

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

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The General Manager (Open Line),
All Indian Railways

Sub: Cleanliness in trains

Improvement in cleanliness in coaches of passenger carrying trains is an item of passenger amenity, which indicates our level of dedication to our passengers. MR has recently highlighted the importance of improved cleanliness in trains and has desired that top priority be given to this task. Immediate task therefore is to give fresh inputs into the system to upgrade the hygiene and cleanliness of the coaches.

To keep the trains clean, they have to be attended at terminals and periodically during the journey. Following action may be taken in short and long term to give a visible and sustainable impact:

Short Term:

1. Identify the areas of weakness – rakes where cleanliness is not upto mark- one round of intensive cleaning may be carried out at the earliest possible opportunity and latest within a period of 15 days. A certificate to this effect may be obtained from all divisions under your control.
2. Ensure adequate supply of cleaning materials, tools and M&P at all coaching terminals and enroute points. Spot purchase committees may be set up to ensure that adequate materials are available for this purpose. Availability of adequate manpower and suitable contracts must be ensured. A certificate to this effect may be obtained from all divisions under your control.
3. Ensure that pest control and rodent control agencies are engaged suitably to eradicate the menace from passenger coaches, coaching yards and

maintenance areas. A list of areas where such an arrangement is not available may be drawn and action taken.

4. Ensure that garbage disposal from pit lines is done regularly and pit lines remain clean and free from rodents.
5. Shortage of water is a critical factor. Adequate supply for cleaning of coaches must be ensured.
6. Intensify inspections and supervision: Important trains can be assigned and monitored by senior officers at Divisional and Headquarters' level.
7. Complaints arising out of specific cases of lack of hygiene and cleanliness in trains is looked into and corrective action taken on top priority. Train escorting staff-commercial, train examination and coach attendants be sensitized to be pro-active towards cleanliness of coaches to minimize complaints.
8. Enabling the local management at the grass-root level can solve many of the problems. Coaching depot officers responsible for cleanliness and hygiene may be granted cash imprests for purchase of materials, tools and for petty contracts depending on the workload:

| | | |
|---|--|-----------|
| 1 | Coach holding > 500 | Rs 50,000 |
| 2 | Coach holding > 250 | Rs 25,000 |
| 3 | Coach holding > 100 | Rs 15,000 |
| 4 | Others (including those where there is no primary holding but cleaning activity exists as per RPC-4) | Rs 10,000 |

Long term:

1. A "Hygiene Audit" be conducted in all depots, sicklines, and pit lines to bring out the extent of cleaning work necessary for keeping the coaches clean after identification of individual activities. Adequacy of resources available such as manpower, tools, and materials- both departmental as well as contractual may be reviewed and shortages brought out. Action should then be taken to reallocate/increase the resources earmarked for cleaning activity wherever there is a shortfall. Enclosed basic format for

'Hygiene Audit' may be utilized for this purpose. Report may be sent to Railway board by 30th June.

2. All vacancies in C&W organization should be filled up in a time bound way. Action plan of your Railway may be sent to Railway board by 30th June.
3. Strengthen the clean train stations already working in your Railway to make it more effective. Suitable halts should be provided where CTSs exist to cover more trains and coaches in the CTS scheme.
4. At least one Mechanized Clean Train Station should be set up on the lines of RTM/WR in each Zonal Railway during the financial year 2004-05.
5. Railways should organize intra and inter divisional competitions on best-maintained and clean rakes and best coaching depots vis-a vis the cleaning and hygiene level. Railway Board will organize a zonal competition.

A time bound action plan of your Railway covering the above items may be sent to Railway Board within 15 days. Further progress may be indicated through a para in your PCDO to CRB on the progress made by the Railway.

(P. N. Garg)
Member Mechanical

| <i>RAILWAY</i> | | <i>DIVISION</i> | | <i>DEPOT</i> |
|----------------|------------------------------------|----------------------------------|-----------|-------------------------------------|
| SL.NO. | WORKLOAD | RESOURCES (MANPOWER / CONTRACTS) | | ADEQUATE/INADEQUATE AND ACTION PLAN |
| | | REQUIRED | AVAILABLE | |
| 1 | PRIMARY CLEANING | | | |
| 2 | SECONDARY CLEANING | | | |
| 3 | PLATFORM CLEANING (TERMINAL) | | | |
| 4 | PLATFORM CLEANING (ENROUTE TRAINS) | | | |
| 5 | INTENSIVE CLEANING | | | |
| 6 | EXTERIOR WASHING | | | |
| 7 | CLEANING OF PILINES | | | |
| 8 | PEST AND RODENT CONTROL | | | |
| 9 | LINEN SUPPLY | | | |
| 10 | GARBAGE COLLECTION/ DISPOSAL | | | |

PS. The format may be suitably expanded/modified to include relevant information about all activities pertaining to hygiene, cleanliness and housekeeping of coaches and maintenance infrastructure.