



Office of the Principal Chief Commercial Manager
South Central Railway, Ministry of Railways, Government of India
Rail Nilayam, Secunderabad -500025 (Telangana)

No.C.568/G.II/TC/Vande Bharat/2023

Date: 31.10.2023

Sr.DCM/ SC, HYB, BZA & GTL

Sub: Train captains in Vande Bharat Express Trains – Reg

Ref: 1. Railway Board Commercial circular No.31 of 2018

2. JPO regarding working in Vande Bharat Express over SCR

To improve service delivery and monitor the same in Vande Bharat trains, key role is assigned to Train Captain of Vande Bharat trains. In this regard, as advised by PCCM, the following instructions are issued regarding Train Captain:

1. The Train captain should not be assigned any coaches for manning.
2. Divisions to select experienced staff as Train Captain having good communication skills and physically fit who can move frequently in the train monitoring the services provided.
3. The staff deputed as Train Captain should be conversant with Role & Responsibilities as mentioned in the Vande Bharat JPO.
4. Train captain should be provided with feedback forms. She/he should collect feedback from at least 5 passengers per coach. The feedback form has to be obtained after serving BF/ Lunch/ Evening Tea with snacks/ Dinner as per the trip. Divisions concerned to compile data of Feedback received on a weekly basis, so that necessary remedial action/measures can be taken for improving the overall service Delivery. A copy of the compiled feedback to be sent to HQ.
5. If required, Divisions can also plan separate group of Ticket Checking Staff who can be deputed as Train captains on rotation basis.

This issues with Approval of CCM/PS

Encl: Copy of Feedback form

**Digitally Signed by Bhaskar
Reddy Pinreddy
Date: 01-11-2023 15:26:49
Reason: Approved**

(Bhaskar Reddy Pinreddy)
DyCCM/G



Commercial Department, South Central Railway

Feedback form for Vande Bharat Train

South Central Railway thanks you for choosing to travel by **Vande Bharat Express**, India's prestigious, modern and indigenous train. To help us to evaluate/maintain/improve our services, we request your valuable suggestions/feedback.

(Please "Tick mark (✓)" in the appropriate block)

Sl. No	Service	Excellent	Very Good	Good	satisfactory	Needs improvement
1.	Journey Time From station : To station :					
2.	Quantity of Food					
3.	Quality of Food					
4.	Menu of the food					
5.	Service of the food					
6.	Cleanliness of Train					
7.	Personal hygiene and appearance of staff					
8.	Punctuality of the train					
9.	Screen display and announcements					
10.	Overall experience					

11. Were you demanded any tips:

Yes		No	
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12. Suggestions, if any :
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Please convey your complaints (if any) through Rail Madad No. 139, www.railmadad.gov.in.

Name of passenger

Signature of the passenger:

Train No.

Mobile No/email id:

Date of Journey

PNR number:

Thank you for your valuable time and feedback.