

**Government of India  
Ministry of Railways  
Railway Board**

**No. 2023/EnHM/26/03/System Improvement**

**New Delhi Dated 27.09.2023**

**General Managers,  
All Zonal Railways**

**Sub:- Implementation of "14 Minutes Miracle" scheme of cleaning in Vande-Bharat trains at the Other End Terminal Stations.**

A meeting was held in Railway Board on service quality issues in Vande-Bharat trains. A presentation was given by Northern Railway wherein the cleaning service of Dehradun-Anand Vihar Terminal (DDN-ANVT) Vande-Bharat train was demonstrated. It has been decided to adopt the "14-Minutes Miracle" scheme implemented in DDN-ANVT Vande-Bharat train over all Vande-Bharat trains.

2 Railway's Commercial and Security department may be advised to ensure that passengers fully de-board the train in time as "14 Minutes Miracle" exercise will start after the last passenger de-boards the train. All the stakeholders should be made aware of "14 Minutes Miracle" process and flow-chart for the smooth operation of the programme through training/briefings etc. The "14-Minutes Miracle" scheme should be properly documented/video graphed.

3 This scheme would commence from 01<sup>st</sup> October, 2023 as part of Swachhata-Hi-Seva campaign and may be given wide publicity. Based on the feedback of the best practices adopted by railways, the scheme will be further improved /modified after one month.

4 This issues with the approval of Board (M/TRS,M/F, MOBD & CRB&CEO/RB).



(Shailendra Singh)  
Executive Director/ME (EnHM& Proj.)  
Railway Board