

Joint Procedure Order (JPO) on Complaint Resolution and Service Delivery on Vande Bharat Express Trains over South Central Railway

1.0 Objective of the JPO:

1.1 The present indicative deployment of on-board staff, both railway and outsourced, on Vande Bharat Express is as follows:

Ticket checking	4
IRCTC catering	37
OBHS	5
C&W	2
Electrical	5
RPF	3
Total	56

1.2 Despite having such a huge deployment of staff on-board for rendering on the spot service to the passengers, still no. of complaints are being registered by passengers in Rail Madad. These complaints essentially pertain to (i) catering, (ii) coach cleanliness, particularly toilets, (iii) defective coach fittings such as push back gear of seats, trays, etc.; (iv) inadequate air-conditioning, etc. There is a time lag in resolving the complaints received through Rail Madad as it involves a long chain of communication from divisional control to on-board staff.


1.3 To cut down this time lag in resolving the complaints, there is a need for improving the visibility of our on board staff and make them proactive so that, instead of logging their complaints in Rail Madad, the passengers can directly approach them as soon as such need arises. This Joint Procedure Order (JPO) outlines the role and responsibilities of on board staff, both railway employees and outsourcing staff, of various departments and agencies, aiming to provide passengers with complaint free high quality service. The JPO is designed for all Vande Bharat trains which are primarily maintained over SCR.

1.4 All Departments involved should share Names & Mobile numbers of staff deployed to Divisional Commercial control for compilation and sharing to Train Captain and CDO in advance. CDO and Sr. DEE/M should ensure that all onboard supervisory staff information with mobile numbers is upto date which is to be displayed on the Coach Information Display in each coach (i.e., Train Captain, IRCTC Assistant Manager (Pantry Car Manager)/Supervisor, OBHS Supervisor). Further, Train Captain/Manager has to see that information is displayed properly for information of passengers.

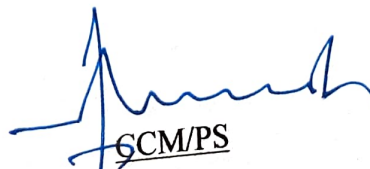
1.5 A Joint coordination meeting headed by ADRM with Sr.DCM, Sr.DME, Sr.DEE/M, Sr.DSC & IRCTC officials should be done every 15 days to analyze complaints registered in the previous fortnight and devise an action plan to reduce the complaints.


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2.0 Line of Command and Communication

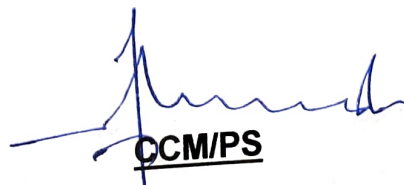
- 2.1 The ticket checking staff led by Train Captain shall be the first line of contact for the passengers for any on-board service. They should take pro-active interest to ensure the passengers experience hassle free pleasant travel. Other railway staff and IRCTC staff shall form the second line of contact for passenger interface and service delivery.
- 2.2 CTI of the ticket checking depot at the train originating station shall nominate one of the ticket checking staff booked for the train to serve as the Train Captain, who shall sport an arm band with distinct color scheme tied to her/his left arm to enable easy identification by the passengers. For all purposes of command and communication, the Train Captain shall be the nodal agency for passenger interface and complaint resolution.
- 2.3 The supervisors of all departments deputing their staff for on board services including IRCTC shall make available the details (name, designation and mobile number) of all the staff deployed on the train to the Train Captain. The railway staff, who are booked for on-board duty, shall report to Train Captain well before the train departure from the originating station.
- 2.4 Current booking passengers' data should be provided to on-board IRCTC staff/service staff at the earliest to ensure proper service.
- 2.5 Train Captain shall share the details of all railway staff and IRCTC staff with the other ticket checking staff for their information. Similarly, the name, designation and telephone number of Train Captain should be made available to all the on-board railway staff including IRCTC staff to facilitate instant communication.
- 2.6 Railway staff (other than those in well known uniform such as ticket checking staff and RPF) shall wear jacket with distinct color scheme (to be decided by HODs concerned) with words written on them to denote their domain such as electrical service, coach maintenance, etc. 'May I Help You' should also be written on the jackets worn by railway staff. Outsourcing staff including IRCTC bearers shall wear their prescribed uniforms.
- 2.7 Frequent announcements through Public Address system and scrolls put up on LCD panels provided in the coaches should be broadcast advising passengers to contact the railway staff on-board for any help required or in case of any deficiency in services. The contact no. of Train Captain shall also be displayed on the scrolls.
- 2.8 Guard (Train Manager) of the train should be aware of all the Passenger Amenities available onboard and should be smart in dealing the unforeseen issues. The accent of the announcement should be clear and audible to passengers.


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2.9 Train Manager should ensure that all doors are properly opened at each stoppage station. Further, he should ensure that all passengers have boarded the train and close the doors accordingly to avoid complaints from passengers.

~~2.10 Train Manager should check CCTV footage from time to time for any discrepancy on board and report the same to Train captain and SI/RPF immediately.~~ DELETED
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3.0 Proactive interface with passengers:

3.1 Train Captain should ensure that each of the ticket checking staff are assigned a specific no. of coaches. The ticket checking staff should be constantly moving through the coaches assigned to them so that their presence is visible and noticed by the passengers. Further, the ticket checking staff are advised to make informal enquiries with the passengers randomly, while frequently moving through the coaches, to ensure that the services delivered are satisfactory and they should solicit feedback from the passengers informally to ascertain if there is any deficiency so that they can pro-actively advise the on-board staff concerned for immediate corrective action.

3.2 Railway staff entrusted with other tasks such as coach maintenance, electrical services, etc. should also be constantly moving through all the coaches enquiring about any deficiency in the services, particularly about air-conditioning, cleanliness of the toilets, availability of water, etc.

3.3 There should be a system of documenting and reporting of defects/deficiencies in the train. The C&W and Electrical staff should maintain a Register so that any defects/deficiencies identified can be recorded, apart from informing to respective controls immediately. These registers to be seen by staff of CDO or Sr.DEE/M, as the case may be, during Primary Maintenance and action taken should be recorded in respective column. These registers should be perused by officers at coaching depot and while inspecting the trains.

3.4 IRCTC staff, who are entrusted with the task of supervising on-board catering services should ensure that the designated bearers are available in their respective coaches and are constantly moving through the coaches to render services and also to clear up the tables/trays after each service. Menu sheets should invariably be made available to all the passengers so that they are aware of what is expected in each meal.


3.5 IRCTC staff should be constantly moving through all the coaches of the train taking informal feedback from the passengers about the quality of service, food, staff behavior etc. so that any deficiency brought out by the passengers can be addressed pro-actively. They should also constantly monitor the services rendered by the bearers so that there is no room for any deficiency.

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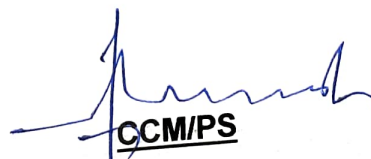
- 3.6 IRCTC should see that supervisor of the licensee is addressing all issues of passengers regarding quality, quantity and supply of food on time. In this regard, service timings and catering services entitlement between pair of stations along with information that Evening Tea has only vegetarian option shall be displayed on TV Screens for information of passengers. Announcements should be made with regard to option for passengers who have not opted for catering at the time of booking. Buffer stock should be stacked to meet the demand of the passengers.
- 3.7 IRCTC should strive to impart to all on-board catering vendors basic working knowledge in vernacular language in addition to Hindi and English to avoid communication gap with passengers, which in turn has adverse affect on services provided.
- 3.8 IRCTC representative should ensure Current Booking Chart is collected well in advance before departure of the train from Train captain for proper service to current booking passengers who booked their ticket at last minute.
- 3.9 The OBHS staff should arrange for cleaning up of seats, particularly the trash left behind by the de-boarding passengers, so that the incoming passengers boarding at en-route stations find the seats allotted to them clean and tidy. Coach maintenance staff of railway should monitor this aspect continuously.
- 3.10 After completion of scheduled cleaning, OBHS staff should inform coach TTE, who should sign in the Sheet to be maintained for this purpose by OBHS staff, duly indicating the trip number.
- 3.11 The garbage collected in the trash bins should be disposed off at en-route stations as required so that there is no spillage/over-flowing of the garbage in coaches. Coach maintenance staff should keep a close watch on the working of OBHS staff, particularly in regard to cleaning of the toilets.
- 3.12 Garbage bags should not be placed at vestibule pathways / Exit doors. Trash collected should be stacked at the nominated place provided in the coach. The disposal of waste should be done as per norms and to be handed over at nominated stations en-route.
- 3.13 Electrical maintenance staff should ensure that the ambient temperature inside coaches is maintained at prescribed comfort level during the entire journey, particular care should be taken to ensure that air-conditioning units are working without interruption after passing neutral sections.


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3.14 RPF staff also should be constantly moving through all the coaches frequently to keep a close watch on the security related issues in close co-ordination with other railway staff. In case of any luggage or belongings of the passengers being left behind at the seats, the same should be secured by RPF staff and efforts should be made to return them to the passengers concerned after due process of verification.

4.0 Complaint resolution:


4.1 It is advised that all the on-board railway staff and IRCTC staff should play pro-active role in listening to the passengers attentively irrespective of their departmental domain. If the complaint pertains to their own scope of work, they should immediately attend to it and if it involves some other department, then they should immediately contact the staff concerned and communicate the details. In case of delay in resolution of the complaint or any other problem, the matter should be escalated to the ticket checking staff / Train Captain.

4.2 Since the IRCTC licensee is deploying two bearers for each coach exclusively, very often they are the first point of contact for the passengers for any assistance. As such, IRCTC staff on-board should sensitize all the bearers to note down the details of complaint / deficiency in service pointed out by the passengers and bring it to the notice of either ticket checking staff or any other railway staff on-board. The ticket checking staff / railway staff, who receive such inputs from the IRCTC bearers, should immediately take action to resolve the complaint.


Above instructions should be brought to the notice of all staff concerned for strict compliance with immediate effect.


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