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(Govt. of India)
(Ministry of Railways)



Training Module for OBHS Staff

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MAHARAJPUR, GWALIOR -474005

महाराजपुर, ग्वालियर

Training Module
for
OBHS Staff

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1.0 ON BOARD HOUSE KEEPING SERVICES (OBHS) SCHEME

Indian Railways has taken revolutionary decision for providing coach cleaning facilities in coaching trains for traveling passengers under this scheme. The cleaning work necessarily be done frequently by OBHS Staff from 5.00 hrs. to 10.00 hrs. and from 18.00 hrs. to 22.00 hrs. and at least once between 13.00 hrs to 15.00 hrs. in the running trains and whenever required on the demand of passengers. These activities are –

1. Cleaning and disinfections of all coach toilets. The toilet-cleaning chemical (as per specification) shall be sprayed with the help of spray gun bottle before cleaning.
2. Drying the toilet floor surface and internal fittings with suitable mop/cloth.
3. Spraying disinfectant for sanitization of toilets after washing and drying of toilets & provision of deodorant.
4. Refilling liquid soap in AC-coach toilets as and when required during the round trip journey.
5. Replenishing tissue paper roll in AC coach toilets as & when required during the round trip journey.
6. Dry cleaning and mopping of the passenger compartments, aisle area, cleaning of door-ways, gang-ways and vestibule portion including clearance from dustbins, wherever provided.
7. Spraying mosquito repellent in all coaches especially in toilets and vestibule area. It should be done prior to spraying of deodorant. It shall also be sprayed on passenger demand.
8. Spraying Air Freshener in the AC coaches after cleaning work or as and when demanded by passenger. This shall be done where auto dispensers are not available.
9. Maintaining a liaison with C&W ground staff for ensuring watering of trains at nominated en-route stations.
10. Wiping of platform side window glasses of all the AC coaches at those stations where stoppage is 5 minutes or more and the station is not nominated 'Clean Train Station' for the particular train.
11. Providing printed cleaning proforma with clip board on inside panel of each toilet door of coach and filling of work done.
12. Cleaning of coach floor area in any coach when passenger spills some liquid food/waste etc. on the coach floor.
13. Collection of garbage in polybags from the passenger compartment as well as dustbins, disposal at the nominated enroute stations.
14. Assisting C&W staff in providing minor attention to passenger amenity items to the extent possible on the train run.
15. Duty list of OBHS staff shall have to be pasted in all reserved coaches at nominated place for passenger information. This sticker should also have the phone numbers of contractors which should be manned round the clock and should remain responsive on receipt of incoming calls. From Railway side also, the phone number of Control should be provided which is being manned round the clock and remain responsive.
16. Use only right quality and quantity of consumables, tools and equipments for coach toilets cleaning.
17. Bio –Toilets are also fitted in the coaches, thus, for maintenance and cleaning, OBHS staff should necessarily be trained for Bio-Toilet system.

The instructions for Bio-Toilet cleaning are as follows –

(A) Important tools

1. Garbage picker/Picking tong
2. Choke Remover device
3. Universal foot pedal

(B).For making Bio-Toilet functional, following works to be ensured –

1. Remove bottles, news papers, napkins, polybags, clothes , tea-cups etc. from Bio-Toilets with the help of garbage picker/picking tongs.
2. Flushing should be done for analysis of choking in the p-trap.
3. If Pan is found choked, provide universal foot pedal in the shaft and operate it. After dropping the garbage from pan, release the pedal and close ball valve properly for maintaining water column in pan.
4. In case of non functioning of foot pedal, remove the choking of P-Trap with the help of choke remover device as per procedure explained in (C).
5. Remove the garbage from dust bin, available in each bio-toilet.
6. Now, bio-toilet should be cleaned properly.

(C). Method of P-Trap choke Removing

1. Operate ball Valve with the help of foot Paddle to drain garbage from Pan & P-trap.
2. Release the paddle and close ball valve and do flushing. If still P-trap is choked, the flushed water level will increase in Pan.
3. Now apply “choke Remover” equipment in to the Pan with pressure 2-3 times, due to this action, P-trap will be cleared of obstruction.
4. In case, P-trap is still having obstruction in side, the “choke Remover” Device should be applied again in the Pan by flushing Bio-toilet.

2.0 Equipments, Tools & Cleaning agents for cleaning of Coaches & Toilets:

The list of tools, tackles, implements etc., to be provided under OBHS scheme for cleaning of Coaches and Toilets shall be as under: -

(A) Cleaning Tools:

1. **Super absorbent floor mopper:** For coach floor cleaning of passenger compartments and aisle area, a mopper with 100 to 150 cms long aluminum handle and a cloth based swivel head mop system for quick maneuvering shall be used @ 1 per workstation. It shall also have flexibility and maneuverability to reach under the berths and corners.
2. **Squeeze Brush:** For toilet floor scrubbing and drying, a squeeze having 140 to 150 cms long aluminum handle and polypropylene bristles for and foam rubber blade for two in one scrubbing and drying action shall be used @ I per workstation.

3. **Bottle with spray gun for storing and dispensing cleaning chemicals:** A good quality plastic bottle of at least 500 ml capacity having lockable spray gun shall be provided @ 1 per workstation.
4. **Toilet Commode Brush:** For cleaning of toilet commode, pan and chute area, a suitable commode brush with polypropylene bristles shall be provided @ 1 per workstation (janitor) required.
5. **Carpet Brush:** For cleaning of carpet in 1st AC coaches, where ever available, especially designed polypropylene bristled brush shall be provided @ 1 per train.
6. **Upholstery cleaning brush:** The carpet brush should not be allowed to be used for seat/berth Upholstery cleaning, for which a separate polypropylene bristled brush shall be used.
7. **Bucket:** A smart looking, easy to carry, low height approx. 10-15 litres capacity bucket made of heavy duty polypropylene for washing of mops etc. shall be used. It shall preferably have castor wheels for ergonomic handling. This shall be provided @ 1 per work station (janitor).
8. **Window glass squeeze:** Stainless steel handle of preferably 10 inches length with durable rubber blade of size 45 cms having a locking arrangement for faster and effective cleaning of window glasses shall be provided @ at least I per 3AC coaches.
9. **Micro Fiber Cloth for Mirror Cleaning:** Micro Fiber Cloth should be kept in sufficient nos. for Mirror Cleaning.
10. **Sponge Duster for washbasin cleaning:** Sufficient Sponge Duster should also be kept for wash basin cleaning.
11. **Disposable bags for garbage collection:** Biodegradable disposable garbage **gunny** bags shall be required for collection of waste & litter from all coaches & also from dustbins of AC coaches.
12. **Tool kit:** A light-weight tool kit made of FRP containing all types of tools for minor plumbing/carpentry related repairs should be available with Executive House keeper.

(B)/Consumables/Cleaning agents (Cleaning Material):

EHK shall collect prescribed 9 types of cleaning agents from store in the sealed containers in prescribed quantity according to no. of reserved coaches of the train with the following cleaning tools/equipments and shall keep the same at nominated place only –

1. Cleaning compound for PVC floor, Rexine and wall panels.
2. Cleaning agent for commode pan & wall protector
3. Disinfectant fluid
4. Mirror/window glass cleaner
5. Deodorant stick in lavatories
6. Liquid soap for hand wash
7. Room freshener(for coaches)where automatic odour control system have been installed)
8. Mosquito repellent Spray
9. Toilet paper roll in Western style toilets- two-ply white colour about 25 mtrs. Each ply of approx. 10 Cm wide should have min. 200 pulls.

3. Important Instructions for staff working under OBHS Scheme:

1. Combination of three coaches will form a workstation and each workstation shall be manned by one janitor who should preferably be in the age group of 18 - 45 years.
2. One Executive Housekeeper in the age group of 25 - 45 years shall also escort the train during its round trip journey. The EHK must be a graduate having experience in the housekeeping industry.
3. Contractor's staff shall report more than 45 minutes in advance before departure of the train for understanding of instructions, otherwise they will not be allowed to board the train.
4. Training of OBHS staff regarding not only about the work to be performed by them but also with regard to their behavior with passengers. Only certified trained staff should be deployed for OBHS work. Zonal Railway should keep a record of such trained & certified staff.
5. Total 9 types of cleaning agents and total 12 types of cleaning tools of only branded company shall be collected by each EHK from nominated store in tool kit and be kept in train at nominated place.
6. OBHS scheme shall be limited to only vestibuled coaches.
7. Whenever desired/demanded for by the passengers, the toilets, door-ways, gang-ways and vestibules must necessarily be cleaned frequently during two cycles of four hours each.
8. The garbage shall be collected from the coaches in poly bags/eco-friendly bags. These bags shall be sealed with a rubber band/ cable tie to avoid spilling of garbage and shall be handed over to the C&W / other nominated representatives at nominated en-route stations for each train for further disposal.
9. Each EHK shall keep CUG phone with roaming facilities with him and resistor it on "OBHS live" or "Coach Mitra" and will be in continuous touch on communicate facilities with nominated representative of railway.
10. Each Janitor & EHK shall keep travelling authority compulsorily with him during duty hours & after returning from journey, the same shall be returned to SSE/Pass./Yard.
11. OBHS staff should take utmost care to ensure that no damage to the Coaches /Railway property takes place due to any act of his workmen..
12. The OBHS work is done in running trains therefore, every possible security/precautions should be taken for OBHS staff and cleaning material.
13. EHK and Janitor shall produce certificate for his present name, Address, Age and Educational Qualification and Police verification certificate before starting of work under OBHS scheme.
14. EHK and all Janitors should be medically fit and not suffering from any contagious disease. They must ensure due medical check up once in every 4 months from an authorised MBBS doctor and submit a copy of the certificate to Sr. CDO/CDO.
15. EHK and all Janitors must possess identity cards with photographs. The identity card should be available with the staff while on board in the train.

16. EHK and all Janitors shall maintain decency and decorum by wearing clean uniform and shoes. They must wear I-Card and ensure presence in SSEC&W/Incharge for their attendance at originating station and sign the attendance sheet before boarding the train.
17. Each EHK will sign first and get signature of on attendance sheet of SSE/ C&W of nominated Railway station and destination station /in returning.
18. EHK & all janitors shall take duly verified attendance sheets from SSE(C&W) at nominated enroute stations and originating/destination stations after initiating their signatures.
19. Will jointly sign the material sheet and sheet of tool and EHK will keep one copy with him.
20. Passenger satisfaction and feedback is the essence of the OBHS. The PSI forms duly printed with machine serial numbered for AC and Non-AC coaches separately in different colours should be collected by EHK after verification by SSE(C&W).
21. In each direction of train, feedback forms should be taken from atleast 2 passengers in reserved coaches. In addition to that, at least 1 feedback form shall also be taken from TS/TTE for each direction.
22. Feedback should be got filled only after carrying out the OBHS work and should never be taken immediately after start of the train.
23. It should be ensured that no inconvenience is created for travelling passengers during the course of work of OBHS.
24. The List of cleaning material in prescribed proforma issued by originating station should be available with OBHS staff. This list should also be shown to inspecting officials enroute as well as destination stations.
25. The prescribed stickers for duties of OBHS staff should be pasted on the doors at both the ends of each the coach .
26. A penalty of Rs 25 per trip per employee for non availability of badge and Rs 100/- per trip per employee for non availability of uniform shall be imposed.
27. EHK and Janitor shall not get down/de-train during duties enroute and will not take any intoxication etc. If found, they will be penalized and disciplinary action will be taken against them.
28. EHK and all Janitors before boarding the train and during OBHS duty, shall maintain etiquettes and manners with Railway Supervisors, officers and travelling passengers.
29. Accommodation and space for consumables etc. shall be provided to the On Board House keeping personnel in the trains as per Rly.Bd.'s letter no. 2006/M(C)/165/9 dtd. 17.7.2009.
30. If space cannot be provided due to design of the coach, the accommodation as per Rly Bd's instructions vide Letter No.2013/TG-I/20/P/OBHS dt: 22.02.2013(Commercial circular No.15 of 2013) or latest should be provided.

4. SBD (Standard Bid Document) Guidelines for OBHS:

The broad set of activities defined under the scope of work for contractors engaged in On-Board House keeping Services (OBHS) for trains is defined in SBD as below -

- **Cleaning and disinfection of areas, including pest control**
- **Collection and proper disposal of garbage from entire train, maintenance of trash-cans**
- **Operating lost and found in the train**
- **Maintenance issues and complaint redressal**
- **Distribution of linen to passengers**

Other guidelines on OBHS as circulated vide Railway Board's letter No. 2006/M(C)/165/9, dated 17.02.2016 are to be followed. In case of any difference / discrepancy, the provisions / requirements given in the present document will apply.

1.0 Cleaning and Disinfection

Cleaning and disinfection of the train has to take place in the following areas under OBHS –

The areas to be covered by the contractor for on-board housekeeping must cover the entire train (including interior and exterior), including –

- A. Entire train including all reserved AC and sleeper coaches, Chair Car, Engine Room, Cargo Coach, Guard Room in the train.
- B. Within each coach the scope of services **for cleaning** will involve –
 - i. Wet / Dry cleaning of coach toilets and their fittings including washbasins, mirrors, pans etc, mopping & spraying of disinfectant.
 - ii. Sweeping/brushing of the passenger compartments, aisle area, cleaning and mopping of doorways, gangways and cleaning of vestibule portion. Cleaning and mopping of washbasins & mirrors in doorways. Sweeping should be shoved into collector in each compartment so as not to discomfort passengers
 - iii. Walls and ceilings (for entire coach, including general area, washrooms, cabins and coach area; cleaning of walls and ceilings to include cleaning of any accessories on the same including switchboards, hooks, fans, lights, windows, curtains, grills, rails, pockets and any other accessories found in the coach area or vestibule area)
 - iv. Berths and Cabins (cleaning of floor of cabins and area under berths)
 - v. Spraying mosquito repellent in all coaches only in toilets and vestibule area. It should be done prior to spraying of deodorant
 - vi. Spraying air freshener in the AC coaches after cleaning work or as and when demanded by passenger. This shall be done where auto dispensers are not available
 - vii. Maintaining a liaison with C&W ground staff for ensuring watering of trains at nominated en-route stations
 - viii. Wiping of platform side window glasses of all the AC coaches at those stations where stoppage is 10 minutes or more and the station is not nominated 'Clean Train Station' for the particular train.
 - ix. Emergency en-route attention to bio-toilets as advised by Railways
- C. Toilets and wash basins to be cleaned at least twice each between 05.00 hrs. – 10.00 hrs. and 18.00 hrs. – 22.00 hrs and at least once between 13.00 hrs. - 15.00 hrs. and as necessary and also as required on demand at all hours. These are indicative timings

which may be modified by railways to suit specific train timings and other local conditions. Doorways, gangways and vestibules should also be cleaned frequently.

2. Collection and disposal of garbage including maintenance of trash-cans

The contractor will also be responsible for collection of garbage in the train as well as maintenance of trash-cans, dustbins and other disposal areas through out the train, including cleaning, minor repair and upkeep. The frequency for cleaning of trash cans must be thrice per garbage bin every 24 hours, at the end of every shift. Furthermore, in case the trashcan is found to be more than half-full at any time during the day, the contractor will be considered responsible for cleaning the garbage bin. This will be over and above the periodic cleaning of the garbage bin to be undertaken by the bidder (thrice per garbage bin every 24 hours). The shift times and durations have been defined in section 2.8

The contractor must make provision for the disposal of sanitary napkins/diapers in each toilet in every coach throughout the train. The contractor must also ensure publicity of the provision of the same by making sure there are notices posted in each toilet of all coaches in the train with clear instructions on how to dispose sanitary napkins/diapers printed in both English and the appropriate vernacular language.

The garbage / litter shall be collected from the coaches in polybags / eco-friendly bags. These bags shall be sealed with a rubber band/ cable tie to avoid spilling of garbage and shall be handed over to the railway representatives at nominated en-route stations for each train for further disposal. Janitor shall carry the list of nominated garbage disposal points issued by the CDO/Sr DME for specific train.

In case, any trash-cans are found to be damaged beyond repair, the contractor will be responsible for informing the appropriate authority within Indian Railways regarding the nature of the trash-can so that an appropriate replacement may be installed.

In case of any dispute between contractor and Indian Railways, the designated authority nominated by Indian Railway's decision will be considered.

3. Operating Lost and Found in the train

The EHK & Janitor will be responsible for collection of lost items in the train and submitting them to the competent authority assigned by railways at the originating station of the train. They must also maintain a lost and found register, wherein all items found must be entered (the register must be maintained and updated at all times and shared with the Railways authority whenever requested). Under no circumstances is the EHK & Janitor to retain any of the items found on the train premises beyond the completion of the train journey and must hand them over to the assigned competent authority at the originating station, at the first instance after the close of the journey. In case of any instance where it is found that the EHK & Janitor has contravened this provision, a penalty will be imposed on her/him as decided by the appropriate railways authority which will be considered final.

4. Minor Maintenance throughout the train

The EHK is responsible for the minor maintenance and minor repairs in the train. Before each journey, the staff must examine and ensure that any mechanical fittings such as windows, doorways, berths etc. and plumbing – taps, water supply, latches on the toilet doors as well as garbage bins placed throughout the train are in working condition. If any of them are faulty, that has to be noted down in the maintenance register and repaired on board at once. If it is not possible to repair on board by the contractor's staff, it has to be noted and the maintenance

department of Indian railways must be notified at once so that it can be repaired at the next major station, if possible. This exercise must take place at the end of every train journey where the EHK & his staff must conduct a thorough examination of each coach, must switch off all lights, fans, AC vents and other electrical equipment and check the working condition of all mechanical, electrical and plumbing accessories, and report any damage/fault for immediate repair, if necessary.

The EHK must ensure that all complaints that have been registered on train journey are resolved before the next journey has taken place. If for any reason, complaints have not been resolved, reasons for the same must be recorded and submitted to Railway supervisor. For the same, the EHK must also maintain a maintenance register where complaints by the passengers are compiled and collated along with resolution of the issues. The contractor must also ensure that sufficient publicity of the existence of the maintenance register by posting notices regarding the same in every coach of the train.

A lightweight toolkit made of FRP containing all types of tools for minor plumbing/carpentry related repairs should be available with EHK. The EHK must ensure that any passenger who wishes to complain can do so about any maintenance/cleanliness issue and record the complaint in the complaint register noting down the name of the passenger, PNR number, coach and seat number, contact details and description of the complaint. The contractor must ensure that the complaint is taken care of within 02 hours of it being registered. If it is beyond the scope of the contractor, the same must be reported to the maintenance department of Railway supervisors.

If it is found that the EHK was unavailable or refused to record a passenger's complaint for any reason whatsoever, denied the existence of the maintenance register to any passenger or did not resolve the complaint within 02 hours of receiving it, will be penalized for each such incident reported. The passengers who have registered a complaint will be contacted randomly by Indian Railways for follow up and if it is found that the EHK falsified passenger information or signature, it will be recorded and the contractor will be penalized.

A sticker shall be pasted at suitable location at the doorways of each coach at suitable location near toilets at both end under the scheme duly having mobile number of the contractor (or the appropriate authority identified by the contractor) as well as indicating the existence of the maintenance register. This number must be reachable at all times during the course of the journey. This sticker must also feature the mobile number of the requisite Railway authority, to be contacted if the EHK (or the appropriate authority identified by the contractor) is not reachable.

5. Distribution of linen to passengers

All passengers boarding AC coaches including RAC passengers and to be provided with fresh bedroll within 30 minutes of their boarding. He should handover the linen duly packed in the cover in courteous manner. He should maintain proper personal hygiene and cleanliness. Before 30 minutes of alighting of passengers he should collect the used linen and keep them properly accounted for.

At originating point, he will take over the linen pillows etc after duly counting numbers for both onward and return trips and keep in the shelf of the coach. After completion of return trip, he should handover the soiled linen to linen contractors/Railway representatives with proper accountal.

6. Details of chemicals for OBHS

SN	Name of Chemical	Approved brands /Specification	Quantity
1	PVC Floor , Rexine and wall panels	R2/Spiral (Johnson Diversey) or Sigla Neutral of Eco Lab or Mokleenor RIO 38 or Guardisan Fresh of M/s Chela or APC F of Haylide.	50 ml per coach /day
2	Ceramic & Stainless steel Toilet fittings Cleaning agent	Taski R1/Taski R 6 (Johnson Diversey) or Sigla Neutral of Eco Lab or Harpic or RetoilorDomex or Guardisan Fresh of M/s Chela or Sterix A Super of Haylide.	70 ml per coach /day
3	Glass Cleaning agent	Taski R3 (Johnson Diversey) or OC Glass cleaner of Eco Lab or Collin or Mokleen or Eurowash 1000 of M/s Chela or Klean & Shine of Haylide	20 ml per coach /day
4	Disinfectants	R1/Stride (Johnson Diversey) or Equivalent brand of Eco Lab or Lizol or Guardisan Fresh of M/s Chela	50 ml per coach /day
5	Air Freshener	Water based Taski R5 or equivalent brands of Eco Lab or Premium or Hazel or Obious or Air Fresh of Chela or Freshex of Haylide or any water based reputed & approved brand.	10 ml per coach /day
6	Mosquito repellent Spray	Hit /Baygon/ Mortein or similar brand approved by Railway.	500ml /round trip /train
7	Liquid soap (Liquid soap container shall be filled to full capacity at washing line and platform as and where basis . Quantity required for OBHS is to top up after consumption during	Lifebuoy/ Dettol / Palmolive /Fem / Fresh Hands LQ ELQ, Perl of Haylide for 1 st AC coaches. Aquagold/ Henko for other AC coaches or other brand as approved by Railway or Suitable foam soap cartridge as per MDTs 209.	400 ml per AC coach /day round trip
8	Tissue paper for Western AC coach toilet	Spec- two ply of 34 GSM white colour about 25 mtrs each ply of approx 10 cm wide should have about 200 pulls) Johnson Diversey or Padumjee Pulp or equivalent as approved by CME.	02 roll per AC coach /round trip
9	Deodorant stick / cake for each toilet in AC coaches	Odonil or Air fresh of M/s Chela or suitable brand approved by Railway	To last for trip
10	Glue board for rodents: (to be supplied by Pest & rodent control contractor)	As prescribed in existing pest & rodent control contract	02 glue board /train / round trip
	Cleaning agent for removing old labels, stickers, glue marks etc.-	Erazel Gel / Plus of Chela or Stainex G / SC of Haylide or other Brand as approved by Railway	10 ml

Note: Equipment, tools, consumables etc and Multipurpose cleaning chemical if available in market and approved by Railway shall be as per OBHS Resource specification in proportionate quantity.

ANNEXURE B-1

Passport size
photograph duly
attested by the
CDO/Sr.DME

Shri _____, Employee of M/s _____
is authorized to travel On Board the following primary trains of _____ is depot for their round trip journey for
providing ON BOARD HOUSEKEEPING SERVICES under a contract awarded by
.....division/HQ during the period from _____ to _____.

S.NO	TRAIN NO. (PAIR)	NAME OF TRAIN

Note:

- This authority is valid up to four Months only.
- The travelling authorities of all the On Board staff should be handed over by the contractor's representative to the Executive House Keeper & should be returned, on arrival along with the attendance from the other end.
- In case of loss of this authority, contractor should ensure that FIR is registered and any misuse is prevented. Intimation for the same should be given to Railway authority concerned.

**Name & Signature of the CDO with
stamp**

Format of stickers to be pasted:

During journey cleaning services in this train (OBHS) are provided by M/s.....

Services include:-

1. Cleaning of coach toilets & wash basins during 05:00 hrs to 22.00 hrs.
2. Spraying of disinfectant after cleaning and drying of toilets.
3. Dry cleaning and mopping of accessible passenger compartment, vestibule & doorway area.
4. Collection of garbage and its disposal at suitable enroute/terminal stations.
5. Attending the work related to cleanliness in the other time on passenger demand.
6. Spraying of mosquito repellent in toilets & vestibule area, air freshener in the AC coaches(Where auto dispensers are not available) & replenish of liquid hand wash in toilets of AC coaches, replenishes toilet paper rolls in toilets of (in western style lavatories) of AC coaches.

Contact: For cleaning/suggestions/complaint, please contact service provider on phone No..... or Railway Carriage Controller on phone No.....

Feedback: Passengers are requested to give feedback regarding services provided by OBHS staff, in the forms available with OBHS staff. Your feedback will help us to serve you better.

Please Note that Making coach dirty ,throwing of rubbish, garbage, poly bags, packing material plastics, papers etc. pasting of unauthorized posters and defacing / writing in the coach interior are strictly prohibited. Violation will attract a fine upto Rs. 500/- .

इस ट्रेन में यात्रा के दौरान सफाई सुविधा (ओबीएचएस) मैसर्सद्वारा दी जा रही है मुख्य सेवायें –

1. 05.00 बजे से 22.00 बजे तक टॉयलेट तथा वाशबेसिन की नियमित सफाई करना
2. टॉयलेट में सफाई करने और सुखाने के बाद कीटनाशक छिड़कना
3. यात्री एरिया, वेस्टिबुल एरिया और दरवाजे की पास की सफाई करना व पोंछा लगाना
4. कचरा एकत्रित कर मध्यवर्ती/टर्मिनल स्टेशनों पर निपटान करना
5. उपरोक्त के अतिरिक्त यात्री की मांग पर भी सफाई करना
6. टॉयलेट एवं वेस्टिबुल में मच्छर मारने की दवाई का छिड़काव, जिन वातानुकूलित कोचों में ऑटोमैटिक डिस्पेन्सर नहीं लगे हैं उनमें एयर फ्रेशनर का छिड़काव, वातानुकूलित कोचों में लिक्विड साबुन का भरना तथा वातानुकूलित कोचों के पश्चिम बनावट वाले टॉयलेट में टॉयलेट पेपर रखना ।

सम्पर्क
शिकायत/सुझाव/मदद के लिए सेवा-प्रदाता फर्म के प्रतिनिधि से दूरभाष सं०.....अथवा रेलवे के कैरेज कन्ट्रोलर से दूरभाष सं०..... पर सम्पर्क करें।
फीड बैक
यात्रियों से अनुरोध है कि ओबीएचएस के अधिकृत प्रतिनिधियों द्वारा दिये गये फॉर्म पर हमारे द्वारा दी गई सेवाओं का फीड बैक दें, जिससे हमे अपनी सेवाओं को बेहतर बनाने का मौका मिल सके।

कृपया नोट करें:

सवारी गाड़ी में गंदगी फैलाना, कूड़ा कचरा, प्लास्टिक थैलियाँ, पैकिंग मैटेरियल इत्यादि फैकना, अनाधिकृत पोस्टर चिपकाना एवं अनावश्यक लिखावट करना मना है। ऐसा करने पर 500/- रुपये तक का जुर्माना लगाया जा सकता है।

FEED BACK FORM FOR ON BOARD HOUSEKEEPING SERVICES

Dear Passenger,

Our endeavour is to provide you the most hygienic On Board Housekeeping_services during 06.00 to 21.00 hrs.

Feedback: Passengers are requested to give feedback regarding services provided by OBHS staff, in the forms available with OBHS staff , Based on your feedback, payment to the contractor will be made & it will help us to serve you better, Kindly spare minutes and rate the area as given at Sr 1 to 5 in table below:

Passenger feedback (please mark () in space					
Sr	Areas of Cleaning / Services	Very Good	Satisfactory	Poor	Not attended
1	Cleaning & disinfection of toilets, toilet door, mirror and walls & drying / mopping				
2	Cleaning of wash Basin & Surrounding area				
3	Availability of toiletries in AC coaches (liquid soap, tissue paper in western type lavatories) deodorants etc. in AC coaches.				
4	General Cleaning of compartments:				
5	Behavior and Hygiene of Janitors / Supervisors including their uniform and attitude towards attending complaints				
	For office use only.	Scores			
		Passenger Satisfaction Index(PSI)			

Calculation of passengers Satisfaction Index(PSI) Maximum Marks will be -15 . Very good -3, Satisfactory-02, Poor-1 Not attended-0

Passenger Name -----

Date of Journey-----

P.N.R. No. -----

Train no.-----

Mobile / Telephone No. -----

Coach / Berth/Seat no. -----

Signature of Passenger -----

Signature of contractor's representative -----

TRIP CARD FOR OBHS

Depot/Station: -

Division -

Railway:-

Train No.:-

From: -

To:-

No. of coaches to be attended:-

Staff details

S. No.	Name	Designation	Traveling Authority	Uniform	Presence of staff at other end
1		EHK			
2		Janitor			
3		Janitor			
4		Janitor			
5		Janitor			
6		Janitor			
7		Janitor			
8		Janitor			

Tool, cleaning agents, other consumable & implements:-

Item	Suitable brush with handle For cleaning of compartment & other area	Garbage collector	Squeeze Mop with handle	Commode toilet brush with Bristol or better design with any suitable equipment for removal of chocking of toilets	Bucket/absaned basket upto 10 liters cap or of better design to carry items	Uniform Along with water protective apron / dress	Face mask/ Nose mask	Shoes	Other items if any
QD									
QA									

Cleaning agents and other consumables

QD- Quantity at departure QA- Quantity available at other end

- All the tools, cleaning agents and other consumables & implements should be serially

Item	Sponge Duster	Micro Fibre cloth	Disinfectant	Multi-purpose cleaning agent	Glass cleaner	Spray Bottle /Guns	Disposable bags	Tissue Toilet paper roll	Liquid hand wash	Other items / Stickers
QD										
QA										

numbered and of prescribed brands for easy monitoring.

Supervisor (C&W) of primary-end

Supervisor (C&W) of other-end

Score card cum Penalty Schedule for OBHS:

Train No.Date.....

Payment calculation as per PSI:

Coach No.	1	2	3	4	5	Total
% Rating							
Payment in Rs.							

Penalty:

Sr	Clause No.	Item	1	2	3	4	5	Total
		Coach No							
1	24(i)	No EHK: This shall be liable to penalty equal to Rs. 1000/- per EHK per round trip of the train.							
2	24(i)	Less Janitor staff: In the event of less deployment of staff or staff not being available en- route, best 3 coaches will be considered as not at all attended for 1(one) staff and payment for 3 coaches shall also be deducted. If more than 1 (one) staff is absent, then the overall feedback score for full train will be taken as 'zero'. No payment in addition to penalty of 50% of the accepted rate will be made, irrespective of passenger feedback.							
3	24(ii)	Inadequate Resources: Tools & implements, consumables and other items: Any discrepancies in availability/ working shall attract a penalty of Rs. 100/- per item per incident.							
4	24 (iii & iv)	In case of adverse remark on cleaning quality and method by any inspecting official or in the event of any passenger complaint, the contractor will be liable for a penalty of minimum Rs. 1000/-(Rupees one thousand only) or / and the compensation awarded to complainant in any court of law and/or in consumer court.							
5	24(v)	In the event of a complete train/coach not being attended for On Board Housekeeping services, no payment shall be made for that round trip journey. Besides, a penalty of 50% of the accepted rate for the train/coach shall also be imposed.							
6	24(vi)	Penalty of Rs 100/- per staff per trip will be imposed for staff not in uniform.							
7	-	Any other penalty as specified							
Total Penalty									

Signature of Contractor's SupervisorSignature of Auth. Rep. of Sr.DME/CDO

5. Prescribed Uniform for OBHS Staff:

EHK & all Janitors shall wear the prescribed uniform before joining the duty. The details of uniforms for EHK and Janitors are as under –

1. Uniform for Janitor

- **Coverall** : A full-body / two piece (shirt and pant) & dark blue apron with distinguishing logo .
- **Cap** : A Bright Yellow Coloured Cap shall be supplied to each Janitor/EHK. The flap of the cap should have the text inscribed on it as under "On Board Housekeeping Services
----- (Name of Primary Depot)
----- (Name of Railway)"
- **Hand Gloves** : Janitor shall wear good durable quality rubber gloves all the time while working in the coaches.
- **Shoes** : Good quality durable gumboots/shoes shall be provided to all Janitors.
- **Face Mask** : Each janitor shall be given a surgical type mask for avoiding any direct infection from the toilets.
- **Name Badge** : Each Janitor and staff shall wear a badge on the left hand side on the cover all. The name badge should be made of white coloured ebonite of size 6 .5"x 1" with the name of the Janitor inscribed on it in Block letters in Black.
- **“No Tips Please” badge**: Each Janitor and staff shall wear a badge on Cover-all indicating “No Tips Please”.

2. Uniform and Material for Executive House Keeper (EHK):

1. **Trouser** : Navy Blue Carpenter baggy type
2. **T-Shirt** : Steel grey colour with distinguishing logo and Name badge.
3. **Cap** : Yellow coloured (same as for janitors).
4. **Shoes** : Black Leather shoe of any reputed make.
5. **Torch** : Handy Torch of any reputed makes.
6. **Whistle** : Metallic type for raising safety alarm.

6. Instruction for OBHS Staff for www.cleanmycoach.com for CUG Mobile set:

1. EHK can do self booking on deputed train by his registered mobile number by sending CL TRAIN NO. to 9200003232
2. As soon as the passenger requests for cleaning in running train, you will get Coach/seat number through SMS.
3. You have to reach the passenger, complete the cleaning work and collect the four digit feedback code.
4. Send this feedback code to 9200003232 by typing CL <Space>feedback code immediately after cleaning work (Example: CL 1234)
5. Your Depot will get the information regarding your cleaning work by doing this
6. For more details, may please see revised version of User manual on CLEAN MY COACH.COM

7.0 Prescribed Proformas used for OBHS Scheme:

- 1- Feedback form AC
- 2- Feedback form Non -AC
- 3- OBHS Staff Joint Attendance Sheet
- 4- Travelling Authority
- 5- Joint Material Sheet
- 6- Staff Duty Sticker for pasting
- 7- OBHS Staff ID Proforma
- 8- Police Verification Form
- 9- OBHS Staff Medical Examination Form

8.0 Duties of OBHS staff after return journey of train

1. After returning of train get down at Platform with toolbox
2. Submit traveling authority with staff attendance sheet to SSE/Pass./Yard
3. Submit filled feedback forms to SSE/Pass/Yard & get it checked.
4. SSE/Pass/Yard will sign the Attendance sheet & keep feedback form in the record file.
