

## 6. Yatra

**Purpose:** The purpose of Dham Yatra is to give devotees concentrated spiritual experience in the form of Krishna katha, Dham Darshan, association of devotees and wonderful Krishna Prasadam.

	ACTIVITY GROUP		ACTIVITY
6.1	Planning & Organisation		
		6.1.1	Planning & Organisation
6.2	Operations- Registration		
		6.2.1	Operations- Registration
6.3	Operations- Accomodation		
		6.3.1	Operations- Accomodation
6.4	Operations-Dham Darshan		
		6.4.1	Operations-Dham Darshan
6.5	Operations- Bus Travel		
		6.5.1	Operations- Bus Travel
6.6	Operations- Pandal Setup		
		6.6.1	Operations- Pandal Setup
6.7	Operations- Kitchen		
		6.7.1	Operations- Kitchen
6.8	Operations- Maintenance		
		6.8.1	Operations- Maintenance
6.9	Operations- Sound System		
		6.9.1	Operations- Sound System
6.10	Operations- Crowd Control		
		6.10.1	Operations- Crowd Control

## Process KPIs

	Key Performance Indicator	Measure	Permissible Value
1			
2			
3			

## RASCI Matrix at Activity Group Level

	Activity	Responsible	Accountable	Sponsor	Consult	Inform
1	Planning & Organisation	Yatra Committee	Yatra Committee			Yatra COM
2	Operations- Registration	Registration Team	Registration Incharge			Yatra COM
3	Operations- Accommodation	Accommodation Team	Accommodation Incharge			Yatra COM
4	Operations-Dham Darshan	Dham Darshan Team	Dham Darshan Incharge			Yatra COM
5	Operations- Bus Travel	Bus Travel Team	Bus Travel Incharge			Yatra COM
6	Operations- Pandal Setup	Pandal Setup Team	Pandal Setup Incharge			Yatra COM
7	Operations- Kitchen	Kitchen Team	Kitchen Incharge			Yatra COM
8	Operations- Maintenance	Maintenance Team	Maintenance Incharge			Yatra COM
9	Operations- Sound System	Sound System Team	Sound System Incharge			Yatra COM
10	Operations- Crowd Control	Crowd Control Team	Crowd Control Incharge			Yatra COM

## Escalation Matrix

	Level 1	Level 2	Level 3	Level 4
Role				
Resolution				

Time				
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**Activity Group****6.1 Planning & Organisation****Sr. No****Activity****Owner****6.1.1 Planning & Organisation****Yatra Committee**

For such a big event as Yatra, being organised at such a huge scale, involving so many different operations, planning and organising in order to direct and synchronize the work of different departments becomes indispensable.

**Activity Flow****Task Information**

		<u>By When</u>	<u>By Whom</u>
6.1.1.1	Fix next yatra location in consultation with Maharaj	During current yatra	Yatra Committee
6.1.1.2	Conduct Feedback Meeting to discuss feedback of devotees for yatra	Within 2weeks of the end of yatra	Yatra Committee
6.1.1.3	Conduct Yatra Committee Setup Meeting	Jan/ Feb	Yatra Committee
6.1.1.3.1	Appoint Yatra COM from amongst COM members		Yatra Committee
6.1.1.3.2	Decide Committees to manage next yatra		Yatra Committee
6.1.1.3.3	Appoint HODs and members for each Committee		Yatra Committee
6.1.1.3.4	Decide dates of yatra considering Diwali vacations of children		Yatra Committee
6.1.1.3.5	Fix the dates after checking with Maharaj		Yatra Committee
6.1.1.4	Accommodation Team goes to Dham for fixing Pandal location and approx accommodation availability	Before Gaur Poornima	Accommodation Team
6.1.1.5	Conduct Registration Schedule Meeting	Before Gaur Poornima	Yatra Committee

6.1.1.5.1	Decide all dates of yatra registration process i.e. start and closing dates for registration, accommodation choices, payments etc.		Yatra Committee
6.1.1.5.2	Decide waiting list cut-off no. for registrations based on accommodation availability estimates		Yatra Committee
6.1.1.6	Announce the yatra dates to the congregation	Gaur Poornima festival	Yatra COM
6.1.1.7	Registration Process begins		Registration Team
6.1.1.8	Registration Process completes		Registration Team
6.1.1.9	Maha meeting of all yatra departments is conducted 15 days before yatra for synchronizing efforts	15 days before yatra	Yatra Committee

#### △ Rules

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#### ☑ Guidelines

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#### ⚡ Exceptions – What to do if...

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#### 📄 Job Aids

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## Activity Group 6.2 Operations- Registration

Sr. No	Activity	Owner
6.2.1	Operations- Registration	Registration Incharge
	Only devotees chanting 16 rounds and whose names are there in the temple database can come for yatra. The interested devotees register themselves online at	

## Activity Flow

### Task Information

		<u>By When</u>	<u>By Whom</u>
6.2.1.1	Counselors/ Counselees are requested to update the databases	December onwards	Database Team
6.2.1.2	Decide all dates of yatra registration process i.e. start and closing dates for registration, accommodation choices, payments etc.		Yatra Committee
6.2.1.3	Announce the yatra dates to the congregation	Gaur Poornima festival	Yatra COM
6.2.1.4	Yatra Registration		
6.2.1.4.1	Registration Opens		
6.2.1.4.2	Devotees register online on the Yatra website		Devotees
6.2.1.4.3	Registration Closes		
6.2.1.4.4	Registration status of each candidate is changed from 'Approval Pending' to 'Approved but Payment Not Cleared' in website after receiving online approval of the respective Recommending Authorities as well as Yatra Committee		Recommending Authorities
6.2.1.5	Registration Payment		
6.2.1.5.1	Devotees make cheque in favor of R.G.B.S Yatra to make registration fee payment for one or more devotees		Devotees
6.2.1.5.2	Devotees then enter cheque details in the RGYatra website mentioning the Registration No. or No.s against which payment is being made		Devotees
6.2.1.5.3	Print Pay-In Slip of payment generated from RGYatra website		Devotees
6.2.1.5.4	Submit cheque alongwith Pay-In Slip copy in Axis Bank		Devotees
6.2.1.5.5	Axis Bank sends confirmation of payment for the Pay-In Slip No. to Yatra Accounts Manager through daily MIS report		Axis Bank

6.2.1.5.6	Yatra Accounts Manager then approves the payment of the Pay-In Slip No. in the Yatra website		Yatra Accounts Manager
6.2.1.5.7	Registration status is changed from 'Not Cleared' to 'Paid' for all the		System
6.2.1.6	Devotees are welcomed in the Dham at the Registration Counter		Registration counter Team
6.2.1.7	On showing Registration confirmation slip, the yatra wrist band is tied on their hand		Registration counter Team
6.2.1.8	Water and Prasadam coupons are also given to them		Registration counter Team

#### Rules

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#### Guidelines

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#### Exceptions – What to do if...

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#### Job Aids

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### Activity Group **6.3 Operations- Accommodation**

<i>Sr. No</i>	<i>Activity</i>	<i>Owner</i>
6.3.1	Operations- Accommodation	Accommodation Incharge

Since during Kartik month, all accommodations in holy places are overbooked, therefore the Yatra organisers go well in advance and book the accommodations. Later the devotees choose the accommodations of their choice and apply for them. Based on the applications and availability, the Accommodation Team allocates the accommodations.

## Activity Flow

### Task Information

		<u>By When</u>	<u>By Whom</u>
6.3.1.1	1st Accommodation Advance Party visits Dham	Before Gaur Poornima	Accommodation Advance Party
6.3.1.1.1	Identify and book venue for Main Pandal		Accommodation Advance Party
6.3.1.1.2	Book suitable accommodations in proximity to main pandal location by paying token amounts and getting receipts		Accommodation Advance Party
6.3.1.1.3	Prepare list of available accommodations with specifications of rooms		Accommodation Advance Party
6.3.1.2	1Ind Advance Party trip to solemnize the bookings by paying 20-25% of amount to hotels and receiving booking confirmation receipts	Just after closing date of Registration payments	Accommodation Advance Party
6.3.1.3	Online submission of accommodation forms at RGYatra website		Devotees
6.3.1.3.1	One registered devotee applies for accommodation for one or more devotees of the same category (i.e. VV, MwC, M, P, F) by giving multiple choices from available options		Devotees
6.3.1.3.2	In case someone is registered for accommodation into a group not of his choice, then he can followup with that group leader using his contact details on RGYatra website		
6.3.1.4	Accommodation Allocations are made based on the choices of devotees and availability		
6.3.1.5	Payment process for accommodation		
6.3.1.5.1	Devotees make cheque in favor of R.G.B.S Yatra		Devotees
6.3.1.5.2	Devotees then enter cheque details in the yatra website mentioning the Group ID against which		Devotees



	payment is being made		
6.3.1.5.3	Print Pay-In Slip of payment generated from RGYatra website		Devotees
6.3.1.5.4	Submit cheque alongwith Pay-In Slip copy in Axis Bank		Devotees
6.3.1.5.5	Axis Bank sends confirmation of payment for the Pay-In Slip No. to Yatra Accounts Manager through daily MIS report		Axis Bank Officials
6.3.1.5.6	Yatra Accounts Manager then approves the payment of the Pay-In Slip No. in the Yatra website		Yatra Accounts Manager
6.3.1.5.7	Accommodation Payment status is changed from 'Not Cleared' to 'Paid' in RGYatra website		System
6.3.1.6	Illrd Advance Party trip to reconfirm the accommodation bookings and make extra advance payments wherever hard-pressed	After Closing dates of Accommodation Payments	Accommodation Advance Party
6.3.1.7	Appoint Hotel incharges for each hotel from amongst devotees going to reside in those hotels		Accommodation Committee
6.3.1.8	Roles and responsibilities of Hotel Incharges are communicated to them		Accommodation Committee
6.3.1.9	During the stay, Hotel Incharges act as interface between Hotel management and Accommodation Committee or devotees		Hotel Incharges
6.3.1.10	Devotees show their Accommodation Confirmation Slip at the hotel counter on arrival and the room key is issued to them by hotel manager		
6.3.1.11	2-3 days before the end of the yatra, final payments settlements are done with the hotels		Accommodation Committee

#### △ Rules

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#### ☒ Guidelines

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#### ⚡ Exceptions – What to do if...

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## Job Aids

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### Activity Group

### 6.4 Operations- Dham Darshan

**Sr. No**

**Activity**

**Owner**

**6.4.1**

**Operations- Dham Darshan**

**Dham Darshan  
Incharge**

Dham Darshan is one of the core activities of yatra. Devotees are taken in groups to the Darshan spots in the Dham almost everyday during Yatra.



## Activity Flow



## Task Information

		<u>By When</u>	<u>By Whom</u>
6.4.1.1	Dates of the yatra are fixed by the Yatra Committee	Before Gaur Poornima	Yatra Committee
6.4.1.2	Yatra registration payment is completed	Closing date for Registration Payment	
6.4.1.3	Based on the Dates of yatra, No. of travel days are found out by eliminating non-travel days like Prabhupad Disappearance Day, Goverdhan Puja etc.		Dham Darshan Team
6.4.1.4	Based on the no. of travel days and the no. of people registered, the no. of groups into which the entire yatra will be divided is decided eg. Yellow, Red etc.	By June 1st week	Dham Darshan Team & Yatra Committee
6.4.1.5	Based on the no. of groups and no. of travel days, no. of darshan spots to travel is decided	By June 1st week	Dham Darshan Team
6.4.1.6	A list of important darshan spots is decided with a mix of conventional & few new spots		Dham Darshan Team

	every year		
6.4.1.7	Ist Advance Party goes to Dham for evaluating the feasibility of visiting these Darshan spots with regards to Road condition, darshan time and space for big crowds, security etc.	By June mid	Dham Darshan Team
6.4.1.8	A tentative list of Darshan Spots is arrived at based on inputs of Advance Party	By June mid	Dham Darshan Team
6.4.1.9	Based on List of Darshan Spots, Bus Travel Team decides no. of buses and strikes deal with Bus Owners for renting their buses	July End/ Aug 1st week	Bus Travel team
6.4.1.10	IInd Advance Party trip to Dham to check condition of Darshan spots and roads after rainy season	After Radhashtami	Dham Darshan Team
6.4.1.11	The team of Dham Sevaks or Dham Guides reaches Dham 10-15 days in advance to see and learn about all the Darshan spots	10-15 days before actual Yatra	Dham Sevaks
6.4.1.12	Find out possible entrances, exits, queue formation, katha spots etc. at each Darshan spot to minimize congestion and inconvenience to devotees as well as locals		Dham Sevaks
6.4.1.13	Dham Sevak ensures that a bus carrying the Sound system team, Crowd control team and Kirtan team reaches the Darshan spot before any other bus on every travel day		Dham Sevak
6.4.1.14	Dham Sevak guides all devotees of his group to reach the Darshan spot for the day by boarding the buses standing at given location		Dham Sevak
6.4.1.15	Dham Sevak alongwith Route Incharge and Bus Leader travels ahead in a small vehicle leading the buses to the spot		Dham Sevak
6.4.1.16	Dham Sevak ensures that everyone is able to take darshan with proper crowd control		Dham Sevak
6.4.1.17	Dham Sevak arranges Katha/ Kirtan at the Darshan Spot		Dham Sevak
6.4.1.18	Dham Sevak at the appropriate time, gets everyone to board the buses so as to reach the Pandal		Dham Sevak

## △ Rules

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## ☑ Guidelines

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✈ Exceptions – What to do if...

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📄 Job Aids

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## Activity Group

## 6.5 Operations- Bus Travel

**Sr. No**

**Activity**

**Owner**

**6.5.1**

**Operations- Bus Travel**

**Bus Travel Incharge**

Since devotees are to be taken for Dham Darshan almost everyday to locations which are beyond walking distances, the Bus Travel Team hires buses to take devotees to all the holy places. Hiring and coordination of these buses involves lots of planning and management.



Activity Flow



Task Information

		<u>By When</u>	<u>By Whom</u>
6.5.1.1	A tentative list and no. of Darshan Spots is arrived at based on inputs of Dham Darshan Advance Party	By June mid	Dham Darshan Team
6.5.1.2	Based on no. of groups, size of each group and List of Darshan Spots, the Bus Travel Team decides no. of buses (1-2 extra buses for each group) and strikes deal with Bus Owners	July End/ Aug 1st week	Bus Travel Team

	for renting their buses		
6.5.1.2.1	Bus Travel Team makes sure that only the co-operative and reliable bus vendors are chosen		Bus Travel Team
6.5.1.2.2	Bus Travel Team make sure that the buses provided by vendor are in good condition		Bus Travel Team
6.5.1.2.3	Bus Travel Team confirms the clause with the vendor that none of the drivers should drink during the Yatra period		Bus Travel Team
6.5.1.2.4	Bus Travel Team negotiates the pricing of the deal with the vendor		Bus Travel Team
6.5.1.3	Float requirement notification for Route Incharges and Bus Incharges from amongst congregation through counselors	2 month before yatra begins	Bus Travel Team
6.5.1.4	Get names and contact no.'s of all the interested volunteers for Bus and Route Incharges and uniformly distribute them across yatra groups	1 month before yatra begins	Bus Travel Team
6.5.1.5	Choose able Bus leader for each group who will instruct and supervise all the Bus incharges	1 month before yatra begins	Bus Travel Team
6.5.1.6	Reach Dham 7-10 days in advance with Bus leaders to check the roads and routes and carry along Route signage placards(Go left, Go right), Printouts for Bus No.s, Announcement speakers etc.	7-10 days before yatra begins	Bus Travel Team
6.5.1.7	Finalize and prepare route maps for reaching each Darshan spot after touring each spot	5 days before yatra begins	Bus Travel Team
6.5.1.8	Arrange a small vehicle for each group which will lead the way for all the buses and will carry the Bus leader, Dham darshak etc.of that group	2-3 days before yatra begins	Bus Travel Team
6.5.1.9	Inspect all the buses and drivers provided by vendor and ask for replacement wherever needed	2-3 days before yatra begins	Bus Travel Team
6.5.1.10	Conduct meeting of all the Bus leaders and brief them up about the travel plans and their individual roles	2-3 days before yatra begins	Bus Travel Team
6.5.1.11	Paste Bus No. printout on each bus and place copies of Route maps and job description of Bus Incharge in each bus	1-2 days before yatra begins	Bus Leaders
6.5.1.12	Conduct meeting of Bus Incharges of each group and brief and train them up about their roles	One day before yatra begins	Bus Leaders
6.5.1.13	Gather all the Bus Incharges and Route	Everyday	Bus Leaders

	Incharges for each group everyday before the day's travel and brief them up about the day's schedule	before the day's travel	
6.5.1.14	Send Route Incharges ahead in the first bus and drop them at strategic locations where they will stand holding Route signage placards(Go left, Go right) directing the buses	Before any other bus leaves	Bus Leaders
6.5.1.15	Bus Incharges alongwith Crowd Control people make sure that each bus leaves as soon as possible but only when full	Everyday	Bus Incharges
6.5.1.16	Bus Incharges go in the Bus No. allotted to them and guide the driver and deal with any exigencies on the way or inform the same to the Bus Leader	Everyday	Bus Incharges
6.5.1.17	Bus leader co-ordinates refilling of fuel in the buses if required when the buses return after the days' travel	Everyday	Bus Leaders
6.5.1.18	In the morning, make sure that buses of a given group have to be parked together at a prominent location to avoid mixing of groups	Everyday	Bus Leaders
6.5.1.19	Make sure that buses should leave at different times and come back at different times to avoid congestion and easy prasadam serving	Everyday	Bus Leaders

## Rules

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## Guidelines

- a. Buses should leave at different times and come back at different times to avoid congestion and easy prasadam serving.

## Exceptions – What to do if...

- a. In case of accidents, the Bus Incharge should immediately contact Bus Leader who will co-ordinate the situation with local police.

## Job Aids

- a. Route Signage Placards and Announcement Speakers

## Activity Group 6.6 Operations- Pandal Setup

Sr. No	Activity	Owner
6.6.1	<b>Operations- Pandal Setup</b>  Katha Pandal, Prasadam Pandal, Kitchen area pandal and Registration Pandals are setup by the Pandal team for every yatra according to the requirements.	<b>Pandal Setup Incharge</b>

### Activity Flow

### Task Information

		<u>By When</u>	<u>By Whom</u>
6.6.1.1	Ist advance party for Pandal Setup goes to Dham after Gaur Poornima to decide Pandal locations	After Gaur Poornima	Pandal Setup Team and Kitchen Team
6.6.1.2	Based on a rough estimate of Yatra strength (say 4000 devotees), the Pandal Team calculates the area requirements for Katha, Prasad and Kitchen Pandals with Safety Factor (for 5000 devotees) and a sitting requirement of 4sq. ft. per person	During Ist advance party trip	Pandal Setup Team and Kitchen Team
6.6.1.3	Based on these calculations, the Pandal Team searches for land	During Ist advance party trip	Pandal Setup Team
6.6.1.4	Contact the land owners of prospective lands and get quotations	During Ist advance party trip	Pandal Setup Team
6.6.1.5	Find out from land owner whether they will be able to provide electricity and water supply facility and at what rate	During Ist advance party trip	Pandal Setup Team
6.6.1.6	Choose cheap but suitable location and give token amount to the land owner against receipt	During Ist advance party trip	Pandal Setup Team
6.6.1.7	Get Quotations from Pandal contractors for a pandal for the given area requirements	During Ist advance party trip	Pandal Setup Team
6.6.1.8	If land owner is not able to supply, get quotations of costing for 3-4 generators i.e	During Ist advance party	Pandal Setup Team

	Main pandal, sound system, Kitchen and also for water tanker supply etc. from contractors	trip	
6.6.1.9	If all terms are agreeable, fix the deal by paying token amount to the contractor against receipt	During 1st advance party trip	Pandal Setup Team
6.6.1.10	Fix the date with the contractor from which he will start constructing the Pandal	During 1st advance party trip	Pandal Setup Team
6.6.1.11	If required 2nd trip of Pandal advance party goes to the Dham	After Radhashtami	Pandal Setup Team
6.6.1.12	15 days before the yatra begins, Pandal setup team reaches Dham and supervises construction of Pandal structure according to the design provided	15 days before the yatra begins	Pandal Setup Team
6.6.1.13	Pandal setup team also supervises that according to the requirements given by the Kitchen and Sound System departments, power supply outputs are provided through Generators or otherwise		Pandal Setup Team
6.6.1.14	During yatra period, one person is designated to bring sufficient diesel everyday morning for all the generators if any	Everyday morning	Pandal Setup Team
6.6.1.15	Any troubleshooting related to electricity and water supply in Kitchen and Main Pandal during yatra is to be done by Pandal Team by following-up the contractor		Pandal Setup Team

## △ Rules

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## ☑ Guidelines

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## ⚡ Exceptions – What to do if...

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## Activity Group 6.7 Operations- Kitchen

Sr. No	Activity	Owner
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6.7.1	Operations- Kitchen	Kitchen Incharge
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Cooking for 4000 people 3 times a day, everyday, requires massive kitchen setup and operations. Also with the high standards of prasadam quality and taste set by Maharaj, operations become all the more critical.

Activity Flow

### Task Information

		<u>By When</u>	<u>By Whom</u>
6.7.1.1	Ist Advance Party trip to Dham to finalize Pandal location and place for cooking, serving and respective pandal requirements	After Gaur Poornima	Kitchen and pandal Setup Teams
6.7.1.2	Decide how many volunteers would be required for kitchen (eg. Chapati making matajis, cooks/helpers etc.) and register them for yatra	During registration period	Kitchen Incharge/ Head Cooks
6.7.1.3	Book train tickets to & fro for kitchen volunteers and staff	4 months before travel date	Kitchen H.R. Personnel
6.7.1.4	Decide date-wise menu for Breakfast, lunch and Dinner for yatra	2 months before yatra	Kitchen Incharge/ Head Cooks
6.7.1.5	Decide Quantity of each item in menu	2 months before yatra	Kitchen Incharge/ Head Cooks
6.7.1.6	Finalize ingredient list with quantity based on menu, recipe and item quantity		Kitchen Incharge/ Head Cooks
6.7.1.7	Based on ingredient list determine purchase plan		Purchase Incharge

6.7.1.7.1	Perishable non-standard items eg. milk, vegetables are to be purchased locally		Purchase Incharge
6.7.1.7.2	Perishable standard items eg. Amul Cream/ Butter are to be purchased at discount for bulk from Distributor of that item in the region		Purchase Incharge
6.7.1.7.3	Non-perishable items eg. sugar, jaggery etc. of acceptable quality if available locally are purchased from local vendor/ distributor		Purchase Incharge
6.7.1.7.4	Rest non-perishable items are transported by truck from Mumbai to Dham		Purchase Incharge
6.7.1.8	Based on cooking requirements, inventory list of utensils and kitchen equipments to be transported to Dham from Mumbai kitchen is finalized	15-20 days before yatra	Kitchen Incharge/ Head Cooks
6.7.1.9	Servicing of all the kitchen equipments is done to avoid breakdown during yatra	15 days before yatra	Helpers
6.7.1.10	Consumable kitchen items like knives, aprons, caps, gloves etc. are purchased from Mumabai and later loaded in truck to send to Dham	15 days before yatra	Purchase Incharge
6.7.1.11	All items in utensils and kitchen equipment list as well as non-perishable food items are loaded in truck and the truck leaves for Dham with Driver and Truck Loading Incharge	Well in time so as to reach Dham 3 days before yatra	Truck loading Incharge
6.7.1.12	Purchase Team reaches Dham and finalizes purchase of perishable and non-perishable items available locally	15 days before yatra	Purchase Team
6.7.1.13	Kitchen Team reaches Dham and unloads the kitchen items from truck	3 days before yatra	Kitchen Team
6.7.1.14	Kitchen Team sets up the kitchen at the Pandal location with utensil godown, cooking ingredient storeroom, vegetable storeroom, railway track, lifting cranes, multiple woodfire and gas stoves, gas cylinders, utensil washing facilities etc.	2 days before yatra	Kitchen Team
6.7.1.15	Purchase, transport and storage of locally available cooking ingredients is done	2 days before yatra	Purchase Team
6.7.1.16	For every meal, cooking items are issued from storeroom	For every meal	Stores Manager
6.7.1.17	Cooking process is carried out by following the standard recipes developed by Kitchen Team	For every meal	Kitchen Incharge/ Head Cooks
6.7.1.18	Cooked food is offered to Lord	For every meal	Assistant Cook
6.7.1.19	Cooked food is transferred from Cooking vessels to Serving vessels	For every meal	Cooks/ Helpers
6.7.1.20	Serving volunteers are gathered	For every meal	Serving Incharge

6.7.1.21	Prasadam counters are setup	For every meal	Serving Team
6.7.1.22	Prasadam is served to devotees	For every meal	Serving Team
6.7.1.23	Cooking vessels and serving vessels are constantly washed as and when they come to keep them ready for next use	For every meal	Washing Team
6.7.1.24	Cooking and Serving areas are cleaned after every meal	After cooking or serving of a meal	Helpers
6.7.1.25	On last day of yatra, local non-perishable items are returned to shopkeepers as far as possible and payment adjusted accordingly eg. firewood, cylinders etc.	On last day of yatra	Purchase Incharge
6.7.1.26	On last/ the day next to last day, kitchen setup is disassembled and all items are gathered and then verified with inventory list to check any losses		
6.7.1.27	On last/ the day next to last day, loading of utensils, equipments and remaining kitchen items is done and truck leaves back to Mumbai	After yatra	Truck loading Incharge

#### Rules

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#### Guidelines

- a. | Breakfast is cooked by 6am and is served between 6 and 7:30 am. Lunch is cooked by 11am and is served between 12:30pm and 3pm. Dinner is cooked by 4pm and is served between 8 and 9pm.

#### Exceptions – What to do if...

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#### Job Aids

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### Activity Group **6.8 Operations- Maintenance**

<b>Sr. No</b>	<b>Activity</b>	<b>Owner</b>
<b>6.8.1</b>	<b>Operations- Maintenance</b>	<b>Maintenance Incharge</b>
	Maintenance department deals with electrical and plumbing fittings for kitchen and other operations. It also supplies clean drinking water to devotees. It also is responsible for cleaning of plates and Prasadam Pandal after devotees take Prasadam.	

#### Activity Flow

#### Task Information

		<u>By When</u>	<u>By Whom</u>
6.8.1.1	Based on input of kitchen and total people registered for yatra, calculate water supply needs	After Janmashtami	Maintenance Incharge
6.8.1.2	Based on kitchen equipments list and their specifications given by kitchen team, calculate the power supply requirements	After Janmashtami	Maintenance Incharge
6.8.1.3	1st advance party trip to Dham researches for following facilities: Water Tanks and water supplies for kitchen, hand wash and toilets, Electrical supply for kitchen equipments, Garbage disposal, Handwash, Plate washing, Prasadam area cleaning	After Janmashtami	Maintenance Team
6.8.1.3.1	Find water tank suppliers and check quality of water and then negotiate for price		Maintenance Team
6.8.1.3.2	Find drinking water suppliers, check TDS and pH levels of water supplied and if suitable negotiate rates and strike deal		Maintenance Team
6.8.1.3.3	Check whether electrical supplies estimate and sources provided by Pandal Team will suffice		Maintenance Team
6.8.1.3.4	Coordinate with Pandal team location of entrances and exits for prasadam serving hall as well as area for handwash to ensure fast uncongested flow of crowd		Maintenance Team
6.8.1.4	Prepare inventory list of electrical, plumbing and cleaning paraphernalia that might be required for yatra. Some important items: Min2-3 pumps, contactors, switches, 3phase		Maintenance Team

	starters, electrical boards, extension boards, pH meters, TDS meters, tubs, buckets, mops, brooms, scrubbers, washing powder, plate crates, plate tubs, signages/ printouts for entrance, exit, toilets, handwash etc.		
6.8.1.5	Gather available items from temple godown and purchase remaining from Mumbai and load in the truck		Maintenance Team
6.8.1.6	Reach the Dham 3 days in advance with Electrical and Plumbing utility Boxes and posters		Maintenance Team
6.8.1.7	Setup godowns for electrical, plumbing equipments as well as cleaning paraphernalia	2 days before yatra starts	Maintenance Team
6.8.1.8	Do all the electrical connections for kitchen equipments to connect them to the supply provided	2 days before yatra starts	Maintenance Team
6.8.1.9	Setup water supplies with tanks, pumps, pipes, hoses, taps etc. to kitchen washing areas, Handwash areas etc.	2 days before yatra starts	Maintenance Team
6.8.1.10	Setup Entrance, Exit, Toilet signages and Hand wash facilities at appropriate locations in Pandal	2 days before yatra starts	Maintenance Team
6.8.1.11	Arrange Garbage Disposal van and find out garbage dumping area	2 days before yatra starts	Maintenance Team
6.8.1.12	Setup Drinking water counter with the vendor	2 days before yatra starts	Maintenance Team
6.8.1.13	Before prasadam, arrange volunteers for plate collection and washing	Before every meal	Maintenance Team
6.8.1.14	Ensure efficient and fast washing of plates	During every meal	Maintenance Team
6.8.1.15	Solve electrical board or machine problems as and when they come up	As and when they come up	Maintenance Team
6.8.1.16	Solve Plumbing problems as and when they come up	As and when they come up	Maintenance Team
6.8.1.17	Repair kitchen equipments in case of breakdown	As and when they come up	Maintenance Team
6.8.1.18	Check water levels of all water tanks regularly and supply more if required	Regularly	Maintenance Team
6.8.1.19	Test quality of drinking water supplied by the vendor daily	Daily	Maintenance Team
6.8.1.20	Regularly ensure disposal of Garbage	After every meal	Maintenance Team
6.8.1.21	On day next to last day of yatra, all electrical and plumbing fittings are disassembled and all the items are collected and verified with inventory list to avoid losses	On day next to last day of yatra	Maintenance Team

6.8.1.22	All the items are then loaded in the truck and the truck leaves for Mumbai	On day next to last day of yatra	Truck Loading Incharge

## △ Rules

a.

## ☑ Guidelines

- a. The following is the form filled by the Maintenance team on their advance party to the Dham. This form states the location, sources, quality and alternatives for supplies and facilities provided by Maintenance Department during yatra.

<b>Water</b>	Source	Quality	TDS	pH	odour
		Storage Facility lt	Tank type	Storage lt	
		Head			
		Outlet pipe Dia			
	Alternatives	Water Tanker	Distance mts	Source well/bore	
		Quality	TDS	pH	
<b>Electricity</b>	Source	3 Phase			
	Alternative	Generator Capacity	Location	3 Phase	
<b>Drinking water</b>	Source	Quality	TDS	pH	
		Price	/lt	lt/day	
	Contact No	No of Counter +serving +timings+No other itmes			
<b>Cleaning</b>	Drainage Facility				

	Kitchen vessels washing location				
	Garbage collection area				
	Garbage disposal area				
<b>Prasadam Serving</b>	Hand washing	Location			
		Drainage			
		Water supply			
	Plate washing	Location			
		Drainage			
		Water supply			
	Leaf plates	Disposal location			
		Capacity			
<b>storage</b>	Steel plates				
	Plumbing & electric items				
	Cleaning Paraphernalia				
	Trolley				
<b>Purchasing</b>	Plumbing	2" - 1/2"	Distance mts		
	Electrical items	3 Ø MCB to all	Distance mts		
		Starters	Distance mts		
	Cleaning items	Distance	brooms Rs /pc	dust collectors	Mopper Rs /pc
		ditergent	mopping cloth	Scrubber	

	Hardware shop	Distance			
	Electrical pump	Make	Distance		

The following is the inventory list of items carried for last yatra:

<b>Plate washing items (To be carried in Truck)</b>	<b>Qty</b>		<b>Plumbing Box (to be carried in train)</b>	<b>Qty</b>
Plate washing bowls	3		Hacksaw frame big and small	2
Plate crates	25		Hacksaw blades big	3
flexible pipe bundles	5		Hacksaw blades small	2
Motors	3		files round and flat	2
plumbing items box	1		hammer	1
Electrical items box	1		pipe wrench L, M, S	3
wipers small -1, big -1	2		screw wrench	1
plate collection tubs	8		cutting plier	1
blue drums for garbages	3		spanner set	1
washing powder bag	2		allen key set	1
small dust bins	5		screw driver small and big	2
			measuring tape metal	1
<b>Electrical box (to be carried in train)</b>	<b>Qty</b>		cycle tubes	5
15 A switch and socket box	15		teflon tape	20
32A 5 pin switch and MCB box	3		taps	2
starter with 32 A MCB box	2		barrels 0.5"X 6"	2
DPs	2		2" X 6" barrel	2
multi meter	1		2 " ball valve	1
tester	1		2" X 1.5" L bow	1
insulation tapes	5		1.5" X 6" barrel	2
5 A switches	5		1.5" X 1.25" reducer	2
5 A socket	2		1.5" clips	6
15 A switch and socket	2		1.25" L bow	4
bulb holders	2		1.25" union	2
cutting plier	1		1.25" X 0.75" Tee	1
torch light	1		1.25" X 6" barrel	4
5 A taps	2		1.25" X 1" barrel	1
15 A taps	2		1.25" foot valve	1
3 phase energy meters	2		1" union	4
			1" L bow	9



<b>Posters (to be carried in train):</b>			1" X 6" barrel	8
Prabhujis	2		1" X 0.75" Tee	10
Matajis	2		0.75" ball valve	10
Exit	4		0.75"X 6" barrels	24
Drinking water	1		1" plug	3
Drinking water & Exit	2		1" X 0.75" reducer	3
Handwash and Exit	2		1" Tee	2
Yatra Sponserhip	1		1" couplings	10
Yatra Registration	1		1.25" clips	30
counting machines	2		1.75" clips	6
			1" foot valve	1
			1" X 1' barrel	1
			Dies 1.25", 0.75" and 1"	1
			San	10 ft
			hole tight	1/2 kg
			locks with common key	5

#### ✈ Exceptions – What to do if...

a. |

#### 📄 Job Aids

a. |

### Activity Group 6.9 Operations- Sound System

<b>Sr. No</b>	<b>Activity</b>	<b>Owner</b>
<b>6.9.1</b>	<b>Operations- Sound System</b>	<b>Sound System Incharge</b>
	Sound System department is involved in designing, hiring, setting-up and running the sound system for the Katha and Kirtan in pandal. It also takes care of video recording and F.M. transmission of the lectures.	

#### 📋 Activity Flow

## ① Task Information

		<u>By When</u>	<u>By Whom</u>
6.9.1.1	According to the strength of yatra, calculate the specifications for Sound System	Two months before yatra	Sound System Incharge
6.9.1.2	Hire the Sound System of the specifications for yatra from Mumbai vendor (Rupesh Pr) or coordinate with the Pandal Setup Team to hire Sound System from Dham locally	Two months before yatra	Sound System Incharge
6.9.1.3	Hire equipment and cameramen for video recording of yatra lectures from Mumbai vendor or locally through Pandal Setup Team	Two months before yatra	Sound System Incharge
6.9.1.4	Send sound system if hired from Mumbai by truck to Dham	Well in advance to reach Dham 2 days before yatra	Sound System Team
6.9.1.5	Reach Dham 2 days in advance with Long rangers, FM equipment, video shooting equipment, recording equipment, small mixer, frequency meter, CDs & DVDs with printed covers, DVD copier, laptop etc. in train	Three days before yatra begins	Sound System Team
6.9.1.6	Unload the Sound System equipments from truck	Two days before yatra begins	Sound System Team
6.9.1.7	Check whether Sound system provided by vendor is as per specifications	Two days before yatra begins	Sound System Team
6.9.1.8	Check whether proper electrical supply for Sound System is provided through independent 125 KV silent Generator or through other source	Two days before yatra begins	Sound System Team
6.9.1.9	Set up the Sound System	Two days before yatra begins	Sound System Team
6.9.1.9.1	Make line drawing of sound system according to Pandal design and availability of columns for support with sufficient distance between the speakers and the mixer being just in front of the speaker at a distance of 50 m	Two days before yatra begins	Sound System Team
6.9.1.9.2	Place speakers at appropriate locations according to drawing	Two days before yatra	Sound System Team
6.9.1.9.3	Position the mixers and amplifiers	Two days before yatra	Sound System Team
6.9.1.9.4	Do the cabling connecting of speakers, mixers	Two days	Sound System

	and amplifiers with each other and power supply	before yatra	Team
6.9.1.9.5	Start Generator and give power supply to the sound system	Two days before yatra	Sound System Team
6.9.1.9.6	First switch on mixer and then switch on amplifier	Two days before yatra	Sound System Team
6.9.1.9.7	Check speakers one by one with respect to Highest Volume, Base and Mid Frequency	Two days before yatra	Sound System Team
6.9.1.9.8	Bring Amplifier to Volume zero and then switch it off and then switch off mixer	Two days before yatra	Sound System Team
6.9.1.10	In case of any defects in any of the Sound system equipments, ask the vendor for repairs or replacements	Two days before yatra	Sound System Team
6.9.1.11	Cover sound system equipments with plastic covers for safety	Two days before yatra	Sound System Team
6.9.1.12	One person from sound system team should sleep near the Sound system at night for security	Everyday	Sound System Team
6.9.1.13	Starting the Sound system for programs	For every program	Sound System Team
6.9.1.14	Reach to the Pandal and start the generator	½ hour before program begins	Sound System Team
6.9.1.15	First switch on mixer and then switch on amplifier		Sound System Team
6.9.1.16	Test the Sound system	½ hour before program begins	Sound System Team
6.9.1.17	Set up all the mikes and mike stands for lecture and kirtan near the stage	½ hour before program begins	Sound System Team
6.9.1.18	1 sound system person setup the FM transmissions for different languages	½ hour before program begins	Sound System Team
6.9.1.19	2 sound system people sit near mixer for recording and handling the mixer	During program	Sound System Team
6.9.1.20	1 sound system person sits near stage for setting the mike for Maharaj	During program	Sound System Team
6.9.1.21	1 sound system person keeps on roaming around to check sound levels and checks frequency output of generator	During program	Sound System Team
6.9.1.22	Perform troubleshooting for any problems during the program	During program	Sound System Team
6.9.1.23	Bring Amplifier to Volume zero and then switch it off and then switch off mixer and generator	After the program ends	Sound System Team

## △ Rules

a. |

## ☑ Guidelines

- a. All sound system team members should stay in nearby accommodations for ease of communication and coordination.
- b. Sound system people should keep their heads cool in case of any breakdown of sound system during lecture and focus on solving the problem as soon as possible.

## ⚡ Exceptions – What to do if...

a.

## 📄 Job Aids

a.

## Activity Group 6.10 Operations- Crowd Control

Sr. No	Activity	Owner
6.10.1	<b>Operations- Crowd Control</b>  Taking a yatra of 4000-5000 devotees to a small holy place cant be managed without proper crowd control. Crowd Control volunteers are recruited and trained to guide and direct devotees during Darshan trips so as to avoid any untoward incidents like stampedes, thefts etc. during yatra.	<b>Crowd Control Incharge</b>

## 📋 Activity Flow

## ① Task Information

		<u>By When</u>	<u>By Whom</u>
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6.10.1.1	Float requirement notification for Crowd Control volunteers (both Prabhuji's and Matajis) from amongst congregation through counselors	2 month before yatra begins	Crowd Control Incharge
6.10.1.2	Get names and contact no.'s of all the interested Crowd Control volunteers and uniformly distribute them across yatra groups	1 month before yatra begins	Crowd Control Incharge
6.10.1.3	Reach Dham two days in advance with equipments like announcement speakers, walkie-talkie, long ropes for keeping crowd to one side of road, signage placards (eg. Go Left, Go Right etc.) etc.	2 days before yatra begins	Crowd Control Team
6.10.1.4	Get information of entrances and exit, darshan queue and Katha location for each Darshan spot from Dham Darshan Team	2 days before yatra begins	Crowd Control Incharge
6.10.1.5	Gather all the Crowd Control volunteers and brief and train them up about their roles and responsibilities	1 day before yatra begins	Crowd Control Team
6.10.1.6	Send the crowd control volunteers of each group ahead in the first bus with their equipments	Everyday	Crowd Control Incharge
6.10.1.7	Keep some volunteers behind to ensure that rest of the buses are filled fully and rapidly with devotees before leaving	Everyday	Crowd Control Incharge
6.10.1.8	Position the volunteers at strategic locations with placards for directing the devotees towards Darshan spot after getting down from bus	Everyday	Crowd Control Team
6.10.1.9	Hold ropes to keep devotees to one side of the road so that general traffic does not get blocked	Everyday	Crowd Control volunteers
6.10.1.10	Some volunteers stand at the entrance, exit and midway of the temple/ Darshan spot so that devotees take Darshan quickly and move ahead so that everyone can get chance	Everyday	Crowd Control volunteers
6.10.1.11	After the program is over at the Darshan spot, direct the devotees to board the buses quickly	Everyday	Crowd Control volunteers
6.10.1.12	At the end of the yatra, gather all the Crowd Control equipments and take them back to Mumbai	At the end of the yatra	Crowd Control Team

## △ Rules

a.

## ☒ Guidelines

a.



Exceptions – What to do if...

a.



Job Aids

a. Speakers, walkie-talkie, long ropes