

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAY  
RAILWAY BOARD**

No.2006/M(C)/165/9

New Delhi dated 1.10.07

The General Managers,  
All Indian Railways

**Sub: On Board cleaning and hygiene in trains.**

Ref: 1. Commercial Circular No.38 of 2006  
2. Commercial Circular No.63 of 2006  
3. Commercial Circular No.29 of 2007

issued vide Board's letters No.2006/TGIII/645/4 dated 28.4.06, 28.7.06 & 14.3.07 respectively.

In partial modification to the commercial circulars referred to above, Board have decided with the approval of Hon. MR. that the function of On Board cleaning and hygiene in important Mail/Express trains, which had earlier been entrusted to IRCTC, shall now be handled by the Mechanical Department on the Railways.

Board have also decided that comprehensive mechanized cleaning contracts for coaching rakes & depot premises at the primary coaching depot should also include the service module for "On Board cleaning and hygiene attention" in Mail/Express trains of that depot. For depots where the mechanized cleaning contracts are already in place, alternative arrangements as feasible under prevailing local conditions may be adopted for the 'On Board' attention. Ultimately, these two modules need to be integrated into a single contract.

Following guidelines may be adopted for Tenders for On Board Housekeeping Services (OBHS) to be floated under two Packet System of tendering. The contract for OBHS must be floated for a minimum period of 3 years unless it specifically needs to be of a shorter duration in order to dovetail it with the contract for mechanized cleaning of rakes/depot premises.

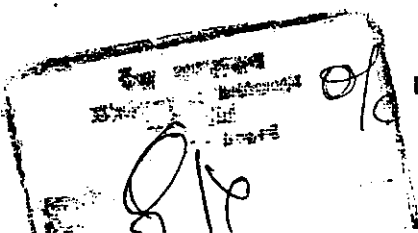
- (i) The total onward/return journey of the Mail/Express train identified under the scheme must not be less than 16 hours (including a mandatory day time journey from 0500hrs to 0900hrs).
- (ii) Only reserved class coaches with vestibules shall be covered under the scheme.
- (iii) Arrangements for on Board cleaning must be made by the primary maintenance depot for the round trip of identified train rakes.
- (iv) Notwithstanding (i) above, all Rajdhani and Shatabdi trains must be included for On Board House keeping services in light of their premier status.
- (v) While On Board cleaning attention should be provided wherever desired/demanded for by the passengers, the toilets, doorways, gangways, and vestibules must necessarily be cleaned frequently from 0500hrs to 0900 hours and from 1600hours to 2000hrs, wherever applicable. The passenger compartments and the aisle must also be cleaned and mopped 2 times in a day at suitable intervals. In case any deviations are needed due to local conditions the same may be permitted with the personal approval of CME.
- (vi) CDO concerned will issue a certificate to identified personnel authorizing them to travel on primary trains of his coaching depot for providing On Board housekeeping services. No reserved accommodation will however be provided to these personnel.

Model "Special Terms and Conditions of the Contract for On Board Housekeeping Services" including comprehensive guidelines for the detailed scope of work, Resource specifications (manpower, cleaning agents, consumables, tools & implements) & Performance monitoring etc are enclosed for being uniformly adopted over the Railways.

This issues with the concurrence of Finance Directorate of the Ministry of Railways.

Encl: as above

Re. issue  
AR  
1/10/07



*Arvind Nautiyal*  
(Arvind Nautiyal)  
Director Mech Enhg (Coaching)  
Railway Board

**SPECIAL TERMS & CONDITIONS OF CONTRACT FOR**  
**ON BOARD HOUSEKEEPING SERVICES**

**I. Minimum Eligibility Criteria**

**1.1. Technical**

1.1.1 The Tenderer must be ISO 9001:2000 certified for "Mechanized Cleaning Services" OR "Railway Coach Cleaning" as a proof of having capability of providing quality services. The certificate must be valid on the date of opening of tender. As a proof of its validity the tenderer must attach a copy of the certificate issued by the certifying agency and also the last surveillance audit report, if applicable. Surveillance Audit and Re-certification, if due during the currency of the contract, will have to be ensured by the contractor.

✓ 1.1.2 The Tenderer must have previous experience of mechanized intensive cleaning of coaches in any of the coaching depots of Indian Railways OR mechanized enroute cleaning of trains during their stoppage under the "Clean Train Station" scheme.

1.1.3 The tenderer should have, in the last 3 financial years and the current financial year upto the date of tender opening, received payment of at least 35% of the advertised tender value on successful completion of one single work as in 1.1.2 above

OR

Should have received, till the date of tender opening, payment of at least 35% of advertised tender value against uninterrupted and satisfactory execution of an ongoing cleaning service contract as in 1.1.2 above

**1.2 Financial**

1.2.1 Total contract amount received during last 3 years as per current ITCC should be a minimum of 150% of the advertised tender value of the work.

1.2.2 The tenderer must furnish Revenue/Banker's Solvency Certificate of 40% of the advertised tender value of the work, if the advertised tender value is more than Rs.1 crore.

**2. Documents to be submitted in support of credentials**

- (a) List of Personnel, Organization available on hand and proposed to be engaged for the subject work.
- (b) List of Plant and Machinery available on hand (own) and proposed to be inducted (own and hired to be given separately) for the subject work.
- (c) List of Works completed in the last three financial years giving description of work, organization for whom executed, approximate value of contract at the time of award, date of award and date of scheduled completion of work. Date of actual start, actual completion and final value of contract should also be given.
- (d) List of works on hand indicating description of work, contract value, and approximate value of balance work yet to be done and date of award.
- (e) The tenderer must establish that he follows all Labour laws and makes payment to his staff in accordance with relevant Acts through documentary evidence like copy of returns filed for PF, ESI code No. etc.

In the absence of above documentary proof/certificates, the tender may not be considered and rejected summarily.

### Other Terms and Conditions

1. The OBHS scheme shall be awarded on a turnkey basis. The turnkey service contract will cover providing the following :
  - Hand implements, tools & tackles.
  - Consumables, cleaning and disinfecting agents.
  - Skilled Janitors & Executive Housekeeper.
  - Set of Uniform with distinguishing logo and identification of Janitors/ Executive Housekeeper.
  - Passenger Feedback mechanism & awareness programSpecifications for the above are annexed.
2. The work pertains to enroute cleaning of trains especially coach toilets as per job description detailed in **Annexure-I**, utilizing resources as per resource specification at **Annexure I A**.
3. The OBHS scheme shall be limited to only reserved class vestibuled coaches.
4. The contractor shall utilize state of the art tools and tackles and environment friendly biodegradable cleaning agents/consumables. Coaches with environment friendly biological toilets must however be attended to using only the chemicals/cleaning agents approved by the OEM.
5. For every three (3) coaches there shall be one Janitor. There shall be 1 Executive Housekeeper to supervise the work in the train. For example in a train with 18 reserved class coaches, a total of 6 Janitors and 1 Executive Housekeeper will be required.
6. While On Board cleaning attention should be provided whenever desired/demanded for by the passengers, the toilets, doorways, gangways and vestibules must necessarily be cleaned frequently from 0500 hours to 0900 hours and from 1600 hours to 2000 hours, wherever applicable. The passenger compartments and the aisle must also be cleaned and mopped 2 times in a day at suitable intervals.
7. No earmarked accommodation shall be provided to the On Board Housekeeping personnel in the trains.
8. The contractor must make his own arrangements for lodging the janitors/ Executive Housekeeper during the lie-over period of the trains at the other end(s). The on board house keeping staff shall board the train in the return direction just before departure.
9. The composition of the nominated pairs of trains and other details like frequency, arrival/departure timings etc are as at **Annexure II**. The format for quoting the rates for each pair of train under this scheme is at **Annexure VI**.
10. The garbage/litter shall be collected from the coaches in polybags. These polybags shall be sealed with a rubber band to avoid spilling of garbage and shall be handed over to the C&W representative at nominated enroute stations for each train as in **Annexure-II** for further disposal.

11. The Executive Housekeeper will maintain constant liaison with the CDO/Sr. Section Engineer(C&W) of the primary depot or their nominated representative for the OBH service through mobile communication facility. The contractor shall provide a Mobile Phone with roaming facility to the Executive housekeeper and advise his number to the CDO of the base depot. The On Board Executive Housekeeper shall also keep in his possession telephone numbers of Carriage Control Offices of all such divisions through which the train passes for communicating emergent requirements like special attention required for watering of coach/coaches (which would have run dry) at a subsequent station, attention to passenger amenity items inside coaches etc.
12. The contractor should take utmost care to ensure that no damage to the coaches/Railway property takes place due to any act of his workmen.
13. The work is to be carried out on running trains and therefore every precaution shall be taken by the contractor to protect the Labour and materials. The contractor shall adhere to the Labour Rules, Workmen Compensation Act and Payment of minimum wages Act and other Labour legislations.
14. The contractor shall furnish complete details of the janitors i.e., their names, address, age, qualification and certificate of police verification. These details of all the staff including the Executive housekeeper should be submitted to CDO or his authorized representative before starting the work. CDO concerned will issue a certificate (with a photo graph of the Executive housekeeper /Janitor pasted on it) to identified personnel authorizing them to travel on primary trains of his coaching depot for providing On Board Housekeeping Services. The format of the certificate is enclosed as **Annexure V**.
15. The contractor shall ensure that all the Janitors engaged including Executive Housekeeper/Supervisor are medically fit and not suffering from any contagious disease. He shall ensure due Medical Check up of all his staff once in every 4 months from an authorized medical practitioner and medical fitness certificate to this effect shall be submitted to CDO for records.
16. The contractor should issue Identify Cards with Photographs to all the Janitors including the Executive housekeeper. The Identity card should be available with the staff while On Board the trains.
17. The contractor shall instruct the Janitors engaged to close the coach toilet taps, when not in use, to avoid wastage of water.
18. Passenger satisfaction and feedback is the essence of the OBHS. The contractor shall make arrangements for making feedback forms available to the passengers. The feedback forms for AC/Non AC coaches as in format at **Annexure III(A) & III(B)** respectively shall be printed in two different colours and must be serially numbered.
19. The contractor shall obtain passenger feedback from at least 4 (four) passengers per reserved coach in each direction. One feedback shall also be taken from TS/TTE for each direction over and above that from passengers. Feedback form shall also be obtained from the concerned primary coaching depot's supervisor on a fortnightly basis for each train under the scheme. For

this purpose a supervisor nominated by CDO shall inspect the train on run on a random day once in a fortnight.

20. The Passenger Satisfaction Index for each of the feedback shall be calculated as illustrated in the sample feedback form at Annexure III (C).
21. All direct or indirect costs and obligations pertaining to employment of specialized manpower will be borne by the Contractor under the turnkey scope of work.
22. The OBHS module will be made operational within a period of 30 days from the date of finalization of the contract agreement failing which the contract shall be terminated & EMD/SD forfeited.
23. The contract is awarded with the essence of improving passenger comfort during travel. As such, it may be ensured that passengers are not put to any discomfort while carrying out On Board cleaning operation.
24. A sticker in the format as under shall be pasted at suitable location at the doorways of each coach under the scheme.

ON BOARD HOUSEKEEPING SERVICES IN THIS TRAIN ARE  
PROVIDED BY M/S \_\_\_\_\_ (NAME OF CONTRACTOR/FIRM)  
FEEDBACK IS WELCOME ON \_\_\_\_\_ (TELEPHONE NO.  
OF THE CONTRACTOR/FIRM WITH STD CODE)

**25. Payments :**

Payment to the contractor shall be based on average Passenger Satisfaction Index (PSI) for the complete rake for its round trip journey. Payment shall be made on a monthly basis for each round trip of a train rake under the scheme as in Annexure II. The Paying authority will be the Sr. DFM. The Contractor shall submit his bills for a particular month to the CDO by 5<sup>th</sup> of the following month along with a tabulated data for average PSI for every round trip of all the trains under the scheme. CDO, after verification and counter signature, shall forward the same to the Divisional HQ for Payment.

**26. Penalty Clause:**

Penalty shall be imposed for unsatisfactory work and shall be based on average Passenger Satisfaction Index (PSI) of a train on round trip basis. The PSI for a coach which is not attended at all or for which the specified No. of feedback forms have not been submitted shall be taken as 'zero'. Penalty for non satisfactory performance shall be as under:

<u>AVERAGE PSI</u>	<u>PENALTY</u>
a. < 60% .....	40% of the accepted rate for the train shall be deducted.
b. 61% to 75% .....	30% of the accepted rate for the train shall be deducted.
c. 76% to 85% .....	20% of the accepted rate for the train shall be deducted.
d. 86% to 100 .....	No penalty. Full payment shall be made.

In the event of a complete train 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 shall also be imposed.

JOB DESCRIPTION FOR ON BOARD HOUSEKEEPING SERVICES IN TRAINS.

1. High pressure jet cleaning and disinfections of all coach toilets with high pressure nozzle gun to be attached to tap provided in toilet. The toilet cleaning chemical (as per specification) shall be sprayed with the help of spray gun bottle before the washing.
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 & 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 doorways, gangways and vestibule portion including clearance from dustbins, wherever provided.
7. Spraying mosquito repellent in all coaches especially in toilet and vestibule area. It shall also be sprayed on passenger demand.
8. Spraying Air Freshener in the AC coaches as and when needed. This shall be done where auto dispensers are not already available.
9. Maintaining a liaison with C&W ground staff for ensuring watering of trains at nominated enroute 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 a nominated 'Clean Train Station' for the particular train.
11. Cleaning of coach floor area in any coach when some liquid food etc. is spilled on the coach floor by passenger or catering service personnel.
12. Collection of garbage in polybags disposal at the nominated enroute stations.
13. Assisting C&W staff in providing minor attention to passenger amenity items to the extent possible on the train run.

Resource Specifications

**(A) Manpower (Janitors) :**

"OBHS" scheme requires sufficient no. of skilled janitors who are exposed to housekeeping industry. Combination of three coaches will form a workstation and each workstation or a part thereof shall be manned by one skilled janitor who should be in the age group of 18-35 years.

**(B) Manpower (Executive Housekeeper) :**

One Executive Housekeeper in the age group of 25-45 years shall also escort the train during its round trip.

The EHK must be a graduate preferably having experience in the housekeeping industry.

**(C) Equipment & Tools:**

(i) High Pressure Nozzle with Lance & Gun :

For jet washing of toilet commodes, wall protectors and other fittings, a especially designed HP hose pipe of approx. 3 meters having a lance and trigger type gun with nozzle for delivering high pressure of about 10 bar for effective impingement of water shall be used.

(ii) Quick Coupling arrangement for Toilet Tap :

The Water required for cleaning shall be sourced from Toilet Tap with the help of especially designed Quick Coupling arrangement. The coupling shall be so designed that it can take care of all designs of taps provided in Indian Railways Coaches. It shall be leak proof, light weight and shall not take more than 15 seconds to fix.

(iii) 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.

(iv) Squeezee Brush:

For toilet floor scrubbing and drying, a squeezee having approx. 140 to 150 cms long aluminum handle and stiff polypropylene bristles for and foam rubber blade for two in one scrubbing and drying action, shall be used @1 per workstation and the rubber blade shall be replaced once in 15 days.

(v) 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 and its spray gun shall be replaced as & when required.

(vi) 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 and shall be replaced as & when the bristles are worn out preferably once in 15 days.

(vii) Carpet Brush:

For cleaning of carpet in 1<sup>st</sup> AC coaches, especially designed polypropylene bristled brush shall be provided @ 1 per train and shall be replaced as & when the bristles are worn out.

(viii) 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.

(ix) Bucket :

A smart looking, easy to carry, low height, approx. 6 gallons 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 workstation.

(x) Window glass squeegee:

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 1 per 3 AC coaches and rubber blades shall be replaced once in 15 days.

(xi) Micro Fiber cloth for mirror cleaning

(xii) Sponge Duster for wash basin cleaning:

(xiii) Disposable bags for garbage collection:

Green coloured Disposable bags shall be required for collection of waste & litter from all coaches & also from dustbins of AC coaches.

(xiv) Tool kit :

A light weight tool kit made of FRP containing all types of tools for minor plumbing/carpentry related repairs shall be available with Executive Housekeeper.

(xv) Foot mats:

At every toilet entrance, a foot mat made of rubber having bristles to soak water shall be provided and shall be replaced as & when required to be.



### Consumables/Cleaning agents

S.No.	Item description	Brand/make
1	Cleaning compound for PVC floor, Rexine and wall panels	Mokleen/RIO 38
2	Cleaning agent for commode pan & wall protector	Harpic/Retol/Domex
3	Disinfectant fluid	Lizol
4	Mirror/window glass cleaner	Colin/Mokleen
5	Deodorant stick in lavatories	Odonil
6	Liquid soap for hand wash	Dettol/Lifebuoy/Palmolive/Fem for IAC coaches Aquagold/Henko – for other AC coaches
7	Room freshener (for coaches where automatic odour control system have not been installed)	Premium/Hazel/Obious
8	Mosquito repellent	Hit/Baygon
9	Toilet paper Roll in Western style toilets	Standard brand

### E. Uniform for Janitors:

#### • Coverall:

A full-body dark blue apron with distinguishing logo as in **Annexure IV & IVA** shall be worn by the Janitors On Board the trains. The Cloth used shall be made of S.Kumars' or of equivalent reputed quality. Each Janitor shall be provided 4 pairs / annum. The uniform worn by the Janitors On Board the trains must be neat and clean.

#### • Cap:

A bright Yellow Coloured Cap shall be supplied @ 3 Nos. per Janitor/EHK per annum. The flap of the cap should have the text inscribed on it as under

"On Board Housekeeping Services  
 \_\_\_\_\_ (Name of primary depot )  
 \_\_\_\_\_ ( Name of the Railway)"

#### • Hand Gloves:

Janitors shall wear good durable quality orange coloured rubber gloves all the time while working in the Coaches. This should be supplied @ 1 pair per month.

#### • Gumboot :

Good quality durable gumboots upto knee height shall be provided to all Janitors @ 3 Pairs per Janitor per annum.

#### • Face Mask :

Each Janitor shall be given a green Coloured surgical type mask for avoiding any direct infection from the toilets. This should be supplied @ 1 No. per month.

#### • Name Badge:

Each Janitor shall wear a badge on the left hand side on the coverall. The name badge should be made of white Coloured ebonite plate of size 6 1/2" x 1" with the name of the Janitor inscribed on it in Block letters in black.

**Uniform and other accessories for Executive Housekeeper:**

S.No.	Item(s)	Type & Colour
1	Trouser	Navy Blue Carpenter baggy type
2	T-Shirt	Steel grey Colour with distinguishing logo and Name badge
3	Cap	Yellow colored same as for Janitors
4	Shoes	Black Leather shoe of any reputed make,
5	Torch	Handy Torch of any reputed make
6	Whistle	Metallic type for raising safety alarm .

# FEEDBACK FORM

## "On-Board Housekeeping Services" - Indian Railways

AC COACH

Annexure-III (A)

Dear Passenger,

S.No. ....

Our endeavor is to provide you the most hygienic On Board Housekeeping Services. Your valuable feedback would help us improve further.

Kindly spare few minutes in rating the areas as given in table below:

Ratings:

5 = Excellent, 4 = Very Good, 3 = Good, 2 = Average 1 = Poor

Passenger Feedback-AC Coaches						
SN	Areas of Cleaning/Services	5	4	3	2	1
	Please mark ( ✓ ) in space					
1	Cleaning/Washing of Toilet floor and commode pan					
2	Dry Cleaning of Toilet floor					
3	Cleaning of Mirror, shelf, wall panels and other fittings in Toilets					
4	Cleaning of Wash Basin in Toilets & Doorways					
5	Cleaning of Doorway Area					
6	Cleaning of Vestibule Area including entrance to toilets					
7	Cleaning of Passenger compartments					
8	Cleaning of passenger aisle area					
9	Cleaning of Window Glasses on Platform side					
10	Clearing of Dust Bins of Coaches					
11	Disinfection and provision of Deodorant in toilets					
12	Spraying of air freshener in compartments					
13	Spraying of Mosquito Repellent					
14	Replenishment of Liquid Soap in Coach toilets					
15	Replenishment of Tissue Paper Roll in Western style Coach toilets					
16	Collection of Garbage and disposal in Poly Bags duly segregated as Biodegradable/Non biodegradable					
17	Behaviour of Janitors/supervisor					
18	Hygiene & Cleanliness of Janitors/supervisor including their uniform					
	Scores*					
	Passenger Satisfaction Index (PSI)*					

\*Not to be filled by the passenger

**Passenger Name:**

**Train No. :**

**Coach No.:**

**Berth/ Seat No. :**

**PNR No. :**

**Date of Journey:**

**Telephone No.**

Signature of Passenger

# **FEEDBACK FORM**

## **"On-Board Housekeeping Services" - Indian Railways**

Annexure-III (B)

NON AC COACH

S.No. \_\_\_\_\_

Dear Passenger,

Our endeavor is to provide you the most hygienic On Board Housekeeping Services. Your valuable feedback would help us improve further.

Kindly spare few minutes in rating the areas as given in table below:

**Ratings:**

5 = Excellent, 4 = Very Good, 3 = Good, 2 = Average 1 = Poor

Passenger Feedback						
SN	Areas of Cleaning/Services	5	4	3	2	1
	Please mark ( ✓ ) in space					
1	Cleaning/Washing of Toilet floor and commode pan					
2	Dry Cleaning of Toilet floor					
3	Cleaning of Mirror, shelf, wall panels and other fittings in Toilets					
4	Cleaning of Wash Basin in Toilets & Doorways					
5	Cleaning of Doorway area					
6	Cleaning of vestibule area including entrance to the toilets					
7	Cleaning of passenger compartments					
8	Cleaning of passenger aisle area					
9	Disinfection and provision of deodorant in the toilets					
10	Spraying of Mosquito Repellent					
11	Collection of Garbage and disposal in Poly Bags.					
12	Behaviour of Janitors/supervisor					
13	Hygiene & Cleanliness of Janitors/supervisor including their uniform					
	Scores*					
	Passenger Satisfaction Index (PSI)*					

\* Not to be filled by the passenger

**Passenger Name:**

**Train No. :**

**Coach No.:**

**Berth/ Seat No. :**

**PNR No. :**

**Date of Journey:**

**Telephone No.**

**Signature of Passenger**

# FEEDBACK FORM

## "On-Board Housekeeping Services" - Indian Railways

AC COACH

Annexure-III (C)

S.No. \_\_\_\_\_

Dear Passenger,

Our endeavour is to provide you the most hygienic On Board Housekeeping services. Your valuable feedback would help us improve further.

Kindly spare few minutes in rating the areas as given in table below:

**Ratings:**

5 = Excellent, 4 = Very Good, 3 = Good, 2 = Average 1 = Poor

Passenger Feedback-AC Coaches						
SN	Areas of Cleaning/Services	5	4	3	2	1
	Please mark ( ✓ ) in space					
1	Cleaning/Washing of Toilet floor and commode pan	✓				
2	Dry Cleaning of Toilet floor		✓			
3	Cleaning of Mirror, shelf, wall panels and other fittings in Toilets		✓			
4	Cleaning of Wash Basin in Toilets & Doorways			✓		
5	Cleaning of Doorway Area			✓		
6	Cleaning of Vestibule Area including entrance to toilets		✓			
7	Cleaning of Passenger compartments	✓				
8	Cleaning of passenger aisle area			✓		
9	Cleaning of Window Glasses on Platform side	✓			✓	
10	Clearing of Dust Bins of Coaches			✓		
11	Disinfection and provision of Deodorant in toilets			✓		
12	Spraying of air freshener in compartments				✓	
13	Spraying of Mosquito Repellent			✓		
14	Replenishment of Liquid Soap in Coach toilets			✓		
15	Replenishment of Tissue Paper Roll in Western style Coach toilets			✓		
16	Collection of Garbage and disposal in Poly Bags	✓				
17	Behaviour of Janitors/supervisor	✓				
18	Hygiene & Cleanliness of Janitors/supervisor including their uniform			✓		
	Scores*	28%	17%	50%	5%	
	Passenger Satisfaction Index (PSI)**	95%				

Passenger Name:

Train No. :

Coach No.:

Berth/ Seat No. :

PNR No. :

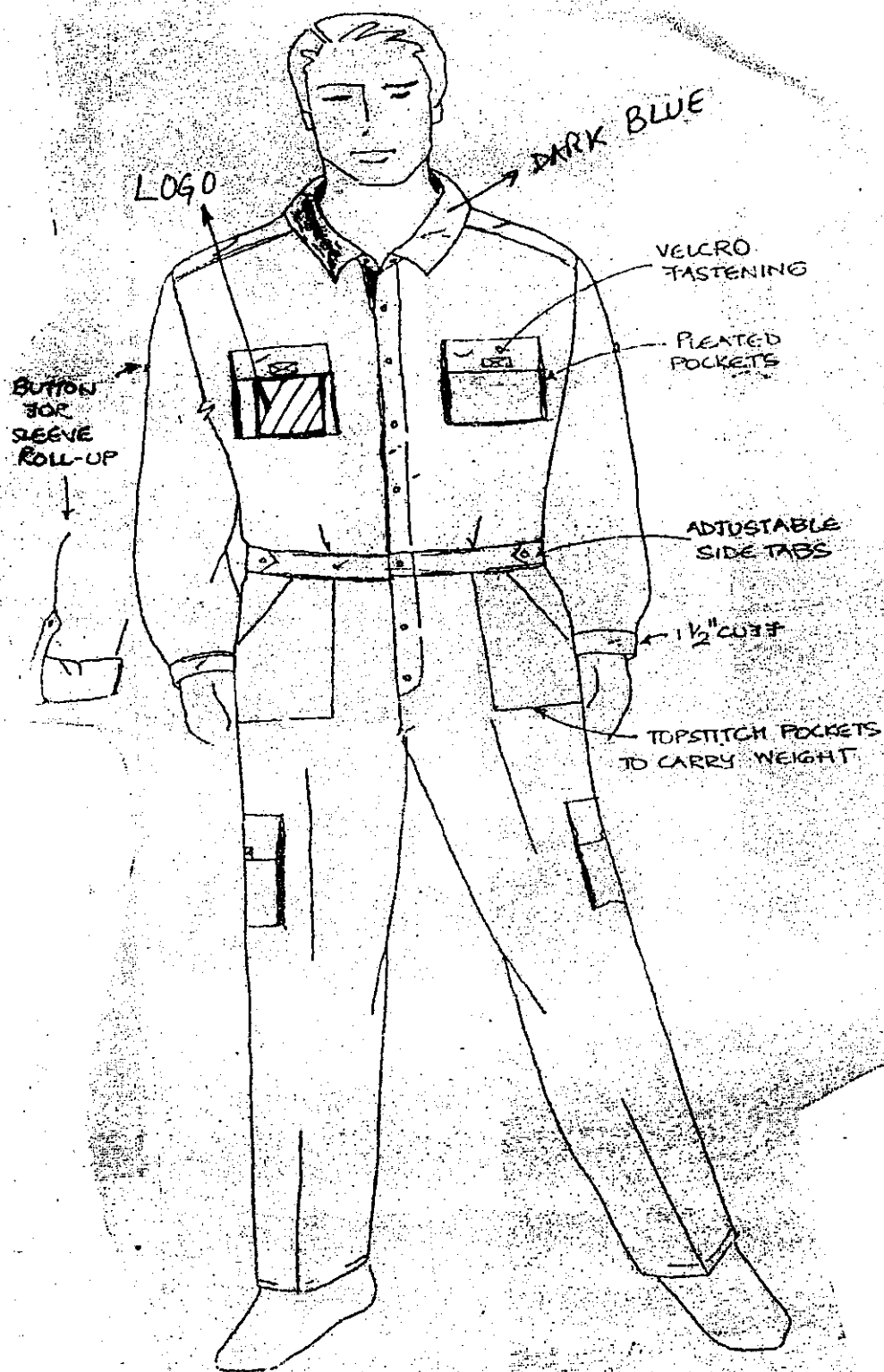
Date of Journey:

Telephone No.

Signature of Passenger

\* Score - 5/18 = 28%, 3/18 = 17%, 9/18 = 50%, 1/18 = 5% and so on

\*\* PSI - For calculating PSI, scores for rating of 3 and above only shall be considered.



**ANNEXURE IV**  
**UNIFORM FOR JANITORS**

Annexure-IV A

Logo for Uniform



ANNEXURE V

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 this depot for their  
round trip journey for providing ON BOARD HOUSEKEEPING SERVICES during the  
contract period from \_\_\_\_\_ to \_\_\_\_\_

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

Name & Signature  
of the CDO with stamp