

MECHANICAL (C&W) DEPARTMENT
SEALDAH DIVISION

INTRODUCTION OF SDAH-NDLS RAJDHANI & DURONTO EXPRESS BY
LHB COACH

RAKE	RAJDHANI	DURONTO	HAMSAFAR
1 st Rake	23 rd August'2006	13 th December'2009	9 th July'2018
2nd Rake	23 rd September'2006	20 th February'2012	
3rd Rake	18 th February'2007	-	-

PROJECT SWARN

Railway Board has decided to launch 'PROJECT SWARN', a time bound program to significantly improve passenger experience in RAJDHANI & SHATABDI Train to Gold Standard.

In this connection following activities are to be done for upgrading of coaches.

- Auto Janitor in toilets, supply & fitment
- Interior painting of coaches in doorway, gangway, lavatories and roof ceiling
- Photo poster with frame, unified information sticker & Clip board in toilet
- Repair of Hopper & main door, window glass
- Provision of film on the window glasses in pantry car coaches
- Health faucet & knurled grab handle in toilets
- Provision of rubber mat in doorway and hollow mat in vestibules
- Repair of all vestibule sliding doors
- PVC Swing door dustbins in toilet and in coaches
- Amenities in toilets like personal seat cover dispenser, soap dispenser, tissue paper dispenser, hand towel dispenser, odonil container, mirror and water taps with proper securing arrangement.
- Aadhar enable GPS based biometric attendance for OBHS
- CC TV in coaches
- Provision of better quality blanket
- Provision of better quality curtains
- Provision of better quality upholstery in 1st class coaches
- Up gradation of lavatory basin top area of LWFAC coach
- Up gradation of lavatory flooring
- Magazine bag
- Training of staff
- Outside SS basin fitment
- SS Plates in Toilets
- Two way Quarter turn Bib Cock.

Up gradation of LHB coaches at New Coaching Complex, Sealdah



IMPLEMENTATION OF BLANKET COVERS FOR ALL 1ST AC COACHES.

From 2013 SDAH division was implemented Blanket cover for 1st AC coaches of SDAH-NDLS Rajdhani & Duranto express with full satisfaction of upper class passengers.

As per order of competent authority SDAH division planned to supply Blanket Cover for all 1st AC coaches of this division. Implementation has already been completed for all SDAH based 1st AC coaches on 17/06/2017.



IMPLEMENTATION OF PILLOW JACKETING.

Implementation of pillow jacket has already been completed in August'2017. Total 16100 pillows wear with pillow jacket in SDAH division. No complaint was received regarding dirty pillow after that. Premature condemn of pillow also abruptly reduced.



DUSTBIN PROVIDED IN LHB COACHES.

1. BOX type Dust Bin out-side Toilet of LHB coaches.
2. Square type Plastic Dust Bin with Swinging cover for Lavatory of LHB coaches.



FITMENT OF CLIP-BOARD IN TOILETS.

Clipboard has already been provided in 1st AC & 2AC coaches of Rajdhani 3 rakes for endorsing cleaning date & times of toilets by On-duty Janitor during journey.



DISPLAY OF POSTER/BOARD

Poster/display boards already provided inside coaches having different information related with passengers' convenience.



INTRODUCTION OF DISPOSABLE NAPKIN

As per order of Railway Board vide letter no. 2017/EnHM/26/07 dated 26.06.2018, this division was procured 83,000 nos. eco-friendly disposable Napkins (material cotton rich spun lace non woven) and a trial run has been started on and from 28/10/2018 in 12313/14 SDAH-NDLS Rajdhani Express coaches. Cost of napkin is less than washing cost of existing hand towel. Passenger feedback was received in regular measure and found satisfactory remarks.



RAIL MADAD & SAFAI APP SERVICES

It is Web based system provided in Rajdhani & other all OBHS facilitated trains of this Division for immediate addressing of passenger complaints/grievances during journey.

