



The Study on Role of IRCTC - Catering Service

Disha D. Bagthariya, PG Student,

Dr D.R. Chavda Assistant Professor,

Department of Commerce and Management, Bhakta Kavi Narsih Mehta Univewrsity, Junagadh – 362263.

Abstract:

Train is the best and cheapest mode of transport. All the people who can use it. Similarly, all the people can use the food facility provided by the railway according to their financial status. The purpose of this survey is to know about the problems of the people about the food system and their satisfaction and ideology. Data collection has been done through questionnaire using random variable as per descriptive method.

Key Words: *IRCTC, Catering, Indian Railways, Customer Satisfaction*

Introduction:

Background information:

On April 16, 1853, the first 53 kilometers between Mumbai and Thane were travelled by Indian railway (IR) with 64,460 route kilometers. It currently possesses one of the greatest rail networks in the world. It provided a low cost and millions of passengers have access to economical transportation thanks to this which has had a significant impact on the nation's social & economic development. Indian railways carried about 21 million passengers each day according to Indian railways yearbook 2010-11.

The following facilities make up Indian railways catering & vending service: - refreshment room, restaurants, fast food outlets / snack bars, tea stalls.

1. At railroad stations, you can find standing selling fruit and fruit juices, cold & hot beverage dispensers, random curio shops, ice cream shops etc....
2. Tea shops at rest stops along the way.
3. Rajdhani and Shatabdi express trains have integrated on board catering services on a few long and express trains, there are services available through pantry cars.
4. The provision on prepared meals for on board dining by base kitchens.
5. Static units that provide on board catering and vending services. (For trains without pantry cars).

The majority of the time, the concepts and policies governing catering on Indian railways have changed abruptly and frequently, catering on Indian cuisine has been offered since the beginning.



The following declaration was made by the then railways minister in his 1979-1980 budget speech: - formation of a railway catering corporation as an autonomous agency under administrative jurisdictions of the ministry of several members of parliament and others have urged that railways take over the whole culinary operation on the Indian railways. this will be carefully looked at.

The Indian railways are essential to the Indian people and they play a significant role in domestic transportation. because it is convenient and less expensive. Indian railways is used by the majority of passengers with advancements like the creation of specialized freight corridors and the privatization of deluxe trains.

Literature Review:

1. **(kumar & chachal, 1 June 2017)** To determine the relevance of the disparity between the perceived and expected levels of service quality in Delhi-area IRCTC food outlets (NCR). To assess how many aspects of service quality contribute in Delhi IRCTC food outlets (NCR). It was examined utilizing SPSS 16.0's assistance. Varimax rotation with Kaiser Normalization approach is used to determine the key factors that influence consumers' perceptions and expectations at IRCTC food shops. This study provides a thorough examination of the weak parameters that require improvement and the strong parameters that must be preserved. Improving The IRCTC food outlets service quality will boost revenue and reputation while also boosting customer happiness and loyalty¹
2. **(KP & GAFOOR KP, 5 May 2021 |)** 100 respondents were chosen for the study to assess the level of service quality provided by IRCTC and customer satisfaction. Convenient random sampling technique was used. Five-point Likert scales were used as tools for analysis in the study. The data was collected through a structured questionnaire that is descriptive in nature. Service quality is one of the crucial factors for determining customer's satisfaction as well as for success full existence of a business. The lowest gap is found in empathy that means satisfaction is highest in this dimension and passengers are relatively more satisfied with the assurance of IRCTC. Limitations of the Study: The survey has been conducted in Kanji Kode division only and may not reflect the public opinion at large. The biasness of the respondents may affect the result of the study as well as the extent to which they were asked about their views on social issues²
3. **(Krishnakumar & Kavitha, MArch 2020)**The sample size for the study is 106 respondents of railway passengers in southern railway Salem city. The primary data was collected from the railway passengers through a well-structured questionnaire. Secondary data were collected from various articles, journals, websites which provided valuable information related to this topic an attempt has been made to know the expectations and performance of passengers using IRCTC, a subsidiary unit of Indian railways. The determinant factors identified are related analysis also identified that the. service performance is associated



with demographic factors, such as age, gender and income. Ability, responsiveness, security and safety, effectiveness, and physical facilities³

4. **(Yadav & Kumar, Apr.-June 19)** To know the prevailing food and beverage choices provided by Indian Rail India Catering and Tourism Corporation (IRCTC) and departmental catering units. To comprehend the development made by IRCTC in terms of food service quality as compare to previous catering units directly owned and managed by Indian Railways 100 randomly selected travelling passengers roving in different trains passing via Gwalior Railway Station were sampled for this study. Sampling was done at day hours, particularly after eating the meal so that passengers can share their real meal experience. Data analysis then conclusion and recommendations were finalized in June and July 2018. Private contractors should be involved for the betterment of services but their license fee should be restructured as catering is a co- component of passenger's itinerary. Departmental catering units of Indian Railways (such as Janta) must also participate in the venture so that price and food choice monopoly cannot affect the gamut of catering⁴

Statement of the Problem:

These days it has been observed that an increasing number of passengers are dissatisfied with the caliber of the food served in trains and on platforms their complaints are typically the result of poor food quality, little portions excessive pricing, a lack of variety in the menu and other problems, this produces passengers contrast their pre-travel expectations with their post-travel realities, the margin of disappointment is heightened.

Objective of the Study:

- What kind of food facilities are there and what needs to be changed.
- To know the difficulty of getting food in IRCTC catering and the diseases caused by eating it.
- Knowing how people prefer to pay.

Hypothesis:

H₀: There is no significance difference between charge of food and its order.

H₁: There is significance difference between charge of food and its order

Research Design:

A descriptive sampling technique is used for his study project to select a sample from its entire the people. 100 randomly chosen passengers from various trains that passed through any station were sampled. The samples were taken during the day especially after finishing the dinner & launch, guests can discuss their actual dining experience.

Method of Data Collection and Period of the Study:



Questioner tools are utilized to obtain primary data for this research. In less than 4 months, this research paper was finished. January 2023 until February 2023. In the months of January and February, the data analysis, conclusion, and recommendation were eventually completed.

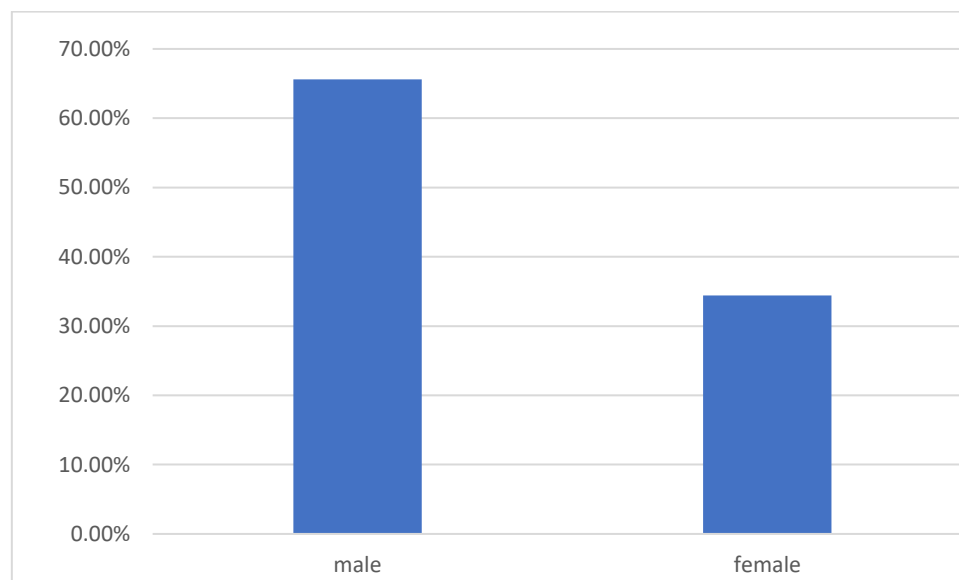
Statical Tool:

- To analyze the data and get result, simple percentage analyses has done.
- Chi-square test has been utilized to test the hypothesis.

Data Analysis:

Part-1: Demographic factor of the respondents

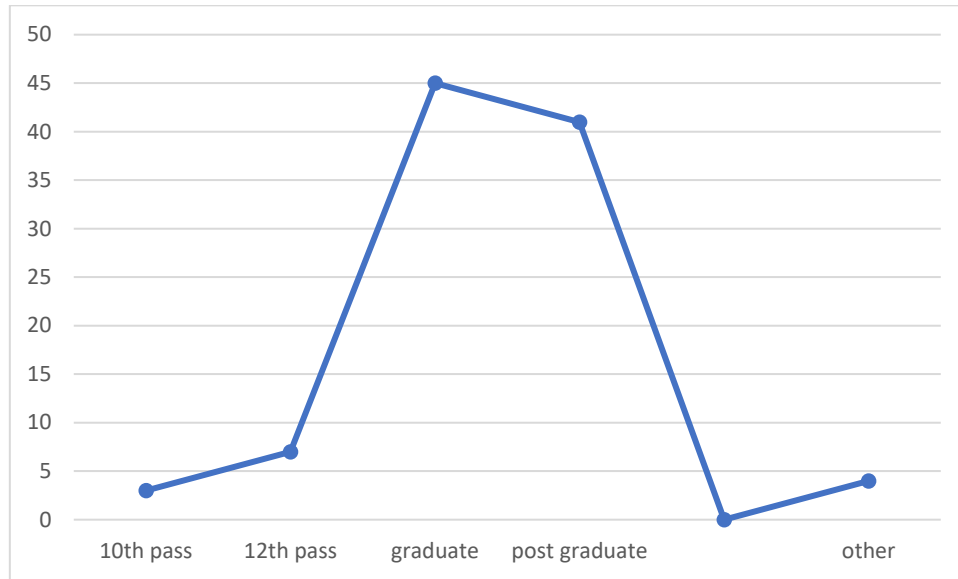
Chart-1.1: Gender of respondents



(Source: computed by researcher from primary data)

Interpretation: above chart maximum respondents of male and minimum response of female. Male are response more than female.

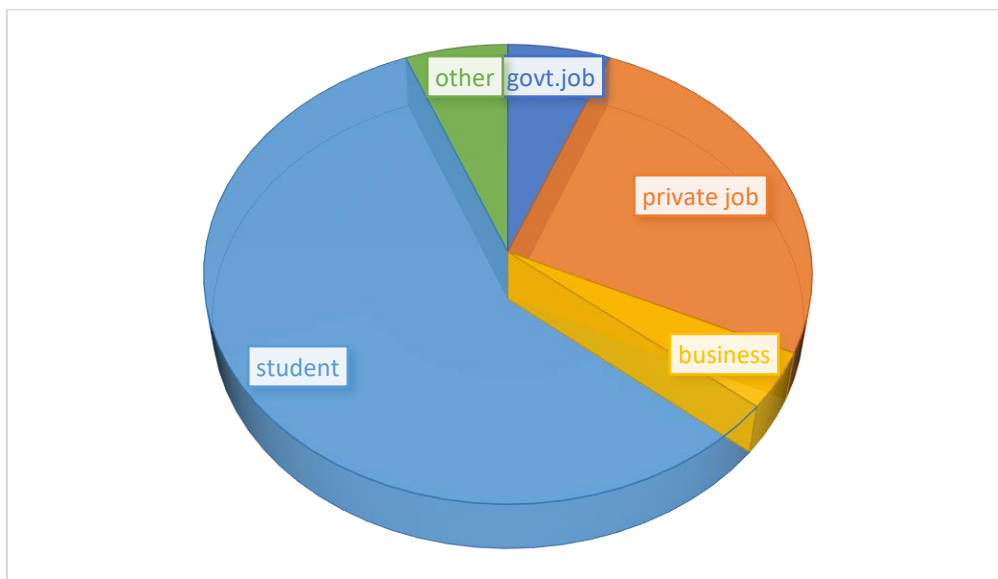
Chart-1.2: Educational qualification of travelers



(Source: computed by researcher from primary data)

Interpretation: above chart most of respondents are graduate student 45 out of 100 responses.

Chart -1.3: Occupation of passengers



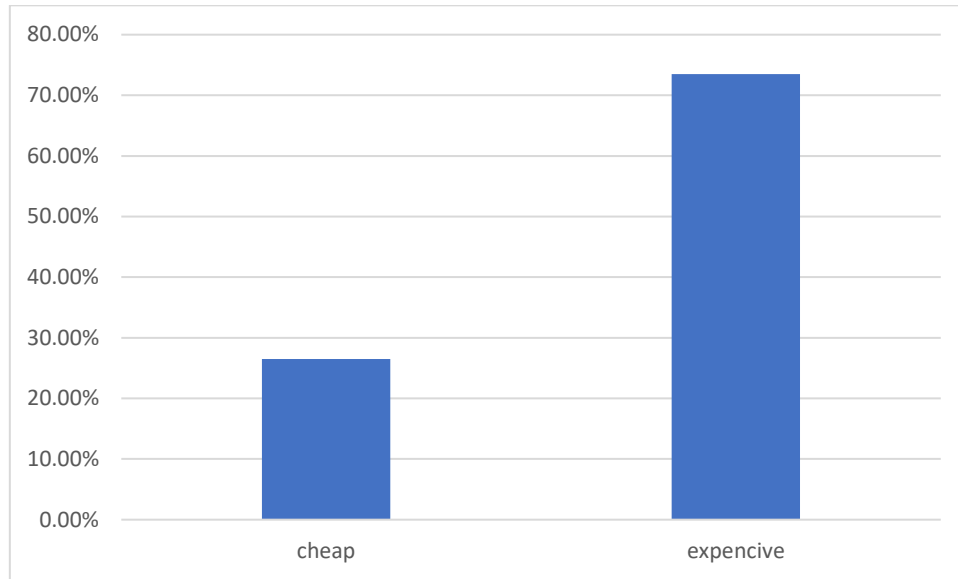
(Source: computed by researcher from primary data)

Interpretation: above chart maximum responds of students and minimum responds of the other

Part-2: Travel related particulars of the response:

1. What kind of the charge of railway catering?

Chart-1.4: Charge of food railway passengers' point of view



(Source: computed by researcher from primary data)

Interpretation: above chart shows the maximum respondents of the expensive food facility provide of IRCTC – catering.

2. What did you like about railway catering?

Chart-1.5: People like railway catering facilities

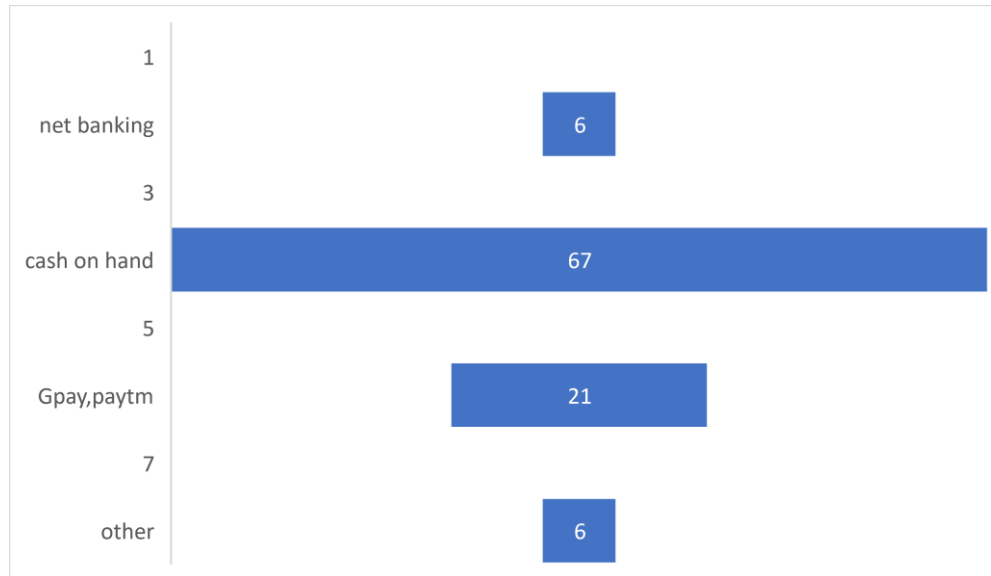


(Source: computed by researcher from primary data)

Interpretation: maximum respondents of passengers like all catering facility taste, packing, price, quality.

3. How do your payment for railway food?

Chart-1.6: Payment system use of passengers



(Source: computed by researcher from primary data)

Interpretation: most of people like a payment of food cash on hand.

Table 2.1: Kind of food and charge

Kind of food do you prefer in traveling in train.	100 Rs. - 150 Rs	150 Rs - 200 Rs	200 Rs - 250 Rs	250 Rs- 300 Rs	More than 300 Rs	Grand Total
Full plate	1				1	2
Lighten up	17	14	2	2	1	36
Lighten up, Full plate			1			1
Lighten up, Snacks	3	3				6
Lighten up, Snacks, Tea - coffee	4	2	2			8
Lighten up, Snacks, Tea - coffee, Full plate	1	2				3
Lighten up, Tea - coffee	2		1		1	4
Lighten up, Tea - coffee, Full plate	1					1
Snacks	15	13	3	1		32
Snacks, Full plate		1				1
Snacks, Tea - coffee		1				1
Tea - coffee	2	1			1	4
Grand Total	46	37	9	3	4	99

Interpretation: above the table one time meal charge of responded is a minimum charge Rs. 100 Rs. -150 Rs. 46 respondents. Maximum charge of the food Rs. Above 300rs.response are 4 respondents.150rs-200rs charge of food 37 response of respondents.

Hypothesis:



H₀: There is no significance difference between charge of food and its order.

H₁: There is significance difference between charge of food and its order.

Table 2.2: Testing hypothesis by X²

Row Labels	100 Rs. - 150 Rs	150 Rs - 200 Rs	200 Rs - 250 Rs	250 Rs- 300 Rs	More than 300 Rs	Grand Total
Full plate	0.95	0.75	0.18	0.06	0.08	2
Lighten up	16.75	13.45	3.27	1.09	1.45	36
Lighten up, Full plate	0.46	0.37	0.09	0.03	0.04	1
Lighten up, Snacks	2.75	2.24	0.55	0.18	0.24	6
Lighten up, Snacks, Tea - coffee	3.75	2.99	0.73	0.24	0.32	8
Lighten up, Snacks, Tea - coffee, Full plate	1.39	1.12	0.27	0.09	0.12	3
Lighten up, Tea - coffee	1.86	1.49	0.36	0.12	0.16	4
Lighten up, Tea - coffee, Full plate	0.46	0.37	0.09	0.03	0.04	1
Snacks	14.87	11.96	2.91	0.97	1.29	32
Snacks, Full plate	0.46	0.37	0.09	0.03	0.04	1
Snacks, Tea - coffee	0.46	0.37	0.09	0.03	0.04	1
Tea - coffee	1.86	1.49	0.36	0.12	0.16	4
Grand Total	46	37	9	3	4	99

Conclusion: Above table is the testing of the hypothesis test applied by chi-X² test and calculate value < table value. $0.747458476 < 0.5$ hypothesis is accepted. there is significant difference between charge of food and its order. H₀ is proved null hypotheses is accepted.

Limitation of the Study:

Because information was gathered from a small number of passengers the data for this research project may not be exploited to the full range of food service offered by all train and railway stations. Accuracy of inferences draw and depends on whether the respondents' responses are accurate select responders Because the study and data gathering are depended on a simple survey Personal BIOS which may be both positive and negative may affect the response provide by the simple of the entire population that was picked.

Conclusion and Suggestion:

The majority of participants in the study commute by rail. As a result, our research and recommendation are that a menu be depending on the type of train and travel class. Because of the wide range of passenger incomes, it is necessary to provide services that are geared towards consumers in order to meet their needs. Meal



reservations are available online, over the phone, and via SMS. Concluded that some of need to improvement in the IRCTC -catering facility. And most of people satisfied with the facility.

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A handwritten signature in blue ink, appearing to read 'D. R. Chavda', is written over a horizontal line.

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