E-CATERING SERVICE AND ITS POTENTIALS TO INDIAN RAILWAYS

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ABSTRACT

Inception of E-Catering Industry in Indian Railways (IR) paves its way back in 2012 handled by zonal railways. It introduced private sector in IR but the attraction point is the initiative taken by central board itself with its PSU i.e. IRCTC in 2014. A broad spectrum of various industries when attached with this kind of initiative by Govt. brings home very bright future prospects for India. E-Catering after following its Trial basis, Phase 1 and final stage projects now is ready with various innovations. And in this paper the potentials of those innovations are discussed in detail. As it’s the implied fact that no industry is spare which doesn’t affect commerce and trade sector and eventually other related sectors. So this paper analyzed the fact and relates the E-catering service with IR which will give a win-win situation in a coming time to the Government, customers and the related industries as whole. But definitely one condition is followed i.e. Information Technology effectively tied up with the E-catering service to make travel experience better in IR. The initiative in a government held sector is the main focus of this research paper because in the wake of competition every move by government is now a quality move and to serve people with quality will be a serving to healthy national economy.

KEYWORDS: Indian Railways (IR), E-catering.