

G/F

भारत सरकार **GOVERNMENT OF INDIA**
रेल मंत्रालय **MINISTRY OF RAILWAYS**
(रेलवे बोर्ड **RAILWAY BOARD**)

No.2017/M(C)/141/8 Pt.

New Delhi, dated:10.01.2018

**PCME/All Zonal Railways &
RCF/ICF/MCF**

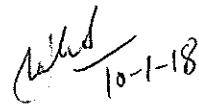
Sub: Committees for evaluation of Project 'Swarn'

Three committees are constituted with the approval of Board (MRS) for evaluation of trains covered under Project Swarn. The constitution and jurisdiction of evaluation for these committees will be as under:-

	Composition	Zones to Cover
I st Committee	ED/QA/ICF CRSE/SCR CRSE/SECR	SR, SWR, WR, CR
II nd Committee	CDE/RCF CRSE/WCR CRSE/NER	NCR, NWR, NR
III rd Committee	CDE/MCF CRSE/SER CME/P/NER	NFR, ECoR, ER, ECR

The evaluation criterion to be adopted by the committees is enclosed at Annexure - I.

Committees should submit their report for all the trains already made fit to Swarn standard within the next 15 days. For the trains yet to be made fit to Swarn standard, the Committee should submit the same within 15 days of the train being declared as Swarn.


(Navaid Talib)
Dir. Mech. Engg. (Chg.)
Railway Board

DA: As above

Criteria for Grading of Swarna Trains (Shatabdi) as on 08.01.2018**(1) On Board cleanliness**

S.No.	Particulars	Marks
A	One Janitor / Coach	4
B	GPS based attendance system / Biometric System	4
C	Train covered under cleaning coach/ Coach Mitra	3
D	Clean Up of coach done every 2 Hrs. and Chart available in toilet duly fitted	3
E	Dust bins available with Garbage bag in coach	2
F	Training to Janitors & Certificate available	2
G	SMS based feed back roll out	2
Total Marks		20

(2) Coach Interiors

S.No.	Particulars	Marks
A	Vinyl wrapping doorway and gang way area & Toilets.	4
B	Quality of destination boards.	2
C	LED Lighting.	2
D	Provision of Snack Table, Pantry Shelves, Foot rest, Magazine bags	3
E	Good quality painting in side coach	2
F	Provision of Scratch resistant film in luggage rack area	4
G	Buffing of Stainless Steel fittings.	2
E	Toilet indication.	2
F	Disposable Head Rest in Executive class.	2
G	Single Information Poster & braille signages.	2
H	Good window roller blinds.	3
I	Replacement of chequered Plates with PUC in Gangway area.	2
Total Marks		30

(3) Toilets

S.No.	Particulars	Marks
A	Odor Control.	2
B	Toilet fittings of good quality.	2
C	Ventilation System- Exhaust system functional.	2
D	LED lights.	1
E	Disposable Toilets covers.	2
F	Dustbins in Toilets with Garbage bag	2
G	Health Faucets.	1
E	Levelled Proper Flooring.	2
Total Marks		14

(4) Catering

S.No.	Particulars	Marks
A	Training of Catering Staff & their behaviour	3
B	Uniform	2
C	Medical Fitness	2
D	Menu Display	1
E	Service - Good Cutlery	1
F	Service - Trolley Use	1
G	Waste Disposal	3
Total Marks		13

(5) Security

S.No.	Particulars	Marks
A	Varification of all on board Staff	2
B	Availability of escort party	2
C	E Petrolling	1
D	Provision of CCTV	3
E	Training of Escort Party	1
Total Marks		9
6	SMS feed back arrangement	3
7	On Demand Entertainment	3

(8) Punctuality

A	East Bound train Punctuality > 70% Others > 90%	4
B	Information to Passenger for delay through PA system	4
Total Marks		8

Grand Total**100**

Criteria for Grading of Swarna Trains (Rajdhani) as on 08.01.2018

(1) On Board cleanliness

S.No.	Particulars	Marks
A	One Janitor / Coach	4
B	GPS based attendance system / Biometric System	4
C	Train covered under cleaning coach/ Coach Mitra	3
D	Clean Up of coach done every 2 Hrs. and Chart available in toilet duly fitted	3
E	Dust bins available with Garbage bag in coach	2
F	Training to Janitors & Certificate available	2
G	SMS based feed back rolled out	2
Total Marks		20

(2) Coach Interiors

S.No.	Particulars	Marks
A	Vinyl wrapping doorway and gang way area & Toilets.	4
B	Quality of destination boards.	2
C	LED Lighting.	2
D	Good quality painting in side of coach	2
E	Buffing of Stainless Steel fittings.	2
F	Toilet indication.	2
G	Single Information Poster & braille signages.	2
H	Night Light Signages	1
I	Provision of Snack Table, Botel Holders	1
J	Good quality Curtains	2
Total Marks		20

(3) Linen

S.No.	Particulars	Marks
A	Training of Linen distribution staff	2
B	Blanket cover in 1st AC	1
C	Quality of Linen	3
D	Cleanliness of Linen	2
E	Packaging of Linen	2
Total Marks		10

(4) Toilets

S.No.	Particulars	Marks
A	Odor Control.	2
B	Toilet fittings of good quality.	2
C	Ventilation System- Exhaust system functional.	2
D	LED lights.	1
E	Disposable Toilets covers.	2
F	Dustbins in Toilets with Garbage bag	2
G	Health Faucets.	1
E	Levelled Proper Flooring.	2
Total Marks		14

(5) Catering

S.No.	Particulars	Marks
A	Training of Catering Staff & their behaviour	3
B	Uniform	2
C	Medical Fitness	2
D	Menu Display	1
E	Service - Good Cutlery	1
F	Service - Trolley Use	1
G	Waste Disposal	3
Total Marks		13

(6) Security

S.No.	Particulars	Marks
A	Varification of all on board Staff	2
B	Availability of escort party	2
C	E Petrolling	1
D	Provision of CCTV	3
E	Training of Escort Party	1
Total Marks		9
7	SMS feed back arrangement	3
8	On Demand Entertainment	3

(9) Punctuality

A	East Bound train Punctuality > 70% Others > 90%	4
B	Information to Passenger for delay through PA system	4
Total Marks		8

Grand Total

100