audited balance sheet and P&L A/c having UDIN No.	<b>Mandatory</b>
07	Status of the bidder: - Company /Partnership Firm/Proprietorship firm– Please Specify	Documents to be submitted	<b>General</b>
07.1	In case of Company- please enclose Memorandum and Articles of Association along with certificates of incorporation, if company is a public limited then the certificate for commencement of business also to be enclosed.		
07.2	In case of Partnership Firm- please enclose Certificate of Registration under the partnership Act, 1932 along with valid partnership deed.		
07.3	In case of Proprietorship or Individual- please enclose a declaration on the letter head		
08	The firm should have Permanent Account Number (PAN).	Permanent Account Number (PAN)	<b>General</b>

**Scope of work**

- 1) **Study Methodology:** This survey is to be conducted amongst the passengers traveling on-board or visiting any of IRCTC units on platforms. The questionnaire is of self-filling/Digital mode and should be available in English/Hindi/Regional Language. The methodology to be adopted for the purpose of survey is as follows:
- 2) Customer satisfaction survey is to be conducted in mobile and static units with the following sample size. Agency will conduct survey in one day for static unit and will conduct 01 round trip for RSD trains & Mail/Express Trains, covering major meals (B/F, Lunch, Dinner) as per the Annexure VIII attached:

Type of Unit				
	Mobile	Static (category of Station)		
	Trains (per trip)	Food Plaza (FP)	Refreshment Room (RR)	Fast Food Unit (FFU)/Jan Ahaar (JA)
Sample Size	150	100	100	50

- 2.1: **For static:** Sample size is for each FP/RR/JA/FFU unit on the basis of category of the unit mentioned in the table
- 2.2 **For Mobile:** Sample size is for each mobile unit as mentioned in the table. The survey should include all meals i.e Breakfast, Lunch & Dinner.
- 3) The Shortlisted agency will prepare Questionnaire/Performa for Static Units, RSD and Mail Express train separately in consultation with IRCTC within 15 days after acceptance of LOA. Tentative questionnaire is enclosed as Annexure-V & VII. Passengers should be thoroughly briefed on the objectives of the study and method of filling the survey form.
- 4) The sample is to be spread in accordance with occupancy of type of coaches (AC-I, AC-II, AC-III, Sleeper, EC, CC and Non-AC chair car compartments).
- 5) Adequate spread to be ensured across all age groups, gender types, different PNR etc.
- 6) Development of Mobile Application: A basic mobile application will be developed by the agency for conducting paperless survey within 15 days of date of issue of Letter of Award.
- 7) **Reporting Methodology:** Agency will submit the report in digitalized copy as well as in hard copy (as per requirement by Zonal Offices) of each unit. A consolidated report of mobile (zone-wise, train-type wise) and static units with their grading on the basis of overall score should also be prepared and submitted to IRCTC.

Two measures of satisfaction have to be used to report the findings:

- 7.1 Individual unit report including conclusions, recommendations etc. needs to be submitted by the surveyors in the app after completion of the survey of each unit within 24 hrs of the completion of the survey.
- 7.2 Comprehensive report including conclusions, recommendations etc. needs to be submitted after completion of each round of survey in soft and hard copy to the respective IRCTC zonal head &

one copy to be marked to IRCTC, corporate Office. Final report of the survey is to be submitted on or before completion of Six months from date of acceptance of LOA.

- 8) Analysis of the survey reports have to be done in various formats as defined by IRCTC.
- 9) IRCTC reserves the right to change the Survey formats any time during the currency of the contract.
- 10) List of Units for conducting Customer satisfaction Survey is under:

Name of the units	No of Units
Trains	468 (Pairs of trains)
Food Plaza	148
Refreshment Rooms	153
Fast Food Unit	162
Jan-Aahar	46

- 11) The name of the Project Leader and team members with qualification and experience who would be responsible for survey should be submitted by the successful bidder.
- 12) Zonal GGMs are authorized to change the unit for customer satisfaction survey within the Zone as per operational requirement subject to the no additional cost.
- 13) Agency will submit the certificate for paying minimum wages to the surveyors at the time of submission of the invoice.
- 14) One comprehensive report after every quarter to be shared by the agency with Concerned Zone as well as Corporate Office giving consolidate findings of all survey.

**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.***(A Government of India Enterprise)***INSTRUCTIONS TO BIDDERS**

The Indian Railway Catering and Tourism Corporation Ltd. hereinafter called the IRCTC, proposes to obtain E-Bids from valid corporate members of MRSI (Market Research Society of India) firms/Companies for Customer Satisfaction Survey in 468 Mobile & 509 Static Units of IRCTC through a rate contract in accordance with the instructions following hereafter.

**1.0 General:****1.1 Bid Schedule is listed as under:**

S.no	Bid Schedule	Date and Time
1.	Date & Time up to which bid will be received	Up to 01.05.2024 till 1500 Hrs
2.	Date & Time of opening of technical E-Bid	On 01.05.2024 till 1530 Hrs
3	Date & Time of opening of Financial E-Bid will be notified to the successful bidders through Tender wizard.	

1.2 Bids are not transferable.

1.3 The Firm/Service Provider/Agency has to remit an EMD of Rs. 2,60,000/- through online mode on [www.tenderwized.com/IRCTC](http://www.tenderwized.com/IRCTC).

1.4 To participate in the E- Tender, it is mandatory for the bidders to register themselves 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 tender. It may please be noted for submission of bid, Class-III digital signature is required.

1.5 Corrigendum/Addendum to this Tender, if any, will be published on website [www.irctc.com](http://www.irctc.com), [www.tenderwizard.com/IRCTC](http://www.tenderwizard.com/IRCTC). No newspaper press advertisement shall be issued for the same.

1.6 For any difficulty in downloading & submission of tender document on website [www.tenderwizard.com/IRCTC](http://www.tenderwizard.com/IRCTC), please contact at **tenderwizard.com helpdesk no. 011-49424365 or cell no 8800115628.**

1.7 The digital signature of the bidder on the E- Bid form will be considered as confirmation that the bidder has read, understood and accepted all the documents referred to in the Bid documents. There is no need to upload Bid document and corrigendum along with the bid.

**2. Benefits to registered SSI /MSEs firms:**

**2.1** Ministry of Micro, Small and Medium Enterprises (MSME) vide letter no. 21(1)2011-MA dated 25.04.2012 has notified a new public procurement policy for Micro and Small Enterprises (MSEs). Whereby the small-scale units (SSI) / Micro and Small Enterprises (MSEs) can avail the following benefits if registered with (i) District Industries Centres or (ii) Khadi and Village Industries Commission or (iii) Khadi and Village Industries Board or (iv) Coir Board or (v) National Small



Industries Corporation or (vi) Directorate of Handicrafts and Handloom or (vii) any other body specified by Ministry of Micro, Small and Medium Enterprises.

a) Issue of E-Bid form free of cost.

b) Exemption from payment of Earnest Money.

c) In E-Bid, participating Micro and Small Enterprises quoting price within price band of L1+15 % shall be allowed to supply a portion of requirement by bringing down their price to L1 price in a situation where L1 price is from someone other than a Micro and Small Enterprise and such Micro and Small Enterprise can be together ordered up to 25% of the total Bided quantity.

These benefits shall be given only if the firm / company annex with bid duly attested copy of a valid SSI / MSE registration certificate and the item Bided is mentioned in his SSI / MSE registration certificate.

- 2.2 Special provisions for SSI / MSEs owned by Scheduled Castes or Scheduled Tribes:** Out of 25% quantity of this E-Bid for SSI / MSEs a sub target of 4% quantity of this E-Bid is earmarked for procurement from SSI /MSEs owned by the Scheduled Caste or the Scheduled Tribe entrepreneurs and 3% for women entrepreneur. Provided that, in event of failure of such Micro and Small Enterprises to participate in E-Bid process or meet E-Bid requirements and L1 price, 4% sub target for procurement earmarked for SSI /MSEs owned by Scheduled Caste or Scheduled Tribe entrepreneurs & 3% for women entrepreneur shall be met from other registered SSI / MSEs.
- 2.3 The SSI /MSE who are interested in availing themselves of these benefits shall enclose with their offer the proof of their being SSI /MSE registered with any of the agencies mentioned in the para 3.1 above.
- 2.4 The SSI /MSE who have availed the benefit of exemption of earnest money will not be allowed to withdraw their offer during the currency of the validity of offer or extended validity, if any such firm fails to observe this stipulation; the firm will be banned from participation in IRCTC Ltd. Bids for a period of two years.
- 2.5 IRCTC reserves the right to award the contract to SSI / MSE units only up to their manufacturing capacity given in their SSI / MSE registration certificate.
- 2.6 As per letter 21(17)/2016-MA dated 06.04.2018 of Ministry of MSME, declaration of UAM number by the vendors on CPPP is mandatory from 01.04.2018. All MSME bidders have to upload a document along with other credentials in IRCTC Bid that they have declared UAM number on CPPP failing which such bidders will not be able to enjoy the benefits as per PP Policy for MSMEs order, 2012.

### **3.0 Validity:**

- 3.1** The submission of any offer connected with this Bid document shall constitute an undertaking that the bidder shall have no cause for any claim, against IRCTC for rejection of the offer. IRCTC 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 bidder shall have no claim in that regard against IRCTC.
- 3.2** The offer shall be kept valid for acceptance for a minimum period of 120 (one hundred and sixty) days from the date set for opening of E-Bids.
- 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 IRCTC to the bidder. While the offers are under such consideration, bidders and or their representatives or other interested parties are advised to refrain from contacting IRCTC by any means.

#### **4.0 E-Bid Evaluation& System of Award:**

- 4.1 During Bid evaluation, IRCTC may, at its discretion, ask the Bidder for any clarification of its bid. The request for clarification and response shall be in writing, and no change in the price or substance of the Bid shall be sought, offered or permitted in response.
- 4.2 The financial bid will be opened of only those bidders which are cleared after scrutiny of the technical bid.
- 4.3 In case of two or more firms quoting the same rates, the firms will have to furnish their fresh quotes in sealed envelope on the spot and the quotes will be opened in front of the bidders.

#### **5.0 Rates:**

- 5.1 The bidders should quote rates inclusive of freight, Octroi and any other expenses for conducting Customer satisfaction survey and delivery of report at the destination. Applicable GST shall be paid extra.
- 5.2 The rates finalized against this E-Bid shall be valid for the entire duration of the contract from the date of award of the Rate Contract.
- 5.3 IRCTC may waive any minor nonconformity, or irregularity in the Bid document that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
- 5.4 IRCTC will determine whether each Bid document 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 Bid Documents without material deviations, exceptions objections, conditionality, or reservation material deviation, exception, objection, conditionality, or reservation is:
  - i. One that limits in any substantial way the scope, quality, or performance of the product/material/materials/service.
  - ii. One that limits, in any substantial way that is inconsistent with the Bid documents, IRCTC rights or the successful bidders' obligations under the contract; and
  - iii. One that the acceptance of which would unfairly affect the competitive position of other bidders who have submitted substantially responsive bids.
- 5.5 If a bid is not substantially responsive, it will be rejected by IRCTC and may not subsequently be made responsive by the bidder by correction of the nonconformity. IRCTC's determination of bid responsiveness will be based on the contents of bid itself and any written clarifications sought by IRCTC in writing the response to which shall also be in writing and no change in rates shall be sought, offered or permitted.
- 5.6 Any statutory variation in taxes/duties in future is liable to be admissible within original/refixed contract period. Refixed contract period means refixation of original contract period by IRCTC and not due to any default by contractor. No statutory variation for increase of taxes/duties will be given to supplier in case contract period is extended due to failure of contractor. However, in case of reduction in duties/taxes only reduced duties/taxes paid by contractor will be reimbursed during extended delivery period.

#### **Other conditions:**

6. IRCTC reserves the right to reject or accept any E-Bid in whole or in part on account of credentials, technical capability, past performance or any other evaluation criteria to ensure uninterrupted services. The decision of IRCTC in this regard will be final and IRCTC is not liable to assign any reasons for the decision.
7. Bidders are invited to quote their rates on the enclosed E-Bid format provided in Annexure VIII in accordance with the above instructions and all the conditions of the rate contract.
8. The Bidders must ensure that the conditions laid down for submission of offers detailed in the preceding paras are completely and correctly fulfilled.

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

**STANDARD CONDITIONS OF CONTRACT**  
***(For supply of Materials or Services)***

**1.0 General:**

- 1.1 Reference to any Statute or Statutory provision includes a reference to that statute or statutory provision as from time to time amended, extended.
- 1.2 Irrespective of the place of deployment, pick-up and delivery, the place of performance or place of payment under the contract, the contract shall be deemed to have been made at the place from where the acceptance of the Bid has been issued.
- 1.3 Words importing the singular shall include the plural and vice versa, words importing any gender shall include all other genders, words importing persons shall include bodies corporate, unincorporated associations and partnerships and vice versa. References to whole shall include the part and vice versa.
- 1.4 The Courts of the place from where the acceptance of the Bid has been issued shall alone have jurisdiction to decide any dispute arising out of or in respect of the contract.
- 1.5 The Firm/Service Provider/Agency shall provide the services to the IRCTC in the areas and manner as discussed. The Firm/Service Provider/Agency shall undertake and assure the IRCTC that the services shall be provided efficiently in the predetermined schedule. Besides this, services will also be rendered by the Firm/Service Provider/Agency as and when desired by the IRCTC even though it may not be as per schedule on charges as may be agreed to separately.
- 1.6 The Firm/Service Provider/Agency shall maintain all registers required under various Acts, which may be inspected by the IRCTC as well as the appropriate authorities at any time.
- 1.7 The Firm/Service Provider/Agency shall provide the services at such times and in such manner as communicated by IRCTC from time to time.
- 1.8 The quality and punctuality of/in rendering of the said services are the essence of the contract and the Firm/Service Provider/Agency undertakes to abide by them at all times.
- 1.9 The Firm/Service Provider/Agency shall take proper instructions from time to time from IRCTC for the execution of the contract at the different places and will faithfully comply with the same during the currency of the contract.
- 1.10 In case, the Firm/Service Provider/Agency commits Breach of any of the terms and conditions hereof and/or fail/neglect to carry out any instructions issued to him by the IRCTC from time to time, it shall be Open and lawful for the IRCTC to terminate the contract forthwith without assigning any reason and can get the work done by any person(s) or through any other agency or Firm/Service Provider/Agency at the risk and cost of the Firm/Service Provider/Agency and firm shall have no right to claim any compensation whatsoever on this account.
- 1.11 In the event of failure of the Firm/Service Provider/Agency to provide the services or part thereof, as mentioned in this contract for any reasons whatsoever, the IRCTC shall be entitled to procure services from other sources and the Firm/Service Provider/Agency shall be liable to pay forthwith to the IRCTC, the difference of payments made to such other sources, besides damages at double the rate of payment for the period of failure in providing the services or part thereof.
- 1.12 In the event of any dispute or difference arising out of operation of this contract, the same will be referred for arbitration as per the arbitration clause.
- 1.13 The employees/agents of the Firm/Service Provider/Agency shall never be considered to enjoy any right to enter the premises of the IRCTC by virtue of this contract or otherwise at any time except with the prior permission of the IRCTC.

- 1.14 The contract may be terminated forthwith if either party becomes insolvent, ceases its operations, dissolves, files for bankruptcy or bankruptcy protection, appoints receivers, or enters into an arrangement for the benefit of creditors, the other party shall have the right to immediately terminate this contract.
- 1.15 Either party's liabilities for any charges payments or expenses due to the other party which accrued prior to the termination date shall not be extinguished by termination, and such amounts (if not otherwise due on an earlier date), shall be immediately due and payable on the termination date.
- 1.16 Any obligations under this contract which either expressly or by their nature is to continue after termination or expiration of this contract shall survive and remain in effect.
- 1.17 **Certificates/ permissions** – The Service Provider/Agency will obtain necessary certificates/permissions as required by law such as state permit, test reports, pollution under control etc. for commercial vehicles or as required as per the local regulations from the competent authorities, Membership certificate from Competent Authority. In case of any offense on the services, Service Provider/Agency will be solely responsible for its penalty and consequences. MSE/ SSI Certificate may be provided, if any. In case of MSE/SSI firms, all the benefits and exceptions have provided/extended by the prevailing/guidelines shall be applicable.

## **2.0 Earnest Money Deposit (EMD)**

- 2.1 The Firm/Service Provider/Agency has to remit an EMD of Rs. 2,60,000/- through online mode on [www.tenderwized.com/IRCTC](http://www.tenderwized.com/IRCTC). The EMD of unsuccessful bidders shall be refunded without interest on completion of the bidding process, i.e. issue of Letter of award to the successful bidder.
- 2.2 The Earnest Money is liable to be forfeited if the bidder withdraws or amends its offer within the period of validity of offer.

All the bidders shall be required to sign the **Bid Security Declaration** as follows: -

**“I/We hereby understand and accept that I/We withdraw or modify my/our bids during the period of validity, or if we are awarded the contract and on being called upon to Submit the performance security/ Security Deposit, fail to submit the performance security/Security Deposit, before the deadline defined in the request for bid document/Notice Inviting Bid, I/we shall be debarred from exemption of submitting Bid Security/ Earnest Money Deposit and performance security/ Security deposit for a period of 6 (six) months, from the date I/we are declared disqualified from exemption from Submission of EMD/SD, for all Bids for procurement of goods/Works/services/consultancy etc. issued by any unit of IRCTC published during this period”.**

The above declaration to be submitted by the bidder as per annexure XI attached in the tender document.

## **3.0 Security Deposit(SD):**

- 3.1 The Firm/Service Provider/Agency shall, after written notices of acceptance of Bid, deposit with the Corporation (in the form of Demand Draft in favour of Indian Railway Catering and Tourism Corporation Ltd. drawn on scheduled commercial bank payable at New Delhi) a sum equal to **Five percent (5 %)** of the total value of the contract for which the Bid has been accepted as a interest free security for the due fulfillment of the contract. Security Deposit will be returned after successful completion of the contract subject to no dues and after a no Claim certificate issued by the firm.
- 3.2 Security Deposit (SD) will be calculated on total contract value including GST amount.

- 3.2.1 No claim shall lie against IRCTC in respect of interest on Security Deposit.
- 3.2.2 IRCTC shall be entitled and it shall be lawful on his part to forfeit the said security deposit in whole or in part in the event of any default, failure or neglect on the part of the Firm/Service Provider/Agency in the fulfillment or performance in all respect of the contract under reference or any other contract with IRCTC or any part thereof to the satisfaction of IRCTC and IRCTC shall also be entitled to deduct from the said deposits any loss or damage which IRCTC may suffer due to any act or other default, recoverable by IRCTC from the Firm in respect of the contract under reference or any other contract and in either of the events aforesaid to call upon the Firm/Service Provider/Agency to maintain the said security deposit at its original limit by making further deposits, provided further that IRCTC shall be entitled to recover any such claim from any sum then due or which at any time thereafter may become due to the Firm/Service Provider/Agency under this or any other contracts with IRCTC.
- 3.3 The contract may be terminated forthwith if either party becomes insolvent, ceases its operations, dissolves, files for bankruptcy or bankruptcy protection, appoints receivers, or enters into an arrangement for the benefit of creditors, the other party shall have the right to immediately terminate this contract.
- 3.4 Either party's liabilities for any charges payments or expenses due to the other party which accrued prior to the termination date shall not be extinguished by termination, and such amounts (if not otherwise due on an earlier date), shall be immediately due and payable on the termination date.
- 3.5 Any obligations under this contract which either expressly or by their nature is to continue after termination or expiration of this contract shall survive and remain in effect.

#### **4.0 System of payment**

- 4.1 Payment will be made at the accepted rates plus applicable tax to the Firm/Service Provider/Agency by IRCTC on the basis of GST invoice by respective Zonal Offices.
- 4.2 The work will be carried out in 2 or 3 phases. The data coverage in phases will be mutually decided. After completion of each phase firm can submit the bills for payment.
- 4.3 Payment of verified bills will be made as soon as possible after the same has been duly checked and passed for payment. No advance payment will be allowed under any circumstances.
- 4.4 Tax invoice/bill shall be issued from any place within the concerned State where the IRCTC unit is located, separately mentioning the basic value and GST.
- 4.5 The Firm/Service Provider/Agency will arrange to submit the bills, addressed to IRCTC, along with acknowledged data sheets in original directly to the Nominated officer of IRCTC.
- 4.6 IRCTC reserves the right to arrange emergent services in case of failure of services/degraded services in part or full as per requirement placed by the IRCTC and amount paid for such services/items should be adjusted from contacted agency bill. **The occurrence of such event on regular basis during the contract period will lead to punitive action/termination by IRCTC at any time after serving warning to the service provider on such event.**
- 4.7 Invoice should be GST compliant and have following minimum particulars: -
- (a) Name & Address of firm
  - (b) GST No. of firm
  - (c) Name & Address of Buyer with GST No
  - (d) Description of service provided
  - (e) Value of Taxable service
  - (f) GST payable
  - (g) Invoice should be serially numbered
  - (h) HSN/SAC code
  - (i) Date of invoice

- 4.8 No payment will be made unless the invoice is as per GST rules.
- 4.9 The Agency/Firm/Contractor/Licensee must give an undertaking certifying that the party is depositing all the statutory dues to the Government (on Non-Judicial stamp paper of Rs. 10/- or as applicable).
- 4.10 The verification certificate as per given format attached at Annexure X, to be signed either by IRCTC official who is on train duty or station duty or by the unit in charge/Pantry manager of the licensee, if IRCTC official is not available, after completion of survey of each unit. The certificate of verification should be submitted along with the bills for payment. Non-submission of certificate will be considered as Unit not surveyed hence payment will for such unit will not be made.
- 4.11 Under Section 194-J of the Income Tax Act, 1961, a deduction for income tax along with surcharge as applicable will be made from sums paid for carrying out the work under this tender (if applicable).

**5.0 Withholding and lien in respect of sums claimed.**

Whenever any claim or claims for payment of a sum of money arises out of or under the contract against the Firm/Service Provider/Agency, IRCTC shall be entitled to withhold and also have a lien to retain such sum or sums in whole or in part from security, if any, deposited by the Firm/Service Provider/Agency and for the purpose aforesaid, IRCTC shall be entitled to withhold the said cash security deposit or the security, if any, furnished as the case may be and also have a lien over the same pending finalization or adjudication of any such claims. In the event of the security being insufficient to cover the claimed amount or amounts or if no security has been taken from the Firm/Service Provider/Agency, IRCTC, shall be entitled to withhold and have lien to retain to the extent of the such claimed amount or amounts, from any sum or sums found payable or which at any time thereafter may become payable to the Firm/Service Provider/Agency under the same contract or any other contract with IRCTC pending finalization or adjudication of any such claim.

- 5.1 It is an agreed term of the contract that the sum of money so withheld or retained under the lien referred to above, by IRCTC will be kept withheld or retained as such by the purchaser till the claim arising out of or under the contract is determined by the Arbitrator (if the contract is governed by the arbitration clause) or by the competent court.
- 5.2 Any dispute or difference in respect of either the interpretation effect or application of the above condition or of the amount recoverable there under by IRCTC from the Firm/Service Provider/Agency, shall be decided by IRCTC, whose decision thereon shall be final and binding on the Firm/Service Provider/Agency.

**6.0 Corrupt Practices:**

Firm/Service Provider/Agency is expected to observe the highest standard of ethics during the execution of this contract. If the Firm/Service Provider/Agency has engaged in corrupt or fraudulent practices, in competing for or in executing the contract, IRCTC may, after given 14 days notice to the Firm/Service Provider/Agency, terminate the Contract. In pursuit of this policy, IRCTC:

- 6.1 *Defines, for the purposes of this provision, the terms set forth below as follows:*

**“Corrupt practice”** means the offering, giving, receiving or soliciting of anything of value to influence the action in the procurement process or in Contract execution; and

**“Fraudulent practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of IRCTC and includes collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive IRCTC of the benefits of free and Open competition;

- 6.2 Will reject a proposal for award if it determines that the bidder being considered for award has engaged in corrupt or fraudulent practices in competing for the Contract.



**7.0 Breach of Contract:** Any breach of the terms & conditions mentioned in this Bid document by the Firm/Service Provider/Agency, or any one employed by him or acting on his behalf (whether with or without the knowledge of the Firm/Service Provider/Agency) or the committing of any offence by the Firm/Service Provider/Agency or by any one employed by him or acting on his behalf under Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1947 or any other act enacted for the prevention of corruption by public servants shall entitle IRCTC to cancel the contract and all or any other contracts with the Firm/Agency/Service Provider and to recover from the Firm/Agency/Service Provider the amount of any loss arising from such cancellation.

**8.0 Penalty:**

- a) The timeframe stipulated in the milestone chart or as per any other agreed schedule should be deemed to be the essence of contract. The work throughout the stipulated period of contract shall be carried out with all diligence. If the firm fails to complete the work to the satisfaction of IRCTC within the time prescribed or within the extended time under the contract, the firm shall, without prejudice will be fined at the rate of 0.5% (of contract value) per week for the delayed time.
- b) In case agency fails to get the feedback as per the specified sample size given by IRCTC, Payment of balance sample size will be deducted/adjusted from the payment of Agency for that unit.

**9.0 Termination of the Contract:**

Notwithstanding any provision hereinbefore, Service provider can terminate the Contract by giving one month's written notice to IRCTC without assigning any reason. However, in such case Security Deposit will be fortified and balance due amount, if any will be made after adjusting dues if any. IRCTC shall give a 7 days notice for termination of the Contract to the Service Provider/Agency. In that eventuality the Service Provider/Agency will move out of the premises of the IRCTC with his men and material immediately. This discretion of termination of this Contract by the IRCTC will be exercised judiciously since the Service Provider/Agency is rendering the essential and public utility services. In such situations Security Deposit will be forfeited and balance due payment will be made to service provider after adjusting dues, if any. *IRCTC reserves the Right to terminate the whole contract or part thereof upon written communication to the Service Provider/Agency due to change in policy or discontinuation/failure of the service.*

**10.0 Arbitration:**

1. In the event of any question, dispute or difference arising under any of these conditions or any special conditions of contract, or in connection with this contract (except as to any matters the decision of which is specially provided for by these or the special conditions) the same will be resolved by Arbitration, as per the provisions of 'The Arbitration and Conciliations Act-1996'.
2. The demand for arbitration shall specify the matters which are in question, or subject of the dispute or difference as also the amount of claim item-wise. Only such dispute(s) or difference(s) in respect of which the demand has been made, together with counter claims or set off, given by the IRCTC, shall be referred to arbitration and other matters shall not be included in the reference.
3. No new claim shall be added during proceedings by either party. However, a party may amend or supplement the original claim or defense thereof during the course of arbitration proceedings subject to acceptance by Tribunal having due regard to the delay in making it.
4. If the contractor(s) does/do not prefer his/their specific and final claims in writing, within a period of 90 days of receiving the intimation from the IRCTC that the final bill is ready for payment, he/they will be deemed to have waived his/their claim(s) and IRCTC shall be discharged and released of all liabilities under the contract in respect of these claims.
5. On demand for arbitration, three names from empaneled listed shall be forwarded to the other party to suggest two name from the forwarded name and out of these two names, CMD IRCTC shall nominate sole arbitrator to adjudicate upon the dispute between the parties.

The award of the arbitrator shall be final and binding on the parties to this contract. The venue of the Arbitration shall be at IRCTC, Corporate Office or elsewhere in Delhi. The fee shall be shared equally between the parties.

**11.0 Consequences of Default:**

If the Firm/Service Provider/Agency shall omit to perform and observe any of the terms, conditions, obligations herein contained which by this agreement are to be observed and performed by the Firm/Service Provider/Agency, then it shall be lawful for the IRCTC any time thereafter to terminate the Contract agreement and forfeit the Security Deposit subject however to the IRCTC having given to Firm/Service Provider/Agency the time limit as per schedule prescribed by IRCTC, in writing to remedy or make good such breach and in spite of such notice the Firm/Service Provider/Agency having failed to remedy the breach. Upon termination of this Contract agreement as aforesaid, the Firm/Service Provider/Agency shall take away its entire belongings if any lying at the IRCTC premises within a given time frame.

**12.0 Tenure of the Contract:**

The Contract will be valid **for Six months from the date of commencement of work** & may be extended for a further period of six months on the same terms and conditions at sole discretion of IRCTC. The decision of IRCTC in this regard shall be final and binding.

**13.0 Miscellaneous:**

- 13.1 Successful parties would be given maximum fifteen (15) days time or less time, as the case may be, from the date of issue of the letter of award, to convey his acceptance of award of contract and submission of security deposit. In case manufacturer/Firm/Service Provider/Agency fails to accept the offer of award of contract, the firm will be debarred from participating in the future projects of IRCTC for next 3 years.
- 13.2 Any notice to be served on the Firm/Service Provider/Agency's shall be deemed to be sufficiently served if delivered at or sent by registered post addressed to the Firm/Service Provider/Agency at their registered office or last known place of business. Any notice to be served by the Firm/Service Provider/Agency on IRCTC shall be deemed to be sufficiently served if, delivered/sent by registered post addressed to the Indian Railway Catering and Tourism Corporation Open at IRCTC concerned Zonal Office:
- 13.3 All delivery schedules are subject to provincial and Central Government Rules and Regulations which are or may be in force for the time being in respect of Civil Rationing of Central or Restrictions on movements of food stuffs or other articles.
- 13.4 Till the formal agreement is signed between Firm/Service Provider/Agency and IRCTC, this Bid document will be an agreement between the Service Provider and IRCTC. The terms & conditions of the Bid document will be binding on both the parties.
- 13.5 The Firm/Service Provider/Agency shall maintain full records pertaining to the survey reports rendered to Purchaser (e.g. accounts, voucher, bills etc.) and make it available for inspection to IRCTC.
- 13.6 IRCTC also reserves the right to stop ordering for this contract or reduce the frequency to any extent during the pendency of this contract without assigning any reason therefore.
- 13.7 The Firm/Service Provider/Agency shall not sublet or assign directly or indirectly his contract, or any part thereof or any interest therein, to any persons who so ever without the prior written permission of IRCTC. Such subletting assignment, transfer shall not be binding upon IRCTC and in the event of the Firm/Service Provider/Agency infringing the provision of this clause, IRCTC shall be at liberty to terminate the contract forthwith without any previous notice to the Firm/Service Provider/Agency and the Firm/Service Provider/Agency shall name no claim whatsoever in consequences of such termination of the contract. IRCTC shall be entitled to purchase any item of this contract elsewhere on



the Firm's account and risk, and the Firm shall be liable for any loss or damage, which IRCTC may sustain in consequences or arising out of such purchase.

- 13.8 All the aforesaid conditions for Rendering Services shall be applicable and govern during the period of contract.
- 13.9 All delivery schedules are subject to provincial and Central Government Rules and Regulations which are or may be in force for the time being in respect of Civil Rationing of Central or Restrictions on movements of food stuffs or other articles.
- 13.10 Till the formal agreement is signed between Firm/Service Provider/Agency and IRCTC, this Bid document will be an agreement between the Service Provider and IRCTC. The terms & conditions of the Bid document will be binding on both the parties.
- 13.11 The Firm/Service Provider/Agency shall maintain full records pertaining to the survey reports rendered to Purchaser (e.g. accounts, voucher, bills etc.) and make it available for inspection to IRCTC.
- 13.12 IRCTC also reserves the right to stop ordering for this contract or reduce the frequency to any extent during the pendency of this contract without assigning any reason therefore.
- 13.13 The Firm/Service Provider/Agency shall not sublet or assign directly or indirectly his contract, or any part thereof or any interest therein, to any persons who so ever without the prior written permission of IRCTC. Such subletting assignment, transfer shall not be binding upon IRCTC and in the event of the Firm/Service Provider/Agency infringing the provision of this clause, IRCTC shall be at liberty to terminate the contract forthwith without any previous notice to the Firm/Service Provider/Agency and the Firm/Service Provider/Agency shall name no claim whatsoever in consequences of such termination of the contract. IRCTC shall be entitled to purchase any item of this contract elsewhere on the Firm's account and risk, and the Firm shall be liable for any loss or damage, which IRCTC may sustain in consequences or arising out of such purchase.
- 13.14 All the aforesaid conditions for Rendering Services shall be applicable and govern during the period of contract.

#### **14 Forensic audit**

"The document submitted by the successful applicants, in compliance of the above eligibility conditions shall be subject to verifications by IRCTC itself or through an agency (except in Forensic Audit) 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 EMD (If any) /Security deposit/ other deposits such as License Fee, Concession fee, etc.. In such eventually the successful bidder will also be debarred for 03 years from participating in the future projects of IRCTC'.

#### **15 Indemnity:**

The Licensee will indemnify the IRCTC/Railway administration for any loss or Damage caused by Licensee because of his fault or default.

#### **16 Force Majeure**

In the event of any unforeseen event directly interfering with the operation of work arising during the currency of the work agreement; such as 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; the bidder shall, within a week from the commencement thereof, notify the same in writing to IRCTC with reasonable evidence thereof. The work shall be restored as expeditiously as possible or, as the case may be, the impediment to accessibility shall be removed as expeditiously as possible. The period of work will be further extended for the period during which License/work was not operational.

**SPECIAL CONDITIONS OF CONTRACT**

1. IRCTC reserves the right to undertake CSS and sample analysis from more than one agency having valid corporate membership of MRSI.
2. IRCTC will reimburse for the AC 3 tier/AC chair car fare for only one enumerator (s) per rake on production of original confirmed journey ticket for the prescribed sector for conducting onboard mobile Survey only. The arrangements for the journey tickets should be made by the agency on its own.
3. In case of any fraudulent practices such as, forged ticket in support of journey, forged report, forged verification certificate, in such case firm will be banned for three years in participating in tenders of IRCTC along with forfeiture of SD and termination of contract.
4. No boarding and lodging arrangement of enumerators will be made by IRCTC, and no monetary amount will be paid for the same.
5. Normally the contract will be awarded to the agency quoting lowest consolidated offer for all above units. However, IRCTC reserves the right to award the contract to more than one agencies and IRCTC decision shall be final and binding.
6. Final Payment will be processed after completion of survey and submission of report on pro-data basis of quoted/accepted rates. Separate invoice should be raised for cost of Survey & reimbursement of travelling expenses etc.
7. The completion of contract to undertake customer satisfaction survey of IRCTC units will **be till six months from the date of commencement of work.**
8. The rates should exclusive of all applicable taxes.
9. IRCTC reserves the right to increase/decrease 25% number of units for Customer Satisfaction Survey to be conducted at the offered rate of the agency within the validity of contract.
10. The rates finalized against the E-Bids are valid for a period (six months) from the date of award of contract or till the currency of contract whichever is later.
11. IRCTC reserves the rights to increase extend the contract up to six months on the same rates & terms & conditions.
12. The work would be considered complete once the Analysis/Survey/Inspection Reports/recommendations of last samples are handed over to IRCTC.
13. The submission of any offer connected with these specifications and documents shall constitute an undertaking that the bidder shall have no cause/right for any claim against IRCTC for rejection of the offer. IRCTC shall always be at liberty to reject or accept any offer at its sole discretion and any such action will not be called into question and the bidder shall have no claim in that regard against IRCTC.
14. Offers shall be deemed under consideration immediately after they are opened and until such time the official intimation of award of contract is made by IRCTC to the representatives or other interested parties are advised to refrain from contacting IRCTC by any means. If necessary, IRCTC will obtain clarifications on the offers by requesting for such information from any or all the bidders, in writing, as may be considered necessary. Bidders will not be permitted to change the substance of their offers after the offers have been opened.

15. 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.
16. No additional amount shall be paid by IRCTC on account of any escalation in costs during the contract period or any further period duly extended by IRCTC.
17. Submission of tender implies that he/they has/have made himself/themselves aware of scope of work to be done before quoting his price bid, and generally all necessary information as to the risks/contingencies and other circumstances which may influence their costs and no extra charges consequent on any misunderstanding/misconception shall be allowed.
18. **Extension & Default in commence of work:** Request for extension of time, to be eligible for consideration, shall be made by the firm in writing within seven days of the happening of the event causing delay. The firm may also, if practicable, indicate in such a request the period for which extension is desired. In any such case, IRCTC may give a fair and reasonable extension of time for completion of the work. Such extension shall be communicated to the firm by IRCTC in writing. Such extension will not be ground for revision of fee. The “time” mentioned herein refers to the time given to the firm to complete the respective tasks as given in the milestone chart and excluded the time taken by IRCTC to grant or obtain approvals and conduct the tendering process.
19. **Custody of reports and confidentiality:** During the execution of customer satisfaction survey, the firm shall observe strict confidentiality regarding the filled CSS report and shall not part with any information to any other party or persons other than that those directly connected with the survey. The reports/ documents generated by the firm on the subject shall be the property of IRCTC and shall be submitted to IRCTC after completion of each round.
20. Canvassing in connection with tender is strictly prohibited and the tenders submitted by the bidders who resort to canvassing will be liable to rejection.
21. In case the conduct or performance of any of the team members is found to be unsatisfactory by IRCTC, the firm shall immediately replace the said member with the one having appropriate qualification and experience upon receipt of a written request from IRCTC in this regard.
22. Under Section 194-J of the Income Tax Act, 1961, a deduction for income tax along with surcharge as applicable will be made from sums paid for carrying out the work under this tender.
23. Tender should be signed only by the person authorized by the firm/ Company to sign the tender documents. The firm should be able to produce legally tenable documentary evidence of such authorization if called for by IRCTC.
24. No office space/office equipments shall be made available by IRCTC to the firm. The firm is expected to carry out all the work in its own premises/offices.
25. Payment will be made only for the units which have been covered for Customer Satisfaction Survey.
26. The Surveys are to be app based. A IRCTC exclusive mobile application will be developed by the selected agency for conducting the surveys of Mobile and static units with approval of IRCTC.
27. Agency will submit the report in digitalized copy as well as in hard copy (as per requirement by Zonal Offices) of each unit. A consolidated report of mobile (zone-wise, train-type wise) and static units with their grading on the basis of overall score should also be prepared and submitted to IRCTC.

28. The data sheet to be got acknowledged (clearly specifying name, designation & phone number of in charge) from the catering/pantry In-charge in trains and static units or from the official nominated by IRCTC or Catering in charge/unit head of licensee.
29. Survey Plan: Selected agency to submit a Monthly survey plan for approval of concerned Zonal GGMs prior conducting the surveys in IRCTC mobile and Static units.
30. The arrangements for the journey tickets should be made by the agency on its own. The agency should chalk out plans for trains in advance so as to get confirmed tickets.
31. The survey reports to be submitted to IRCTC/Corporate Office & the respective IRCTC zonal heads phase wise.
32. Custody of reports and confidentiality: During the execution of Customer satisfaction Survey, the firm shall observe strict confidentiality regarding the filled survey report and shall not part with any information to any other party or persons other than those directly connected with the survey. The reports/ documents generated by the firm on the subject shall be the property of IRCTC and shall be submitted to IRCTC after completion of each round.
33. Canvassing in connection with tender is strictly prohibited and the tenders submitted by the bidders who resort to canvassing will be liable to rejection.
34. The name of the Project Leader and team members with qualification and experience who would be responsible for surveys should be submitted by the successful bidder.

**DECLARATION**

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 above documents, I understand that the award of contract will be null and void and IRCTC shall be free to take action against the bidder 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 contact person		Address proof-Agreement copy/registration copy/telephone bill in the name of vendor
2	Status of the applicants: -		
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:

**1.0**

**1.1**

**OFFER FORM**

**Joint General Manager/Quality  
IRCTC, 10<sup>th</sup> floor, Statesman House Building,  
Barakhamba Road,  
New Delhi-110001.**

**Tender no. 2024/IRCTC/CO/QTY/CSS**

**Subject: Open E-Tender for engagement of third-party agencies for Customer Satisfaction Survey 468in Mobile&509Static Units**

Dear Sir,

- a) I / We have read the general guidelines and tender document attached hereto containing the Terms and Conditions and agree to abide by such conditions. I / We offer for the subjected services in the attached schedules and hereby bind myself / ourselves to complete all the formalities from time to time as required after the award of Contract.
- b) I / We hereby understand that the submission of E-tender(s) does not guarantee allotment of Contract. I / We further understand that in case of any information submitted by me / us being found to be incorrect, IRCTC will have the right to summarily reject the E-tender, cancel the Contract or revoke the same at any time without assigning any reason whatsoever.
- c) I / We further agree to execute an agreement to abide by the standard and special conditions of Contract for the subjected services. In case of acceptance of tender by the IRCTC, I / We bind myself / ourselves to execute the Contract agreement awarded to me / us and to commence the services as per the conditions of the Contract failing which, I / We shall have no objection to the forfeiture of full Security Deposit and EMD, deposited by us with IRCTC, New Delhi in addition to other penalties specified under the terms of Contract.
- d) 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 tender.
- e) On account of non-acceptance of award or on account of not fulfilling tender conditions within the prescribed time, I/We shall be debarred for three years by IRCTC for further participation in the future tenders of IRCTC.

I/We do hereby confirm that I/We have the necessary authority and approval to submit this E-tender document for the subjected service to the Departmental Catering Units of IRCTC Ltd. The following persons may be contacted for any information or clarifications relating to this Contract:

**Name:**

**Address:**

**Telephone, fax number:**

A notice or letter of communication addressed to me/us at the given address in the tender, even by ordinary post will be deemed to be valid and proper notice of intimation to me/us.

**Authorized signatory**

**Name. Designation and seal**

**Address:**

**Date:**

**Place:**

**With Kind regards**

**For \_\_\_\_\_(name of the Company/Organization)**

**Signature of the Authorized signatory and Company/Organization Seal**

**(Name of the authorized signatory)**

**Address:**

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**Indicative Customer Satisfaction Survey Questionnaire for Mobile units**

Date \_\_\_\_\_ Time \_\_\_\_\_

Train Number \_\_\_\_\_ Train Name \_\_\_\_\_

Journey From \_\_\_\_\_ To \_\_\_\_\_

Good Morning / Afternoon / Evening.

Dear Passenger! At Indian Railways, we continuously strive to provide excellent services to you. In order to improve further, we would like you to participate in this survey which is being conducted by **IRCTC** with the help of **Foresight Research & Consulting Pvt Ltd**. Please spend some time telling us about your experience on this Train. **Your feedback is very important to us. This will help us serve you better next time.** Thank you.

**Please share following details:**

Name		
Address		
E-Mail ID		
PNR No.		
Mobile No.		
<b>SECTION A:</b>	In this section, please go through all options for every question	
<b>Respondent Details</b>		
<b>A1. Purpose of Travel</b>	Business / Official / Conference	1
	Social Purpose (Wedding/Function/ Meeting Family/ Friends/Home visit)	2
	Sight Seeing / Tourism / Pilgrimage	3
	Others (Medical Visit/Educational Visit etc. Please Specify _____)	4
<b>A2. Type of Compartment?</b> (CHOOSE/TICK ANY ONE)	1 <sup>st</sup> AC	1
	AC 2 Tier	2
	AC 3 Tier	3
	EC (Executive Car)	4
	CC (Chair Car)	5
	Non AC – Chair Car	6
	Sleeper	7
<b>A3. Please tell us if you are?</b> (CHOOSE/TICK ANY ONE)	Vegetarian	1
	Satvik/Jain	2
	Vegan	3

	Non-vegetarian (eggs and all types of meat)	4
	Eggetarian (Vegetarian but eat egg & egg products)	5
<b>A4. Your Present Age?</b> (CHOOSE/TICK ANY ONE)	18 – 25 years	1
	26 – 40 years	2
	41 – 60 years	3
	61 or more years	4
<b>A5. Record Gender?</b> (CHOOSE/TICK ANY ONE)	Male	1
	Female	2
	Transgender	3

In the next few questions, we would request you to rate your satisfaction/ dissatisfaction with various attributes. So please go through the explanation before you begin the rating process. The last column “Not Applicable” (NA) is if it does not apply in your case (you may not have had the opportunity to experience this service/ meal).

Please TICK (✓) in box of your choice. Request you to rate all questions.

<b>SECTION B:</b> <b>OVERALL RATING</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Not Applicable</b>
Overall Satisfaction with food and services on train	5	4	3	2	1	0
Quality of food and beverages served on train	5	4	3	2	1	0
Quality of Packaging of the food & beverages served	5	4	3	2	1	0
Quantity of food and beverages served on train	5	4	3	2	1	0
Hygiene Level	5	4	3	2	1	0
Variety in Menu	5	4	3	2	1	0
Staff Behaviour	5	4	3	2	1	0
Value for Money	5	4	3	2	1	0
<b>CF (Cooked Food)</b>						
<b>SECTION B1: QUALITY OF FOOD &amp; PACKAGING</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Not Applicable</b>
Food Preparation (Properly cooked)	5	4	3	2	1	0
Temperature – Food & Beverages (Hot/Cold/Normal)	5	4	3	2	1	0
Freshness of Food	5	4	3	2	1	0
Quality of Rail Neer, Packaged Drinking Water	5	4	3	2	1	0
<b>SECTION B2: QUANTITY OF FOOD</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Not Applicable</b>
Sufficient Quantity of meal – Thali / Combos, Snacks (Sandwiches, Pizza, Kachori, etc.), Dessert (Ice cream, Mithai, Kulfis, etc.)	5	4	3	2	1	0
Availability of Salt, pepper and sugar etc.	5	4	3	2	1	0
<b>RTE (Ready to Eat) (If Applicable)</b>						



<b>SECTION C: QUALITY &amp; QUANTITY OF FOOD</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Not Applicable</b>
Brand	5	4	3	2	1	0
Expiry	5	4	3	2	1	0
Quality	5	4	3	2	1	0
Quantity	5	4	3	2	1	0
Overcharging	5	4	3	2	1	0
<b>SECTION D: HYGIENE</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Not Applicable</b>
Cutlery (Stain-free, no marks, not broken/cracked)	5	4	3	2	1	0
Food Tray (Free of foreign particles, dust-free, stain-free, not broken/cracked)	5	4	3	2	1	0
Availability of Tissue/Napkins/Sanitizer	5	4	3	2	1	0
<b>SECTION E: MENU VARIETY</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Not Applicable</b>
Variety – Thali / Combos, North/ South Indian, Chinese, Continental, Snacks, Dessert, Beverages	5	4	3	2	1	0
<b>SECTION F: STAFF BEHAVIOUR</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Not Applicable</b>
Polite	5	4	3	2	1	0
Responsiveness	5	4	3	2	1	0
Staff Appearance	5	4	3	2	1	0
Explained Menu/ Options	5	4	3	2	1	0
Food Timely Given	5	4	3	2	1	0
<b>SECTION G: AVAILABILITY</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Not Applicable</b>
Menu Card/Rate List	5	4	3	2	1	0
Complaint/Suggestion Book	5	4	3	2	1	0
POS Machine	5	4	3	2	1	0
Issuance of bill	5	4	3	2	1	0
<b>SECTION H:</b> Please give us suggestions that you think could help us in improving the Quality of food and refreshment related services.						

\*THANK YOU\*

Signature of Respondent

Date &amp; Time \_\_\_\_\_

Signature of Surveyor

 Name \_\_\_\_\_  
 ID number \_\_\_\_\_ Survey  
 conducted from \_\_\_\_\_ to \_\_\_\_\_

**Indicative Customer Satisfaction Survey Questionnaire for Static units**

At Station \_\_\_\_\_ Operated  
by \_\_\_\_\_ Date \_\_\_\_\_  
Time \_\_\_\_\_

Good Morning / Afternoon / Evening.

Dear Guest! At Indian Railways, we continuously strive to provide excellent services to you. In order to improve further, we would like you to participate in this survey which is being conducted by **IRCTC** with the help of **Foresight Research & Consulting Pvt Ltd**. Please spend some time telling us about your experience on this Train. **Your feedback is very important to us. This will help us serve you better next time.**  
Thank you.

**Please share following details:**

Name		
Address		
E-Mail ID		
PNR No.		
Mobile No.		
<b>SECTION A: Respondent</b>	<b>In this section, please go through all options for every question</b>	
<b>Details</b>		
<b>A1. Purpose of Visit to Restaurant (applicable in Static Unit Only)</b>	Have arrived after Train journey	1
	Will undertake Train journey after visit	2
	Came here while waiting to receive a relative/friend/colleague	3
	Came here for eating purpose	4
<b>A2. Please tell us if you are? (CHOOSE/TICK ANY ONE)</b>	Vegetarian	1
	Satvik/Jain	2
	Vegan	3
	Non-vegetarian (eggs and all types of meat)	4
	Eggetarian (Vegetarian but eat egg & egg products)	5
<b>A3. Your Present Age? (CHOOSE/TICK ANY ONE)</b>	18 – 25 years	1
	26 – 40 years	2
	41 – 60 years	3
	61 or more years	4
<b>A4. Record Gender?</b>	Male	1

<b>(CHOOSE/TICK ANY ONE)</b>	Female	2
	Transgender	3

In the next few questions, we would request you to rate your satisfaction/ dissatisfaction with various attributes. So please go through the explanation before you begin the rating process. The last column "Not Applicable" (NA) is if it does not apply in your case (you may not have had the opportunity to experience this service/ meal). Please TICK (✓) in box of your choice. Request you to rate all questions.

<b>SECTION B: OVERALL</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Not Applicable</b>
<b>RATING</b>						
Overall Satisfaction with food and services	5	4	3	2	1	0
Quality of Food and beverages served	5	4	3	2	1	0
Quality of Packaging of the food & beverages served	5	4	3	2	1	0
Quantity of food and beverages served	5	4	3	2	1	0
Hygiene Level	5	4	3	2	1	0
Variety in Menu	5	4	3	2	1	0
Staff Behaviour	5	4	3	2	1	0
Value for Money	5	4	3	2	1	0
Restaurant Temperature (Hot/Cold/Normal)	5	4	3	2	1	0
Sufficient number of chairs and tables	5	4	3	2	1	0
Quality of chairs	5	4	3	2	1	0
<b>CF (Cooked Food)</b>						
<b>SECTION B1: QUALITY OF FOOD &amp; PACKAGING</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Not Applicable</b>
Food Preparation (Properly cooked)	5	4	3	2	1	0
Temperature – Food & Beverages (Hot/Cold/Normal)	5	4	3	2	1	0
Freshness of Food	5	4	3	2	1	0
Packaging Quality	5	4	3	2	1	0
<b>SECTION B2: QUANTITY OF FOOD</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Not Applicable</b>
Sufficient Quantity of meal – Thali / Combos, Snacks (Sandwiches, Pizza, Kachori, etc.), Dessert (Ice cream, Mithai, Kulfis, etc.)	5	4	3	2	1	0
Availability of Salt, pepper and sugar etc.	5	4	3	2	1	0
<b>SECTION C: HYGIENE</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Not Applicable</b>
Cutlery (Stain-free, no marks, not broken/cracked)	5	4	3	2	1	0
Food Tray (Free of foreign particles, dust-free, stain-free, not broken/cracked)	5	4	3	2	1	0
Availability of Tissue/Napkins/Liquid soaps/ Sanitizer	5	4	3	2	1	0
Cleanliness of chairs, tables, floors, serving counters	5	4	3	2	1	0

Cleanliness of Washroom/ Hand sinks	5	4	3	2	1	0
<b>SECTION D: MENU VARIETY</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Not Applicable</b>
Variety – Thali / Combos, North/ South Indian, Chinese, Continental, Snacks, Dessert, Beverages	5	4	3	2	1	0
Choice of Only Roti/Rice/Chowmein – Thali/ Meal combos	5	4	3	2	1	0
<b>SECTION E: STAFF BEHAVIOUR</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Not Applicable</b>
Polite	5	4	3	2	1	0
Responsiveness	5	4	3	2	1	0
Staff Appearance	5	4	3	2	1	0
Explained Menu/ Options	5	4	3	2	1	0
Food Timely Given	5	4	3	2	1	0
Met Extra Requests (Like extra wrapping layer, tissues)	5	4	3	2	1	0
<b>SECTION F: AVAILABILITY</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Not Applicable</b>
Menu Card/Rate List	5	4	3	2	1	0
Complaint/Suggestion Book	5	4	3	2	1	0
POS Machine	5	4	3	2	1	0
Issuance of bill	5	4	3	2	1	0
<b>SECTION G: Please tell us how much time it took for the Restaurant to serve your meal</b>	<b>&lt;10 minutes</b>		<b>10-20 minutes</b>		<b>&gt;20 minutes</b>	
	1		2		3	
<b>SECTION H: Please give us suggestions that you think could help us in improving the Quality of food and refreshment related services.</b>						

\*THANK YOU\*

Signature of Respondent

Date &amp;

Time \_\_\_\_\_

Signature of Surveyor

Name \_\_\_\_\_

ID number \_\_\_\_\_ Survey conducted  
from \_\_\_\_\_ to \_\_\_\_\_

**INTEGRITY PACT  
Between**

**INDIAN RAILWAY CATERING AND TOURISM CORPORATION (IRCTC) hereinafter  
referred to as “The Principal”**

**And**

-----hereinafter referred to as  
**“The Bidder/Contractor”**

**Preamble**

The principal intends to award, under laid down organizational procedures, contract/s for \_\_\_\_\_ . The Principal values full compliance with all Relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the Principal will appoint as independent External Monitor (IEM), who will monitor the E-Bid process and the execution of the contract for compliance with the principles mentioned above.

**Section 1- Commitments of the Principal:**

- (1) The principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-
  - (a) No employee of the principal, personally or through family members, will in connection with the E-Bid for, or the execution of a contract, demand, take a promise for or accept, for self or third parson, any material or immaterial benefits which person is not legally entitled to.
  - (b) The principal will, during the E-Bid process treat all Bidder(s) with equity and reason. The principal will in particulars, before and during the E-Bid process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(S) could obtain an advantage in relation to the E-Bid process or the contract execution.
  - (c) The principal will exclude from the process all known prejudiced persons.
- (2) If the principal obtains information on the conduct of any of its employee which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

**Section 2 – Commitments of the Bidder(s)/ contractor(s):-**

- (1) The Bidder(s)/Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the E-Bid process and the during the contract execution.
  - a. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the principal’s employees, involved in the E-Bid process or the execution of the contract or to any third person any material or other benefits which he/she is not legally entitled to in order to obtain in exchange any advantage of any kind whatsoever during the E-Bid process or during the execution of the contract.
  - b. The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce transparency in the bidding process.
  - c. The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain or pass on to others, any information or documents provided by the principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

- d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractor(s) of Indian Nationality shall furnish details as mentioned in the “Guidelines on Indian Agents of Foreign Suppliers” shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. Copy of the “Guidelines on Indian Agents of Foreign Suppliers” is annexed and marked as Annex-
  - e. The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he had made is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- (2) The Bidder(s)/Contractor(s) will not instigate third persons to commit offence outlined above or be an accessory to such offences.

**Section 3 – Disqualification from E-Bid process and exclusion from future contractor: -**

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section-2, above or in any other form such as to put his reliability or credibility in question, the principal is entitled to disqualify the Bidder(s)/Contractor(s) from the E-Bid process or take action as per the procedure mentioned in the “Guidelines on Banking of business dealings”. Copy of the “Guidelines on Banning of Business dealings” is annexed and marked as Annex-B”.

**Section 4 – Compensation for Damages**

- (1) If the Principal has disqualified the Bidder(s) from the E-Bid process prior to the award according to Section-3, the principal is entitled to damage and recover the damages equivalent to Earnest Money Deposit/Bid Security.
- (2) If the Principal has terminated the contract according to Section-3, or if the principal is entitled to terminate the contract according to Section-3, the Principal shall be entitled to
- (3) demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

**Section 5 – Previous transgression**

- (1) The Bidder declares that no previous transgressions occurred in the last 3 years with any other Company in any country conformation to the anti corruption approach or with any other Public Sector Enterprise in India that could justify his exclusion from the E-Bid process.
- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the E-Bid process or action can be taken as per the procedure mentioned in “Guidelines on Banning of business dealings”.

**Section 6 – Equal treatment of all Bidders / Contractors / Subcontractors**

- (1) The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact, and to submit it to Principal before contract signing.
- (2) The Principal will enter into agreements with identical conditions as this one with all Bidders, Contractors and Subcontractors.
- (3) The Principal will disqualify from the E-Bid process all bidders who do not sign this Pact or violate its provisions.

**Section 7 –Criminal charges against violating Bidders / Contractors / Subcontractors**

If the Principal obtains knowledge of conduct of Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

**Section 8 – Independent External Monitor / Monitors**

- (1) The Principal appoints competent and credible Independent External Monitor for this pact. The task of the monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the CMD/IRCTC.
- (3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractors. The

Contractors 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 is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality.

- (4) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meetings could have an impact on the contractual relation between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relative action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- (6) The Monitor will submit a written report to the CMD/IRCTC within 8 to 10 weeks from the date of reference or initiation to him by the Principal and should the occasion arise, submit proposals for correcting problematic situations.
- (7) Monitor shall be entitled to compensation on the same terms as being extended to provide to independent Directors on the IRCTC board.
- (8) If the Monitor has reported to the CMD/IRCTC a substantiated suspicion of an offence under relevant IPC/PC Act, and the CMD/IRCTC has not within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- (9) The word "Monitor" would include both singular and plural.

#### Section 9 – Pact Duration

The pact beings when both parties have legally signed it. It expires for the Contractor 12 month after the last payment under the contract, and for all other Bidders 6 month after the Contract has been awarded.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by CMD/IRCTC.

#### Section 10 – Other Provisions

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership or consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the reminder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

\_\_\_\_\_  
(For & On behalf of the Principal)

\_\_\_\_\_  
(For & On Behalf of Bidder/Contractor)

(Office Seal)

(Office Seal)

Place \_\_\_\_\_

Date \_\_\_\_\_

Witness 1: (Name & Address) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Witness 2: (Name & Address) \_\_\_\_\_

\_\_\_\_\_

**FINANCIAL BID**

**Joint General Manager/Quality**  
**IRCTC, 10<sup>th</sup> floor, Statesman House Building,**  
**Barakhamba Road,**  
**New Delhi-110001.**

**Subject: Submission of E-Tender for engagement of third-party agency for Customer Satisfaction Survey (CSS) in 468Mobile&509static units**

- a) I/We accept the terms and conditions mentioned in the Tender Document(s) which have been clearly understood by me/us.
- b) I/We have duly signed on each page of the E-tender Document(s) and remitted EMD(s).
- c) I/We understand that IRCTC reserve the right to reject, accept or consider any offer without assigning any reason whatsoever.
- d) I/We understand that bidder has to quote for engagement of third-party agency for Customer Satisfaction Survey in 468Mobile&509Static Units.
- e) This tender will be decided on total tender value basis no individual weight-age will be given to any of the firm.

**(To be submitted electronically)**

Description	No of Units	Rate per CSS per unit (in figures exclusive of all applicable taxes)	Rate per CSS per unit (in Words exclusive of all applicable taxes)	Total Amount for CSS) Col. 2 x Col. 3
1	2	3	4	5
Trains (Pair of trains)	468			
Food Plaza	148			
Refreshment Rooms	153			
Fast Food Unit	162			
Jan-Aahar	46			
Total Amount in Figures				
Total Amount in Words				

**Note:**

- i. This is to be filled up electronically.
- ii. The above nos of trains listed in the table are in pairs. The rate to be quoted is for pair of trains.
- iii. The above quoted rates are exclusive of all applicable taxes. Applicable Taxes shall be paid extra.
- iv. The list of units with Zone details is placed under Annexure IX.
- v. Agency has to quote rates in Rupees for the entire work.
- vi. The bidders should quote rates inclusive of freight, Octroi and any other expenses for Customer satisfaction Survey and delivery of report at the destination.
- vii. In case of discrepancy in the amount quoted in figure and words, the amount written in words will be taken into consideration.



## List of Static Units for conducting Survey

SN	Station	Unit Type	Zone
1	Howrah old complex	JA	East Zone
2	New Tinsukia	JA	East Zone
3	Naharlagun	JA	East Zone
4	New Tinsukia	RR (CK to RR)	East Zone
5	Buxar	RR	East Zone
6	Mokama	RR	East Zone
7	Bharkhtiyarpur	RR	East Zone
8	Kiul Jn	RR	East Zone
9	Jharsuguda	JA	East Zone
10	Narkatiaganj	RR	East Zone
11	Bettiah	RR	East Zone
12	Kharagpur	JA	East Zone
13	Bhagalpur	RR	East Zone
14	Durgapur	RR	East Zone
15	Madhupur	RR	East Zone
16	Ranchi	VRR	East Zone
17	Raxaul	RR	East Zone
18	Katihar Jn	RR	East Zone
19	New Alipurduar	RR	East Zone
20	Rangiya Jn	RR	East Zone
21	Tatanagar	JA	East Zone
22	Aburoad	RR	North Zone
23	Ajmer	JA	North Zone
24	Ajmer	RR	North Zone
25	Ambala Cantt. Jn.	RR	North Zone
26	Barabanki	RR	North Zone
27	Chhapra	VRR	North Zone
28	Dehradun	RR	North Zone
29	Etawa	RR	North Zone
30	Gorakhpur	JA	North Zone
31	Gwalior	RR	North Zone
32	Jalandhar City	RR	North Zone
33	Kathgodam	RR	North Zone
34	Mau	RR	North Zone
35	Chhapra	NVRR	North Zone
36	New Delhi	RR	North Zone
37	Orai	RR	North Zone
38	Pathankot	RR	North Zone
39	Pathankot cantt	JA	North Zone
40	Phulera Jn.	RR	North Zone

41	Pratapgarh	RR	North Zone
42	Rewari	VRR	North Zone
43	New Delhi(16 platform)	JA	North Zone
44	Nagaur	RR	North Zone
45	Sultanpur	RR	North Zone
46	Tundla	RR	North Zone
47	Vijayawada	JA	South Central Zone
48	Ongole	RR (CK to RR)	South Central Zone
49	Warrangal	RR	South Central Zone
50	Renigunta	RR (CK to RR)	South Central Zone
51	Rajahmundry	RR (CK to RR)	South Central Zone
52	Palasa	JA	South Central Zone
53	Visakhapatnam	JA	South Central Zone
54	Eluru	RR (CK to RR)	South Central Zone
55	Malda Town	RR	East Zone
56	BapudhanMotihari	RR	East Zone
57	Kazipet	RR	South Central Zone
58	Bangarapet	VRR	South Zone
59	Arakkonam Junction	RR (CK to RR)	South Zone
60	Erode jn	RR (CK to RR)	South Zone
61	Alleppey	NVRR	South Zone
62	Calicut	RR (integrated BK)	South Zone
63	Mangalore jn	NVRR	South Zone
64	Chennai Egmore	VRR	South Zone
65	Mayiladuturai	VRR	South Zone
66	Mettupalayam	VLRR	South Zone
67	Nagercoil	VRR	South Zone
68	Mangalore Cen.	NVRR	South Zone
69	Kayakulam	VRR	South Zone
70	Bangalore City	JA	South Zone
71	Trissur	RR	South Zone
72	Thanjavur	RR	South Zone
73	Salem jn	RR (integrated BK)	South Zone
74	Villupuram	RR	South Zone
75	Shegaon	RR	West Zone
76	Wardha	RR	West Zone
77	Akola	RR	West Zone
78	Bandra Terminus	RR	West Zone
79	Bhopal	RR	West Zone
80	Bina	NVRR	West Zone
81	Daund	RR	West Zone
82	Bhusawal	JA	West Zone
83	Itarsi	NVRR	West Zone
84	Kalaburagi (Gulbarga)	RR	West Zone

85	Lokmanya Tilak	JA	West Zone
86	Manmad	RR	West Zone
87	Miraj	JA	West Zone
88	Mumbai Central	JA	West Zone
89	Mumbai CST	JA	West Zone
90	Nagpur	JA	West Zone
91	Bhusawal	RR (CK to RR)	West Zone
92	Rajkot	RR	West Zone
93	Raipur	RR	South Central Zone
94	Gondia	RR	South Central Zone
95	Bijapur	VRR	South Zone
96	Aluva	VRR	South Zone
97	Ratlam	JA	West Zone
98	Udaipur	RR	North Zone
99	Kamakhya	JA	East Zone
100	Jaunpur	RR	North Zone
101	Shahganj	RR	North Zone
102	Ranchi	NVRR	East Zone
103	Dhanbad	RR	East Zone
104	New Cooch Behar	JA	East Zone
105	Guntakal	RR (CK to RR)	South Central Zone
106	Vizianagaram	RR	South Central Zone
107	Bilaspur	JA	South Central Zone
108	Sainagar Shirdi	JA	West Zone
109	Solapur	JA	West Zone
110	Surendranagar	RR	West Zone
111	Rae Bareli	RR	North Zone
112	Prayagraj (Allahabad)	RR	North Zone
113	Ludhiana	RR	North Zone
114	Jaipur	RR	North Zone
115	Varanasi	JA	North Zone
116	Kanpur	RR	North Zone
117	Vadodara	JA	West Zone
118	Sawai Madhopur	RR	West Zone
119	Viramgam II	NVRR	West Zone
120	Mathura Jn	RR (CK to RR)	North Zone
121	Hijli	JA	East Zone
122	Rampurhut	RR	East Zone
123	Kollam	RR	South Zone
124	Virudunagar	VRR	South Zone
125	Bellary	NVRR	South Zone
126	Yashwantpur	JA	South Zone
127	Tiruchirapali	RR (CK to RR)	South Zone
128	Chennai central	RR (JA to RR)	South Zone

129	Mysore	RR (FP to RR)	South Zone
130	Tirupati	RR (CK to RR)	South Central Zone
131	Gudur	RR (CK to RR)	South Central Zone
132	Dindigul Junction	RR (CK to RR)	South Zone
133	Tiruvananthapuram central	RR	South Zone
134	Rourkela Junction	RR (CK to RR)	East Zone
135	Aurangabad	RR	South Central Zone
136	Kurduwadi	RR	West Zone
137	Ratlam	RR	West Zone
138	Pune	RR (CK to RR)	West Zone
139	Viramgam I	RR	West Zone
140	Pune	JA	West Zone
141	Aligarh	RR	North Zone
142	Bhatinda	RR	North Zone
143	Satna	JA	West Zone
144	Jasidih	RR	East Zone
145	Chittaurgarh	RR	West Zone
146	Siwan	RR	North Zone
147	Hanumangarh	RR	North Zone
148	Ayodhya Cant (Faizabad)	RR	North Zone
149	Bangalore	RR (CK to RR)	South Zone
150	Anand	RR	West Zone
151	Hapur	RR	North Zone
152	Mahoba	RR	North Zone
153	Saugor	JA	West Zone
154	Indore	RR	West Zone
155	Vijayawada	RR (CK to RR)	South Central Zone
156	Khandwa	RR	West Zone
157	Hyderabad	RR (CK to RR)	South Central Zone
158	khurda Road	JA	South Central Zone
159	Pipariya	JA	West Zone
160	Bhandara Road	RR	South Central Zone
161	Badnera	RR	West Zone
162	Alwar	RR	North Zone
163	Jhansi	RR	North Zone
164	Bareilly	RR	North Zone
165	Saharanpur	RR	North Zone
166	Meerut CITY	RR	North Zone
167	Gomoh	RR	East Zone
168	Balasore	JA	East Zone
169	Din Dayal Upadhaya	JA	East Zone
170	Asansol	JA	East Zone
171	Guwahati	JA	East Zone

172	Patna	JA	East Zone
173	Jabalpur	JA	West Zone
174	Katni	JA	West Zone
175	Bharatpur	RR	West Zone
176	Baruch	RR	West Zone
177	Chengannur	JA	South Zone
178	Barauni Jn.	RR	East Zone
179	Bhiwani	RR	North Zone
180	Renigunta	JA	South Central Zone
181	Rayagada	RR	South Central Zone
182	Chengalpattu Junction	RR (CK to RR)	South Zone
183	Palakkad	NVRR	South Zone
184	Shoranur	RR	South Zone
185	Satya Sai Pasanthi Niliyam (SSPN)	VRR	South Zone
186	Bhadrak	RR	South Central Zone
187	Sambalpur	RR	South Central Zone
188	Hubli Junction	RR (CK to RR)	South Zone
189	Haridwar	RR	North Zone
190	Agra Fort	RR	North Zone
191	Palanpur	RR	West Zone
192	Jodhpur	RR	North Zone
193	Dehri-on-sone	RR	East Zone
194	Hatia	RR	East Zone
195	Rohtak	RR	North Zone
196	Delhi Junction	RR (CK to RR)	North Zone
197	Srikakulam Road	JA	South Central Zone
198	Moradabad	RR	North Zone
199	Jammu Tawi	JA	North Zone
200	Ambur	FFU	SZ
201	Abu Road	FP	NZ
202	Ahmedabad	FP	WZ
203	Agra Cantt	FP	NZ
204	Agra Fort	FP	NZ
205	Agartala	FFU	EZ
206	Ajmer	FP	NZ
207	Arakonam	FFU	SZ
208	Akola	FP	WZ
209	Anakapalli	FP	SCZ
210	Aligarh	FP	NZ
211	Ahmednagar	FP	WZ
212	Anand Vihar	QFJ-2	NZ
213	Arsikere	FP	SZ
214	Asansol	FP	EZ

215	Asansol	FFU	EZ
216	Amritsar	FP	NZ
217	Anugrah Narayan Road	FFU	EZ
218	Aurangabad	FP	SCZ
219	Alwar	FP	NZ
220	Aluva	FFU	SZ
221	Babina	FFU	NZ
222	Berhampur	FP	SCZ
223	Berhampur	FFU	SCZ
224	Barh	FFU	EZ
225	Chikbanvar	FFU	SZ
226	Bellary	FFU	SZ
227	Barabanki	FFU	NZ
228	Bhabua Road	FFU	EZ
229	Badnera	FFU	WZ
230	Belagavi	FP	SZ
231	Belagavi (Earlier Belgaum)	FP	SZ
232	Bhagalpur	FP	EZ
233	Begusarai	FFU	EZ
234	Bina	FFU	WZ
235	Barauni	FFU	EZ
236	Bokaro Steel City	FP	EZ
237	Valsad	FFU	WZ
238	BapudhamMotihari	FFU	EZ
239	Begumpet (PF-2)	FFU/FR	SCZ
240	Bardhaman	FFU	EZ
241	Bangalore Cantonment	FFU	SZ
242	Bangalore Cantt.	FP	SZ
243	Bangalore Garden	FP	SZ
244	Badshahnagar	FFU	NZ
245	Badarpur	FFU	EZ
246	Berhampore	FFU	EZ
247	Balharshah	FP	WZ
248	Barpeta Road	FFU	EZ
249	Bankura	FFU	EZ
250	Vadodara	FP	WZ
251	Barkakana	FFU	EZ
252	Varanasi Cantt	FP	NZ
253	Bilaspur PF 6 & 7/8	FFU	SCZ
254	Bilaspur	FP	SCZ
255	Basti	FFU	NZ
256	Bhatni	FFU	NZ
257	Bhusawal	FP	WZ

258	Buxar	FP	EZ
259	Vijayawada	FP	SCZ
260	Vijayawada	FP	SCZ
261	Birur	FFU	SZ
262	Vijayawada	FFU	SCZ
263	Betul	FFU	WZ
264	Cannanore	FP	SZ
265	Coimbatore	FP	SZ
266	Churchgate	FP	WZ
267	Churchgate	FFU	WZ
268	Chandrapur	FFU	WZ
269	Chidambaram	FFU	SZ
270	Chandausi	FFU	NZ
271	Chitrakoot	FP	NZ
272	Chirala	FP	SCZ
273	Chirala	FFU	SCZ
274	Chrompet	FFU	SZ
275	Kanpur	FP	NZ
276	Champa	FFU	SCZ
277	Chhapra	FP	NZ
278	CSTM Main Line	FP	WZ
279	Cuttack	FP	SCZ
280	Darbhanga	FP	EZ
281	Dibrugarh Town	FFU	EZ
282	PT. Deen Dayal Upadhyaya Junction.	FFU	EZ
283	PT. Deen Dayal Upadhyaya Junction.	FP	EZ
284	PT. Deen Dayal Upadhyaya Junction.	FP	EZ
285	Deoria Sadar	FFU	NZ
286	Durgapur	FP	EZ
287	Dhanbad	FFU	EZ
288	Dhone	FP	SCZ
289	Dildar Nagar	FFU	EZ
290	Dharmavaram	FFU	SCZ
291	Dhamangaon	FFU	WZ
292	Danapur	FP	EZ
293	Danapur	FFU	EZ
294	Dehri on Sone	FFU	EZ
295	Diphu	FFU	EZ
296	Durg	FFU	SCZ
297	Davangere	FFU	SZ
298	Dwarka	FP	WZ



299	Erode	FP	SZ
300	Ernakulam North	FP	SZ
301	Ernakulam	FP	SZ
302	Itarsi	FP	WZ
303	Firozpur Cantt	FP	NZ
304	Gondia	FFU	SCZ
305	Ghazipur City	FFU	NZ
306	Gudur	FP	SCZ
307	Gudur	FFU	SCZ
308	Ghum	FFU	EZ
309	Guwahati	FP	EZ
310	Gorakhpur-I (Circulating area)	FFU	NZ
311	Goregoan	FP	WZ
312	Gomoh	FFU	EZ
313	Gulbarga-2 (Kalaburagi)	FP	WZ
314	Guntakal	FP	SCZ
315	Guntakal	FP	SCZ
316	Guna	FFU	WZ
317	Gooty	FFU	SCZ
318	Gaya	FP	EZ
319	Hajipur	FP	EZ
320	Howrah	FP	EZ
321	Hospet	FP	SZ
322	Howrah (Old Complex)	FP	EZ
323	Howrah-I	FFU	EZ
324	Cuddapah	FFU	SCZ
325	Hyderabad	FP	SCZ
326	Jhajha	FFU	EZ
327	Jamnagar	FP	WZ
328	Jhansi	FP	NZ
329	Jalgaon	FP	WZ
330	Jamui	FFU	EZ
331	Junagadh	FFU	WZ
332	Janghai	FFU	NZ
333	Jaipur	FP	NZ
334	Jasidih	FFU	EZ
335	Jasidih	FP	EZ
336	Jolarpet	FFU	SZ
337	Jodhpur	FFU	NZ
338	Kacheguda	FFU	SCZ
339	Kevadiya	FP	WZ
340	Kengeri	FFU	SZ
341	Kathgodam	FP	NZ

342	Kharagpur	FP	EZ
343	Katihar	FP	EZ
344	Katihar	FFU	EZ
345	KIUL	FFU	EZ
346	Kiul	FFU	EZ
347	Krishnarajapuram	FP	SZ
348	Kumbakonam	FFU	SZ
349	Kishanganj	FP	EZ
350	Khandwa	FFU	WZ
351	Kolkata Terminal	FFU	EZ
352	Kolhapur	FP	WZ
353	Kota	FP	WZ
354	Katpadi	FFU	SZ
355	Kopargaon	FP	WZ
356	Kashipur	FFU	NZ
357	KODERMA-2	FFU	EZ
358	Kochuveli	FFU	SZ
359	Katni	FP	WZ
360	Khurda Road	FFU	SCZ
361	Khurda Road	FP	SCZ
362	Kamakhya	FP	EZ
363	Londa	FFU	SZ
364	Loharu Jn.	FFU	NZ
365	Lucknow	FFU	NZ
366	Lucknow	FP	NZ
367	Lalkuan	FFU	NZ
368	Lumding	FP	EZ
369	Lonavala	FP	WZ
370	Mantralayam	FFU	SCZ
371	Maninagar	FP	WZ
372	Mangalore	FP	SZ
373	Chennai Central	FFU	SZ
374	Chennai Central CA	FP	SZ
375	Muzaffarpur	FP	EZ
376	Marwar	FFU	NZ
377	Mokama	FFU	EZ
378	Makrana	FFU	NZ
379	Malkapur	FFU	WZ
380	Malda Town	FP	EZ
381	Manmad	FP	WZ
382	Mansi	FFU	EZ
383	Chennai Park	FP	SZ

384	Morena	FFU	NZ
385	Chennai Beach	FP	SZ
386	Mehsana	FP	WZ
387	Merta Road	FFU	NZ
388	Mathura Jn.	FP	NZ
389	Tirumayilai-a	FFU	SZ
390	Manduadih	FFU	NZ
391	Mariani Jn	FFU	EZ
392	Maihar	FFU	WZ
393	Mirzapur	FP	NZ
394	Nagda	FP	WZ
395	Nungambakkam	FFU	SZ
396	New Bongaigaon	FFU	EZ
397	Nagercoil	FFU	SZ
398	Nandyal	FP	SCZ
399	NEW DELHI	FP	NZ
400	New Jalpaiguri	FP	EZ
401	Narkatiaganj	FFU	EZ
402	Nalgonda	FP	SCZ
403	Old Delhi	FP	NZ
404	Nellore	FFU	SCZ
405	New Alipurduar	FFU	EZ
406	Nagarsol	FFU	SCZ
407	Ongole	FFU	SCZ
408	Orai	FFU	NZ
409	Pratapgarh	FFU	NZ
410	Palghat	FP	SZ
411	Palghar	FFU	WZ
412	Pimpri	FFU	WZ
413	Patna	FP	EZ
414	Patna-1	FFU	EZ
415	Patna-2	FFU	EZ
416	Pendra Road Station	FFU	SCZ
417	Palanpur	FP	WZ
418	Patliputra	FP	EZ
419	Patliputra	FFU	EZ
420	Prayagraj	FP	NZ
421	Palasa	FP	SCZ
422	Pune	FP	WZ
423	Pune	FFU	WZ
424	Pune	FFU	WZ
425	Puri	FP	SCZ
426	Puri	FFU	SCZ
427	Paranur	FFU	SZ

428	Pazhavanthangal	FFU	SZ
429	Raipur	FP	SCZ
430	Raichur	FP	SCZ
431	Rewa	FP	WZ
432	Rayagada	FP	SCZ
433	Raigarh	FFU	SCZ
434	Rajnandgaon	FFU	SCZ
435	Rajendernagar	FP	EZ
436	Rajkot	FP	WZ
437	Rajahmundry	FP	SCZ
438	Ranchi	FP	EZ
439	Rangiya	FP	EZ
440	Rourkela	FP	EZ
441	Renigunta	FFU	SCZ
442	Renigunta	FFU	SCZ
443	Raxaul	FP	EZ
444	Salem	FP	SZ
445	Bangalore City	FFU	SZ
446	Bangalore City	FP	SZ
447	Sambalpur	FP	SCZ
448	Secunderabad	FP	SCZ
449	Sawai Madhopur	FP	WZ
450	Secunderabad	QFJ	SCZ
451	Silchar	FFU	EZ
452	Sealdah	FP	EZ
453	Sealdah	FP	EZ
454	Sealdah	FFU	EZ
455	Sealdah	FFU	EZ
456	Shahdol PF.1&2/3	FFU	SCZ
457	Sadulpur Jn.	FFU	NZ
458	Sewagram	FFU	WZ
459	SAGAULI	FFU	EZ
460	Saugor	FP	WZ
461	Sir M visvesvaraya Terminal Banglore( Unit- B)	FFU	SZ
462	Saharsa	FFU	EZ
463	Samalkot	FP	SCZ
464	Shimoga Town	FFU	SZ
465	Sir M visvesvaraya Terminal Banglore( Unit- A)	FFU	SZ
466	Samastipur	FFU	EZ
467	Sitapur	FFU	NZ
468	Solapur	FP	WZ

469	Siwan-1	FFU	NZ
470	Tatanagar	FP	EZ
471	Tatanagar	FP	EZ
472	Tambaram (East & West 2nd Entry)	FP	SZ
473	Thrissur	FP	SZ
474	Tirunelveli	FFU	SZ
475	Talegaon	FFU	WZ
476	Tirur	FFU	SZ
477	Thanjavur	FFU	SZ
478	Tumkur	FFU	SZ
479	Thalassery	FP	SZ
480	Tiruchchirappalli	FP	SZ
481	Tiruchchirappalli	FP	SZ
482	Tiruvallur	FFU	SZ
483	Tuni	FFU	SCZ
484	Trivandrum	FP	SZ
485	Tiruvannmiyur	FFU	SZ
486	Hubli	FP	SZ
487	SSS Hubli 3rd Entry	FP	SZ
488	Ujjain	FP	WZ
489	Villivakkam	FFU	SZ
490	VarkalaShivagiri	FFU	SZ
491	Vapi	FP	WZ
492	Velachery	FP	SZ
493	Villupuram	FP	SZ
494	Virudhachalam	FFU	SZ
495	Visakapatnam	FP	SCZ
496	Visakapatnam	FP	SCZ
497	Visakapatnam	FP	SCZ
498	Visakhapatnam	FFU	SCZ
499	Vizianagaram	FP	SCZ
500	Vizianagaram	FFU	SCZ
501	Wadi	FP	WZ
502	Yadgir	FFU	SCZ
503	Yeshwantpur	FP	SZ
504	JajpurKeonjhar	FFU	SCZ
505	Bhadrak	FFU	SCZ
506	Burhanpur	FFU	WZ
507	Shalimar 2	FFU	EZ
508	Kochuveli	FFU	SZ
509	Godhra	FFU	WZ

## List of mobile units for conducting survey

SN	Train no.	Train Name	From	To	Train Type	Zone
1	13131-32	NJP-DHCA Mitali Exp	NJP	DHCA	Mail Exp.	EZ
2	12565-66	DBG-NDLS Bihar HTE Kranti Express	DBG	NDLS	Mail Exp.	EZ
3	11061-62	LTT-JYG Pawan Exp	LTT	JYG	Mail Exp.	WZ
4	12519-20	KYQ LTT AC Express	KYQ	LTT	Mail Exp.	EZ
5	12803-04/12807-08	VSKP-NZM Swarnjayanthi Express	VSKP	NZM	Mail Exp.	SCZ
6	13167-68/13181-82	KOAA-AGC/SHTT Express	KOAA	AGC/SHTT	Mail Exp.	EZ
7	12203-04	ASR-SHC Garib Rath Express	ASR	SHC	Mail Exp.	NZ
8	15483-84	DLI-APDJ Mahananda Express	DLI	APDJ	Mail Exp.	EZ
9	14007-08/14013-14/14015-16/14017-18	ANVT-RXL/SLN Sadbhavana Exp	ANVT	RXL/SLN	Mail Exp.	NZ
10	16217-18	SNSI-MYS Exp	SHSI	MYS	Mail Exp.	SZ
11	12735-36	SC-YPR Garibrath Exp	SC	YPR	Mail Exp.	SCZ
12	20945-46	NZM-KDCY(EKNR) SF Exp	NZM	KDCY	Mail Exp.	WZ
13	12751-52	NED-JAT Humsafar Exp	NED	JAT	Mail Exp.	SCZ
14	12193-94	JBP-YPR Express	JBP	YPR	Mail Exp.	WZ
15	22837-38	HTT-ERS EXPRESS	HTE	ERS	Mail Exp.	EZ
16	12361-62	ASN-CSMT Exp	ASN	CSMT	Mail Exp.	EZ
17	20915-16/20917-18	INDB-LPI/PURI Weekly Humsafar	INDB	LPI/PURI	Mail Exp.	WZ
18	12607-08/12609-10	MAS-SBC/MYS Lalbagh Exp	MAS	SBC	Mail Exp.	SZ
19	12141-42	LTT-PPTA Exp	LTT	PPTA	Mail Exp.	WZ
20	20803-04	VSKP-GIMB Exp	VSKP	GIMB	Mail Exp.	SCZ
21	22497-98	SGNR-TPJ Humsafar Exp	SGNR	TPJ	Mail Exp.	NZ
22	14805-06	BME-YPR Barmer AC Express	BME	YPR	Mail Exp.	NZ
23	11085-86/11099-11100	LTT-MAO DD Express	LTT	MAO	Mail Exp.	WZ
24	12985-86	JP-DEE	JP	DEE	Mail Exp.	NZ
25	12059-60	KOTA-NZM Janshatabdi Exp	KOTA	NZM	Mail Exp.	WZ
26	12879-80	BBS-LTT EXPRESS	BBS	LTT	Mail Exp.	SCZ
27	22417-18	BSB-NDLS Mahamana Express	BSB	NDLS	Mail Exp.	NZ
28	22201-02	SDAH-PURI Duronto	SDAH	PURI	Duronto	EZ
29	20839-40	RNC-NDLS Ranchi Rajdhani Express	RNC	NDLS	Rajdhani	EZ
30	22413-14	MAO-NZM Rajdhani Express	MAO	NZM	Rajdhani	NZ
31	12617-18	ERS-NZM Mangla Exp	ERS	NZM	Mail Exp.	SZ
32	12711-12	BZA-MAS Pinakini Exp	BZA	MAS	Mail Exp.	SCZ

33	12717-18	VSKP-VBZA	VSKP	BZA	Mail Exp.	SCZ
34	22511-12	KYQ-LTT Karambhoomi Exp	KYQ	LTT	Mail Exp.	EZ
35	19259-60	BVC-KCVL Exp	BVC	KCVL	Mail Exp.	WZ
36	15625-26	AGTL-DGHR	AGTL	DGHR	Mail Exp.	EZ
37	12851-52	BSP-MAS Exp	BSP	MAS	Mail Exp.	SCZ
38	12435-36 (Old No. 12569-70)	ANVT-JYG Garibrath Express	ANVT	JYG	Mail Exp.	NZ
39	22893-94/22857-58	HWH-SNSI/SRC-ANVT Exp	HWH	SNSI	Mail Exp.	EZ
40	20857-58	PURI-SNSI SF Exp	PURI	SNSI	Mail Exp.	SCZ
41	19667-68/22985-86	UDZ-MYS/DEE Palace Queen/Rajasthan Humsafar	UDZ	MYS/DEE	Mail Exp.	NZ
42	12365-66	PNBE-RNC JANSHTABDI	PNBE	RNC	Mail Exp.	EZ
43	22149-50	ERS-PUNE Express	ERS	PUNE	Mail Exp.	WZ
44	19577-78/22907-08	JAM-TEN/HAPA-MAO Exp	JAG/HAPA	TEN/MAO	Mail Exp.	WZ
45	12949-50	PBR-SRC	PBR	SRC	Mail Exp.	WZ
46	12453-54/20407-08	NDLS-RNC Ranchi Rajdhani Express	NDLS	RNC	Rajdhani	NZ
47	12833-34	HWH-ADI Exp	HWH	ADI	Mail Exp.	EZ
48	12625-26	TVC-NDLS Kerala Exp	TVC	NDLS	Mail Exp.	SZ
49	12587-88/15097-98	JAT-GKP/BGP Amarnath Sup Exp	JAT	GKP/BGP	Mail Exp.	NZ
50	15959-60/15961-62	DBRG-HWH Express	DBRG	HWH	Mail Exp.	EZ
51	20901-02	GNC-MMCT Vande Bharat Exp	GNC	MMCT	V. B.	WZ
52	22723-24 (Old No.17623-24)	NED-SGNR Exp	NED	SGNR	Mail Exp.	SCZ
53	12571-72/12595-96	GKP-ANVT HUMSAFAR EXPRESS	GKP	ANVT	Mail Exp.	NZ
54	22305-06	JSME-SMVB	JSME	SMVB	Mail Exp.	EZ
55	22969-70/19573-74	OKHA-BSB/JP Exp	OKHA	BSB/JP	Mail Exp.	WZ
56	20171-72	RKMP-NDLS Vande Bharat Exp	RKMP	NDLS	V. B.	WZ
57	16353-54	NCJ-KCG	NCJ	KCG	Mail Exp.	SZ
58	20643-44	MAS-CBE Vande Bharat Exp	MAS	CBE	V. B.	SZ
59	12061-62	JBP-RKMP Janshtabdi Exp	JBP	RKMP	Mail Exp.	WZ
60	17417-18	TPTY-SNSI Exp	TPTY	SNSI	Mail Exp.	SCZ
61	12081-82	CAN-TVC Janshtabdi Express	CAN	TVC	Mail Exp.	SZ
62	14701-02	SGNR-BDTS Aravali Exp	SGNR	BDTS	Mail Exp.	NZ
63	22447-48	AADR-NDLS Vande Bharat Exp	AAAR	NDLS	V. B.	NZ
64	20909-10	PBR-KCVL Exp	PBR	KCVL	Mail Exp.	WZ



65	20825-26	BSP-NGP Vande Bharat Exp	BSP	NGP	V. B.	SCZ
66	12097-98	AGTL-KGBP Janshtabdi	AGTL	KGBP	Mail Exp.	EZ
67	16331-32	TVC-CSMT Exp	TVC	CSMT	Mail Exp.	SZ
68	20633-34	TVC-KGQ Vande Bharat Exp	TVC	KGQ	V. B.	SZ
69	12931-32	ADI-MMCT Double Decker	ADI	MMCT	Mail Exp.	WZ
70	20607-08	MAS-MYS Vande Bharat Exp	MAS	MYS	V. B.	SZ
71	22171-72	RKMP-PUNE Humsafar Exp	RKMP	PUNE	Mail Exp.	WZ
72	16319-20	KCVL-SMVB Humsafar	KCVL	SMVB	Mail Exp.	SZ
73	13425-26	MLDT-ST Exp	MLDT	ST	Mail Exp.	EZ
74	18573-74	VSKP-BGKT Exp	VSKP	BGKT	Mail Exp.	SCZ
75	13107-08/13109-10/13129-30	KOAA-GEDE/PTPL Maitree Exp	KOTA	GEDE/PTPL	Mail Exp.	EZ
76	20931-32 (old No. 19331-32)	INDB-KCVL Exp	INDB	KCVL	Mail Exp.	WZ
77	22665-66	CBE-SBC Uday Express	CBE	SBC	Mail Exp.	SZ
78	16381-82	CAPE-PUNE Kanyakumari Exp	CAPE	PUNE	Mail Exp.	SZ
79	22895-96	HWH-PURI Vande Bharat Exp	HWH	PURI	V. B.	EZ
80	12867-68/22817-18/22849-50	HWH-PDY/HWH-MYS/SHM-SC Weekly Exp	HWH	PDY/MYS/SC	Mail Exp.	EZ
81	22887-88	HWH-SMVB Humsafar Exp	HWH	SMVB	Mail Exp.	EZ
82	20701-02	SC-TPTY Vande Bharat Exp	SC	TPTY	V. B.	SCZ
83	12069-70	RIG-G Jan Shatabdi	RIG	G	Mail Exp.	SCZ
84	13307-08	DHN-FZR Ganga Satluj Exp	DHN	FZR	Mail Exp.	EZ
85	16339-40	NCJ-CSMT Express	NCJ	CSMT	Mail Exp.	SZ
86	22227-28	NJP-GHY Vande Bharat Exp	NJP	GHY	V. B.	EZ
87	22457-58	DDN-ANVT Vande Bharat	DDN	ANVT	V. B.	NZ
88	17019-20	HYB-JP Exp	HYB	JP	Mail Exp.	SCZ
89	15017-18	GKP-LTT Express	GKP	LTT	Mail Exp.	NZ
90	12917-18	ADI-NZM Gujrat Sampark Kranti Express	ADI	NZM	Mail Exp.	WZ
91	22301-02	HWH-NJP Vande Bharat Exp	HWH	NJP	V. B.	EZ
92	16573-74	YPR-PDY Exp	YPR	PDY	Mail Exp.	SZ
93	12987-88	AIJ-SDAH Exp	AIJ	SDAH	Mail Exp.	NZ
94	12239-40	MMCT-HSR Duronto Express	MMCT	HSR	Duronto	WZ
95	22229-30	CSMT-MAO Vande Bharat	CSMT	MAO	V. B.	WZ
96	12859-60	HWH-CSMT GITANJALI Express	HWH	CSMT	Mail Exp.	EZ
97	12877-78	RNC-NDLS GARIB RATH	RNC	NDLS	Mail Exp.	EZ
98	22677-78	YPR-KCVL Exp	YPR	KCVL	Mail Exp.	SZ
99	20833-34	VSKP-SC Vande Bharat Exp	VSKP	SC	V. B.	SCZ
100	06509-10	SBC-DNR Humsafar Spl Clone	SBC	DNR	Mail Exp.	SZ

101	12213-14	YPR-DEE Duronto Express	YPR	DEE	Duronto	SZ
102	22549-50	GKP-LKO Vande Bharat Exp	GKP	LKO	V. B.	NZ
103	12461-62	JU-SBIB Vande Bharat Exp	JU	SBIB	V. B.	NZ
104	15651-52	GHY-JAT LOHIT EXPRESS	GHY	JAT	Mail Exp.	EZ
105	12503-04	AGTL-BNC HUMSAFAR EXP	AGTL	BNC	Mail Exp.	EZ
106	12375-76	JSME-TBM Exp	JSME	TBM	Mail Exp.	EZ
107	12937-38	GIMB-HWH Garbha Exp	GIMB	HWH	Mail Exp.	WZ
108	19567-68	OKHA -TN Exp	OKHA	TN	Mail Exp.	WZ
109	14611-12	SVDK-GCT Weekly Express	SVDK	GCT	Mail Exp.	NZ
110	22451-52	CDG-BDTS Exp	CDG	BDTS	Mail Exp.	NZ
111	15705-06	KIR-DLI HUMSAFAR EXPRESS	KIR	DLI	Mail Exp.	EZ
112	22973-74	GIMB-PURI Exp	GIMB	PURI	Mail Exp.	WZ
113	12209-10	CNB-KGM	CNB	KGM	Mail Exp.	NZ
114	22225-26	SUR-CSMT Vande Bharat Exp	SUR	CSMT	V. B.	WZ
115	22223-24	CSMT-SNSI Vande Bharat Exp	CSMT	CNSI	V. B.	WZ
116	12207-08	KGM-JAT	KGM	JAT	Mail Exp.	NZ
117	12813-14	HWH-TATA EXPRESS	HWH	TATA	Mail Exp.	EZ
118	17321-22	VSG-JSME Exp	VSG	JSME	Mail Exp.	SZ
119	12235-36	ANVT-MDP Humsafar Exp	ANVT	MDP	Mail Exp.	NZ
120	12025-26	PUNE-SC Shatabdi Exp	PUNE	SC	Shatabdi	WZ
121	22347-48	PNBE-HWH Vande Bharat Exp	PNBE	HWH	V. B.	EZ
122	12091-92	KGM-DDN Janshabdi	KGM	DDN	Mail Exp.	NZ
123	22349-50	PNBE-RNC Vande Bharat Exp	PNBE	RNC	V. B.	EZ
124	15125-26	BSBS-PNBE Janshabdi Express	BSBS	PNBE	Mail Exp.	NZ
125	20661-62	SBC-DWR Vande Bharat Exp	SBC	DWR	V. B.	SZ
126	22409-10	ANVT-GAYA Garib Rath	ANVT	GAYA	Mail Exp.	NZ
127	20937-38 (old No. 19263-64)	PBR-DEE Express	PBR	DEE	Mail Exp.	WZ
128	22411-12	ANVT-NHLN ARUNACHAL Express	ANVT	NHLN	Mail Exp.	NZ
129	15279-80	SHC-ANVT Poorbiya Exp	SHC	ANVT	Mail Exp.	EZ
130	22931-32/22933-34	BDTS-JSM/JP	BDTS	JSM/JP	Mail Exp.	WZ
131	12171-72	LTT-HW Express	LTT	HW	Mail Exp.	WZ
132	19313-14/19321-22	INDB-PNBE	INDB	PNBE	Mail Exp.	WZ
133	19325-26	INDB-ASR	INDB	ASR	Mail Exp.	WZ
134	22911-12	INDB-HWH	INDB	HWH	Mail Exp.	WZ
135	22941-42	INDB-UHP	INDB	UHP	Mail Exp.	WZ

136	15657-58	KYQ-DLI BRAHAMPUTRA Mail	KYQ	DLI	Mail Exp.	EZ
137	12781-82/22681-82	MYS-NZM/MAS Swarna Jayanti Express	MYS	NZM/MAS	Mail Exp.	SZ
138	22883-84	PURI-YPR Garibrath Exp	PURI	YPR	Mail Exp.	SZ
139	12823-24	DURG-NZM CG SMPRK KRANTI	DURG	NZM	Mail Exp.	SCZ
140	20173-74	JBP-RKMP Vande Bharat Exp	JBP	RKMP	V. B.	WZ
141	20911-12	INDB-NGP Vande Bharat Exp	INDB	NGP	V. B.	WZ
142	12945-46	VRL-BSBS	VRL	BSBS	Mail Exp.	WZ
143	20805-06 (old No. 22415-16)	VSKP-NDLS AP Exp	VSKP	NDLS	Mail Exp.	SCZ
144	20979-80	UDZ-JP Vande Bharat Exp	UDZ	JP	V. B.	NZ
145	22613-14 (Old No. 16793-94)	AYC-RMM Shraddha Sethu Express	AYC	RMM	Mail Exp.	SZ
146	22179-80	LTT-MAS Express	LTT	MAS	Mail Exp.	WZ
147	19091-92	BDTS-GKP	BDTS	GKP	Mail Exp.	WZ
148	20903-04/20905-06	EKNR-BSB/REWA Mahamana Exp	EKNR	BSB/REWA	Mail Exp.	WZ
149	12583-84	LJN-ANVT Double Decker	LJN	ANVT	Mail Exp.	NZ
150	12277-78	PURI-HWH Shatabdi Exp	PURI	HWH	Shatabdi	SCZ
151	12077-78	MAS-BZA Janshatabdi Express	MAS	BZA	Mail Exp.	SZ
152	11077-78	PUNE-JAT Jhelum Exp	PUNE	JAT	Mail Exp.	WZ
153	12535-36	GARIRATH EXP	LJN	R	Mail Exp.	NZ
154	12257-58	YPR-KCVL GARIBRATH	YPR	KCVL	Mail Exp.	SZ
155	12051-52	CSMT-MAO Janshatabdi Exp	CSMT	MAO	Mail Exp.	WZ
156	20977-78	AII-DEC Vande Bharat Exp	AII	DEC	V. B.	NZ
157	17609-10	PURNA PATNA Exp	PAU	PATNA	Mail Exp.	SCZ
158	09409-10	EKNR-ADI Haritage Spl	EKNR	ADI	Mail Exp.	WZ
159	12073-74	BBS-HWH Jan Shatabdi	BBS	HWH	Mail Exp.	SCZ
160	12067-68	GHY-JTTN JANSHTABDI Express	GHY	JTTN	Mail Exp.	EZ
161	12801-02	PURI-NDLS Purushottam Express	PURI	NDLS	Mail Exp.	SCZ
162	12327-28/12369-70	HWH-DDN/HW Upasana/Kumbha Express	HWH	DDN	Mail Exp.	EZ
163	12713-14	BZA-SC Sathavahana Exp	BZA	SC	Mail Exp.	SCZ
164	12223-24	LTT-ERS Duroto Express	LTT	ERS	Duroto	WZ
165	12285-86	SC-NZM Duroto Express	SC	NZM	Duroto	SCZ
166	12829-30/12845-46	BBS-MAS /BNC SF Express	BBS	MAS	Mail Exp.	SCZ
167	12825-26	RNC-ANVT Sampark Kranti Express	RNC	ANVT	Mail Exp.	EZ
168	19305-06	DADN-KYQ Express	DADN	KYQ	Mail Exp.	WZ

169	22353-54	PNBE-BAND Humsafar Exp	PNBE	BAND	Mail Exp.	EZ
170	19269-70	PBR-MFP Exp	PBR	MFP	Mail Exp.	WZ
171	16337-38/12683-84	ERS-OKHA/SMVB Exp	ERS	OKHA/SMVB	Mail Exp.	SZ
172	22989-90/22993-94	BDTS-MHV	BDTS	MHV	Mail Exp.	WZ
173	12721-22	HYB-NZM DAKSHIN Express	HYB	NZM	Mail Exp.	SCZ
174	12301-02/12305-06	HWH-NDLS Rajdhani	HWH	NDLS	Rajdhani	EZ
175	12313-14	SDAH-NDLS Rajdhani	SDAH	NDLS	Rajdhani	EZ
176	12533-34	LJN-CSMT Pushpak Exp	LJN	CSMT	Mail Exp.	NZ
177	12089-90	SBC-SMET JANSHATABDI	SBC	SMET	Mail Exp.	SZ
178	12925-26	BDTS-ASR Paschim Exp	BDTS	ASR	Mail Exp.	WZ
179	12857-58/22897-98	HWH-DIGH SF Exp	HWH	DIGH	Mail Exp.	EZ
180	20657-58	UBL-NZM Weekly Exp	UBL	NZM	Mail Exp.	SZ
181	13237-38/13239-40	PNBE-KOTA Express	PNBE	KOTA	Mail Exp.	EZ
182	12079-80	SBC-UBL Janshatabdi Express	SBC	UBL	Mail Exp.	SZ
183	82355-56	PNBE-CSMT AC Express	PNBE	CSMT	Mail Exp.	EZ
184	11037-38	GKP-PUNE Express	GKP	PUNE	Mail Exp.	WZ
185	20889-90	HWH-TPTY Humsafar Express	HWH	TPTY	Mail Exp.	EZ
186	16533-34	SBC-JU Express	SBC	JU	Mail Exp.	SZ
187	12251-52/12253-54	YPR-KRBA/BGP Exp	YPR	KRBA/BGP	Mail Exp.	SZ
188	22625-26	MAS-SBC Double Decker Express	MAS	SBC	Mail Exp.	SZ
189	12243-44	MAS-CBE Shatabdi	MAS	CBE	Shatabdi	SZ
190	12311-12	HWH-KLK Netaji Express	HWH	KLK	Mail Exp.	EZ
191	12269-70	MAS-NZM Duroto	MAS	NZM	Duroto	SZ
192	11449-50	JBP SVDK Express	JBP	SVDK	Mail Exp.	WZ
193	12027-28	SBC-MAS Shatabdi Express	SBC	MAS	Shatabdi	SZ
194	82653-54	YPR-JP Suvidha Exp	YPR	JP	Mail Exp.	SZ
195	19483-84/19435-36	ADI-BJU Exp/ADI-ASN Exp	ADI	BJU/ASN	Mail Exp.	WZ
196	20677-78	MAS-BZA Vande Bharat Exp	MAS	BZA	V. B.	SZ
197	19713-14	JP-KRNT Express	JP	KRNT	Mail Exp.	NZ
198	19337-38	INDB-DEE Express	INDB	DEE	Mail Exp.	WZ
199	12145-46	LTT-PURI Express	LTT	PURI	Mail Exp.	WZ
200	22805-06	BBS-ANVT SF Exp	BBS	ANVT	Mail Exp.	SCZ
201	12071-72	J-CSMT Janshatabdi Exp	J	CSMT	Mail Exp.	WZ
202	18101-02/18309-10 (Old No. 18109-10)	TATA JAT EXP/MURI JAT EX	TATA	JAT/SBP	Mail Exp.	EZ

203	12789-90/17615-16	KCG-MAQ/MDU Exp	KCG	MAQ/MDU	Mail Exp.	SCZ
204	12889-90/18103-04	TATA-YPR/ASR Express	TATA	YPR/ASR	Mail Exp.	EZ
205	12707-08	TPTY-NZM AP Sampark Kranti Express	TPTY	NZM	Mail Exp.	SCZ
206	12505-06	KYQ-ANVT North East Express	KYQ	ANVT	Mail Exp.	EZ
207	20703-04	KCG-YPR Vande Bharat Exp	KCG	YPR	V. B.	SCZ
208	20665-66	MS-TEN Vande Bharat Exp	MS	TEN	V. B.	SZ
209	12367-68	BGP-ANVT Vikramshila Express	BGP	ANVT	Mail Exp.	EZ
210	12627-28	SBC-NDLS Karnataka Exp	SBC	NDLS	Mail Exp.	SZ
211	12107-08/12173-74/12153-54/12161-62	LTT-LJN/PBH/RKMP/AGC Lashkar Express	LTT	LJN/PBH/RKMP/AGC	Mail Exp.	WZ
212	12309-10	RJPB-NDLS TEJAS RAJ	RJPB	NDLS	Rajdhani	EZ
213	18189-90	TATA-ERS Exp	TATA	ERS	Mail Exp.	EZ
214	20941-42 (Old No. 19041-42)	BDTS-GCT SF Express	BDTS	GCT	Mail Exp.	WZ
215	12219-20	SC-LTT Duronto Express	SC	LTT	Duronto	SCZ
216	12259-60	SDAH-BKN Duronto	SDAH	BKN	Duronto	EZ
217	12065-66	ALL-DEE Janshatabdi Express	ALL	DEE	Mail Exp.	NZ
218	20501-02	AGTL-ANVT Tejas Rajdhani Express	AGTL	ANVT	Rajdhani	EZ
219	20631-32	KGQ-TVC Vande Bharat Exp	KGQ	TVC	V. B.	SZ
220	52451-52	KLK-SML Shivalik DLX Express	KLK	SML	NG	NZ
221	16301-02	TVC-SRR Venad Exp	TVC	SRR	Mail Exp.	SZ
222	12245-46	HWH-SMVB (YPR) Duronto Express	HWH	SMVB	Duronto	EZ
223	20497-98 (old No.(20973-74 & 19603-04)	FZR-RMM Humsafar Exp	FZR	MMM	Mail Exp.	NZ
224	20821-22/20827-28	SRC-PUNE/JBP	SRC	PUNE/JBP	Mail Exp.	EZ
225	12057-58	NDLS-DLPC JANSHATABDI	NDLS	DLPC	Mail Exp.	NZ
226	12437-38	SC NZM Rajdhani	SC	NZM	Rajdhani	NZ
227	12037-38	KTW-DLI Siddhabali Exp	KTW	DLI	Mail Exp.	NZ
228	22207-08	MAS-TVC AC SF Exp	MAS	TVC	Pre-Paid	SZ
229	12007-08	MYS-MAS Shatabdi Express	MYS	MAS	Shatabdi	SZ
230	22691-92	SBC-NZM Rajdhani Express	SBC	NZM	Rajdhani	SZ
231	22221-22	CSMT-NZM Rajdhani Express	CSMT	NZM	Rajdhani	WZ
232	22705-06	TPTY-JAT HUMSAFAR	TPTY	JAT	Mail Exp.	SCZ

233	17313-14/17323-24	UBL-MAS/BSB Express	UMB	MAS/BSB	Mail Exp.	SZ
234	22415-16	BSBS-NDLS Vande Bharat Exp	BSBS	NDLS	V. B.	NZ
235	22121-22	LTT-LKO AC Exp	LTT	LKO	Mail Exp.	WZ
236	19307-08	INDB-CDG	INDB	CDG	Mail Exp.	WZ
237	12983-84	AII-CDG Garib Rath	AII	CDG	Mail Exp.	NZ
238	12211-12	ANVT-MFP Garibrath Exp	ANVT	MFP	Mail Exp.	NZ
239	22459-60	ANVT-MDP DV DHAM Humsafar	ANVT	MDP	Mail Exp.	NZ
240	12441-42	NDLS-BSP Rajdhani Express	NDLS	BSP	Rajdhani	NZ
241	22405-06	BGP-ANVT Garibrath Exp	BGP	ANVT	Mail Exp.	NZ
242	12215-16	BDTS-DEE Garibrath Exp	BDTS	DEE	Mail Exp.	NZ
243	16367-68	CAPE-BSBS Kashi Tamil Sangam Exp.	CAPE	BSBS	Mail Exp.	SZ
244	20897-98	RNC-HWH Vande Bharat Exp	RNC	HWH	V. B.	EZ
245	20835-36	PURI-ROU Vande Bharat Exp	PURI	ROU	V. B.	SCZ
246	12923-24	NGP-DADN Exp	NGP	DADN	Mail Exp.	WZ
247	22905-06	OKHA-SHM SF Exp	OKHA	SHM	Mail Exp.	WZ
248	19201-02 (New No. 20967-68)	SC-PBR Exp	SC	PBR	Mail Exp.	WZ
249	22925-26	JAM-ADI Vande Bharat Exp	ADI	JAM	V. B.	WZ
250	12227-28	MMCT-INDB Duronto Express	MMCT	INDB	Duronto	WZ
251	12217-18	CDG-KCVL Kerala Sampark Kranti Exp	CDG	KCVL	Mail Exp.	NZ
252	12273-74	HWH-NDLS Duronto	HWH	NDLS	Duronto	EZ
253	19423-24 (New No. 20923-24)	GIMB-TEN EPXRESS	GIMB	TEN	Mail Exp.	WZ
254	20645-46	MAQ-MAO Vande Bharat Exp	MAQ	MAO	V. B.	SZ
255	20641-42	CBE-BNC Vande Bharat Exp	CBE	BNC	V. B.	SZ
256	20705-06	CSMT-J Vande Bharat Exp	CSMT	J	V. B.	WZ
257	12767-68	NED-SRC Exp	NED	SRC	Mail Exp.	SCZ
258	20481-82	BGKT-TPJ Humsafar Exp	BGKT	TPJ	Mail Exp.	NZ
259	12395-96/13281-82	RJPB-AII/DBRG Ziyarat Express	RJPB	AII	Mail Exp.	EZ
260	22477-78	SVDK-NDLS Vande Bharat Exp	SVDK	NDLS	V. B.	NZ
261	22425-26	AVNT-AY Vande Bharat Exp	ANVT	AY	V. B.	NZ
262	22867-68	DURG-NZM Humsafar	DURG	NZM	Mail Exp.	SCZ
263	22487-88	ASR-DLI Vande Bharat Exp	ASR	DLI	V. B.	NZ
264	12913-14/20935-36	INDB-NGP/GIMB	INDB	NGP/GIMB	Mail Exp.	WZ
265	22317-18	SDAH-JAT Humsafar Exp	SDAH	JAT	Mail Exp.	EZ

266	12349-50	GODA-NDLS	GODA	NDLS	Mail Exp.	EZ
267	14619-20	FZR-AGTL Tripura Sundari Express	FZR	AGTL	Mail Exp.	NZ
268	12281-82	BBS-NDLS Durgam Express	BBS	NDLS	Durgam	SCZ
269	22351-52	PPTA-YPR Patliputra Exp	PPTA	YPR	Mail Exp.	EZ
270	22407-08 (New No.22541-42)	ANVT-BSB Garib Rath	ANVT	BSBS	Mail Exp.	NZ
271	22355-56	PPTA-CDG Express	PPTA	CDG	Mail Exp.	EZ
272	16787-88	TEN-SVDK Exp	TEN	SVDK	Mail Exp.	SZ
273	22403-04	NDLS-PDY Exp	NDLS	PDY	Mail Exp.	NZ
274	12905-06	PBR-SHM Shalimar Express	PBR	SHM	Mail Exp.	WZ
275	12303-04/ 12381-82	HWH-NDLS- POORVA Express	HWH	NDLS	Mail Exp.	EZ
276	12951-52/ 12953-54	MMCT-NDLS/MMCT-NZM Tejas Rajdhani/August Kranti Express	MMCT	NDLS/ NZM	Rajdhani	WZ
277	19037-38	BDTS-BJU Avadh Exp	BDTS	BJU	Mail Exp.	WZ
278	22833-34	BBS-KJM Humsafar Exp	BBS	KJM	Mail Exp.	SCZ
279	12493-94	PUNE-NZM Darshan Express	PUNE	NZM	Mail Exp.	NZ
280	12187-88	CSMT-JBP	CSMT	JBP	Mail Exp.	WZ
281	12323-24	HWH-BME SF Exp	HWH	BME	Mail Exp.	EZ
282	15903-04	CDG-DBRG Express	CDG	DBRG	Mail Exp.	EZ
283	12371-72	HWH-BKN SF Exp	HWH	BKN	Mail Exp.	EZ
284	22863-64	HWH-YPR W Exp	HWH	YPR	Mail Exp.	EZ
285	22919-20 (Old No. 19423-24)	ADI-MAS Humsafar Express	ADI	MAS	Mail Exp.	WZ
286	22807-08	SRC-MAS AC EXPRESS	SRC	MAS	Mail Exp.	EZ
287	12261-62/12221-22	HWH-CSMT/PUNE Durgam Express	HWH	CSMT/ PUNE	Durgam	EZ
288	22737-38	SC-HSR SF Exp	SC	HSR	Mail Exp.	SCZ
289	12821-22	SHM-PURI SF EXP	SHM	PURI	Mail Exp.	SCZ
290	22853-54	SHM-VSKP Exp	SHM	VSKP	Mail Exp.	EZ
291	12919-20	DADN-SVDK Malwa Express	DADN	SVDK	Mail Exp.	WZ
292	19669-70	UDZ-PPTA Humsafar Exp	UDZ	PPTA	Mail Exp.	NZ
293	12957-58	ADI-NDLS Swarna Jayanti Rajdhani Express	ADI	NDLS	Rajdhani	WZ
294	20823-24	PURI-AII SF Express	PURI	AII	Mail Exp.	SCZ
295	12679-80	MAS-CBE INTERCITY Express	MAS	CBE	Mail Exp.	SZ
296	20103-04/ 12163-64	LTT-GKP/MAS SF Express	LTT	GKP/MAS	Mail Exp.	WZ
297	12013-14	NDLS-ASR Shatabdi	NDLS	ASR	Shatabdi	NZ
298	20413-14/ 20415-16	BSB-INDB MAHAKAAL EXPRESS	BSB	INDB	Mail Exp.	NZ
299	15777-78	NJP-APDJ TOURIST EXPRESS	NJP	APDJ	Mail Exp.	EZ



300	11097-98	PUNE-ERS POORNA Express	PUNE	ERS	Mail Exp.	WZ
301	22461-62	NDLS-SVDK SHREE SHAKTI EXPRESS	NDLS	SVDK	Mail Exp.	NZ
302	12167-68/ 11013-14	LTT-BSBS/CBE Exp	LTT	BSBS/CBE	Mail Exp.	WZ
303	12149-50	PUNE-DNR Express	PUNE	DNR	Mail Exp.	WZ
304	12933-34	ADI-MMCT KARNAWATI EXPRESS	ADI	MMCT	Mail Exp.	WZ
305	12639-40	MAS-SBC Brindavan Express	MAS	SBC	Mail Exp.	SZ
306	16345-46	TVC-LTT Nwethravati Exp	TVC	LTT	Mail Exp.	SZ
307	12621-22	MAS-NDLS TN Exp	MAS	NDLS	Mail Exp.	SZ
308	12903-04	MMCT-ASR Golden Temple Mail	MMCT	ASR	Mail Exp.	WZ
309	12615-16	MAS-NDLS GT Exp	MAS	NDLS	Mail Exp.	SZ
310	12641-42	CAPE-NZM Thirukkural Exp	CAPE	NZM	Mail Exp.	SZ
311	12123-24	CSMT-PUNE Deccan Queen Express	CSMT	PUNE	Mail Exp.	WZ
312	22449-50/ 14037-38	NDLS-GHY/SCL PSK Express	NDLS	GHY/SCL	Mail Exp.	NZ
313	12335-36	BGP-LTT Express	BGP	LTT	Mail Exp.	EZ
314	12471-72/ 12473-74/ 12475-76/ 12477-78	SVDK-BDTS/GIMB/HAPA/JAM Swaraj Exp	SVDK	BDTS/GIMB/HAPA/JAM	Mail Exp.	NZ
315	22537-38	GKP-LTT Kushinagar Express	GKP	LTT	Mail Exp.	NZ
316	12551-52	KYQ-YPR AC EXP	KYQ	YPR	Mail Exp.	EZ
317	12053-54	HW-ASR JANSHATABDI	HW	ASR	Mail Exp.	NZ
318	22115-16	LTT-KRMI AC Exp	LTT	KRMI	Mail Exp.	WZ
319	12293-94	LTT-PRYJ Duronto Express	LTT	PRYJ	Duronto	WZ
320	12087-88	NHLN-GHY Shatabdi Express	NHLN	GHY	Shatabdi	EZ
321	15887-88	BPB-GHY Vistadome Tourist Express	BPB	GHY	Mail Exp.	EZ
322	12553-54	SHC-NDLS VAISHALI Express	SHC	NDLS	Mail Exp.	EZ
323	12035-36	TPU-DLI PurnagiriJanshatabdi Exp	TPU	DLI	Mail Exp.	NZ
324	12909-10	BDTS-NZM GARIBRATH	BDTS	NZM	Mail Exp.	WZ
325	22913-14/ 20943-44	BDTS-SHC/BGKT Humsafar Exp	BDTS	SHC/BGKT	Mail Exp.	WZ
326	12993-94	GIMB-PURI SF Exp	GIMB	PURI	Mail Exp.	WZ
327	16351-52	NCJ-CSMT Express	NCJ	CSMT	Mail Exp.	SZ
328	12137-38	CSMT-FZR Punjab Mail	CSMT	FZR	Mail Exp.	WZ
329	13413-14/ 13483-84	MLDT-BTI FARAKKA Express	MLDT	BTI	Mail Exp.	EZ
330	11019-20	KONARK EXPRESS	CSTM	BBS	Mail Exp.	WZ

331	11033-34	DARBHANGA EXP	PUNE	DBG	Mail Exp.	WZ
332	12101-02/ 12151-52/ 22103-04	JANESHWARI EXP/ SAMRASTA EXP/ LTT-FD EXP	LTT	HWH/FD	Mail Exp.	WZ
333	12165-66	RATNAGIRI EXP	LTT	BSB	Mail Exp.	WZ
334	22131-32	GYAN GANGA EXP	PUNE	MUV	Mail Exp.	WZ
335	22209-10	NDLS DURONTO EX	BCT	NDLS	Duronto	WZ
336	12955-56	JAIPUR SF EXP	BCT	JP	Mail Exp.	WZ
337	19045-46	TAPTI GANGA EXP	ST	CPR	Mail Exp.	WZ
338	12549-50	DURG-JAT SF EXP	DURG	JAT	Mail Exp.	SCZ
339	18237-38	CHHATISGARH EXP	BSP	ASR	Mail Exp.	SCZ
340	12561-62	SWANTANTRATA SENANI EXP	JYG	NDLS	Mail Exp.	EZ
341	12391-92	SHRAMJEEVI EXP	RAJGIR	NDLS	Mail Exp.	EZ
342	12393-94	SAMPOORN KRANTI EXP	PNBE	NDLS	Mail Exp.	EZ
343	12389-90	EGMORE EXP	GAYA	MS	Mail Exp.	EZ
344	12023-24	JAN SHATABDI EXP	PNBE	HWH	Mail Exp.	EZ
345	15227-28	MFP-YPR EXP	MFP	YPR	Mail Exp.	EZ
346	12577-78	BAGMATI EXP	DBG	MYS	Mail Exp.	EZ
347	12397-98	MAHABODHI EXP	GAYA	NDLS	Mail Exp.	EZ
348	12557-58	SAPT KRANTI EXP	MFP	ANVT	Mail Exp.	EZ
349	13201-02	RJPB-LTT EXP	RJPB	LTT	Mail Exp.	EZ
350	12521-22	RAPTI SAGAR EXP	BJU	ERS	Mail Exp.	EZ
351	13351-52	ALLEPPY EXP	DHN	ALLP	Mail Exp.	EZ
352	12355-56	ARCHANA EXP	PNBE	JAT	Mail Exp.	EZ
353	15045-46	GKP-OKHA EXP	GKP	OKHA	Mail Exp.	NZ
354	12511-12/ 12589-90/ 12591-92	RAPTI SAGAR EXP GKP-TVC,GKP-SC, YPR GKP-	GKP	TVC/SC/YPR	Mail Exp.	NZ
355	12677-78	INITERCITY EXP	SBC	ERS	Mail Exp.	SZ
356	12663-64	HWH TPJ EXPRESS	TPJ	HWH	Mail Exp.	SZ
357	12675-76	KOVAI EXPRESS	MAS	CBE	Mail Exp.	SZ
358	12651-52	SAMPARK KRANTI	MDU	NZM	Mail Exp.	SZ
359	12655-56	NAVJEEVAN EXP	MAS	ADI	Mail Exp.	SZ
360	16733-34	RMM OKHA EXPRES	RMM	OKHA	Mail Exp.	SZ
361	22643-44	PATNA EXPRESS	ERS	PNBE	Mail Exp.	SZ
362	22641-42	SHALIMAR EXP	TVC	SHM	Mail Exp.	SZ
363	12665-66	KANNYAKUMARI EX	CAPE	HWH	Mail Exp.	SZ
364	12643-44	NIZAMUDDIN EXP	TVC	NZM	Mail Exp.	SZ
365	22645-46	AHILYANAGARI EX	TVC	INDB	Mail Exp.	SZ
366	22647-48	KRBA TVC EXPRES	TVC	KRBA	Mail Exp.	SZ
367	16311-12	BKN KCVL EXPRES	KCVL	BKN	Mail Exp.	SZ
368	16333-34	TVC-VRL-TVC Exp	TVC	VRL	Mail Exp.	SZ
369	12669-70	GANGA KAVERI	MAS	CPR	Mail Exp.	SZ
370	12083-84	JAN SHATABDI EXP	MV	CBE	Mail Exp.	SZ

371	12075-76	JAN SHATABDI EXP	TVC	CLT	Mail Exp.	SZ
372	12687-88	DEHRADUN EXP	MDU	DDN	Mail Exp.	SZ
373	16335-36	NCJ-GIM-NCJ Exp	NCJ	GIM	Mail Exp.	SZ
374	22669-70	ERS-PNBE EXPRESS	ERS	PNBE	Mail Exp.	SZ
375	16649-50	PARASURAM EXPRESS	MAQ	NCJ	Mail Exp.	SZ
376	16317-18	HIMSAGAR EXP	CAPE	JAT	Mail Exp.	SZ
377	22631-32	ANUVRAT EXP	MAS	BKN	Mail Exp.	SZ
378	12605-06/ 12635-36	PALLAVAN/ VAIGAI EXP	MS	KKDI/MDU	Mail Exp.	SZ
379	12033-34	SHATABDI EXP	CNB	NDLS	Shatabdi	NZ
380	12723-24	TELANGANA EXP	HYB	NDLS	Mail Exp.	SCZ
381	12703-04	FALAKNUMA EXP	SC	HWH	Mail Exp.	SCZ
382	17229-30	SABARI EXPRESS	HYB	TVC	Mail Exp.	SCZ
383	12791-92	SC DNR EXPRESS	SC	DNR	Mail Exp.	SCZ
384	12715-16	SACHKHAND EXP	NED	ASR	Mail Exp.	SCZ
385	16505-06/ 16507-08	Gandhidham /Jodhpur Express	SBC	GIMB/JU	Mail Exp.	SZ
386	12295-96	Sangamithra Express	SBC	PNBE	Mail Exp.	SZ
387	16209-10	AJMER EXPRESS	MYS	AI	Mail Exp.	SZ
388	16531-32	GARIB NAWAJ	YPR	AI	Mail Exp.	SZ
389	22689-90	Ahmedabad Express	SBC	ADI	Mail Exp.	SZ
390	12779-80	Goa Express	VSG	NZM	Mail Exp.	SZ
391	12019-20	SHATABDI EXP	HWH	RNC	Shatabdi	EZ
392	12321-22	HWH MUMBAI MAIL	HWH	CSTM	Mail Exp.	EZ
393	12307- 08/22307-08	JODHPUR EXP	HWH	JU/ BKN	Mail Exp.	EZ
394	13005-06	AMRITSAR MAIL	HWH	ASR	Mail Exp.	EZ
395	12345- 46/12331-32	SARAIGHAT EXP/ HIMGIRI EXPRESS	HWH	GHY/JAT	Mail Exp.	EZ
396	13151-52	JAMMU TAWI EXP	KOAA	JAT	Mail Exp.	EZ
397	12329- 30/12379-80	W B SMPRK KRNTI/ JALIANWALAB EXP	SDAH	DLI/ASR	Mail Exp.	EZ
398	20813-14 (old no.18473-74)	PURI JU EXPRESS	PURI	JU	Mail Exp.	SCZ
399	20807- 08/20811-12	HKG EXP/ NED EXP	VSKP	ASR/NED	Mail Exp.	SCZ
400	20861-62 (old No.18405-06)	PURI ADI EXP	PURI	ADI	Mail Exp.	SCZ
401	20819-20 /12843-44	PURI OKHA EXP/ PURI ADI EXP	PURI	OKHA/ADI	Mail Exp.	SCZ
402	22811-12/ 22823-24/ 20817-18	RAJDHANI EXP	BBS	NDLS	Rajdhani	SCZ
403	12897-98/ 20895-96	PDY BBS EXPRESS	BBS	PDY/RMM	Mail Exp.	SCZ

404	12815-16/ 12875-76	NANDAN KANAN EXP/ NEELACHAL EXP	PURI	NDLS	Mail Exp.	SCZ
405	20809-10	NAGAVALI EXPRES	SBP	NED	Mail Exp.	SCZ
406	22865-66	LTT PURI SUP EX	PURI	LTT	Mail Exp.	SCZ
407	18463-64/ 12819-20	PRASANTHI EXP/ ORISSA S KRANTI	BBS	SBC/ANVT	Mail Exp.	SCZ
408	18477-78	UTKAL EXPRESS	PURI	HW	Mail Exp.	SCZ
409	12021-22	JAN SHATABDI EXP	BBN	HWH	Mail Exp.	EZ
410	12811-12	HATIA EXPRESS	HTE	LTT	Mail Exp.	EZ
411	12817- 18/12873-74	JHARKHAND SJ EX	HTE	ANVT	Mail Exp.	EZ
412	12871-72	ISPAT EXP	HWH	TIG	Mail Exp.	EZ
413	12841-42	COROMANDAL EXP	HWH	MAS	Mail Exp.	EZ
414	12863-64	HWH YPR EXPRESS	HWH	YPR	Mail Exp.	EZ
415	12809-10	HOWRAH MAIL	HWH	CSTM	Mail Exp.	EZ
416	12839-40	HWH MAS MAIL	HWH	MAS	Mail Exp.	EZ
417	12869-70	HOWRAH SUP EXP	HWH	CSTM	Mail Exp.	EZ
418	12835-36	HTE YPR EXPRESS	HTE	YPR	Mail Exp.	EZ
419	12129-30	AZAD HIND EXP	PUNE	HWH	Mail Exp.	WZ
420	12009-10	SHATABDI EXP	BCT	ADI	Shatabdi	WZ
421	12907-08	BDTS SMPRK K EX	BDTS	NZM	Mail Exp.	WZ
422	22947-48	ST-BGP EXP	ST	BGP	Mail Exp.	WZ
423	20503-04	NDLS Dibrugarh Rajdhani Express	NDLS	DBRT	Rajdhani	EZ
424	12423-24	NDLS Dibrugarh Rajdhani Express	NDLS	DBRT	Rajdhani	NZ
425	12431-32	NZM Trivandrum Rajdhani Express	NZM	TVC	Rajdhani	NZ
426	12433-34	NZM Chennai Rajdhani Express	NZM	MAS	Rajdhani	NZ
427	20505-06	NDLS Dibrugarh Rajdhani Express	NDLS	DBRT	Rajdhani	EZ
428	12425-26	NDLS Jammu Rajdhani Express	NDLS	JAT	Rajdhani	NZ
429	12011-12	NDLS Kalka Shatabdi	NDLS	KLK	Shatabdi	NZ
430	12001-02	NDLS Bhopal Shatabdi	NDLS	BPL	Shatabdi	NZ
431	12003-04	NDLS Lucknow Shatabdi	NDLS	LKO	Shatabdi	NZ
432	12039-40	ANVT Kathgodam Shatabdi	NDLS	KGM	Shatabdi	NZ
433	12017-18	NDLS Dehradun Shatabdi	NDLS	DDN	Shatabdi	NZ
434	12029- 30/12031-32	Amritsar Swarn Shatabdi	NDLS	ASR	Shatabdi	NZ
435	12015-16	NDLS Ajmer Shatabdi	NDLS	AIJ	Shatabdi	NZ
436	12005-06	NDLS Kalka Shatabdi	NDLS	KLK	Shatabdi	NZ
437	12045-46	NDLS Chandigarh Shatabdi	NDLS	CDG	Shatabdi	NZ
438	12283-84	NZM Ernakulam Duronto Express	NZM	ERS	Duronto	NZ

439	12263-64	NZM Pune Duronto Express	NZM	PUNE	Duronto	NZ
440	12055-56	NDLS Dehradun Janshatabdi	NDLS	DDN	Mail Exp.	NZ
441	12483-84	Amritsar Kochivili Express	ASR	KCVL	Mail Exp.	NZ
442	12449-50	GOA Sampark Kranti	CDG	MAO	Mail Exp.	NZ
443	14257-58 (15127-28 New No.)	Kashi Vishwanath Express	NDLS	BSB	Mail Exp.	NZ
444	12977-78	MARUSAGAR EXP	AIJ	ERS	Mail Exp.	NZ
445	12967-68/12969-70	JAIPUR EXP	JP	MAS/CBE	Mail Exp.	NZ
446	12975-76	JP-MYS Exp	JP	MYS	Mail Exp.	NZ
447	22475-76	BKN-CBE A C SF	BKN	CBE	Mail Exp.	NZ
448	19615-16	KAVI GURU EXP	UDZ (JP)	KYQ	Mail Exp.	NZ
449	12041-42	HWH-NJP Shatabdi	HWH	NJP	Shatabdi	EZ
450	12513-14	SC GHY Exp	SC	GHY	Mail Exp.	EZ
451	15653-54	GHY-JAT Exp-Amarnath Exp	GHY	JAT	Mail Exp.	EZ
452	22501-02	SBC-NTSK Exp	SBC	NTSK	Mail Exp.	EZ
453	15929-30	Dibrugarh Exp	DBRG	MS	Mail Exp.	EZ
454	15631-32/ 15633-34	BME-GHY Exp	BME/BKN	GHY	Mail Exp.	EZ
455	15635-36	Dwarka Exp	OKHA	GHY	Mail Exp.	EZ
456	12509-10/ 12515-16/ 12507-08/ 15629-30	Guwahati Exp	GHY	BNC/TVC/ERS/MS	Mail Exp.	EZ
457	15667-68	Kamakhya Exp	GIMB	KYQ	Mail Exp.	EZ
458	15909-10	Avadh Assam Exp	DBRG	LGH	Mail Exp.	EZ
459	15647-48	LTT-GHY Exp	LTT	GHY	Mail Exp.	EZ
460	22503-04	CAPE-DBRG Exp	CAPE	DBRG	Mail Exp.	EZ
461	15945-46	LTT-GHY Exp	LTT	GHY	Mail Exp.	EZ
462	15933-34	DBRG-ASR Exp	DBRG (NTSK)	ASR	Mail Exp.	EZ
463	12629-30/12649-50	SAMPARK KRANTI	YPR	NZM/CDG	Mail Exp.	SZ
464	12049-50	NZM-AGC Gatiman Exp	NZM	JHS	Gatiman	NZ
465	22119-20	CSTM-KRMI Tejas Exp	CSTM	KRMI	Tejas	WZ
466	22671-72	MS-MDU Tejas Express	MS	MDU	Tejas	SZ
467	22435-36	NDLS-BSB Vande Bharat Exp	NDLS	BSB	V. B.	NZ
468	22439-40	NDLS-SVDK Vande Bharat Exp	NDLS	SVDK	V. B.	NZ

**Certificate for verification of the Customer Satisfaction Survey conducted by the Executive of the firm issued by the unit in charge/Pantry in charge**

**Name of the unit (Mobile/static) (Train No / Name of the Train)** \_\_\_\_\_

**Operated by** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

This is to certify that customer satisfaction survey conducted by (Name of Agency) ..... has been done in Trains No/ static unit ..... on .....

Signature of IRCTC official on Duty \_\_\_\_\_

or

Signature of the Unit/pantry in Charge \_\_\_\_\_

Name \_\_\_\_\_

ID Number \_\_\_\_\_

Phone no \_\_\_\_\_

Name of licensee \_\_\_\_\_

Signature of surveyor \_\_\_\_\_

Name \_\_\_\_\_

Name of the firm \_\_\_\_\_

Date & Time \_\_\_\_\_

**Note: This certificate of verification to be issued for each Mobile/Static unit.**

**Annexure XI**

**Bid Security Declaration**

**“I/We hereby understand and accept that I/We withdraw or modify my/our bids during the period of validity, or if we are awarded the contract and on being called upon to Submit the performance security/ Security Deposit, fail to submit the performance security/Security Deposit, before the deadline defined in the request for bid document/Notice Inviting Bid, I/we shall be debarred from exemption of submitting Bid Security/ Earnest Money Deposit and performance security/ Security deposit for a period of 6 (six) months, from the date I/we are declared disqualified from exemption from Submission of EMD/SD, for all Bids for procurement of goods/Works/services/consultancy etc. issued by any unit of IRCTC published during this period”.**



**Annexure XII**

**UNDERTAKING**

This is to certify that we i.e. .... (Name of the firm) are not black listed or debarred by IRCTC or any other Ministry / Department / PSU (Public Sector Undertaking) of the Govt. of India/State Govt. from participation in tenders/contract on the date of opening of bids.

**Authorized signatory**

**Name, Designation and seal**

**Address:**

**Date:**

**Place:**