

GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
RAILWAY BOARD

No. 2006/TG.III/645/6

New Delhi, dated 27.07.2006

The Managing Director
IRCTC Ltd.
9th floor, Bank of Baroda Bldg.
16, Parliament Street
New Delhi-110001.

(Commercial Circular No. 62 of 2006)

Sub:- Cleanliness of trains and toilets.

Hon'ble MR's pronouncement regarding cleanliness of trains and toilets contained in Para 49 of Budget Speech 2006 -07 has been conveyed to the zonal railways and IRCTC vide Board's letter No. 2006/TG.III/645/4 dated 28.4.2006. Broad guidelines for Comprehensive and Complete On-board Service (OBS), which include cleaning of toilets and coaches, have been provided in the aforesaid letter. Further, instructions regarding reimbursement of cleaning charges by Railway to IRCTC, are also provided, as under:-

(in Rs.)

	Train originating from area 'A'		Train originating from area 'B'	
	Up to 12 hrs. journey	12-24 hrs. journey	Up to 12 hrs. journey	12-24 hrs. journey
Per coach	60	100	50	80

* Cities classified in 'A' area are Ahmedabad, Bangalore, Calcutta, Mumbai, Hyderabad, Chennai, Nagpur, Delhi, Kanpur, Lucknow. Area 'B' denotes all other train originating cities/locations.

IRCTC would allow cleaning of coaches and toilets at a market driven cost subject to a maximum of above approved cleaning charges per coach. Zonal railways (Railways having primary maintenance of the trains) will re-imburse the cleaning charge to IRCTC for actual number of coaches cleaned by IRCTC or its franchisee.

Coaches should be cleaned at least two-times in 12 hours and four times in 24 hours or as and when required. Toilets should be cleaned frequently, specially during morning hours. On demand, cleaning of a specific area, which has been messed- up, should also be done. One cleaner for every three coaches should be provided for this purpose .

Contd.../-

Cleanliness charges

The calculation for number of coaches required to be cleaned should include the two SLRS, including the Guard's brake-van.

IRCTC should lay down detailed instructions on standard, timing etc. of cleanliness of coaches, toilets including SLRs, WCBs, Brake-vans, for compliance by their franchisees.

These issues with the concurrence of the Finance Directorate of Railway Board.


(Biplav Kumar)
Director (Tourism & Catering)
Railway Board

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FA&CAO, All Indian railways (with five spares) for information.
ADA1/Railways (with 36 spare copies).


For Financial Commissioner/Railways.

Copy to:-
The Chief Operations Managers, All Indian Railways.
The Chief Commercial Managers, All Indian railways.
