



SWACHH RAIL SWACHH BHARAT

Report Release of Cleanliness Assessment of
A1 & A (407) category Railway Stations of India & Launch of Swachh
Rail Portal

Swachh Bharat Mission



“Swachh Bharat Mission”, India’s largest ever cleanliness drive launched on 2nd October 2014 by Hon’ble Prime Minister Shri Narendra Modi

- **Mission** - To achieve the vision of a clean India by 2nd October 2019
- **Key Milestones**
 - **Open Defecation Free (ODF)** - **136 districts** and **634 cities** (urban local bodies) declared ODF
 - **Toilets Constructed** - **75 million** since launch
- **Monitoring**
 - Swachh Survekshan – Yearly monitoring of cleanliness of Cities
 - Swachh Survekshan 2017 - Indore cleanest city of India



Swachh Rail, Swachh Bharat Campaign



Indian Railways (IR), one of the largest railway in the world, carry ~8.1 billion passengers annually

“Swachh Rail, Swachh Bharat” – Campaign of IR to promote cleanliness of Stations and Railways by Hon’ble Minister of Railways Shri Suresh Prabhakar Prabhu

Key measures under Swachh Rail, Swachh Bharat:

- More than 72,000 bio toilets installed in more than 20,000 coaches
- Extended facility of On-Board Cleaning to more than 860 trains
- Introduced pay-and-use toilets at many stations
- Ranking of A1 & A category stations
- Yearly monitoring of cleanliness of A1 & A category stations



Background and Purpose of the study



2016 Survey

- First ever cleanliness assessment of 407 AI and A category stations in 2016
- Executed by the **Indian Railway Catering and Tourism Corporation (IRCTC)**
- Methodology - Ranking based on interviews of passengers only

2017 Survey

- In continuous effort to monitor cleanliness, **2nd survey** conducted in 2017
- Executed by **the Quality Council of India (QCI)**
- Methodology - Cleanliness assessment in a holistic manner based on **3 key parameters**:
 - Process Audit (33%)
 - Direct Observation (33%)
 - Citizens' feedback (33%)



Methodology



Station Selection & Questionnaire Preparation

- A1 & A category of stations
- Contribute **~80%** of total passenger revenue
- Parameters of assessments and questionnaire prepared

Assessment Methodology

Three-part survey designed

- **Process Audit** – of cleanliness activities
- **Direct Observation** – of all parts of the stations
- **Citizens' Feedback** : passenger interviews at each station

Pilot

- Pilot conducted at 3 railways stations to test the questionnaire and methodology
- Necessary modification incorporated post pilot



Execution

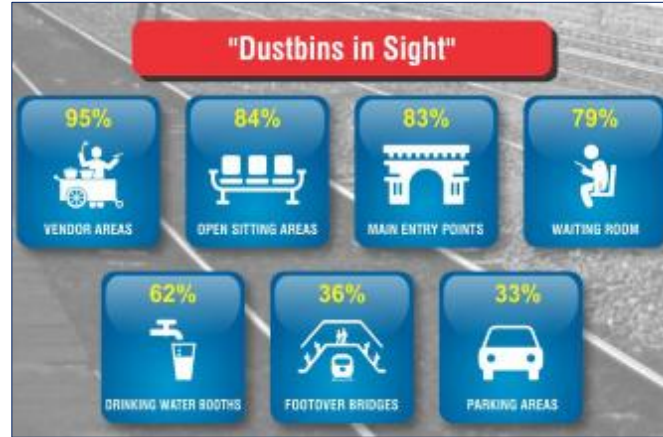
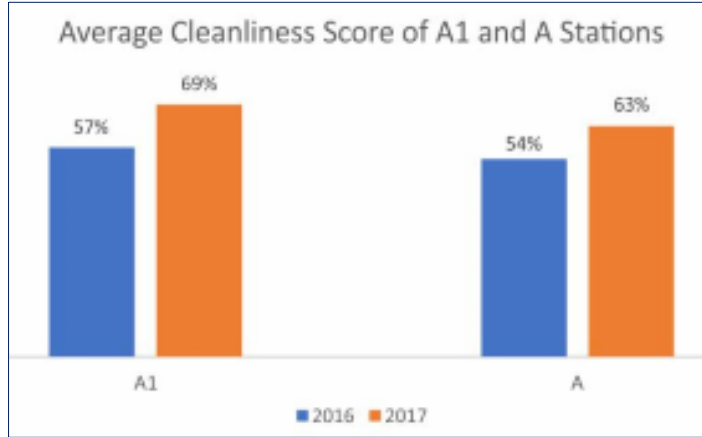


- **3 level quality checks** of the assessment.
 - Training of assessors in New Delhi, Kolkata, Mumbai, and Chennai
 - 24X7 **war room** set-up to monitor the quality check and on-ground coordination
 - Quick Response Team for conducting surprise checks
- Team of **150 assessors** deployed on ground
- Approx. **1.2 Lakh passengers** interviewed
- Technology - **Real time data collection** using mobile tablets and dedicated Application



Key Highlights

Overall Average cleanliness score increased by 18% compared to 2016



Swachh Rail Portal : Online Portal for Swachh Bharat Swachh Rail ecosystem



Phase 1



Score Cards for each stations

Portal provides the score of each station for main parameter such as Direct Observation, Citizen feedback and sub parameter such as location etc.



Photographic Evidence

Portal provides geo-tagged and time-stamped photographic evidence from each station



Citizen Feedback

- Passengers can provide feedback IR by logging in the portal
- The feedback to be incorporated in further ranking of stations

Phase 2



Provide Best Practices

A platform for sharing best practices of cleanliness and sanitation across stations



Train Ranking

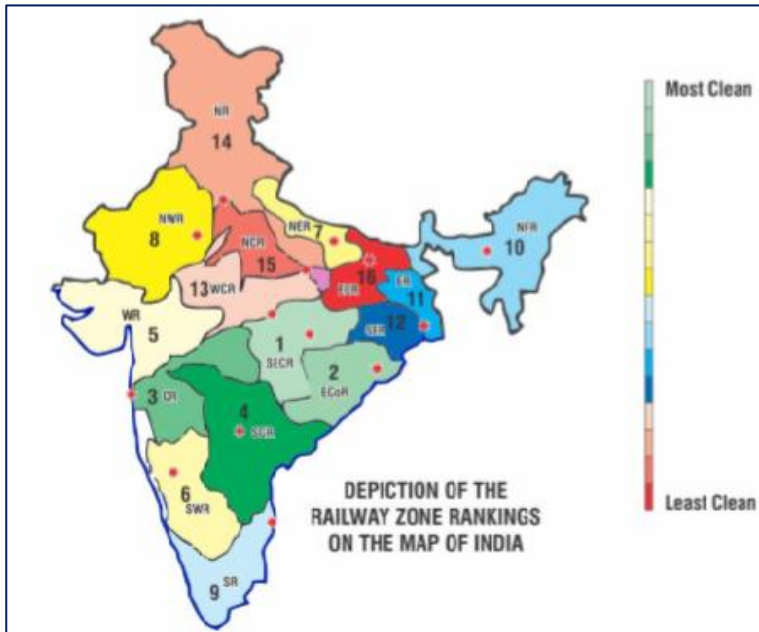
Portal shall share similar Ranking for major trains of IR and provide comparative analysis amongst various stations



Swachh Station Ranking

Overall Ranking by Railway Zones for A1 and A Category Stations

Railway Zone	No. of Stations	Average Total Score	Ranking
South East Central Railway	6	703.3	1
East Coast Railway	13	694.8	2
Central Railway	34	689.2	3
South Central Railway	37	687.0	4
Western Railway	28	684.2	5
South Western Railway	17	677.9	6
North Eastern Railway	13	669.5	7
North Western Railway	25	654.4	8
Southern Railway	51	642.9	9
North Frontier Railway	23	632.3	10
Eastern Railway	15	626.9	11
South Eastern Railway	10	625.4	12
West Central Railway	17	615.1	13
Northern Railway	63	608.9	14
North Central Railway	20	596.4	15
East Central Railway	35	548.9	16



Top 10 Rankers in AI and A Category Stations



AI Category

State	Status	Rank
Andhra Pradesh	Visakhapatnam	1
Telangana	Secunderabad Jn.	2
Jammu & Kashmir	Jammu Tawi	3
Andhra Pradesh	Vijayawada	4
Delhi	Anand Vihar Terminal	5
Uttar Pradesh	Lucknow Jn.	6
Gujarat	Ahmedabad	7
Rajasthan	Jaipur	8
Maharashtra	Pune	9
Karnataka	Bangalore City	10

A Category

State	Status	Rank
Punjab	Beas	1
Telangana	Khammam	2
Maharashtra	Ahmadnagar	3
West Bengal	Durgapur	4
Telangana	Mancheria	5
Maharashtra	Badnera	6
Assam	Rangiya Jn.	7
Andhra Pradesh	Warangal	8
Madhya Pradesh	Damoh	9
Gujarat	Bhuj	10



Top 10 Improvements among AI and A Category Stations

AI Category

Station	2016 Rank	2017 Rank	Movement of Rank
Pune Jn.	75	9	+ 66
Guwahati	73	18	+ 55
Mughalsarai Jn.	74	22	+ 52
Hazrat Nizamuddin	72	23	+ 49
Varanasi	63	14	+ 49
Bandra	60	15	+ 45
Jaipur	51	8	+ 43
Vishakhapatnam	42	1	+ 41
Delhi Jn	65	24	+ 41
Vijayawada	45	4	+ 41

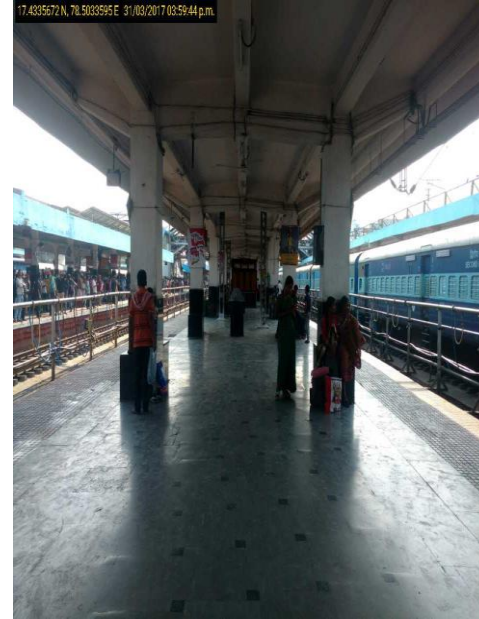
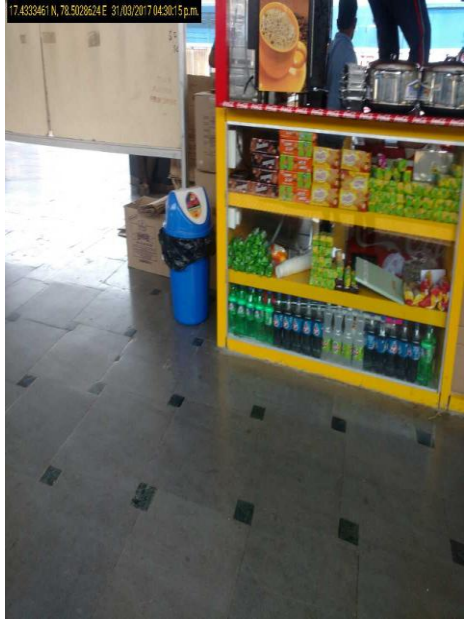
A Category

Station	2016 Rank	2017 Rank	Movement of Rank
Khammam	285	2	+ 283
Lonavla	312	29	+ 283
Raichur	330	66	+ 264
Badnera	269	6	+ 263
Palsa	305	43	+ 262
Warangal	254	8	+ 246
Raja Ki Mandi	287	44	+ 243
Narkatiaganj	315	81	+ 234
Sagour	248	15	+ 233
Anantapur	272	40	+ 232

A1 Category – Rank 1 - Visakhapatnam



A1 Category – Rank 2 – Secundarabad Jn.



A1 Category - Rank 3 - Jammu Tawi

32.7041495 N, 74.8794036 E 04/04/2017 1



32.7041495 N, 74.8794036 E 04/04/2017 1



32.7056789 N, 74.8794896 E 03/04/2017 07:41:3



A Category - Rank 1 - Beas

31.5201231 N, 75.2900355 E 28/03/2017 0



31.5201231 N, 75.2900355 E 28/03/2017 0



31.5188185 N, 75.2896073 E



A Category - Rank 2 - Khammam



A Category – Rank 3 - Ahmadnagar

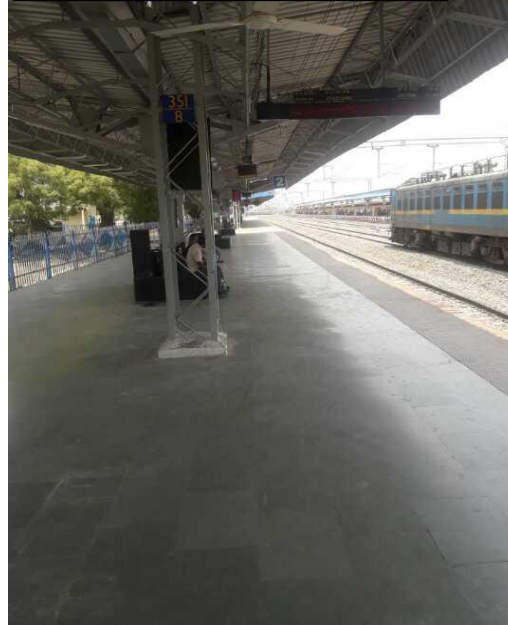
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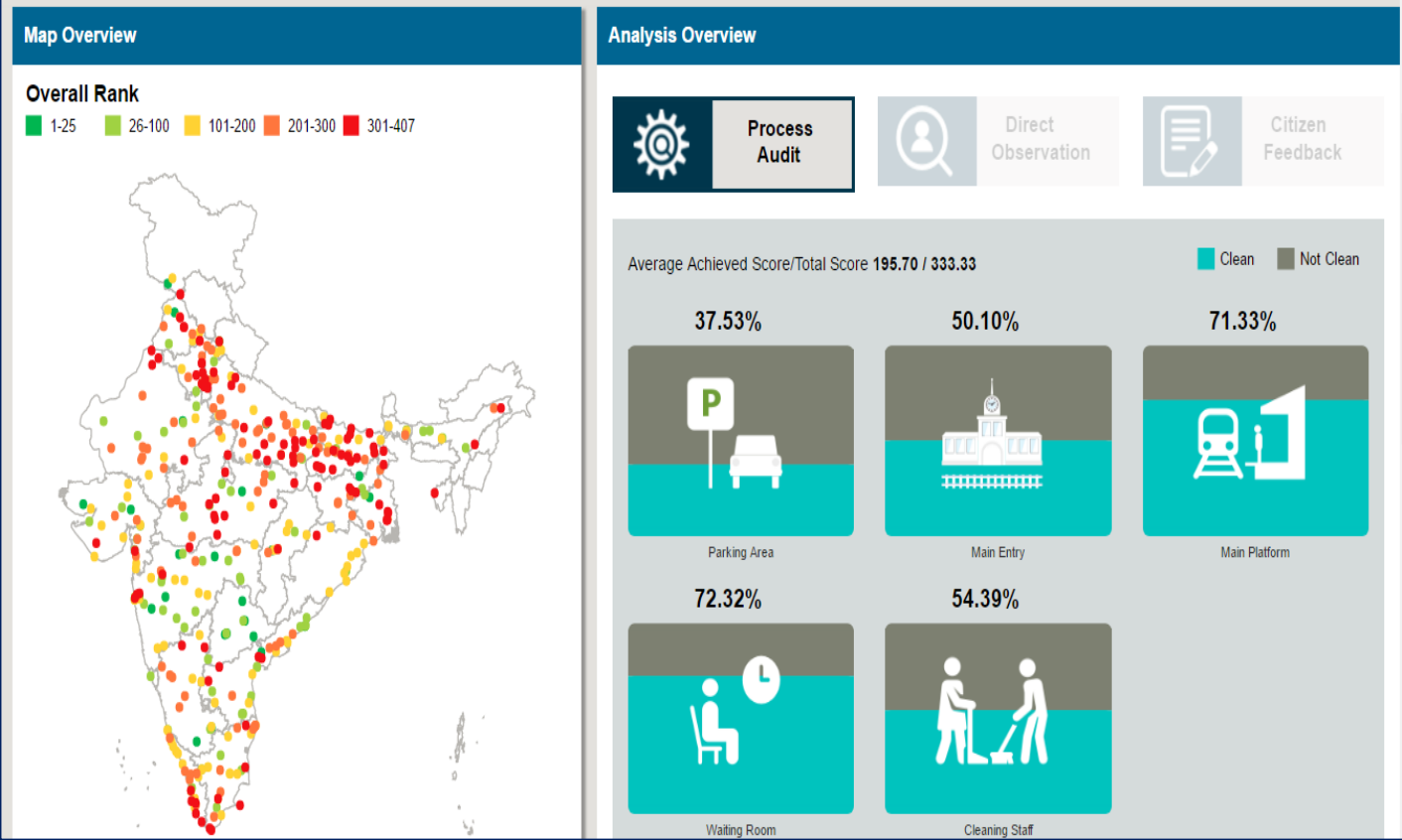
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Swachh Rail Portal

www.railswacch.in

Swachh Rail Portal :



Thank You!