

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
रेलवे बोर्ड (RAILWAY BOARD)

No. 95/M(C)/141/1 Vol.III Pt.

New Delhi, dated:29/09/2014

The Chief Mechanical Engineers
All Indian Railways

Subject: (e-Samiksha) Swachh Bharat

Ref: Additional Member/Planning Note no.2014/PL/33/5(Pt.) dated: 25.09.2014

Ref. above, an intensive drive for cleanliness on trains to be launched along with supply of clean bed rolls to AC class passengers w.e.f. 1st October 2014 to 31st October. Following actions to be taken:

A. Cleanliness on trains

- i. Intensive mechanised cleaning of the coaches in coaching depots with special cleaning of toilets.
- ii. Photographs of the incoming rakes should be taken and pictures should also be taken after cleaning of rakes to have a visual comparison of the cleaning result.
- iii. Before issuing BPC of the trains it should be confirmed by the BPC issuing supervisors that concerned supervisor responsible of the cleaning gives a certificate that he has personally inspected every coach and the cleaning is upto the mark.
- iv. Special efforts should be made to clean the commode chute for removal of deposits which is sometimes source of bad odour in the toilets.
- v. All soap dispenser should be filled up with acceptable quality soap solution.
- vi. Complete watering of the trains should be ensured and all the taps should be checked for proper supply of water.
- vii. Special attention should be paid to passenger amenities in the toilets such as wash basins, shelf, exhaust fans, flush valves. Defective fittings should not be permitted.
- viii. Counseling of all OBHS staff should be done for proactive work during the assigned trip. They should dress up neatly and remain visible to passengers throughout the journey. In case of any passenger complaint same should be attended to promptly. They should also be advised to prepare a trip report for the work done by them during the journey.
- ix. All coaches of the trains provided with OBHS facilities should bear the stickers prominently displayed informing about the OBHS facilities provided on trains.
- x. OBHS staff should get the feedback forms filled only after they have done the round of cleaning on the coaches assigned to them. They should be advised not take feedback immediately after the trains have been despatched from the coaching depots/terminal after the cleaning. Time of feedback should also be recorded on the feedback form.

- xi. All the Control offices and Platform TXRs should keep information regarding OBHS covered trains passing through their divisions/stations along with mobile nos of OBHS supervisor travelling on trains. Confirmation of availability of OBHS staff on trains passing through their jurisdiction should be made by the each division. Besides, in case any complaint regarding cleanliness is received same should also be forwarded to OBHS supervisor and feedback regarding redressal of complaints should be taken. Record should be kept for all such interaction and in case of poor response from the OBHS supervisor, PM railway/division should be immediately informed.
- xii. Regular cleaning of the dustbins and handing over/disposal of the garbage at the nominated station should be ensured by the OBHS staff. Nomination of garbage disposal stations, if not made, should be immediately done.
- xiii. In case of non OBHS trains, platform TXRs/staff should be nominated for each passing through non OBHS train and same should be inspected for cleanliness of toilets and if required cleaning arrangements should be made.
- xiv. Besides, cleanliness pest and rodent control treatment of coaches should also be closely monitored for its effectiveness.

B. Linen Management on trains:

- i. All the supervisors involved in the handling of linen including distribution on trains should be sensitized for supply of proper quality of linen.
- ii. Bed sheets, pillow covers and hand towels should be stain free and properly ironed.
- iii. It should be ensured that all linens are supplied in the sealed envelope to passengers.
- iv. On board inspections should be carried out by the supervisors and officers to check provision of proper quality of linens to passengers and inspecting officers should also take direct feedback from the passengers.
- v. Old condemnable linens should be identified and same should be replaced with new one during the drive period. Records for such replacements should also be maintained.

- C. One nodal officer in each divisional headquarter/zonal headquarter should be nominated to proactively track cleanliness and provision of quality linen in each train passing through their jurisdictions and immediate corrective action should be taken, if any deficiency is noted. A daily summary of drive should be submitted by nodal officer of each zonal railway Hq. via email in the following format:

I. Cleanliness in coaches :

Sr no	Item	Nos
1.	No of super checks done by Supervisors in Coaching Depots/stations	
2.	No of super checks done by Officers in Coaching Depots	
3.	Nos. of On Board inspections done by the supervisors	
4.	Nos. On Board inspections done by Officers	
5.	Nos of passenger complaints on cleanliness received	
6.	No of passengers complaints on cleanliness redressed	
7.	No of Passenger complaints not redressed	
8.	No of disciplinary action taken against lapses noticed.	

II. Linen management:

a. Replacement of old linen:

Sr no	Item	Bed Sheets	Blankets	Pillow covers	Pillows	Hand Towels
1.	No of old condemnable stock available in the system					
2.	No of items condemned					
3.	No of items replaced with new one					

b. Inspections:

Sr no	Item	Nos
1.	No of super checks done by Supervisors at laundry premises	
2.	No of super checks done by Officers at laundry premises	
3.	Nos. of On Board Linen inspections done by the supervisors	
4.	Nos. On Board Linen inspections done by Officers	
5.	No of passenger complaints received	
6.	No of passengers complaints on Linen redressed	
7.	No of Passenger complaints on linen not redressed	
8.	No of disciplinary action taken against lapses noticed.	

D. Following officers and supervisors shall monitor the cleanliness status at the level of Railway Board:

Sr no	Name (Sri)	Designation	Cell No
1.	Prashant Kumar	Director Mech Engg (Coaching)	9910487439
2.	Y K Yadav	SSE	9717631444
3.	Jaspal kumar	SSE	9717631464
4.	Kuldip Singh	SSE	9717633269

Nodal officer of zonal railway HQ should send the daily report in the abovementioned format to Railway Board on dmecoachingrb@gmail.com and cwicoaching410c@gmail.com. Contact details of nodal officers of each division and zonal HQ may be advised immediately.


(Prashant Kumar)
Dir Mech Engg(Coaching)
Railway Board