

पूर्वोत्तर सीमा रेल  
NORTHEAST FRONTIER RAILWAY

Head Quarters' Office  
General Manager (Mech)  
Maligaon : Guwahati - 781011



मुख्य कार्यालय  
महाप्रबंधक (यांत्रिक)  
मालीगांव : गुवाहाटी-781011,

No. Mech/C/Coach Mitra Service Request

Date: 12.09.2019

CCM/PM

by CCM/PM

Sub: Procedure for lodging 'Coach Mitra' service request

During on-board inspections conducted by the undersigned, it has been observed that the TTEs are not well conversant with the procedure through which the passengers have to lodge service requests through 'Coach Mitra'. The procedure is accordingly given below:

(i) Passenger can request for Coach Mitra services by sending SMS to 9821736069 in the below format:  
OB<Service code><space><10 digit PNR number><space><Description>

(ii) The description would be as per the nature of service request as follows:

- Toilet cleaning (T)
- Coach cleaning (C)
- Watering (W)
- Linen/Bed Roll (L)
- Train Lighting/AC (E)
- Pest Control (P)
- Petty Repairs R)

The Service codes are indicated in brackets.

- (iii) Coach Mitra will forward the request to mobile phone of the OBHS staff (EHK) of the train.
- (iv) Two 5 digit codes will be sent to the passenger. One for "satisfactory" and one for "unsatisfactory".
- (v) After attending to the service request, EHK will request the passenger for the code.
- (vi) On getting the code, EHK will type SMS as, OB<space>CL<space>5 digit code and send to 9821736069 and the request will be closed if code is satisfactory. If unsatisfactory code is SMSed, OBHS staff has to attend to the request again.

It is requested that the TTEs be made aware of the above so that they can guide and encourage the passengers for lodging Service requests.

(S. Lahiri)

Chief Rolling Stock Engineer