

भारत सरकार **GOVERNMENT OF INDIA**
रेल मंत्रालय **MINISTRY OF RAILWAYS**
(रेलवे बोर्ड **RAILWAY BOARD**)

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

New Delhi, dt. 17.02.2016

**The General Managers,
All Indian Railways.**

**Sub: Revised guidelines for On Board Housekeeping Services (OBHS)
Scheme**

**Ref : i. Board's letters No. 2006/M(C)/165/9 dated 01.10.2007
ii. Board's letters No. 2006/M(C)/165/9 Vol.I dated 04.04.12**

Board vide letter under ref. (i) had circulated the guidelines for OBHS scheme for implementation by Railways. Based on the recommendations of CRSEs committee constituted vide Board's letter under ref (ii) above and further deliberation held in the Board to make the scheme more effective, revised guidelines are now being issued with the approval of Board (MM,FC) for implementation by Railways in partial modification of the OBHS guidelines issued vide Board's letter under reference (i) above.

In the revised guidelines for OBHS, the scheme has been divided into two parts. Part I titled '**Basic Features of OBHS Scheme**' details scope of contract, technical and financial eligibility criterion, documents to be submitted by the bidders, broad methodology etc. whereas, Part II titled '**Guidelines for Turnkey Project Resource Specifications for OBHS scheme**' contains details of deployment of manpower, tool and consumable to be used for carrying out OBHS activity, uniform to be worn by OBHS staff etc.. Format for 'Rate Schedule' provided in the existing guidelines as Annexure VI has been deleted for greater flexibility to railways and the same is to be decided as per the local requirement by the respective CME in consultation with Finance.

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


17/02/16
(Prashant Kumar)
Dir. Mech. Engg. (Chg.)
Railway Board

Encl: as above

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

New Delhi, dt. 17.02.2016

Copy forwarded for information and necessary action to: The CMEs. All Indian Railways
Copy forwarded for information to: The FA&CAO, All Indian Railways

Copy to: EDPM/Railway Board, F(X)II Branch/Rly. Bd.

PART I
BASIC FEATURES OF OBHS SCHEME

1. **Scope:** The scope shall include the following :
 - a. 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.
 - b. Drying the toilet floor surface and internal fittings with suitable mop/cloth.
 - c. Spraying disinfectant for sanitization of toilets after washing and drying of toilets & provision of deodorant.
 - d. Refilling liquid soap in AC-coach toilets as & when required during the round trip journey.
 - e. Replenishing tissue paper roll and its replenishing in AC coach toilets as & when required during the round trip journey.
 - f. Dry cleaning and mopping of the passenger compartments, aisle area, cleaning of doorways, gangways and vestibule portion including clearance from dustbins, wherever provided.
 - g. Spraying mosquito repellent in all coaches especially in toilet and vestibule area. It should be done prior to spraying of deodorant. It shall also be sprayed on passenger demand.
 - h. 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.
 - i. Maintaining a liaison with C&W ground staff for ensuring watering of trains at nominated en-route stations.
 - j. 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.
 - k. Cleaning of coach floor area in any coach when passenger spills some liquid food etc. on the coach floor.
 - l. Collection of garbage in polybags from the passenger compartment as well as dustbin, disposal at the nominated enroute stations.
 - m. Assisting C&W staff in providing minor attention to passenger amenity items to the extent possible on the train run.
 - n. Duty list of OBHS staff shall have to be pasted in all reserved coaches 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.

2. Eligibility criteria:

2.1 Technical criteria :

The tenderer should have in the Qualifying period (i.e., current year and three previous financial years) completed at least one similar single work or received payment against ongoing similar work for a minimum value of 35% of the advertised tender value .

OR

Similar work means “Mechanized cleaning of coaches in any of the coaching depots of Indian Railways”

OR

mechanized en-route cleaning of trains during their stoppage under the “Clean Train Station” scheme

OR

providing “On Board Housekeeping Services on trains”.

OR

Any other cleaning works approved by CME*.

**To be decided by the CME prior to floating of the tender*

2.2 Financial criteria:

Total contract amount received during the last three financial years and in the current financial year should be a minimum of 150% of the advertised tender value. The Tenderer should submit an attested certificate from employer/client, audited balance sheet duly certified by chartered accountant etc.

Tenderers must submit relevant documents in support of having fulfilled above criteria. Offers not meeting the above eligibility criteria will be considered unsuitable. Railway reserves the right to accept/reject any tender, without assigning any reason for the same.

2.3 The following documents should be submitted along-with tender offer failing which the offer is liable to be rejected.

- (i) Details of one single work of similar nature, of minimum value not less than 35% of the advertised tender value in the qualifying period i.e. current year and three previous financial years, are to be provided in the format given in **Annexure S1**. The tenderer(s) should provide description of work, organization for which the said work has been executed, approximate value of contract at the time of award, payment received in the qualifying period, 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. Supporting documents/certificates from the organizations for whom the tenderer have worked should be enclosed. The authorized signatory of the organization should sign the certificates submitted by the tenderer(s).

- (ii) Tenderer(s) shall submit documents in the form of attested certificates from employer/client, audited balance sheet duly certified by Chartered Accountant, TDS certificates or annual income tax returns filed with Income Tax Department, as proof of total contract amount received during the qualifying period being at least 150% of the advertised value of the tender as per Para (b) above.
- (iii) List of works on hand indicating description of work, date of award of contract, Description of the awarding agency, contract value, and approximate value of balance work yet to be done. Sample format for assessing the above is provided as Annexure 'S1'. Railways may incorporate the same after suitable modifications
- (iv) List of Personnel available on roll and proposed to be engaged for the subject work.

The broad methodology shall be as under:

3. The train may run late some time, the contractor shall have to make adequate arrangements to maintain the train to required standards during late running.
4. Contractor should also keep a representative for liaison. The representative should be a Supervisor in charge. He should liaise with Railway for any instruction, clarification etc.
5. The cleaning materials or other materials, which will be used by the contractor, shall be biodegradable and should also not pose health hazard to the maintenance staff and passengers.
6. The number of coaches to be attended per day may vary from the quantity mentioned in the schedule of work due to periodic augmentation of coaches in the train, cancellation of existing trains. Contractor should not quote different rates for such variation of workload.
7. 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.
 - Janitors & Executive Housekeeper.
 - Set of Uniform with distinguishing logo and identification of Janitors/Executive Housekeeper.
 - Passenger Feedback mechanism & awareness programme.

Indicative specifications / descriptions for the above are given in Part II of OBHS scheme.

8. The work pertains to on-board cleaning of trains including coach toilets as per job description detailed at Para 1 above, utilizing resources as per contracted resource specifications. The guidelines for the same are given in Part II of OBHS scheme.
9. The OBHS scheme shall be limited to only vestibuled coaches.
10. The contractor shall utilize good quality 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 conforming to specifications approved for use.
11. Normally for every three (3) coaches (one work station) 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 House-Keeper (EHK) will be required. If there are 19 reserved class coaches, a total of 6 janitors and 1 EHK will be provided. If there are 20 reserved coaches then 7 janitors and 1 EHK shall be provided. Number of work stations will also be calculated in the similar way i.e. 19 reserved class coaches will be taken as 6 work stations. If there are 20 reserved class coaches, 7 work stations will be counted.
12. 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 during two cycles of four hours each. The cycles should be specified by the Railway.
13. 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 Housekeeping staff shall board the train in the return direction just before departure. In no case the OBHS staff should occupy the coaches in coaching depots at the other end/primary depot.
14. The composition of the nominated pairs of trains and other details like frequency arrival/departure timings etc., if specified by the Railway shall be as per **Annexure S-2**.
15. 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 C&W / other nominated 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.

16. The Executive Housekeeper will maintain constant liaison with the Sr.CDO/Sr. Section Engineer(C&W) of the primary depot or their nominated representatives for the OBHS 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 Sr.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. These details shall be provided/ updated by the primary depot.
17. 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.
18. 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 or applicable legislation in force.
19. 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 Sr.CDO/Divn. or his authorized representatives before starting the work Sr.CDO/Divn. 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. Sample format of the certificate is enclosed as **Annexure –‘S9’**.
20. 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 checkup of all his staff once in every 4 months from an authorised MBBS doctor and submit a copy of the certificate to Sr.CDO/Divn.
21. The contractor should issue identity cards with photographs to all the janitors and the Executive Housekeeper. The identity card should be available with the staff while on board in the trains.
22. The contractor shall instruct the janitors engaged to close the coach toilet taps, when not in use, to avoid wastage of water.
23. Passenger satisfaction and feedback is the essence of the OBHS. The PSI forms duly printed with machine-serial nos. will be deposited with Sr CDO / CDO on

a monthly basis. The nominated Railway Supervisor on daily basis shall issue these forms to the EHK after necessary authentication. The contractor shall make arrangement for making feedback forms available to the Passengers. The feedback forms for AC/Non-AC coaches as in format at Annexure- 'S3' & 'S5' respectively shall be printed in two different colours.

24. The contractor shall obtain Passenger feedback from at least 2 (Two) Passenger per reserved coach in each direction for trains having time tabled journey of more than 24 hrs otherwise only one forms should be collected. One feedback shall also be taken from TS/TTE for each direction over and above that from Passengers. Feedback form should be got filled after carrying out the OBHS work and should never be taken immediately after start of the train.
25. The Passenger Satisfaction Index shall be calculated as illustrated at Annexure - 'S4' & 'S6'.
26. All direct or indirect cost and obligations pertaining to employment of specialized manpower by the contractor will be borne by him under the turnkey scope of work.
27. The OBHS module will be made operational within a period of 45 days from the date of finalization of the contract agreement failing which the contract shall be terminated and EMD/SD forfeited.
28. The contract is awarded with the essence of improving passenger comfort during travel. As such, it may be ensured that passenger is not put to any discomfort while carrying out on board cleaning operation.
29. Work evaluation, payment and penalties:
 - a) Payment to the contractor shall be based on average Passenger Satisfaction Index (PSI) for the complete rake for its round trip journey.
 - b) No payment shall be allowed if the train is cancelled and deduction shall be made on monthly basis.
 - c) PSI forms duly signed by both i.e. contractor's representative & Railway representative should be submitted to the office on daily basis to avoid delay in payment.
 - d) Contractor should submit a bill on Monthly basis only for the actual work carried out by 5th of every month along with a tabulated data for average PSI for round trip of all trains under the scheme to Sr. Section Engineer (C&W) Divn., who will certify the work, mentioned in the bill and then forward the bill to Sr. Coaching Depot Officer, Divn along with his detail report if required

- e) Payment to the staff should be only through bank in the account of the respective staff. It may be ensured that contractor have to submit the proof for labour payment at minimum wage rate & with every bill for previous bill period. The Bill shall not be processed for payment without the proof for labour payment.
- f) Contractor shall also have to submit the documentary proof of Service Tax, if applicable, should be paid for the previous bill period (Month) clearly indicating the same having been paid to Government.
- g) Bill should be forwarded to the Divisional office for payment only after the countersignature of respective depot officer on Bill as well as Measurement Book. Sr. Coaching Depot Officer, Divisional Headquarter or Officer in charge of coaching depot shall be the final authority to sign the bill & Measurement Book. Payment shall be made on a monthly basis for each round trip of a train under the scheme. The paying authority will be the Sr. Divisional Finance Manager.
- h) The successful tenderer shall have to submit the Xerox copy of PAN CARD along with the bill. The bill shall not be processed for payment without the Xerox copy of PAN CARD.
- i) (i). Contractor has to give consent in the prescribed mandate form for receipt of payment through ECS/EFT.
(ii). Contractor to provide the details of Bank A/C in line with RBI guidelines for the same. These details will include Bank Name, Branch Name & Address, Account type, Bank A/C No. and Bank & Branch code as appearing in MICR cheque issued by the bank.
(iii). Contractor to attach certificate from their bank certifying the correctness of all above mentioned information.

30. Penalties:

- a. 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 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:-

Sr. No.	AVERAGE PSI	PENALTY
a.	< 40%	No payment.
b.	40% to less than 60%	50% of the accepted rate for the train shall be deducted.
c.	60% to less than 75%	30% of the accepted rate for the train shall be deducted.
d.	75% to less than 85%	20% of the accepted rate for the train shall be deducted.
e.	85% to 100%	No penalty. Full payment shall be made.

- i. 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.
- ii. 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.
- iii. Attendance of OBHS staff will be certified by TXR at originating station and in up & down direction at the destination station as per format attached **Annexure 'S12'**.
- iv. The OBHS staff will also carry a list of consumables and cleaning agents issued at the originating station as per **Annexure 'S11'**. This list will be presented to any of the inspecting officials en-route / destination station.
- v. Passengers shall be contacted at random for confirmation of PSI filled by them. In case of non-authentication of PSI by the passengers, the PSI of that coach shall be treated as 'zero'.
- vi. In case of adverse remarks / 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.
- vii. Penalty of Rs 100/- per staff per trip will be imposed for staff not in uniform .

31. If the contract is for duration of more than a year, then price variation clause shall apply. The PVC clause shall be as follows:

The amount payable on account of Price Variation shall be settled every quarter as per the following method:-

- (i) The components for Labour , Material and fixed components shall be taken based on their proportions in the Estimate. The amount paid during a quarter shall be divided as under: -
 - A% Labour
 - B% Material
 - C% Fixed Component
- (ii) No price variation shall be payable on the fixed component.

- (iii) For calculation of PV on account of Labour, the variation in minimum wages should be taken into account for assessing the price variation on account of labour cost. Variation shall be paid to the extent minimum wages have increased. For applicable rates of minimum wages respective website of the state government/UT should be referred. Janitors will be considered under unskilled category whereas EHK shall be considered under semi skilled category.
- (iv) For material portion, Statement 39 of RBI Bulletin (Index Numbers of Wholesale Prices in India – By Groups and Sub-groups - Averages) shall be used. The calculation of Price Variation payable is illustrated as under.

Illustration:-

Amount due in the first quarter = Rs 10,00,000/- (say)

Bifurcation of amount due is as under: -

$$\text{Material } B\% = \text{Rs. } (B / 100) \times 10,00,000/-$$

Price Index for material as on date of opening (Mo) = 160

$$\begin{aligned} \text{Avg. Price index for material during 1st quarter (M1)} &= (165 + 164 + 168) / 3 \\ &= 165.7 \end{aligned}$$

where 165,164 and 168 are the indices for the three months in the quarter under consideration.

$$\begin{aligned} \text{for Material} &= \frac{(M1 - Mo) \times M}{Mo} \\ &= \frac{(165.7 - 160) \times (B / 100) \times 10,00,000}{160} \end{aligned}$$

Thus, total PV applicable = Variation due to Material component + Variation on account of increase in minimum wages.

32. The operators/workers shall be provided the following items by the contractor during their deployment under OBHS scheme:-
- (i) Coverall or alternatively distinctive shirt and pant
 - (ii) Cap
 - (iii) Hand Glove
 - (iv) Shoes

- (v) Face Mask
- (vi) Name badge
- (vii) Gum boots – for working in toilets

The above list is bare minimum and can be augmented by the Railway based on requirement. The workers and Supervisors should wear the assigned uniform while on duty.

33. The guidelines for providing tools, tackles, implements and consumables has been given.
Care may be taken to ensure that segregation of brushes for toilet cleaning and others area by colour coding, size of handles etc. The above list is indicative and not exhaustive. The general specification and description are given in Chapter 3 for information of the Railway.

34. The following cleaning agents shall be required under OBHS scheme:-

- 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 not been installed)
- 8 Mosquito repellent
- 9 Toilet paper roll in Western style toilets

Certain brands of the above items along-with an indicative quantity to be used are included in Chapter 3 for information. While Railways may go in for other brands also, it may be ensured that they are conducive for use in bio-toilets, are bio-degradable and eco-friendly. The cleaning agents being used should conform to norms specified by State Pollution Control Boards and do not require special permission/license for their usage. While separate cleaning compounds have been specified for different applications, a common cleaning solvent for more than one area can also be accepted by zonal railways.

35. In addition to above, extant instructions of Rly. Bd. issued from time to time have to be followed.

PART II
GUIDELINES FOR TURNKEY PROJECT RESOURCE SPECIFICATIONS
FOR OBHS SCHEME

These guidelines are being issued for information of the Railways. These guidelines will be adopted after alteration / addition / deletion and approval by CME of the Railway.

(A) Manpower (Janitors):

"OBHS" scheme requires sufficient number of janitors who are exposed to housekeeping industry. 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.

(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 having experience in the housekeeping industry.

(C) Guidelines for ensuring adequate contractor staff on board:

1. Contractor staff shall report more than 45 minutes in advance before departure of the train otherwise they will not be allowed to board the train.
2. The railway OBHS supervisor will record the names and signatures of all the members of OBHS team before permitting them to board the train.
3. OBHS staff shall also get their physical presence certified at the other end from the nominated representative of the other end zonal railway. If the certification from nominated supervisor for the physical presence at other end is not received, it will be assumed that the concerned staff has/have not travelled at all and accordingly applicable penalties for absence of OBHS staff shall be levied.
4. Record for manpower deployment for nominated train should be maintained by contractor as per **Annexure S-10**.

(D) Guidelines for ensuring effectiveness of OBHS contracts:

In order to ensure effective working and monitoring of OBHS activities , it is suggested that Railways may go in for the following:

- a) Training of OBHS staff regarding not only about the work to be performed by them but also with regard to their behavior with passengers. A certification to this effect should be issued. Only certified trained staff should be deployed for OBHS work. Zonal Railway should keep a record of such trained and certified staff.
- b) Creating passenger awareness by display of stickers inside coaches,

announcements at stations on the PA system at originating, terminating and en-route stations by zonal railways. Old irrelevant sticker regarding OBHS , if any, should be removed from the coaches

- c) Ensuring attendance of on board staff. It may include attendance checks (en-route, at other end arrival/departure and at originating station after completion of journey). Use of modern technology like bio-metric attendance, scanned photo IDs, on-line recording, etc., Use of Biometric attendance system will be essential.
- d) Railways have been advised to install Adhar enabled Bio metric attendance system. All OBHS staff should be enrolled accordingly. Attendance then should be marked not only at Originating and Terminating stations but same should also be marked at the enroute stations wherever such Adhar enabled Biometric systems are available.
- e) Maintaining constant communication between on-board staff, their stationary liaison, base depot / divisional control and en-route divisions by ensuring mobile phone connectivity at all times,
- f) Checks on consumables, cleaning tools, tackles, their brands, inventory and consumption en-route, etc. Monitoring of consumables on return and disposal of empty containers/cans,
- g) Means for obtaining passenger feedback apart from PSI forms. These may include providing mobile number, email address, sms facility etc., Railway may also provide facility for filling up PSI form on line by genuine passengers either through a mobile app or related website identified by zonal railways.

The above points are indicative and not exhaustive. Railways may built into their contracts further measures of monitoring and ensuring effectiveness of these contracts.

(E) Equipment & Tools:

The list of tools, tackles , implements etc., to be provided under OBHS scheme shall be as under :

- (i) Super absorbent floor mopper:
- (ii) Squeeze Brush:
- (iii) Bottle with spray gun for storing and dispensing cleaning chemicals:
- (iv) Toilet Commode Brush:
- (v) Carpet Brush:
- (vi) Upholstery cleaning brush:
- (vii) Bucket:
- (viii) Window glass squeeze:
- (ix) Micro Fiber Cloth for Mirror Cleaning
- (x) Sponge Duster for washbasin cleaning:
- (xi) Disposable bags for garbage collection:
- (xii) Tool kit:

These tools should be replaced for their effective performance as and when required or as instructed by the railways.

- (i) 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.
- (ii) 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 @ 1 per workstation.
- (iii) 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.
- (iv) 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.
- (v) Carpet Brush:
For cleaning of carpet in 1st AC coaches, where ever available, especially designed polypropylene bristled brush shall be provided @ 1 per train.
- (vi) 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.
- (vii) 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).
- (viii) 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 1 per 3 AC coaches.

(ix) Micro Fiber Cloth for Mirror Cleaning

(x) Sponge Duster for washbasin cleaning

(xi) Disposable bags for garbage collection:

Biodegradable disposable garbage bags shall be required for collection of waste & litter from all coaches & also from dustbins of AC coaches.

(xii) Tool kit:

A lightweight toolkit made of FRP containing all types of tools for minor plumbing/carpentry related repairs should be available with Executive Housekeeper.

(F). Consumables/ Cleaning agents

S.No	Item Description	Brand/make	Quantity/coach /cleaning cycle*
1.	Cleaning compound for 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, Ltd. UK.	10ml
2.	Cleaning agent for commode pan & wall protector	Taski R1/Taski R 6 (Johnson Diversey) or Sigla Neutral Eco Lab or Harpic or RetoilorDomex or Guardisan Fresh of M/s Chela, Ltd. UK.	70ml
3.	Disinfectant fluid	R1/Stride (Johnson Diversey) or Equivalent brand of Eco Lab or Lizol. or Guardisan Fresh of M/s Chela, Ltd. UK	50ml
4.	Mirror/window glass cleaner	Taski R3 (Johnson Diversey) or OC Glass cleaner Eco Lab or Collin or Mokleen or Eurowash 1000 of M/s Chela, Ltd.UK	5ml
5.	Deodorant stick in lavatories	Odonil or Air fresh of M/s Chela, Ltd.UK	1 per coach per trip

6.	Liquid soap for hand wash	Dettol/Lifebuoy/Palmolive/Fem For 1 st AC coaches. Aquagold/Henko- for other AC coaches or Suitable foam soap cartridge as per MDTS 209	400ml / toilet / day
7.	Room freshener (for coaches where automatic odour control system have been installed)	Water based Taski R5 or Equivalent brands of Eco Lab or Premium or Hazel or Obious or Air fresh of M/s Chela, Ltd.UK	2 nos
8.	Mosquito repellent Spray	Hit/Baygon/Mortein	1no. 400ml
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.	Johnson Diversey or Padumjee Pulp or equivalent as approved by CME	Adequate Qty
10	Personal Commode seat covers	Of suitable make and specification as approved by CME	As per occupancy of AC and sleeper coaches

- a. The above quantity is only indicative on per coach basis. Different brands may have different quantity for same cleaning effect accordingly railways may accept quantity as per specific brand as per local conditions or based on prior successful trial/demo with the approval of CME.
- b. Contractor may have to use more quantity than what is indicated above in order to achieve desirable standard of cleanliness.
- c. Contractor should ensure use of accepted/approved brands of consumables as per contract agreement.
- d. The contractor should ensure that the stock of cleaning agents and consumables kept is always more than 1 months' required quantity. Consumables shall be deposited in the custody of attached custody stores of the depot from where requisite quantity as demanded by the contractor staff can be issued.

While Railways may go in for other brands also, it may be ensured that are conducive for use in bio-toilets, are bio-degradable and eco-friendly. The

cleaning agents being used should conform to norms specified by State Pollution Control Boards and do not require special permission/license for their usage.

Quantities indicated above are approximate & the contractor may also have to use more quantities to achieve desired cleanliness. The record of the cleaning agents / consumables used to be maintained in a separate register & to be jointly certified on daily basis.

(G). Uniform for Janitors:

The indicative / suggested descriptions are as under :

- Coverall:
A full-body / two piece (shirt and pant) & dark blue apron with distinguishing logo as in Annexure – ‘S7’ & ‘S8’ shall be worn by the janitors On Board the trains. Sample should be got approved by Sr.CDO / Sr.DME. The uniform worn by the Janitors On Board the trains must be neat and clean.
- 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 1/2" x 1" with the name of the Janitor inscribed on it in Block letters in Black

(H). Uniform and other accessories for Executive Housekeeper:

Sr.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 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.

However, with the permission of Sr. DME / Sr.CDO-Divn., the color of the uniform may be reviewed.

- (I). A suggested format for sticker to be pasted above the doors, at both the ends of each coach (one door at each end) is given below:

“ON BOARD HOUSEKEEPING SERVICE IN THIS TRAIN IS PROVIDED BY _____ . IN CASE OF ANY COMPLAINT/FEEDBACK, PLEASE CONTACT SUPERVISOR HAVING MOBILE NO: _____ .

IN CASE OF NO RESPONSE, PLEASE INFORM CARRIAGE CONTROLLER/Divn. ON MOBILE NO: _____ ”.
YOUR FEEDBACK WILL HELP US FOR FURTHER IMPROVEMENT.

- (J) Accommodation and space for consumables etc. shall be provided to the On Board Housekeeping personnel in the trains as per Rly.Bd.'s letter no. 2006/M(C)/165/9 dtd. 17.7.2009.If space cannot be provided due to design of the coach, the accommodation as per Rly Bd's instructions vide Lr No.2013/TG-I/20/P/OBHS dt:22.02.2013(Commercial circular No.15 of 2013) or latest should be provided.

Annexure 'S1'

List of similar nature of works completed in last three financial years and current year

Sr. No.	Description of work	Name of the organization for whom executed, and Contract	Contract agreement No. and date of Award	Approx. value of contract (Rs.)		Date of Commencement		Date of Finish		Period of completion (in years, months and days)		Main features of the work	Remarks
				Agreement value (Rs.)	Final value (Rs.)	Scheduled	Actual	Scheduled	Actual	Scheduled	Actual		

Note:

- i) Supporting documents/certificates (duly attested) from the organizations with whom worked/are working should be enclosed.
- ii) Certificate from private individuals for whom such works are executed/being executed shall not be accepted.
- iii) Tenderers may re-type this annexure, if space given is considered inadequate.

DETAILS OF TRAINS TO BE COVERED UNDER OBHS SCHEME

Sr. No	Train No (Pair)	Name of Primary Depot	Name of Other end Station	No of reserved class coaches in the rake		OBHS to be provided in Outward Journey				OBHS to be provided in Return Journey				Total Round trip Journey Hours	Nominated Station (S) for enroute Garbage disposal		Train Frequency (No.of services in a week)
				A C	Non -AC	From	Time of Departure	To	Time of Arrival	From	Time of Departure	To	Time of Arrival		Outward Journey	Return Journey	

The cleaning cycles for each train may be indicated for each leg of journey

फीडबैकप्रपत्रसंख्या/Feedback Form No : 000000

फीडबैकप्रपत्रवातानुकूलितडिब्बा
FEED BACK FORM AC Coach

“ऑनबोर्डहाउसकीपिंगसर्विस”“ON BOARD HOUSEKEEPING SERVICES”

टिप्पणी: कृपयास्थानपर(✓)निशाननगारें। Note: Please mark (✓) in space.

Sr. No	सफाई/सेवाकाक्षेत्र Areas of Cleaning/Services	उत्कृष्ट Excellent (5)	अतिउत्तम Very Good (4)	उत्तम Good (3)	सामान्य Average (2)	खराब Poor (1)
	Weightage	1	0.9	0.8	0.5	0.2
1.	शौचालयोंकीसफाई(शामिलहै,शौचालयकाफर्श,कमोडपैन,वालपैनल,शेल्फ,आईना,वॉशबेसिन,कीटाणुशोधनऔरदुर्गंधनाशकप्रदानकरनाइत्यादिकार्य) Cleaning of toilets (including toilet floor, commode pan, wall panels, shelf, mirror, wash basin, Disinfection and provision of deodorant etc.)					
2.	पैसेंजरकम्पार्टमेंटकीसफाई(शामिलहै,यात्रीगलियारे,वेस्टिबुलक्षेत्र,द्वारक्षेत्रऔरद्वारक्षेत्रकेवॉशबेसिनकीसफाई,एयरफ्रेशनेरकाछिड़कावकरनाऔरडस्टबिनकीसफाई) Cleaning of Passenger Compartment (including cleaning of passenger aisle, Vestibule area, Doorway area and doorway wash basin, spraying of air freshener and cleaning of dust bin)					
3.	कोच के हिस्सों से कचरे का संग्रहण और कचरे के डिब्बों को खाली करना Collection of garbage from the coach compartments and clearance of dustbins.					
4.	जस्तपड़नेपरमच्छर/तिलचट्टे/मक्खीमारदवाकाछिड़कावऔरग्लूबोर्डकोरखना। Spraying of Mosquito/Cockroach/Fly Repellent and Providing Glue Board whenever required or on demand by passengers.					
5.	सफाईकर्मचारीकाव्यवहार(शामिलहै,स्वच्छताऔरसाफसफाईइत्यादि) Behavior / Response of Janitors/Supervisor(Including hygiene & cleanliness of Janitor/Supervisor.)					
For official use only		SCORE				
		PSI				

टिप्पणीऔरसुझाव।Remarks/Suggestions:

यात्रीकानाम/Passenger Name:

गाड़ीस./Train No.:

तारीख और समय /Date & Time :

डिब्बा स./Coach No.:

दूरभाषन./Telephone No.:

शायिकाक्र./Berth/Seat No.:

पी. एन. आर. संख्या/ PNR No:

यात्रीकेहस्ताक्षर

Signature of Passenger

कम्प्लेंटऔरसुझावकेलिएनिम्नलिखितफोननंबरकाप्रयोगकरे।

For any complaints and suggestion contact following numbers:आपके द्वारा भरे जा रहे जानकारी फॉर्म के प्रभाव को जानने के लिए पृष्ठ के पीछे देखें

To know the effect of feedback form , Please see back of this page

On the Back side of Feedback Sheet:

Work Evaluation:

Payment/Penalty shall be based on average Passenger Satisfaction Index (PSI) of a train on round trip basis. In following cases, the PSI of the coach shall be taken as zero:

1. If for calculating PSI, the rating is below of 2.5.
2. If the score for items at Sr No. 1 &2 is 1.2 or below.

The PSI based on rating given by the passenger will be calculated as under:

$$\text{PSI} = \frac{\text{Sum of Weighted Scores}}{\text{Sum of maximum Scores}}$$

Payment/Penalty for non satisfactory performance (based on PSI) shall be as under:-

<u>Sr. No.</u>	<u>AVERAGE PSI</u>	<u>PENALTY</u>
a.	< 40%	No payment.
b.	40% to less than 60%	50% of the accepted rate for the train shall be deducted.
c.	60% to less than 75%	30% of the accepted rate for the train shall be deducted.
d.	75% to less than 85%	20% of the accepted rate for the train shall be deducted.
e.	85% to 100%	No penalty. Full payment shall be made.

फीडबैकप्रपत्रसंख्या/Feedback Form No : 000000

फीडबैकप्रपत्र आवनकुलित डिब्बा
FEED BACK FORM NON-AC Coach

“ऑनबोर्डहाउसकीपिंगसर्विस”“ON BOARD HOUSEKEEPING SERVICES”

टिप्पणी: कृपयास्थानपर(✓)निशानसगाएँ।

Note: Please mark (✓) in space.

Sr. No	सफाई/सेवाकाक्षेत्र Areas of Cleaning/Services	उत्कृष्ट Excellent (5)	अतिउत्तम Very Good (4)	उत्तम Good (3)	सामान्य Average (2)	खराब Poor (1)
	Weightage	1	0.9	0.8	0.5	0.2
1.	टॉयलेट, वाश बेसिन व अन्ये टॉयलेट उपकरणों की समय समय पर पूरी सफाई (साथ कीटाणुशोधन और दुर्गंधनाशक का छिक्काव प्रदान करना इत्यादि कार्य) Cleaning of toilets, wash basin and other fittings (including Disinfection and provision of deodorant etc.)					
2.	पैसेंजर कम्पार्टमेंट की पूरी सफाई (एयर फ्रेशनेर का छिड़काव करना और डस्टबिन की सफाई शामिल है) Complete Cleaning of Passenger Compartment (including spraying of air freshener and cleaning of dust bin)					
3.	सफाईकर्मचारीकाव्यवहार(शामिलहै,स्वच्छताऔरसाफसफाईइत्यादि) Behavior of Janitors/Supervisor (Including hygiene & cleanliness of Janitor/Supervisor.)					
For official use only		SCORE				
		PSI				

टिप्पणीऔरसुझाव।Remarks/Suggestions:

यात्रीकानाम/Passenger Name:

गाड़ीस./Train No.:

तारीख और समय /Date & Time:

डिब्बा.स./Coach No.:

दूरभाषन./Telephone No.:

शायिकाक्र./Berth/Seat No.:

पी. एन. आर. संख्या/ PNR No:

यात्रीकेहस्ताक्षर

Signature of Passenger

कम्प्लेंटऔरसुझावकेलिएनिम्नलिखितफोननंबरकाप्रयोगकरे।

For any complaints and suggestion contact following numbers:

आपके द्वारा भरे जा रहे जानकारी फॉर्म के प्रभाव को जानने के लिए पृष्ठ के पीछे देखे

To know the effect of feedback form , Please see back of this page

On the Back side of Feedback Sheet:

Work Evaluation:

Payment/Penalty shall be based on average Passenger Satisfaction Index (PSI) of a train on round trip basis. In following cases, the PSI of the coach shall be taken as zero:

1. If while calculating PSI, the rating is below 1.5.
2. The scores for item no. 1&2 is 1.2 or below.
3. The PSI based on rating given by the passenger will be calculated as under:

$$\text{PSI} = \frac{\text{Sum of Weighted Scores}}{\text{Sum of maximum Scores}}$$

Payment/Penalty for non satisfactory performance (based on PSI) shall be as under:-

Sr. No.	<u>AVERAGE PSI</u>	<u>PENALTY</u>
a.	< 40%	No payment.
b.	40% to less than 60%	50% of the accepted rate for the train shall be deducted.
c.	60% to less than 75%	30% of the accepted rate for the train shall be deducted.
d.	75% to less than 85%	20% of the accepted rate for the train shall be deducted.
e.	85% to 100%	No penalty. Full payment shall be made.

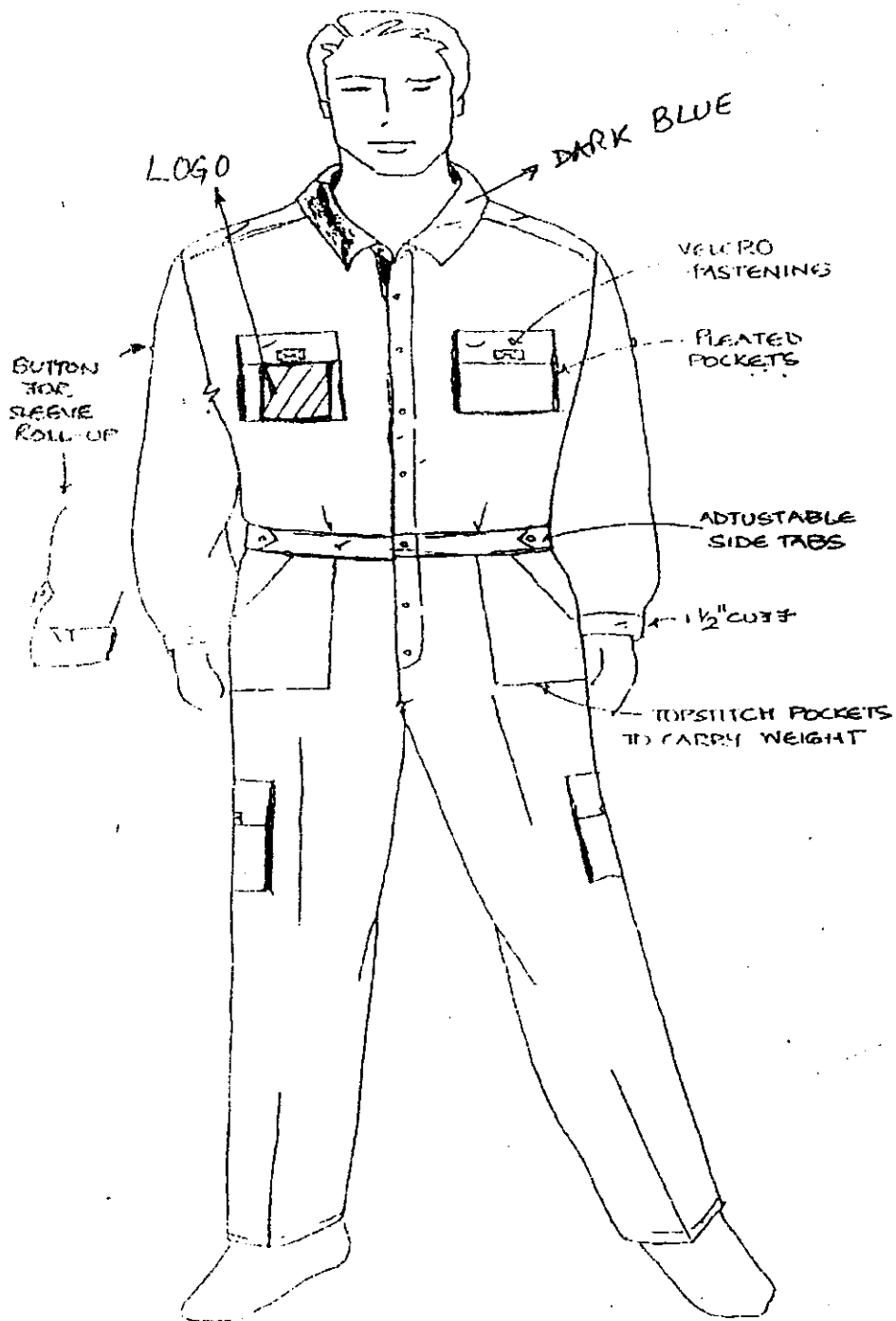
Logo for Uniform

O B H S



Name of The Firm

Uniform For Janitors



Design & colour of the uniform may be changed with the approval of Railway.

Annexure- 'S9'

Passport size
Photograph duly
attested by the
Sr.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 SERVICE during the contract 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/Sr CDO with Stamp

Manpower deployment for nominated trains

Sr. No.	Train No.	From	To	Target deployment for each trip		Actual deployment for each Trip	
				Janitor	EHK	Janitor	EHK

NAME OF THE FIRM

Train no. _____
Train date _____
Name of Executive Housekeeper _____
Name of Janitor 1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

S. No	Item Description	Brand/make (To be filled as per agreement of tender)	Qty issued at originating Stn
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		
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.		
10	Commode seat covers		

Name & Logo of the Firm

Manpower

Originating Station

Train no. _____
Train date _____
Name of Executive Housekeeper _____
Name of Janitors
1. _____ 2. _____
3. _____ 4. _____
5. _____ 6. _____

**Name Sign & Stamp of
Railway Representative
Contact no.**

**Name Sign & Stamp of
Company Representative**

Destination station

Train no. _____
Train date _____
Name of Executive Housekeeper _____
Name of Janitors
1. _____ 2. _____
3. _____ 4. _____
5. _____ 6. _____

**Name Sign & Stamp of
Railway Representative
Contact no.**

**Name Sign & Stamp of
Company Representative**

Originating Station on Return

Train no. _____
Train date _____
Name of Executive Housekeeper _____
Name of Janitors
1. _____ 2. _____
3. _____ 4. _____
5. _____ 6. _____

**Name Sign & Stamp of
Railway Representative
Contact no.**

**Name Sign & Stamp of
Company Representative**