

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

No.2017/EnHM/08/06

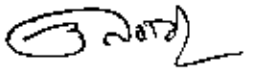
New Delhi, dated 29.08.2017

The General Managers,  
All Zonal Railways.

**Sub : Visible and quantum improvement in cleanliness**

Chairman, Railway Board reviewed status of cleanliness at stations and in trains on date. Actionable items identified for immediate action are enclosed (one page). Of particular importance is awareness and involvement of last man in the cleanliness chain. You may like to add to the list to bring about effective visible quantum improvement in cleanliness.

2. Kindly instruct field level officers including DRMs and branch officers to take action on the points enclosed.

  
(A.K. Tewari)  
Adviser (EnHM)  
Railway Board

Copy to:

1. Chairman, Railway Board – for kind information.
2. MRS
3. MT

Meeting with CRB on 29.08.2017

**A. How to bring / show visible improvement in Cleanliness of Stations and Trains with existing system within one month -**

Officers to visit field  
Define Cleanliness / Cleaning – smell / feel, check dust by touch  
Interact with Staff & Supervisors – what is cleanliness and what is expected from them  
Give importance to HR / self esteem of cleaning staff  
Listen to grievances and address them  
Availability of staff  
Availability of resources - cleaning material / equipment / tools  
Quarterly meeting with cleaning staff  
DRM also to review / interact / inspect  
Can call Eureka Forbes / other expert people also once  
Use of scrubbing machine and other machines  
Garbage handling and disposal  
Awareness on proper use of bio toilets fitted in coaches  
Display and apply anti littering rules  
Ensuring availability of water  
All concerned departments to be involved

**B. Additional point for Stations -**

Washing at night  
Mobile van/wagon for washing  
BFR mounted vacuum suction arrangement for cleaning  
Room No. and Name of the office / facility to be displayed at Stations  
Availability of dustbins and timely clearance when 3/4<sup>th</sup> full  
Drains to be cleared for proper flow  
SIG to be made effective

**C. Additional point for Trains -**

Definition of clean coach made in NR  
Hidden areas, behind berth  
Intensive cleaning  
Empty pantry / clean & wash  
Attention to pit lines, drainage, lighting  
Garbage disposal en-route and at terminals  
Emergency attention to bio-toilets

**D. Standard Bid Document for Housekeeping of Stations & Trains -**

Workable rate  
Implement at one Station and one Depot as pilot  
( Delhi area in NR )