

FEEDBACK FORM FOR ON BOARD HOUSEKEEPING SERVICES

FOR AC

S. No. :172

Dear Passenger,

Our endeavor is to provide you the most hygienic On Board Housekeeping Services . Services during 5.00 to 22.00 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 in table below:

Passengers Feedback

Train:05293

Date:

Seat:M1-10

Passenger :NABIT | 8474036975

Areas of Cleaning / Services	Excellent	Very Good	Good	Average	Poor
Availability of toiletries in AC coaches (liquid soap,tissue paper in western type lavatories & deodorants etc.)	✓	✗	✗	✗	✗
Cleaning of Passenger compartment ((including cleaning of passenger aisle vestibule area Doorway area and doorway wash basin spraying of air freshner and cleaning of dustbin)	✓	✗	✗	✗	✗
Collection of garbage from the coach compartments and clearance of dustbins.	✓	✗	✗	✗	✗
Spraying of Mosquito/Cockroach/Fly repellent and providing Glue Board whenever required or on demand by passengers	✓	✗	✗	✗	✗
Behaviour/Respose of Janitors/Supervisor (Including hygiene & cleanliness of Janitors/Supervisor.)	✗	✗	✓	✗	✗

Calculation of PSI :- 100%

- Maximum Marks will be 5 For AC Coaches and 3For Non-AC Coaches. This will be counted as under:
- Excellent -1.0, Very Good - 0.9 Marks, Good - 0.8 Marks, Average - 0.5 Poor - 0.2 Mark. PSI in the % of Marks Achieved in Feedback form from total Marks.

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