

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

No.2017/M(C)/141/8Pt.

New Delhi dated 25.05.2017

General Managers,  
All Zonal Railways.

Sub: Launching of 'Project Swarn.'

Board (CRB, FC & MRS) has decided to launch 'Project Swarn', a three month programme to significantly improve passenger experience on Rajdhani & Shatabdi trains in the following 10 dimensions:

1. Coach interiors/Refurbishment
2. Toilets
3. Onboard cleanliness
4. Punctuality
5. Catering
6. Linen
7. Staff Behaviour
8. Security
9. Onboard entertainment
10. Real Time Feedback

2. For this programme, Additional Member(Mechanical Engineering) will be the overall co-ordinator. A central executive team comprising of EDME(Coaching) & EDPM will manage the entire programme. 9 teams of two Officers from Railway Board for the 10 dimensions have been nominated as under:

<b>Dimension</b>	<b>Convenor</b>	<b>Member</b>
Refurbishment/Coach Interiors	Shri Dimpy Garg EDME(Coaching)	Shri Sanjay Lavania EDFX-I
Toilets	Ms. Kalyani Chaddha EDME(W)	Shri Niraj Kumar DFX-I
Cleanliness	Shri A.K. Tiwari Adv/EnHM	Ms Shelly Srivastava Director (T&C)
Punctuality	P. Guha Adv.(Coaching)	Shri Anurag OSD/ME
Catering	Ms. Smita Rawat ED(T&C)	Shri Sanjay Upreti EDFC
Staff Behaviour	Shri Prashant Kumar EDPM	Ms. Lilly Pandeya Director E(GC)
Onboard Entertainment & Real Time Feedback	Shri Harish Pawaria Director(Tele)	Shri Rahul Kapoor Director/NFR(Finance)
Linen	Shri Shivendra Mohan EDME/EnHM	Shri V.P. Tripathi Director F(CCA)
Security	Sumati Shandilya DIG/RPF/MAC	Shri Akhilesh Misra DME(C&IS)

The teams shall define the Gold Standard/process for improvement of each dimension; define the methodology to certify the train for having attained the gold standard for their respective dimension and co-ordinate with the field team for implementation on the ground during the project period.

3. For execution of the programme, a team of Officers comprising of one Branch Officer of the Division where Primary Maintenance of the train is done (not necessarily involved in train maintenance), supported by three Junior Scale/Senior Scale Officers from Finance, Rolling Stock & Commercial Departments has to be nominated.

4. General Managers may take immediate action to nominate the team of officers as mentioned in para 3 above for each Rajdhani & Shatabdi train maintained over their Zonal Railway. The names of Officers nominated may be advised to the Co-ordinating Officer for the programme latest by 02<sup>nd</sup> June, 2016.

5. Board has approved an amount of upto Rs.50 lakhs for each Rajdhani/Shatabdi rake to be renovated and the field teams will be empowered to spend the amount after the approval from DRMs.

7. Target for various activities involved is as under:

1.	Central Conference for all field teams to explain the Gold Standards at Railway Board, New Delhi	06 <sup>th</sup> June
2.	Implementation on ground	09 <sup>th</sup> June to 08 <sup>th</sup> September (3 months)
3.	Certifications of trains	08 <sup>th</sup> September to 18 <sup>th</sup> September (10 days)
4.	Public announcement of "Swarn" Trains by Hon'ble Minister	25 <sup>th</sup> September

8. In view of the short time, necessary action may be taken immediately by General Managers in order to ensure that the time schedules are adhered to.

  
(R.K. VERMA)  
Secretary/Railway Board