



सदस्य कर्षण एवं चल स्टॉक  
एवं  
पदेन सचिव, भारत सरकार  
रेल मंत्रालय  
रेल भवन, नई दिल्ली-110001  
MEMBER (TRACTION & ROLLING STOCK)  
RAILWAY BOARD  
&  
EX-OFFICIO SECRETARY  
GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
RAIL BHAWAN, NEW DELHI-110001

**SATISH KUMAR**

D.O.No.2007/M(C)/141/1

05.02.2024

Dear PCMEs

**Sub:- Enhancing Passenger Experience in Coaches**

Enhancing passenger experience through improved cleanliness of coaches/ properly maintained amenities has been taken up as a mission area. There has been good start on this front and results are very encouraging. Videos/Pictures of staff using long brushes / intensive cleaning of exteriors, toilets, fans, inaccessible area etc. develops confidence in the system. These efforts are required to be increased and sustained so that there is quantum jump in cleanliness level and enhancement in the passenger experience. *PCMEs should closely monitor these activities and take necessary action on real time basis.*

While many divisions have been actively involved in this mission, a few are still to get into this important area of Rolling Stock Maintenance. I have been regularly emphasizing this aspect during my interaction with PCMEs and no laxity is to be tolerated. PCMEs to regularly take up this area and for making this a success, surprise checks, nomination of rakes/depots to HQ officers of Mechanical Department and Electrical Officers involved in coaching maintenance will be crucial and will be the key to success. Further to sustain the good quality, the Coach Cleaning Contracts have to be regularly monitored for its effectiveness.

In addition, PCMEs should also ensure that quality of POHs/MLRs etc. done in their workshop/units is good and minimal maintenance efforts are required in field.

PCMEs of PUs viz. RCF/MCF/ICF should also regularly take feed-back from ZRs and their officers must visit field to know the ground level issues and take immediate measures in designing of various components and ensuring proper quality control of items. Maintainability of passenger amenity items in open line should also be taken into consideration. Assistance to ZR to be provided so that passenger amenities items are made available in shortest possible time. Needless to mention that the pending warranty claims on PUs and RSP indents must be complied immediately.

I will be reviewing the above issues regularly.

*With Best Wishes.*

  
(Satish Kumar)

PCMEs  
All Zonal Railways and PUs

