

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

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

New Delhi, dt. 17.07.2017

The General Managers,

CR, ER, ECR, ECoR, NR, NCR,  
NFR, NWR, SR, SWR, WR

Sub: 'Project Swarn'

Ref:- Bd. Letter No. 2017/M(C)/ 141/8 Pt. dtd 25.05.17.

'Project Swarn' a 3-month programme to significantly improve passengers', experience on Rajdhani & Shatabdi trains has been approved by Railway Board.

A Central Conference of all the field teams along with Zonal Railway Coordinators was held in Railway Board Conference Hall on 19.06.2017 to decide and explain the 'Gold Standards' and methodology for evaluation.

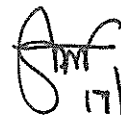
The description of the Gold standards and the mechanism of evaluation, for each of the 10 dimensions duly approved by Board (MRS, MT, FC, CRB) is enclosed as Annexure for information and necessary action by the Zonal Railways.

An amount for expenditure up to Rs. 50 lakhs per rake has been sanctioned for upgrading Rajdhani & Shatabdi trains to the 'Gold Standards' as per the specification / features detailed in the approved standards.

Sufficient delegations already exist with the division with regard to procurement / work matters. The mode of tender / procurement to be adopted by the division shall be decided by DRM.

In case considered necessary, the DRMs may exercise the existing powers of undertaking works under quotation powers beyond the present ceiling of Rs. 80 lakhs per annum for the year 2017-18, duly recording reasons for the same. This would be a one time exception for the purpose of carrying out coach up-gradation works under project 'SWARN'.

This issue with the concurrence of the Finance Dte. of Railway Board.

  
17/07/2017

(Dimpy Garg)  
Ex. Dir. Mech. Engg. (Chg.)  
Railway Board

DA: As Enclosed.

Topic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
Process	Attendance	(•) 1 janitor per coach for OBHS (•) Attendance measured using GPS based (Adhaar enabled) bio-metric attendance system to analyse number of janitors per journey; Install 1 equipment in Pantry car or one of the coaches (•) 95% of trains journeys should have 1 Janitor per Coach	(•) Attendance records to be available with Sr. DME & Field team leader. (•) Attendance measured for the preceding 3 months using the record for GPS Biometric Device would be analysed during certification	10%	<85% of the train journeys has 1 janitor each coach = 0 85% to 95% of the train journeys has 1 janitor each coach = 7 >95% of the train journeys has 1 janitor each coach = 10
	On Board On-Demand Cleaning	(•) Trains are covered under "Clean My Coach" / "Coach Mitra" (•) Compliance > 95%, response time to request < 20 minutes	(•) Vender submits monthly record of compliance & response time to Sr. DME & Field team leader (•) Preceding 3 months data is analysed during certification	10%	< 50% compliance = 0 50% to 80% compliance, < avg. 30min response = 4 80% to 95% compliance, < avg. 30min response = 7 >95% compliance, < avg. 20min response = 10
	Frequency	(•) Full cleanup for the coach done every two hours (maximum) (•) Information regarding frequency of cleaning displayed in the train	(•) Supervisor maintain records of cleaning train of each cycle, each coach (•) Cleaning record maintained by the superintendent to be submitted to Sr. DME & Train Owner at any month (•) Last 3 month data analysed for certification	10%	< 60% compliance = 0 60% to 70% clean ups = 3 70% to 80% clean ups = 5 80% to 90% clean ups = 7 >90% clean ups = 10

Topic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
	Waste Disposal	(●) Swing door dustbins provided with suitable garbage bags, cleared when 3/4th full <i>Install 1 per coach</i>	(●) Sample check at the time of Certification	10%	No dustbins installed = 0 Dustbin installed, no disposable bag = 5 Dustbin installed, with disposable bag emptied in time = 10
	Third Party Inspection	(●) Once every 3 months the field team organises a third party inspection of the full rake. Observation on focus areas for cleaning are recorded and during primary maintenance in a phased manner all deficiency are addressed	(●) Record of observations made by third party and compliance of the same	15%	Inspection completed and compliance done -10 else zero
	Training	(●) Centralised training module to be prepared by Railway Board and sent to all the zonal railways) (●) <i>One day training certification to be given to the janitors employed</i> (●) Refresher trainings to take place every 6 month from the date of last training	(●) Training to be received within first 15 days of joining and training record to be monitored by CDOs. (●) Sample checks of records to be carried out during certification	10%	<60% trained = 0 60% to 80% trained = 4 80% to 90% trained = 7 > 90% trained = 10
Manpower	Experience	(●) All staff must have minimum two years experience in hospitality or similar or have been an employee of the same firm for more than 2 years	(●) Experience measured by <i>employment certificate</i> in the hospitality industry issued by past or current employer(i.e., hotels/ restaurants/ railways/ airlines/ cruise etc.)	5%	<60% staff has >2 yrs experience = 0 60% to 70% staff has >2 yrs experience = 3 70% to 80% staff has >2 yrs experience = 5 80% to 90% staff has >2 yrs experience = 7 >90% staff has >2 yrs experience = 10

Topic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
Feedback	Feedback System	<p>(●) SMS based feedback system to be rolled out (Railway Board to conceive and issue instructions)</p> <p>(●) Average cleanliness score should be &gt; 90% (Cleanliness)</p>	<p>(●) The link to a set of questions on each segment of cleanliness to be sent to the passenger</p> <p>(●) Average cleanliness score to be computed by the agency - Record of last 3 months to be analysed by the certification agency</p>	25%	<p>&lt; 70% - 0</p> <p>70-90% - 5</p> <p>Average Score &gt; 90% - 10</p>
Total				100%	

Topic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
Aesthetics	Vinyl wrapping <i>Interior</i>	(•) Doorway & gangway area and interior of panels of toilets as per approved make (3M or equivalent)	(•) Sample inspection of whether the vinyl wrapping is completed/ not completed/ completed but with poor quality will be conducted during certification	10%	Not Completed = 0 Completed but poor quality = 5 Completed with good quality = 10
	Vinyl wrapping <i>Exterior</i>	(•) Vinyl wrapped destination boards & coach number plates with proper cover and belly boards	(•) Sample inspection of whether the vinyl wrapping is completed/ not completed/ completed but with poor quality will be conducted during certification	3%	Not Completed = 0 Completed but poor quality = 5 Completed with good quality = 10
	Paintings	(•) Provision of properly framed good quality pictures/ paintings exhibiting regional culture and heritage	(•) Sample inspection of whether the frames are completed/ not completed/ completed but with poor quality will be conducted during certification	5%	Not Completed = 0 Completed but poor quality = 5 Completed with good quality = 10
	Tiles	(•) Replacement of chequered plates with PVC in gangway areas	(•) Sample inspection of whether the PVC laying is completed/ not completed/ completed but with poor quality will be conducted	5%	Not Completed = 0 Completed but poor quality = 5 Completed with good quality = 10
Lighting	LED Lighting	(•) Installation of LED lighting inside coaches - Gold Standard would be set at 120 LUX at 0.8 m above floor per coach as per RDSO specs - SPECIFICATION FOR ENERGY EFFICIENT LED COACHES - SPECIFICATION No. RDSO/PE/SPEC/TLI0091-2016	(•) 1 sample coach for each class per rake; five readings per coach to ascertain the average illumination per coach	5%	Avg rating per rake <120 LUX = 0 Avg rating per rake >120 LUX = 10
	Night light enabled signage	(•) Provision of night light enabled signages across all coaches	(•) Sample inspection of one coach	5%	Not Completed = 0 Completed but poor quality = 5 Completed with good quality = 10
	Berths	(•) Improved upper berth climbing arrangement with hand grips in first AC coaches	(•) Inspection of whether the fittings have been installed 1 sample coach taken per class per rake	3%	Not Installed = 0 Installed = 10
	Toilet Indication	(•) Occupancy indicator of toilets should be in working order	(•) Inspection of whether the indicator is working 1 sample coach taken per class per rake	3%	Not Installed = 0 Installed = 10

Topic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
Physical Infrastructure	Magazine Bags	(•) Magazine Bags to be provided in all coaches	(•) Inspection of whether the fittings have been installed <i>1 sample coach taken per class per rake</i>	3%	Not Installed = 0 Installed = 10
	Doors	(•) Vestibule/ compartment/ sliding doors should be in proper working conditions	(•) Inspection of whether the fittings have been installed <i>1 sample coach taken per class per rake</i>	3%	Not Installed = 0 Installed = 10
	Bottle Holders	(•) Bottle Holders to be provided in all coaches for each berth/ seat	(•) Inspection of whether the fittings have been installed <i>1 sample coach taken per class per rake</i>	5%	Not Installed = 0 Installed = 10
	Windows	(•) Window glass should not be opaque/having water ingress/broken. Should provide clear view to passengers	(•) Inspection of the windows -are clear without being opaque/broken/water ingress	3%	Defective window >5% = 0 Defective window upto 5% = 5 No defective window = 10
	SS fittings	(•) Buffing of all stainless steel fittings every fortnight	(•) Records of last 1 months to be analysed during certification	5%	Not Installed = 0 Installed = 10
	Signages	(•) Provision of standardized Braille Signage at earmarked location(s) as per laid down drawings	(•) Inspection of whether the fittings have been installed <i>1 sample coach taken per class per rake</i>	3%	Not Installed = 0 Installed = 10
	Information Poster	(•) Install a Poster at a prominent location within the coach to exhibit the important announcements and numbers <i>1 every coach</i>	(•) Inspection of whether installation of poster holders is completed/ not completed/ completed but with poor quality will be conducted	4%	Not Completed = 0 Completed but poor quality = 5 Completed with good quality = 10
	Response to Vandalism	(•) Vandalised/Non functional equipment/ fitting should be fixed with in the next 2 train journeys by the next inspection	(•) Sample check of maintenance records to establish the response time to vandalism/ non functional equipment/fittings	25%	Below satisfactory performance = 0 or 5 based on judgement of certification agency Satisfactory performance = 10
	Curtains	(•) To be dry-cleaned every 1 month	(•) Records of last 3 months to be analysed during certification	5%	Not Installed = 0 Installed = 10
	Berths/ Seats	Cushioning of compressed berths/ seats to be replaced	(•) Sample Inspection during certification	5%	Not Installed = 0 Installed = 10
				100%	

Topic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
Aesthetics	Vinyl wrapping <i>Interior</i>	(•) Doorway & gangway area and interior of panels of toilets as per approved make (3M or equivalent)	(•) Sample Inspection of whether the vinyl wrapping is completed/ not completed/ completed but with poor quality will be conducted during certification	10%	Not Completed = 0 Completed but poor quality = 5 Completed with good quality = 10
	Vinyl wrapping <i>Exterior</i>	(•) Vinyl wrapped destination boards & coach number plates with proper cover and belly boards	(•) Sample Inspection of whether the vinyl wrapping is completed/ not completed/ completed but with poor quality will be conducted during certification	3%	Not Completed = 0 Completed but poor quality = 5 Completed with good quality = 10
	Paintings	(•) Provision of properly framed good quality pictures/ paintings exhibiting regional culture and heritage	(•) Sample Inspection of whether the frames are completed/ not completed/ completed but with poor quality will be conducted during certification	5%	Not Completed = 0 Completed but poor quality = 5 Completed with good quality = 10
	Tiles	(•) Replacement of chequered plates with PVC in gangway areas	(•) Sample inspection of whether the PVC laying is completed/ not completed/ completed but with poor quality will be conducted	5%	Not Completed = 0 Completed but poor quality = 5 Completed with good quality = 10
Lighting	LED Lighting	(•) Installation of LED lighting inside coaches - Gold Standard would be set at 120 LUX at 0.8 m above floor per coach as per RDSO specs - SPECIFICATION FOR ENERGY EFFICIENT LED BASED LUMINAIRE UNITS FOR PASSENGER COACHES - SPECIFICATION No. RDSO/PE/SPEC/TLI0091-2016	(•) 1 sample coach for each class per rake; five readings per coach to ascertain the average illumination per coach	5%	Avg rating per rake <120 LUX = 0 Avg rating per rake >120 LUX = 10
	Snack Table	(•) Provision of better design snack table knobs which are sturdier than the present	(•) Inspection of whether the fittings have been installed	3%	Not Installed = 0 Installed = 10
	Pantry Car	(•) Proper shelves to be provided in pantry area for better storage	(•) Inspection of whether the fittings have been installed	3%	Not Installed = 0 Installed = 10
	Foot Rest	(•) Foot Rest should be functional in all Shatabdi trains	(•) Inspection of whether the fittings have been installed	3%	Not Installed = 0 Installed = 10
	Magazine Bags	(•) Magazine Bags to be provided in all coaches	(•) Inspection of whether the fittings have been installed	3%	Not Installed = 0 Installed = 10
	Doors	(•) Vestibule/ compartment/ sliding doors should be in proper working conditions	(•) Inspection of whether the fittings have been installed	3%	Not Installed = 0 Installed = 10
	Bottle Holders	(•) Bottle Holders to be provided in all coaches for each berth/ seat	(•) Inspection of whether the fittings have been installed	3%	Not Installed = 0 Installed = 10

Topic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
	Luggage rack	(•) Provision of scratch resistant coating/ film in luggage rack area to protect the panel from getting scratches	(•) Inspection of whether coating of luggage racks is completed/ not completed/ completed but with poor quality will be conducted	3%	Not Completed = 0 Completed but poor quality = 5 Completed with good quality = 10
	Toilet indication	(•) Occupancy indicator of toilets should be in working order	(•) Inspection of whether the indicator is working <i>1 sample coach taken per class per rake</i>	3%	Not Installed = 0 Installed = 10
	SS fittings	(•) Buffing of all stainless steel fittings every fortnight	(•) Records of last 1 months to be analysed during certification	3%	Not Installed = 0 Installed = 10
	Head rest	(•) Disposable head rest covers in Executive Shatabdi coaches	(•) Inspection of whether the disposable head rest covers have been installed	5%	Not Installed = 0 Installed = 10
	Information Poster	(•) Install a Poster at a prominent location within the coach to exhibit the important announcements and numbers <i>1 every coach</i>	(•) Inspection of whether installation of poster holders is completed/ not completed/ completed but with poor quality will be conducted	5%	Not Completed = 0 Completed but poor quality = 5 Completed with good quality = 10
	Response to Vandalism	(•) <i>Vandalised/Non functional equipment/ fitting should be fixed with in the next 2 train journeys by the next inspection</i>	(•) Sample check of maintenance records to establish the response time to vandalism/ non functional equipment/fittings	25%	Below satisfactory performance = 0 or 5 based on judgement of certification agency Satisfactory performance = 10
	Curtains	(•) To be ensured that all window roller blinds are working in proper condition	(•) Sample Inspection during certification	5%	Not Installed = 0 Installed = 10
	Berths/ Seats	(•) To be dry-cleaned every 1 month	(•) Records of last 3 months to be analysed during certification	5%	Not Installed = 0 Installed = 10
	Upholstery			100%	



Topic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
Process	Attendance	Janitors to clean each toilet at least seven times a day (three times in the morning from 6 a.m. to 10 a.m.) Cleaning schedule and chart, with provision of time, name and signatures of Janitor and EHK to be displayed on the door of every toilet	Sample inspection of atleast 5 toilets per rake to ensure records are displayed and cleaning	15%	On an avg. <85% of the times toilet is cleaned every 2 hours = 0 On an avg. 85% - 95% of the times toilet is cleaned every 2 hours = 5 On an avg. >95% of the times toilet is cleaned every 2 hours =10
		Centralised training module to be prepared by the Railway Board and sent to all the zonal railways <b>One day training certification to be given to the janitors employed</b> Refresher trainings to take place every 1 month from the date of last training	Training certificate to be received within first 15 days of joining. Records to be analysed during certification	10%	<60% trained = 0 60% to 80% trained = 4 80% to 90% trained = 7 > 90% trained = 10
		Provide exhaust fans(2500 RPM) in all toilets and ensure adequate suction (may require change in piping)	Sample inspection of atleast 5 toilets per rake to ensure records are displayed and cleaning	5%	Exhaust fans not of adequate rating or not in working condition = 0 Exhaust fans of adequate rating and in working condition -10
	Odor Control	Auto Janitor and odor control dispenser for every toilet	Sample inspection of atleast 5 toilets per rake to ensure records are displayed and cleaning	5%	Not Completed = 0 Completed but poor quality = 5 Completed with good quality = 10
		Bio-toilets/CDTS to be functional in all coaches. Proper functioning to be certified by primary and secondary maintenance SSE and checked and countersigned by OBHS Supervisor.	Sample inspection of atleast 10 toilets per rake to ensure working	20%	Not in proper working order - 0 In proper working order -10
	Fittings	Retractable health faucets and knurled grab handles in every toilet	Sample inspection of atleast 5 toilets per rake to ensure records are displayed and cleaning	5%	Not Completed = 0 Completed but poor quality = 5 Completed with good quality = 10

Topic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring	
amenities	Fasteners	Proper securing of all amenities including mirror, taps, flush button, waste bin, soap dispenser, toilet roll dispenser with fasteners instead of screws	Sample inspection of atleast 5 toilets per rake to ensure records are displayed and cleaning	5%	Not Completed = 0	
					Completed but poor quality = 5	
					Completed with good quality = 10	
	Toilet Seat	Disposable seat cover dispensers in 1st and 2nd AC coaches	Sample inspection of atleast 5 toilets per rake to ensure records are displayed and cleaning	5%	Not Completed = 0	
					Completed but poor quality = 5	
					Completed with good quality = 10	
	Lighting	LED lighting with SS housing instead of MS	Sample inspection of atleast 5 toilets per rake to ensure records are displayed and cleaning	5%	Not Completed = 0	
					Completed but poor quality = 5	
					Completed with good quality = 10	
	Waste Disposal	Swing door type dustbin with disposable bags in every toilet and cleared when 3/4th full	Sample inspection of atleast 5 toilets per rake to ensure records are displayed and cleaning	10%	Not Completed = 0	
					Completed but poor quality = 5	
					Completed with good quality = 10	
Physical Infrastructure	Floor leveling	Proper leveling of toilet floor with the right slope which allows water to flow out easily	Sample inspection of atleast 5 toilets per rake to ensure records are displayed and cleaning  Slope test to be conducted using a jar of water	10%	Water clogging taking place = 0	
					No water clogging taking place = 10	
	Floor coating	Water resistant coating of the toilet floor	Sample inspection of atleast 5 toilets per rake to ensure records are displayed and cleaning  Slope test to be conducted using a jar of water	5%	Not Completed = 0	
					Completed but poor quality = 5	
					Completed with good quality = 10	
					100%	

*If teams are able to improve the overall aesthetics of the toilets, a bonus 10marks would be added to the overall score*

Topic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
Security verification	On Board Staff Quality	All on-board staff should be 100% police verified by the local thana	A record of all police verification forms filed with the local police should be maintained <i>This record book shall be checked during certification</i>	10%	<85% staff police verified = 0
					85% to 100% staff police verified = 5
					100% staff police verified = 10
Escort Party	Escort Party	All "Swarn" standard trains should have an escort party at all times across the full journey	At the time of certification, the record maintained for escort party attendance should be checked	20%	<85% train journeys are escorted = 0
					85% to 100% train journeys are escorted = 5
					100% train journeys are escorted = 10
	e- patrolling	Mumbai e-patrolling model should be replicated across all "Swarn" standard trains	Presence of QR code at the entry of each coach to be checked at the time of certification	30%	<85% train journeys are e-patrolled = 0
					85% to 100% train journeys are e-patrolled = 5
					100% train journeys are e-patrolled = 10
Theft of Passenger Property	The escort party to assist the passenger with filing a theft report with the GRPF <i>Escort party to undergo training on how to deal with such instances and refresher trainings to be conducted every 6 months</i>	Training record of the escort party on-board to be checked	10%	<85% escorts are trained = 0	
				85% to 100% escorts are trained = 5	
				100% escorts trained = 10	
Machine instalation	CCTV	CCTV Surveillance in each coach. All CCTVs should be in proper working conditions	Sample inspection of whether all the CCTVs are in working condition during certification	30%	<85% CCTVs functional = 0
					85% to 95% CCTVs functional = 5
					>95% CCTVs functional = 10
				100%	

Topic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
Manpower	Training	(•) Centralised training module to be prepared by Railway Board and sent to all the zonal railways) (•) One day training certification to be given to the janitors employed (•) Refresher trainings to take place every 6 month from the date of last training	(•) Training to be received within first 15 days of joining and training record to be monitored by CDOs. (•) Sample checks of records to be carried out during certification	15%	<85% linen staff trained = 0
					85% to 95% linen staff trained = 5
					>95% linen staff trained = 10
Maintenance	Blanket covers	(•) Covers are put on blankets, in 1AC, cleaned after every journey (•) Blankets changed after 1 year with these blankets shifted to Non Swarn trains	Samples to be checked at the time of certification. Complaints from previous 3 months to be reviewed to analyse linen performance	5%	Blanket covers not present = 0  Blanket covers present = 10
	Cleaning	(•) Bedsheets, pillow covers and towels are washed in ONLY mechanized laundry after every trip. <b>New design of Linen could be introduced by the field teams (Bonus Marks)</b>	Cleaning records / receipts to be checked at the time of certification	20%	Linen not cleaned before the trip = 0  Linen cleaned before the trip = 10
	Replacement	(•) Bedsheets, blanket covers, pillows and pillow covers to be disposed and replaced with new ones every 6 months	Purchase invoice to be checked at the time of inspection	30%	Linen not replaced in the last 6 months = 0 Linen replaced in the last 6 months = 10
	Linen set covers	(•) Linen set should be kept in biodegradable sealed packaging	Sample check at the time of inspection	20%	Linen sets not in sealed packaging = 0 Linen sets in sealed packaging = 10
					100%