

**Incident report of Election Spl train No.00328 Ex-SMBX - RSD dt.07.10.2024**

**Complaint matter:** An X post on Amar Ujala got viral stating that CRPF troops did not get food for the last 48 hours in Election Special train no. 00328.

**IRCTC Remarks and Action Taken**

1. The EST 00328 was scheduled to depart from Sambha on 07.10.2024 at 2300 hrs. But the train departed on 08.10.2024 at 03.15 hrs i.e. more than 4 hours late from the originating point i.e. Sambha.
2. The PAD items (**Namkeen, Juice, Banana, Biscuits & Railneer bottle**) were supplied from Ludhiana with **Excellent Feedback**.
3. Breakfast was provided from Ambala station at 1335 hrs on 08.10.2024 comprising **Poori with Aloo Bhaji, Chocolate, Biscuit, Bread Slices, Banana, Cutlet, Pickle with Tea, Rail neer with Excellent feedback**.
4. The Lunch service was converted to Dinner service station and provided at 1945 hrs on 08.10.2024 at Delhi Safadarjung station. (**Dinner - Plain Rice, Rajma Masala, Kadhi Pakoda, Mix Veg., Sweet, Banana, Curd, Pickle and Rail Neer bottle**). The remarks on challan were "food is not freshly made". However the IRCTC official informed the commandment that the food was prepared fresh on date.
5. Next day morning i.e. on 09.10.2024, the troops were provided full Breakfast along with Emergency meal at Jhansi at 0930 hrs. ( **Breakfast comprises of Pooris, Mix Veg. Aloo Bonda, Biscuit, Bread, Banana, Pickle, Tea and Rail Neer bottle, Emergency Meal comprising of Namkeen, Juice, Biscuit, Banana, Rail Neer with Excellent and Satisfactory feedbacks**).

Thereafter the train entered into WZ jurisdiction.

  
18/10/24  
DGM/CRM/NZ



## MATERIAL DEMAND & ISSUE NOTE

NO.2015/12522

EST-00328

DATE 08/10/24

(SMBX-RSD)

DEPT. TO

Hotel Rajasthan  
Through  
RR/LAH

T. Commaulant

MATERIAL Arrival = 09:50 hrs

ISSUE *Dep. 2*  
REGISTER PAGE NO.

RR/PANTRY CAR/VENDING  
UNIT (RECEIVER)

Th. Sourav J,

CARRYING PERSON

93297-09069

**NOTES :**

PK  
Paini  
08/10/24

PREPARED BY

AUTHORISED BY

STORE INCHARGE

CIC / Manager

RECEIVED BY

## RAW MATERIAL

Printed at: Smat Forms • Ph. : 98105 20802





भारतीय रेलवे खानपान एवं पर्यटन निगम लिमिटेड  
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD,  
(A Govt. Of India Enterprise-Mini Ratna, CIN: U74899DL1999GO1101707)

Date:

## FEEDBACK

Dear Sir,

We strive to provide the best quality services to you. Your feedback helps us understand how we can better serve you. Please take a few moments to share your valuable thoughts with us. Your comments will assist us in enhancing the quality and efficiency of our services.

Please fill your Journey Particulars:

Train No: 00328	From SMDX To RSD	Date/Time of service: 08/10/24
Service Station: LDH	AF-13 No: 12522	
Commandant Name: S.K. Saini	Mobile Number: 93297-09069	
Name of IRCTC Official: S.K. Saini	Mobile Number: 85959-30979	

Please Tick (✓) type of Meal Service

Break Fast	Lunch	Dinner	Emergency Meal
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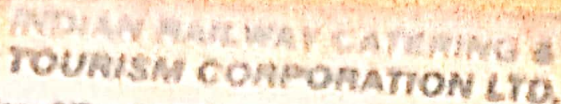
Please Tick (✓) on number between 1 & 3 to rate each aspect of our service as availed.  
(1 is Unsatisfactory and 3 is Excellent)

Sl. No.	Particulars	Rating		
		Unsatisfactory	Satisfactory	Excellent
1	Quality of Food	1	2	3 ✓
2	Presentation of Food	1	2	3 ✓
3	Quantity of Food	1	2	3 ✓

Your Valuable Suggestions/Comments(Scope for improvement):

Signature of IRCTC Official  
Name: S.K. Saini  
Designation: SI/LDH  
Date: 08/10/24

Signature of C&PF Head  
Name:  
C&PF ID:



Northern Zone Office: Ginger Road Yam Niwas Building, New Delhi  
Rly Station Complex, Almeri Gate Side, New Delhi 110002  
Tel / Fax : 23221146, 23234763  
(Rly) Ph : 23433, 22047

Revised: 11-1-1971

Figure 1

**DELIVERY CHALLAN CUM  
STOCK TRANSFER NOTE**

Arr-09:31 AM  
Dep-10:00

GODOWN / CATERING UNIT

ZONE - NORTH ZONE / Rollko

Date 09/10/2024

Serial No. 2018/

8559

Consignee /Receivers Unit (Name and Address)

EST No. 0032R (GMBX-RSD)

Commandant Sh. Robin PY-8923869373, Sh. Subash Kr. Singh-9329709069

~~9/10/24~~

For Indian Railway Catering & Tourism Corporation Limited

Authorised Signatory 09/10/24  
Narendra Singh  
Asst. Supervisor IRCTC/NGL

Certified that the above noted items have been received in good condition and are found to be in order, except, as mentioned in the remarks column, these have been posted in the Stock Ledger as particulars of folio quoted against each.

Consignee / Receivers Signature  
Unit / Godown

Printed at: KARUNA ADVERTISING, Delhi-110009. Cell: 9873703091, 9213132255

(G) Rlys will ensure to provide advance

<https://icms.indianaffairs.gov.in/>



Date: 09/10/24

## FEEDBACK

Dear Sir,

We strive to provide the best quality services to you. Your feedback helps us understand how we can better serve you. Please take a few moments to share your valuable thoughts with us. Your comments will assist in enhancing the quality and efficiency of our services.

Please fill your Journey Particulars:

Train No: 00328	From SMBX To RSD	Date/Time of service: (09:35) 09/10/24
Service Station: VGLY		AF-13 No: 8559
Commandant Name: SH. ROBIN PY		Mobile Number: 8927869373
Name of IRCTC Official: SH. Narendran Singh		Mobile Number: 8595924291


Please Tick (✓) type of Meal Service

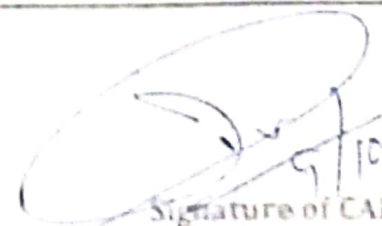
<input checked="" type="checkbox"/> Break Fast	<input type="checkbox"/> Lunch	<input type="checkbox"/> Dinner	<input checked="" type="checkbox"/> Emergency Meal
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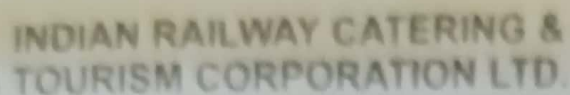
Please Tick (✓) on number between 1 & 3 to rate each aspect of our service as availed.  
(1 is Unsatisfactory and 3 is Excellent)

Sl. No.	Particulars	Rating		
		Unsatisfactory	Satisfactory	Excellent
1	Quality of Food	1 <input checked="" type="checkbox"/>	2 <input checked="" type="checkbox"/>	3 <input type="checkbox"/>
2	Presentation of Food	1 <input checked="" type="checkbox"/>	2 <input checked="" type="checkbox"/>	3 <input checked="" type="checkbox"/>
3	Quantity of Food	1 <input checked="" type="checkbox"/>	2 <input checked="" type="checkbox"/>	3 <input type="checkbox"/>

Your Valuable Suggestions/Comments(Scope for improvement):

  
 Signature of IRCTC Official  
 Name: NARENDRA SINGH  
 Designation: ASST. SUPERVISOR  
 Date: 09/10/24

  
 Signature of CAPF Head  
 Name:  
 COY ID:



## MATERIAL DEMAND & ISSUE NOTE

CATERING UNIT | GODOWN

NO 2018 1328

EST-06328

DATE 08/17/24

Subodh sir

DEPT. TO Army -

RR/VMB

BBMN to Cxenda

MATERIAL *Dep -*  
ISSUE

9329709069

REGISTER PAGE NO

### CARRYING PERSON

[illegible]

**NOTES :**

PREPARED BY \_\_\_\_\_

AUTHORISED BY

CITE THIS JOURNAL

## RAW MATERIAL

CREDIT ADVISORY  
 Jagdish Chandra  
 8595930976

Date: 8/10/24

## FEEDBACK

Dear Sir,

We strive to provide the best quality service to you. Your feedback helps us understand how we can better serve you. Please take a few moments to share your valuable thoughts with us. Your comments will assist in enhancing the quality and efficiency of our services.

Please fill your Journey Particulars:

Train No:	From <u>BBMN</u> To <u>Gondia</u>	Date/Time of service: <u>8/10/24</u>
Service Station:	<u>UMB</u>	AF-13 No: <u>1328</u>
Commandant Name:	<u>Subodh sir</u>	Mobile Number: <u>9329709069</u>
Name of IRCTC Official:	<u><del>882 870 9069</del></u> <u>Jagdish Chandra</u>	Mobile Number: <u>8595930976</u>

Please Tick (✓) type of Meal Service

<input checked="" type="checkbox"/> Break Fast	<input type="checkbox"/> Lunch	<input type="checkbox"/> Dinner	<input type="checkbox"/> Emergency Meal
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Please Tick (✓) or number between 1 & 3 indicating your response to our service (1 is Unsatisfactory and 3 is Excellent)

Sl. No.	Particulars	Rating		
		Unsatisfactory	Satisfactory	Excellent
1	Quality of Food	1	2	<input checked="" type="checkbox"/>
2	Presentation of Food	1	2	<input checked="" type="checkbox"/>
3	Quantity of Food	1	2	<input checked="" type="checkbox"/>

Your Valuable Suggestions/Comments(Scope for improvement):

Signature of IRCTC Official: Jagdish Chandra  
 Name: Jagdish Chandra  
 Designation: S-1  
 Date: 8/10/24

Signature of CAPF Head: [Signature]  
 Name: [Name]  
 Date: 8/10/24  
 COVID: [Signature]