

Image makeover

1.0 Neat & Clean Linen in Trains

1.5 ton mechanized laundry already installed at Udaipur and line of Ajmer trains is being washed at 7.5 ton departmental Jaipur laundry. The average daily requirement of linen is 3337 kits/day.

1.1 Action taken to improve linen management-

- **The linen is being supplied in kit form(2-Bed sheets & 01 towel) in brown envelope.**
- **25 kits are carried in one carry bag. The transportation of linen from washing line to linen room & linen room to train is done in kit form& in carry bags.**
- **20 % additional linen is being provided to cope with en-route passenger.**
- **Blankets are washed in every month. The date of washing is tagged on blanket itself.**
- **Sustained monitoring of washing quality and packing of linen is being done.**
- **Division has provided the printed cover on blankets of 1st AC coach of all division based trains viz 12977/78 & 12963/64. Passenger feedback taken is satisfactory.**
- **Double pillow cover is being provided in all Division based 1AC coaches and second AC coaches.**

2.0 Ensuring cleanliness in trains especially in coach toilets.

2.1 Comprehensive Mechanized Coach Cleaning-

- **On an average 14 BG at MD and 11 trains at UDZ are primarily maintained / day at washing/pit line at Coach Depot Madar and Udaipur.**

The work of Mechanized coach cleaning of coaches including Depot premise cleaning & OBH services, in nominated 8 trains, is being managed by M/s Urmila Internation Lvt. Ltd., Patna for Udaipur and M/s BVG India

Ltd, Delhi for Ajmer.

- **The work order for the same was issued the currency of the work is 03 years.**
- **The scope of mechanized cleaning of coaches includes-**
 - **Locking & unlocking of coaches.**
 - **Dry sweeping & disposal of garbage from coaches.**
 - **Cleaning of seats /Berths/side tables/magazine pockets/racks etc.**
 - **Filling of water.**

The work has been started by the firm w.e.f. 09.07.15 and 25.06.15 of AII and UDZ respectively

2.2 Introduction of OBHS (On Board House Keeping Services) in trains- Ajmer-

S.No	Train No.	From to
1.	12989/90	AII-DDR
2.	22995/96	AII-BDTS
3.	12987/88	AII-SDAH-AII
4.	12977/78	AII-ERS
5.	12983/84	AII-CDG-AII
6.	12065/66	AII-NZM-AII
7.	19607/08	MD-KOAA-MD
8.	22987/88	AII-AF-AII
9.	19611/12	AII-ASR-AII
10.	19613/14	AII-ASR-AII
11.	19603/04	AII-RRM-AII

Udaipur-

S. No	Train No.	No. of Coaches
1	12963/64	UDZ-NZM
2	19665/66	UDZ-KURJ
3	12991/92	UDZ-JP
4	12995/96	UDZ-BDTS
5	19660/59 (LHB)	UDZ- SHM
6	19601/02	UDZ-NJP

7	19609/10	UDZ-HW
8	19667/68 (LHB)	UDZ-MYS
9	22985/86 (LHB)	UDZ-DEE
10	19669/70 (LHB)	UDZ-PPTA
11	19710/09	UDZ- KYQ

The activities include doorway and gallery cleaning, toilet cleaning & its sanitization, garbage collection and its disposal, attending passenger complaints inclusive of pest & rodents.

Prior to commencement of journey a trip card having information pertaining to on board cleaning staff, Qty. of consumables & cleaning implements duly signed by SSE(C&W) is issued.

A dedicated team comprising of 01-SSE & 02- technician ensures effective implementation of OBH services in division based trains.

For assessment of the quality of work, passenger feedback is taken by contractors representatives .PSI represents the % success in improving the cleanliness in coaches & payment made to firm is directly related with %PSI.

3.0 Effective control of cockroaches & rodents

Pest and Rodent control treatment of coaches is being carried out through outsourced agency M/s Truly Pest Control System , Jaipur at Ajmer and Udaipur coaching depot.

- The frequency of pest control for AC coaches is fortnightly and for Non AC reserved coaches is monthly.**
- The work of Pest control is being carried out using**

chemicals approved by Central Insecticides Board and Registration Committee.

- **For rodent control trap based Glue boards are used.**
- **Coach wise record of pest and rodent control is maintained which include details of date of pest control, chemical used (brand and company name), cockroach count (adult and young) and rodent count, passenger and other complaints.**
- **Methodology for measuring the level of infestation of cockroaches is followed by using flushing agent /pheromones.**
- **RODABOXES have been provided beneath berths of AC coaches to catch rodents during journey.**
- **A system to get feedback from AC coach attendants on arrival of train at station regarding presence of pest & rodent in coaches & all identified coaches are given effective Pest/Rodent control treatment during primary maintenance.**
