

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

NO.2015/EnHM/08/01 (Pt.1)

New Delhi dated 28.07.2016

The General Managers
All Zonal Railways

**Sub : "Swachh Rail, Swachh Bharat" mission – Actionable
Points for improvement of cleanliness in Station
premises**

During the course of the last one year, inspection of major Railway stations done from Railway Board, have brought out certain common inadequacies which are prevalent in many stations leading to deficiencies in cleanliness. Same have been compiled along with possible remedial measures and sent herewith as **Actionable points for improving cleanliness standards in major Railway stations**. These points shall be circulated to all major A1 & A category stations so that the corrective/preventive actions wherever needed are taken and systems are set up for monitoring to improve the cleanliness standards. SIG teams of such major stations shall review these aspects regularly during their inspections.

**Encl :- One list of 'Actionable points for
Improving cleanliness at major stations'
In 2 pages**


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ED / EnHM / ME
Railway Board

Enclosure to letter no. 2015/EnHM/08/01(Pt.i); dt.28.07.16
Actionable Points for improvement of cleanliness at major stations

1. Process of Cleaning	
1.1	In the task of cleaning, doing it correct in the first stage itself should be aimed. Garbage should be picked up from the point of arising itself using ergonomic garbage collector viz., 'dustpan with handle' and put inside the garbage bin. Sweeping down the Solid Waste which will cause garbage to the lower levels and then to drains should be prohibited.
1.2	Night soil coming on the CC apron area from coaches should be washed away in a 'location specific directed manner', immediately after the departure of each train to avoid stench.
1.3	There should be definite time limit laid & practiced upon as a part of the contract, as per which casual littering & extremes of dirtiness, will be cleared.
1.4	Dust bins should be emptied when they are 3/4th full.
1.5	No burning of Waste should be permitted anywhere within Railway premises.
1.6	Final disposal of garbage should be done in an environment friendly manner as per Municipal Solid Waste (MSW) rules and necessary records should be kept for the same, as reiterated in the orders of NGT Delhi, communicated vide RB letter no.2015/Environ/01/03 dated 30.04.15.
1.7	(i) It is necessary to have appropriate Measures of Performance (MOP) for the cleaning contract and enforce the same. (ii) Monitoring of Attendance for continuous availability of cleaning staff during their period of working shall be ensured by suitable means including Bio metric attendance and use of CCTV. (iii) Cleaning staff earmarked should have identified beats to be maintained free of garbage always.
2. Cleanliness Enablers	
2.1	Dust bins should be provided so that a passenger can access a dustbin within 10 Mts from any location in all the areas of passenger movement both in ticketed & not ticketed areas, including FOB & circulating areas.
2.2	Vending stalls should maintain their own closed dust bins along with proper arrangement for final disposal of garbage without allowing overflowing, according to the norms followed in the station.
2.3	All vehicle parking area contactors must maintain their areas clean along with provision of dustbins and proper garbage disposal arrangement without over flowing.
2.4	Waiting room toilets should have proper covered dustbins. Separate covered dustbins should be provided inside ladies toilets for sanitary napkins.

2.5	Cross drains from the platforms flowing openly through the CC apron in to the longitudinal drains should be channelled properly.
2.6	Longitudinal drains alongside PF tracks should be covered by grating, to prevent entry of Municipal Solid Waste.
2.7	There should not be any unnecessary 'room for privacy in public place' in order to avoid dumping of garbage, spitting and other misuse at such locations
2.8	Rule on levying of penalty up to Rs.500 for littering & committing nuisance in Railway premises should be displayed prominently in the passenger movement areas and also announced through PA system to enable strict enforcement.
2.9	Leaking Watering hydrants need to be attended to avoid unclean situations, misuse and loading of drains.
2.10	Time bound mechanism for parcel clearance from Passenger movement areas should be put in place to avoid parcels occupying passenger movement areas and resulting in unclean surroundings.
2.11	An integrated effective Pest & Rodents control contract should be in place, covering the Depot/Yard/Station premises together to support the cleanliness efforts.
2.12	FOBs should be covered with wire mesh throughout the length to prevent falling of objects and garbage on to the tracks and sides.
3. Housekeeping Management.	
3.1	Use of CCTVs for monitoring cleanliness should be done objectively by evolving an appropriate system between the Security Deptt., and the Deptt. in charge of station cleaning. Reference can be made in this regard to the Railway Board's Letter no.2015/EnHM/06/05 dt.08/06/2016 containing specific guidelines.
3.2	Deficiencies in cleanliness and upkeep of passenger amenities should be observed continuously by the Supervisors at station and communicated to the concerned service Deptt. by CUG/SMS as and when noticed by the team. System of getting the acknowledgment SMS back and time bound corrective action should be put in place. Same should be reviewed by SIG.
3.3	Campaign on cleanliness should be done periodically, say once in a month, for a duration of few hours in order to spread the awareness on keeping Railway premises clean by rail users and show-case the efforts of Railways in keeping the station clean. Non Railway organizations should be associated with Railways in the campaign in order to make it more effective.