

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

No. 2020/EnHM/26/1

February 24, 2023

General Manager
All Zonal Railways

**Sub: Precautions to be taken at the time of ordering and running
of special trains**

There have been a number of complaints about the service, quality, hygiene and non availability of linen and water in special trains which adversely affect the image of Indian Railways. It has been noted seriously by the higher authorities of Ministry of Railways.

In order to address the above shortcomings, the following actions may be taken by the Zonal Railways-

1. Special trains are generally formed out of spare ICF/LHB coaches which sometimes have not been in use for long. Whenever the special train is notified, the coaches which are fit for service must be identified by C&W & Elect supervisors & all passenger amenity items must be provided well before the start of operations.
2. Intensive cleaning of the rakes must be undertaken before start of the service with a motto to maintain these trains on the same standards as the regular train service.
3. It is often found that the coach indication boards & destination boards are shabbily handwritten which are most of the time indecipherable by the customers. Proper destination boards to be prepared.
4. These trains must have provision of linen and also the eligible trains must be provided with OBHS service. Contractors/ Service Providers must be made aware of the future requirements.
5. All the enroute watering points must be nominated by the Primary operating ZR & informed of the timings of these trains. The watering points should brace themselves through for attending these trains.



(Shailendra Singh)
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Copy to: OSD/MR – For kind information.