

भारतसरकार GOVERNMENT OF INDIA  
रेलमंत्रालय MINISTRY OF RAILWAYS  
(रेलवे बोर्ड RAILWAY BOARD)

No. 2009/M(C)/165/6 Pt. Linen Distribution

New Delhi, dated: 14.09.2017

**Chief Mechanical Engineers,  
All Indian Railways.**

**Sub: Rationalization of the functions of AC Coach Attendant, Coach Attendant for Linen distribution and OBHS**

**Ref: Railway Board's Order No. ERB-I/2016/23/61 dated 17.11.2016**

Vide Order No.ERB-I/2016/23/61 dated 17.11.2016, a Committee of Officers was constituted at Railway Board to study the current system of deployment of AC Coach Attendants and Coach Attendants for bedroll distribution and to make recommendations for the rationalization of these activities.

The Committee's report has been considered by Board (MRS) and the following has been decided :

1. The functions of AC Coach Attendant, Coach Attendant for linen distribution and OBHS shall be combined for the rationalization of On-Board staff.
2. For AC coaches, one staff shall be deployed per coach for performing the above functions
3. For Non AC coaches, the existing yardstick of OBHS shall be followed.
4. The revised duty list of the Coach Mitra for AC coaches is enclosed as **Annexure**.
5. Adequate training shall be imparted to the staff by the Electrical & Mechanical branches so that the Coach Mitra can effectively perform their duties. Adequate training in soft skills shall also be imparted to the staff so that they are able to handle the passenger interface.
6. The concerned Sr.DEE and the concerned Sr.DME of the Division shall jointly grant the competency certificate to the staff with regard to the items mentioned in the duty list (**Annexure**). The competency certificate shall be valid for 2 years.
7. The contracts as per the revised duty list including AC Coach Attendant, Coach Attendant for linen distribution and On-board Housekeeping Services (OBHS),


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shall be awarded by the Mechanical branch / EnHM branch under the overall control of the CME of the Zonal Railway.

8. The PUs / Workshops shall make provision of one foldable berth in each AC coach, in case the same is not already available. The folding berth provided in the doorway area shall be assigned to the Coach Mitra.
9. All new contracts should be floated with revised duty list. Existing contracts for OBHS, linen distribution or AC Coach Attendants should not be renewed. Efforts should be made to process new contracts combining all these activities at the earliest. As and when the activity is outsourced, the existing departmental staff wherever available, should be considered for appropriate redeployment.

This issues with the approval of Board (MRS).

DA: As above

  
14/09/2010

**(Dimpy Garg)**  
**Ex. Dir. Mech.Engg. (Chg.)**  
**Railway Board**

**Annexure to Board's letter No. 2009/M(C)/165/6 Pt. Linen Distribution dt. 14.09.2017**

**Duty List of Coach Mitra for AC coaches**

**Mechanical & OBHS Duties**

- a. Providing OBHS services as per extant instructions
- b. Collecting linen and blankets from the concerned authorities and keep them in safe custody.
- c. Supplying linen and blankets to the passenger and collecting the same from them and handing it over to the concerned authorities at the destination of the train.
- d. Maintaining liaison with C&W ground / escorting staff as required in order to ensure watering of the coaches at the nominated watering stations.
- e. To keep the compartments locked when the train is on the run and open them for occupation as and when required.
- f. To inform the concerned C&W ground / escorting staff / C&W Control, etc. of abnormalities, if any, that are noticed on run of the train.
- g. To assist the Mechanical train escorting staff, as required.
- h. To remain with the AC Coach when it is detached enroute due to sick marking, till the coach is attached, made fit and moved thereafter to either the base depot or any other terminal.

**Electrical Duties**

- a. Checking of control panel / power panel to ensure proper functioning of electrical equipment at regular intervals.
- b. Checking the under frame mounted electrical equipment (such as V belts, alternator, batteries, etc.) at regular intervals for any abnormalities.
- c. To inform escorting AC Coach Mechanic of any abnormalities that are noticed.
- d. Assisting in the pre cooling of coaches
- e. Checking of grills, lights, fans, mobile charging points, etc.
- f. Assist the ACCM in making temporary connection in TL coach, if required.
- g. To assist the ACCM or Electrical train escorting staff as required in the rectification of minor faults.
- h. The above duties shall be discharged under the supervision of and as per the direction of ACCM.

**General Duties**

- a. To appear in prescribed uniform and have his badge fixed on it to be easily identified by the passengers.
- b. Using the fire extinguisher in case of emergency.
- c. To generally look after the convenience of passengers and assist in the resolution of passenger complaints.
- d. To prevent entry of beggars, hawkers, unauthorized passengers and heavy luggage inside the coach especially in the corridors and to keep the corridor and space near bathrooms free from obstructions.
- e. To carry out any other duties / functions that are assigned by the Railway administration.

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