



**BHARAT SARKAR / GOVERNMENT OF INDIA
RAIL MANTRALAYA / MINISTRY OF RAILWAYS
RAILWAY BOARD**



No. 2016/EnHM/06/13

New Delhi, dtd.18.07.2016

To
The General Managers
(All Zonal Railways)

Sub: 'Swachh Rail, Swachh Bharat Abhiyan' – Survey of Major Railway Stations for Cleanliness Ranking - Final Report

Ref: Board (MM) letter No. 2015/E&HM/06/02 (Pt I) dated 01.09.2015

Your kind attention is invited to Board's letter referred above wherein it was informed that Railway Board will be conducting Survey of Cleanliness levels based on selected indicators and the opinion of the passengers on the same, at 407 major railway stations (all A1 and A category stations). The survey was conducted by IRCTC through a professional agency during Jan./Feb. 2016. The preliminary report including results were given in March 2016, which were informed to ZRs through email on 26.04.2016.

The outcome and findings of the survey in the form of Final report has now been made available a copy of which is enclosed. This report contains suggestions/recommendations from IRCTC / Survey firm for consideration by the Railway administration. A soft copy of the complete report is also being sent via email to enable further dissemination.

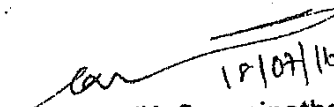
After examining the report, Board has framed certain Guidelines, which are attached herewith for taking necessary further action by Zonal Railways on the report. Such survey is proposed to be conducted periodically. Zonal Railways can gear up for a better performance in the forthcoming survey by taking action of the report.

Zonal Railways shall give their feedback on the report to RB by 16.08.2016, which shall include,

- (i) Action taken on the report,
- (ii) Suggestions for future survey including the parameters / indicators for cleanliness to be chosen.

Encl:

- (i) Copy of the Survey Report on Cleanliness of major stations.
- (ii) Guidelines for action to be taken by ZRs on the survey report.


(K. Swaminathan)
Adviser, Railway Board
(Environment & Housekeeping Mgt.)

Sub: Guidelines for actions to be taken by Zonal Railways on the Final Report on Survey of major Railway stations Cleanliness ranking

1. Divisions should critically analyse the data & findings for each of their stations for drawing out action plan within one month to identify areas for improvement. While doing so, following aspects shall be kept in view:
 - (i) Cleanliness parameters having scores below 500 based on the passenger feedback survey, need to be the focus areas for remedial action.
 - (ii) Ways and means for improvement in those parameters having lower scores shall be identified by comparison with the practices in those stations in the same or nearby region, but having better scores in those parameters.
 - (iii) Certain key parameters have greater impact on passenger satisfaction on cleanliness. These are as under;
 - a) Absence of stench in the station premises,
 - b) Adequate availability of dustbins,
 - c) Promptness in cleaning of extremes of dirtiness like night soil/ vomit, etc
 - d) Cleanliness of platform area
 - e) Availability & condition of Toilets and availability of water in toilets
 - f) Condition of flooring status at platforms, conditions of toilets

These aspects need to be taken up as priority areas for improvement.

- (iv) Process for housekeeping should be reviewed/modified in order to make lasting improvements on each of the parameters warranting actions.
 - (v) Feedback on certain parameters have been given by the respondents as "Yes/No". These parameters are generally based on directions given to field units for Good Housekeeping and hence need full compliance in accordance with the extant instructions.
2. Parameters / indicators which need improvement should be monitored continuously. Assessment shall be made on the performance of these parameters/indicators on a daily basis by the supervisor in-charge of housekeeping at the station, duly keeping records.
3. Station level SIG team will review the performance on these parameters/indicators to be improved during their SIG meetings regularly. Same will be reviewed by the Divisional level SIG team also apart from the assessment of performance on all the survey parameters.
4. Divisional SIG team must identify the infrastructure upgradation necessary for sustained improvement in the survey parameters/indicators and take it forward for early implementation.

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5. Complaints on housekeeping and the penalties imposed on the housekeeping agency must form part of daily reporting to the officer in-charge of station housekeeping.
6. An appropriate MIS must be put in place on Station Housekeeping, indicating Housekeeping complaints received & action taken thereon as well as penalties imposed on the Housekeeping agency, for a review by SIG during the meetings. Similar review can be done on monthly basis by DRM with Branch officers.
7. Stations falling in cleanliness levels 4 & 5 in each zone must be targeted by the administration for correcting the infrastructure inadequacies on priority in order to address the lower scores on certain parameters, apart from the process corrections in such parameters.
8. Zonal railways should aim for all the major stations in their jurisdiction to obtain ranking of at least level 3 with overall scores above 500 during the next round of survey, as and when done.