

**विनय कुमार त्रिपाठी**  
**VINAY KUMAR TRIPATHI**



अध्यक्ष एवं मुख्य कार्यकारी अधिकारी,  
रेलवे बोर्ड  
पदेन प्रमुख सचिव, भारत सरकार  
रेल मंत्रालय

**CHAIRMAN & CHIEF EXECUTIVE OFFICER,  
RAILWAY BOARD  
EX OFFICIO PRINCIPAL SECRETARY  
GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**No. 2022/EnHM/18/09**

**Dated: 03.11.2022**

Dear General Managers,

**Sub:** Special focus on Cleanliness and Hygiene over Indian Railways.

As you all are aware, Indian Railways being the prime mode of transportation of citizens of the country, it becomes a great responsibility on our part to provide them with the best facilities. Cleanliness is one of these aspects expected from IR and every endeavour has to be made to keep the railway coaches and stations in properly clean and hygienic condition.

Although efforts are being made to keep the stations/platforms & train coaches in clean condition, a number of complaints are being received on Rail Madad. The Railway-wise analysis of complaints of trains and stations received on Rail Madad portal is enclosed as **Annexure**.

Since stations are the first point of interaction of passengers with Railways, cleanliness at Platforms, Waiting Rooms, Retiring Rooms, Station Yards etc is essential. In addition, there have been complaints about cleanliness in coaches, choked bio toilets & foul smell, leaking water taps and cleanliness of linen, which need to be addressed.

To enhance the degree of cleanliness and hygiene, a **15 days Intensive Cleanliness Drive** may be launched across Indian Railways. All stations, particularly the small stations, should be closely monitored to ensure cleanliness. In trains, special emphasis needs to be given on functioning of bio-toilets, proper cleaning at pit lines and ensuring availability of OBHS staff to timely address enroute passenger complaints.

Concerned Officers/ Supervisors may be directed to conduct regular checks and corrective measures be taken wherever deficiencies are noticed. It should be ensured that the concerned responsible officials for cleanliness must perform their duties diligently.

I am hopeful that with concerted and focused efforts, we can achieve the aim of 'Swachh Rail Swachh Bharat'.

With best wishes.

Yours sincerely  
  
(V K Tripathi)

**The General Managers**  
**All Zonal Railways**

**Rail Bhawan, Raisina Road, New Delhi-110 001.**  
**Tel.: 011-23384010, Fax : 011-23381453, Email : crb@rb.railnet.gov.in**

**Zone-wise position of complaints w.r.t. cleanliness of trains & stations received on Rail Madad**  
(Data from 01.04.2022 to 31.10.2022)

| ZR                             | CR   | ECR  | ECOR | ER   | NCR  | NER  | NFR   | NR    | NWR  | SECR | SCR  | SER  | SR   | SWR  | WCR  | WR    |
|--------------------------------|------|------|------|------|------|------|-------|-------|------|------|------|------|------|------|------|-------|
| Coach Cleanliness Complaints   | 6243 | 8741 | 5586 | 5994 | 4095 | 6769 | 10975 | 14790 | 5165 | 3091 | 7819 | 4766 | 7139 | 6607 | 3075 | 18632 |
| Station Cleanliness Complaints | 59   | 101  | 36   | 25   | 17   | 48   | 21    | 36    | 76   | 96   | 340  | 111  | 292  | 156  | 299  | 554   |
| Total                          | 6302 | 8842 | 5622 | 6019 | 4112 | 6817 | 10996 | 14826 | 5241 | 3187 | 8159 | 4877 | 7431 | 6763 | 3374 | 19186 |