

**FEEDBACK FORM FOR ON BOARD HOUSEKEEPING SERVICES
FOR NON-AC**

S. No. :159

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:S1-11

Passenger :HAPPY SINGH | 9961728840

Areas of Cleaning / Services	Excellent	Very Good	Good	Average	Poor
Cleaning of Toilets wash basin and other fittings (including disinfection and provision of deodorant etc)	✓	✗	✗	✗	✗
Complete Cleaning of Passenger compartment (including spraying of air freshener and cleaning of dustbin)	✓	✗	✗	✗	✗
Behavior/Response of Janitors/Supervisor (Including hygiene & cleanliness of Janitors/Supervisor)	✓	✗	✗	✗	✗

Calculation of PSI : - 100%

- Maximum Marks will be 5 For AC Coaches and 3 For 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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