

**Government of India  
Ministry of Railways  
Railway Board**

No. 2015/E&HM/06/02

New Delhi, Dt. 26.05.15

To  
All General Managers,  
Zonal Railways.

**Sub: Passenger and Customer facilitation Fortnight-'Railyatri/Upbhokta Pakhwada'-26.05.15 to 09.06.15- cleanliness & sanitation at station -reg.**

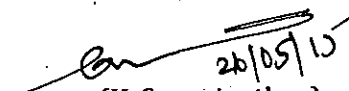
**Ref:- Board (MS) D.O. letter No. AM(C&IS)/2015/Railyatri Upbhokta Pakhwada dt. 12.05.15.**

Under item 19 of the enclosure to reference above, Zonal Railways have been asked to organise intensive cleanliness and sanitation drive at all major stations involving NGOs, Scouts/Guides and other social service organisations.

In this regard, following specific action plan is suggested to be done and reported daily by email to the undersigned in [advenv@rb.railnet.gov.in](mailto:advenv@rb.railnet.gov.in) & [swami.mor@nic.in](mailto:swami.mor@nic.in) during this fortnight-

- (i) List of major stations identified for cleanliness & sanitation drive as well as officers nominated;
- (ii) Cleanliness campaign organised in association with non-railway organisations.
- (iii) Tie-up for major stations with non-railway institutions to undertake cleanliness campaign on a regular basis.
- (iv) Review/signing of MoU/Agreement with Local Bodies of Stage Government on drainage and garbage disposals.
- (v) Preparation of a plan for garbage collection and disposal for all A<sub>1</sub> and A category stations, from dustbin to final disposal.
- (vi) Identification of weak areas affecting the cleanliness & upkeep of stations and action taken to put in place lasting solutions.
- (vii) Review and streamlining of collection of garbage from 'pass through' trains.
- (viii) Sensitization of vendors operating in stations on 'cleanliness & upkeep'.
- (ix) Creating awareness among the staff regarding the 'DOs and DONTs' on cleaning & upkeep (**Annexure-I**).
- (x) Creating awareness among the rail users and public through media, religious bodies etc., for keeping stations and trains clean.
- (xi) Interaction and collection of feedback from customers on the standard of cleanliness maintained vis a vis expectations, points noted from the same and action taken

Item no. (i) to (v) above may be reported in the Proforma attached as **Annexure-II**.

  
(K. Swaminathan)  
Adv. (Envnt. & Hkpng. Mgt.)

Encl. As above.

G/F

**ANNEXURE- I**

**Sub:- DOs and DON'Ts for cleaning and upkeep at railway stations/work places**

**(i) DO s**

- a. Adequate dustbins at regular intervals on each platform and by the side of stalls.
- b. Garbage to be collected and not to be swept down- "First time right" is the best concept in garbage collection
- c. Extremes of dirtiness to be cleaned immediately
- d. Proper choice - dry cleaning Vs wet cleaning
- e. Mopping to be preferred over water washing
- f. Proper choice - high pressure jet Vs high volume jet
- g. Cleaning to be purposeful and to the requirement of passengers
- h. Water supply to toilets to be ensured.
- i. Maintainable urinals with covered urine drains
- j. Adequate presence of Cleaning Staff for toilets in major stations
- k. Displays within reachable heights to enable cleaning
- l. Displays & furnishing styles not to accumulate dust
- m. Remove luggage/parcels from passenger movement areas at the earliest,
- n. Vacant land to be used for tree plantation

**(ii) DON'T s**

- a. Never sweep the garbage down to lower levels
- b. No open drain- always cover drainage with gratings
- c. No room for privacy in public place
- d. Don't store scrap in the designated areas beyond a month,
- e. Do not collect scrap in the rooftops & public handling areas.
- f. No flashy but un-maintainable items in public areas
- g. No leakage in Water taps, hydrants, pipelines
- h. Do not allow litter collection & seepage on PF shelter roofs, Gulley & Gutters.

**Proforma for Reporting cleanliness drive at railway stations in Pakhwada.**

**(to be reported in EXCEL FILE)**

**1. Station detail**

Item	Identified stations			Remarks
	Category	No.	Names	
Stations identified for cleanliness drive.				<i>Officers nominated be indicated.</i>
Stations identified (A1 & A Category) for making garbage collection & disposal plan.				
Review of signing of MoUs/Agts. with Local Bodies on drainage and garbage disposal at stations.				

**2. Cleanliness campaign with outside agencies.**

Item	Name of the station	Category	Details of NGO, other organisation etc.	Remarks
Stations where NGOs, Scout/Guides/corporates and other organisations are involved in Cleanliness and Sanitation drive.				
Stations where tie-up has been made with non-railway organisations for cleanliness and sanitation on regular basis.				

(Enclosure to Letter No. 2015/E&HM/06/02)