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Message

Shri Suresh Prabhakar Prabhu
Minister for Railways, Government of India

The Indian Railways belongs to the people, and for decades it has remained the most trusted means of transportation for millions of Indians. As we look back at the development of the nation, since inception the Indian Rail has been the backbone of change and progress. Today, as India seeks to become a clean and healthy nation under the "Swachh Bharat" mission, the Indian Railways proudly marches alongside. In 2015, the Ministry of Railways launched the "Swachh Rail, Swachh Bharat" campaign with the determination to create significant and sustainable improvement in cleanliness standards of trains and stations with the motive to improve the experience for the Indian passenger.

Under "Swachh Rail, Swachh Bharat" the Ministry has launched a series of drives to sensitize Indian Railways towards cleanliness and to motivate Zonal Railways to take action in the sanitation of railway premises. In line with these efforts to develop a culture around cleanliness, this year for the second time, 407 largest revenue-generating stations have been assessed and ranked for their cleanliness and sanitation situation.

The purpose of the ranking is to induce an atmosphere of healthy competition among our stations, and I feel proud to see the results and improvements stations showed vis-à-vis last year. I would like to congratulate all the railway zones and stations to working towards the common vision of "Swachh Rail, Swachh Bharat."

I would also like to congratulate Quality Council of India for successful completion of the survey.

Message

Shri Manoj Sinha
Minister of State for Railways

It is a matter of pride for Indian Railways to release the second edition of the report for Ranking 407 stations A1 and A categories of stations. As we move towards the third year of "Swachh Rail, Swachh Bharat," need for stringent assessment methodology to assess the performance of all the stations on various cleanliness parameters becomes extremely important.

In this journey, we recognise that our core stakeholders are the rail users themselves hence Ministry has taken active steps to seek feedback from passengers to monitor the impact of the mission on consumer experience . Various SMS – Based, web based and app based complaint redressal systems have been developed to collect direct feedback. Further, the use of CCTV's has been extended to monitor cleanliness activities at major stations, while, the enforcement of penalties associated with cleanliness decorum at railway premises has been intensified.

These periodic assessments are intended to foster a spirit of positive competition between stations and improve the overall experience of the public with Indian Railways. From the results of second assessment, I feel proud to say that the objectives have been met to large extent.

Message

Shri Rajen Gohain
Minister of State for Railways

As the nation advances towards cleanliness and sanitation, Indian Railways marches along with the vision of clean and healthy railways. A culture of change in mindset has been promoted at the station and zonal railways level. In addition to creating a cultural change, the Ministry has taken other bold measures to tackle sanitation issues head on.

In the past two years, more than 72,000 bio-toilets have been installed on trains with the purpose to prevent discharge of human waste during train journeys directly onto the track. Further, the facility of On-Board Cleaning has been extended to more than 860 trains, and pay-and-use toilets have been introduced at many stations.

The periodic assessment of cleanliness of 407 largest stations is positive efforts in the direction of clean railways. It is expected that the ranking will help stations in assessing their performance and identifying various gaps. It will also help stations in preparing the strategy to tackle various gaps and achieve the mission of clean railways.

I would like to thank Quality Council of India for their efforts in carrying out this survey on behalf of Ministry of Railways.

Message

I am glad to learn that Environment and Housekeeping Management Directorate has got the second Third- party Audit of cleanliness standard of major stations completed through Quality Council of India(QCI). Measuring is the first step in managing any problem and it is very heartening that cleanliness of stations has been broken down to measurable elements and has started getting audited by direct observations of assessors and passenger feedback using technology to preserve verifiable evidence of such measurement .

The objective of such surveys is to promote competition and improve the standard of upkeep and cleanliness on major stations. It is necessary to quickly follow up and act on the gaps revealed through survey to build durable, sustainable systems which would produce cleanliness exceeding the expectations of passengers on 24X7 basis.
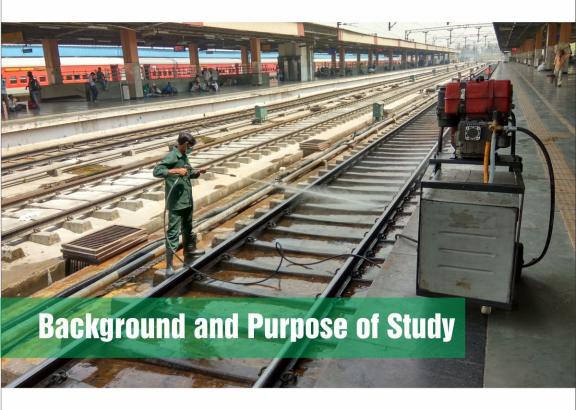
Shri A.K. Mittal
Chairman, Railway Board

Message

Shri Ravindra Gupta
Member, Rolling Stock

With the launch of "Swachh Bharat Abhiyan," a new wave of positivity and awareness is taking over Indians all over the country. In ensuring the Indian Railways to advances along with the new India, the Ministry of Railways launched the "Swachh Rail" mission.

In 2016, the Ministry of Railways conducted a passenger feedback survey on the stat of cleanliness in 407 A1 and A category stations. For the survey, passengers were asked to rate the station's cleanliness on the 40 parameters on a scale of 1 to 5, where one indicated 'Poor' and 5 indicated 'Excellent.' Data from the survey was used to rank the 407 stations. In the spirit of nurturing healthy competition among these stations, this year the same 407 stations have been ranked again.

This year the scope of the cleanliness survey has been widened to not only include citizen feedback but also to evaluate the process of cleaning at stations and to inspect the station premise for actual cleanliness, as conducted by certified assessors under Quality Council of India. The rankings for this year are based on a robust methodology that judges the performance of the stations in a holistic manner and will allow us to identify gaps for improvement.

I sincerely thank all who have been part of this extensive exercise and the larger movement of making Indian Railways "Swachh."

Background and Purpose of Study

On 2nd of October 2014 Honorable Prime Minister of India, Shri Narendra Modi launched India's largest ever cleanliness drive "Swachh Bharat Mission" with the bold vision to achieve the dream of a clean India by 2nd October 2019, the 150th birth anniversary of Mahatama Gandhi.

Indian railways is one of the largest railway networks in the world, comprising of 119,630 km of track and carrying 8.107 billion passengers annually. It plays a pivotal role in the development and growth of India and has been an integral part of the lives of 120 billion citizens of India. Indian Railways, being the most commonly used and cost effective long distance carriage transport system, has taken a bold step to improve the experience of millions of Indians travelling on the Indian Railways network everyday by launching its own "Swachh Rail, Swachh Bharat" campaign. Honorable Minister of Railways introduced the "Swachh Rail, Swachh Bharat" initiative with the mission to improve the cleanliness on stations and trains. The focus of the mission is to enhance the maintenance and upkeep of cleanliness within railway premises, including both stations and trains.

A series of initiatives has been taken by the Ministry of Railways under "Swachh Rail, Swachh Bharat" that includes the following, but not limited to: (1) Integrating housekeeping contracts; (2) Improving flooring of platforms to enable mechanized cleaning; (3) Providing separate dustbins for different types of wastes; (4) Providing dustbins in non-AC coaches; (5) Employing CCTVs to monitor cleaning practices; (6) Development of a "Customer Complaint" Web Portal and Mobile Application to collect continuous citizen feedback. With cleanliness being a major concern on trains, tracks and in stations, an initiative to make 367 km of tracks free from discharge of human waste from toilets on trains has been undertaken by the Ministry of Railways. To create awareness among

people, a lot of cleanliness campaigns have been launched.

To maintain the momentum of cleanliness among stations, Ministry of Railways has adopted intensive mechanized cleaning of coaches in coach depots through professional agencies, the on board Housekeeping Scheme has increased to around 860 trains, mechanized laundry to provide clean linen has been set up in a total of 33 locations, disposable bags for garbage disposal have been started as a pilot project in Mumbai-Amritsar Punjab Mail. First 'Green' DEMU train was introduced on Northern Railway. Indian Railways has installed more than 72,000 Bio-toilets on trains as on date.

In an effort to periodically monitor the progress of mission and to propel healthy competition among railway stations, the Ministry of Railways conducted its first ever cleanliness assessment of 407 A1 and A stations in 2016. The survey was

Adequate number of dustbins at NDLS Station

executed by the Indian Railway Catering and Tourism Corporation, which conducted interviews of passengers at the stations on various parameters of cleanliness, requiring them to rate the parameters on a scale of 1 to 5. This passenger feedback was ultimately translated into ranking of the 407 stations.

In continuous efforts towards monitoring the progress of stations on "Swachh Rail, Swachh Bharat" campaign, the Ministry of Railways commissioned a 2nd survey for ranking the same 407 stations. The responsibility of execution of the survey was given to Quality Council of India (QCI). Accordingly, a detailed methodology incorporating assessment of processes, outcomes and citizen feedback was prepared by Ministry of Railways in association with Quality Council of India. In addition a customized tech application was used to capture the responses of the survey that ensured the accuracy of the collected data, through geo-tagged pictures. A team of 160 assessors was deployed in 407 stations to collect the survey data.

Swachh Rail Swachh Bharat awareness poster

Methodology

STATION SELECTION

Indian Railways comprises of more than ten thousand stations, distributed into 16 zones. These stations are classified into 7 categories, A1, A, B, C, D, E, and F based on their annual passenger revenue. Accordingly, there are 75 stations in India that contribute more than 50 crores annually in passenger revenue and have been categorized as A1. Similarly, there are 332 stations that contribute between 6 to 50 crores of annual passenger revenue and have been categorized as A.

Categorization of Stations by Revenue	
Category	**Annual Passenger Revenue (in Crores)**
A1	>50
A	6-50
B	3-6
C	All subsurban stations
D	1-3
E	<1
F	Halts

Considering the significance of A1 and A class of stations in terms of revenue and footfall, a total of 407 stations were selected for the purpose of assessment and ranking.

DESIGN OF THE SURVEY

In order to assess the cleanliness and sanitation of stations in a holistic manner, a four -part survey was designed, comprising of the following:

1   **Process Evaluation:** The first part of the study involved assessment of processes related to cleanliness at the station. QCI assessors observed the frequency of various cleaning activities in the main consumer interface areas.   The assessor was required to take multiple rounds of the following areas during the survey:

Areas
Parking
Main Entry
Main Platform (Including a foot-over bridge)
Waiting Room

In addition to observing cleaning activity frequency in the above areas, Process Evaluation also involved the assessors observing the condition of the uniform, protective gear and equipment used by the cleaning staff. The staff members were further inquired about their labour conditions, such as their monthly pay. Detailed parameters and the questionnaire for Process Evaluation can be found in Appendix A.

2.   **Direct Observation:** To ensure a thorough inspection, the following areas were inspected at every station:

Areas	Sub-Areas
Parking	Open Area
	Toilets
Main Entry	Open Area
	Toilets
All Platforms	Open Sitting Area
	Vendor Area
	Toilets
	Drinking Water Booths
	Waiting Room
	Railway Tracks
	Foot-over Bridge

The third part of assessment involved the QCI assessors inspecting the station premise for different form of wastes, such as litter, excreta, stain and stagnant water as described in Appendix A.

QCI Assessor conducting direct observation on a mobile device using geo-tagged technology

3.   **Citizen Feedback:** The final and the most important part of the assessment sought to collect feedback from the passengers at the station about the cleanliness condition. The passengers were asked questions related to level of cleanliness in the most common consumer interface areas of the station in terms of litter, stagnant water, presence of pests, etc. Ultimately they were asked to rate their overall experience based on the cleanliness and up keep of the station.

For the purpose of this study, in A1 category stations, a total of 300 passengers were targeted at each station within a 95% confidence interval with a margin error of 5.65%. Similarly, in A category

stations a total of 250 citizens were targeted within a 95% confidence interval with a margin error of 6.19%.

QCI Assessor taking citizen feedback from railway passenger on a mobile device

Station Manager Interview: The Station Manager of all of 407 stations were interviewed to understand various cleanliness related processes followed at the railway stations and in addition documents were collected to corroborate the information. In addition the assessors inquired the Station Managers about the efforts made to develop a culture of cleanliness at the station. The detailed list of parameters and the questionnaire can be found in Appendix A.

SCORING

For the purpose of this study, the Station Manager interview was purely qualitative in order to collect documentation regarding upkeep of stations and to inquire about any efforts made in line with the cleanliness vision. Accordingly, the remaining three parts of the survey were given equal weightage in calculating the overall score for the station, which was used to ultimately rank them:

Survey Components	Weightage
Process Evaluation	33.33%
Direct Observations	33.33%
Citizen Feedback	33.33%

EXECUTION OF THE SURVEY

A detailed training on the concept and definations related to Swachh Bharat Mission, questionnaire, survey methodology, mobile application etc. was conducted by QCI team in 4 cities (Delhi, Mumbai, Chennai and Kolkata). A total of 160 Assessors were trained to ensure quality and consistency in the survey across stations. A team of 2 people visited all 407 stations for 2 days.

In order to ensure authenticity of data as well as a streamlined approach for data collection, the data was collected on real time basis through an online platform which went through multiple rounds of Quality Checks. The photographs collected during the survey were time stamped and geo tagged. To substantiate citizen feedback captured in the survey the assessors clicked pictures of the citizens interviewed or alternatively pictures of their train tickets were taken.

A central 24X7 control room was set up to monitor daily progress and ensure quality and consistency across the survey. The control room coordinated with Divisional Railway Managers and Station Managers for smooth conduct of the survey and coordinated with 160 assessors to resolve real-time queries.
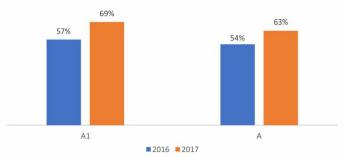
Key Findings

Mechanized cleaning being conducted

Progress from 2016 Cleanliness Assessment

The overall average cleanliness score of 407 A1 and A category stations in this year's assessment improved by 18% as compared to that of 2016. This trend implies that the 'Swachh Rail, Swachh Bharat' initiative is demonstrating good progress on-ground and is improving the customer experience for Indian Railways.

Within the two categories, the average score of A1 category stations improved by 21% while that of A category stations improved by 17%. The findings of the survey will help identify the best-performing stations and induce a spirit of healthy competition amongst the stations. Stations will be able to identify gaps and focus on bridging these gaps to attain the Vision of 'Swachh Rail, Swachh Bharat'.

Average Cleanliness Score of A1 and A Stations

A1: 57% (2016), 69% (2017)
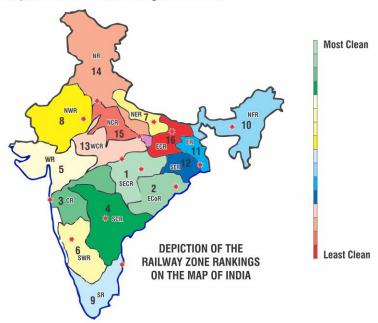A: 54% (2016), 63% (2017)

■ 2016 ■ 2017

Zonal Rankings

The Indian railways is divided into 16 geographic zones. A ranking of these 16 zones has been prepared based on the average of total scores achieved by their respective A1 and A stations.

Overall Rankings 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

South East Central Railway scored the highest with an average score of 703.3 out of a total of 1000 while East Centrail Railway scored the least with an average score of 548.9.

DEPICTION OF THE
RAILWAY ZONE RANKINGS
ON THE MAP OF INDIA

Top Station Catagory-wise

The top ranker among A1 Category Stations was Visakhapatnam while Beas achieved the highest rank in A Category Stations.

The stations that scored more than 80% in A1 Category are : Visakhapatnam, Secunderabad Jn., Jammu Tawi, Vijayawada, Anand Vihar Terminal, Lucknow Jn., Ahmedabad, Jaipur, Pune, Bangalore City and Kacheguda.

The stations which scored more than 80% in A Category are : Beas, Khammam, Ahmadnagar, Durgapur, Mancherial, Badnera, Rangiya Jn., Warangal, Damoh and Bhuj.

Top 10 rankers in A1 Category Stations:

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

Top 10 rankers in A Category Stations:

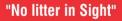| State	Status	Rank
Punjab	Beas	1
Telangana	Khammam	2
Maharashtra	Ahmadnagar	3
West Bengal	Durgapur	4
Telangana	Mancherial	5
Maharashtra	Badnera	6
Assam	Rangiya Jn.	7
Andhra Pradesh	Warangal	8
Madhya Pradesh	Damoh	9
Gujarat	Bhuj	10

Among the stations that have shown improvement from last year, the top 10 largest improvements were shown by the following stations in each category:

Top 10 Improvements among A1 Category Stations:

State	2016 Rank	2017 Rank	Improvement in 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
Visakhapatnam	42	1	+41
Delhi Jn.	65	24	+41
Vijayawada	45	4	+41

Top 10 Improvements among A Category Stations:

State	2016 Rank	2017 Rank	Improvement in Rank
Khammam	285	2	+283
Lonavala	312	29	+283
Raichur	330	66	+264
Badnera	269	6	+263
Palasa	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

Key Highlights

"No litter in Sight"

92% WAITING ROOM	**91%** MAIN ENTRY POINTS	**88%** FOOTOVER BRIDGES	**81%** VENDOR AREAS
79% OPEN SITTING AREAS	**72%** DRINKING WATER BOOTHS	**32%** PARKING AREAS	**30%** RAILWAY TRACKS

"Dustbins in Sight"

95% VENDOR AREAS	**84%** OPEN SITTING AREAS	**83%** MAIN ENTRY POINTS	**79%** WAITING ROOM
62% DRINKING WATER BOOTHS	**36%** FOOTOVER BRIDGES	**33%** PARKING AREAS	

"Dedicated Cleaning Staff in Toilets"

83% MAIN ENTRY POINTS	**81%** PARKING AREAS	**63%** WAITING ROOM	**62%** PLATFORM AREAS

A1 Category – Top 3 Stations

VISAKHAPATNAM

Visakhapatnam ranked 1st in A1 category with an overall cleanliness score of 85% in 2017. The score indicates a percentage change of 56% from last year's score. Accordingly, the station's ranking improved from 42nd in 2016 to 1st in 2017.

Notable Features – Presence of clean toilets on all platforms and significantly clean railway tracks.

SECUNDERABAD JN.

Secunderabad Jn. ranked 2nd in A1 category with an overall cleanliness score of 84% in 2017. The score indicates a percentage change of 39% from last year's score. Accordingly, the station's ranking improved from 23rd in 2016 to 2nd in 2017.

Notable Features – Significantly clean main entry area, including availability of clean toilets and dustbins. In addition, significantly clean railway tracks.

JAMMU TAWI

Jammu Tawi ranked 3rd in A1 category with an overall cleanliness score of 84% in 2017. The score indicates a percentage change of 36% from last year's score. Accordingly, the station's ranking improved from 20th in 2016 to 3rd in 2017.

Notable Features – Availability of well-maintained dustbins in all open-sitting areas of the platforms. In addition, the cleaning staff were well equipped.

A Category - Top 3 Stations

BEAS

Beas ranked 1st in A category with an overall cleanliness score of 87% in 2017. The score indicates a percentage change of 1% from last year's score. Accordingly, the station has retained a 1st place ranking in 2016 and 2017.

Notable Features – Availability of well-maintained dustbins throughout the station and clean floors.

KHAMMAM

Khammam ranked 2nd in A category with an overall cleanliness score of 85% in 2017. The score indicates a percentage change of 99% from last year's score. Accordingly, the station's ranking improved from 285th in 2016 to 2nd in 2017.

Notable Features - Availability of clean toilets on all platforms and clean floors station-wide.

AHMADNAGAR

Ahmadnagar ranked 3rd in A category with an overall cleanliness score of 84% in 2017. The score indicates a percentage change of 28% from last year's score. Accordingly, the station's ranking improved from 39th in 2016 to 3rd in 2017.

Notable Features - Availability of well-maintained dustbins across the station and significantly clean floors station-wide.

Complete Ranking of Stations

A1 Category Stations:

*Total score is out of 1000 and each component weighs 33.33% of the total score

Zone	Station	Process Audit Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
East Coast Railway	Visakhapatnam	245.9	284.3	322.9	853.1	1
South Central Railway	Secunderabad Jn	289.9	264.6	286.2	840.7	2
Northern Railway	Jammu Tawi	311.9	251.7	273.4	837.0	3
South Central Railway	Vijayawada	274.5	256.3	302.4	833.2	4
Northern Railway	Anand Vihar Terminal	279.5	257.9	284.9	822.2	5
North Eastern Railway	Lucknow Jn.	248.1	254.7	314.3	817.2	6
Western Railway	Ahmedabad	270.6	229.5	315.9	816.0	7
North Western Railway	Jaipur	272.0	293.7	247.0	812.7	8
Central Railway	Pune Jn.	237.2	268.5	304.8	810.5	9
South Western Railway	Bangalore City	267.9	287.5	253.5	808.9	10
South Central Railway	Kacheguda	258.4	238.5	311.5	808.4	11
North Eastern Railway	Gorakhpur Jn.	273.4	234.3	258.8	766.5	12
East Coast Railway	Bhubaneswar	249.1	216.9	298.0	763.9	13
Northern Railway	Varanasi	244.4	241.8	277.1	763.3	14
Western Railway	Bandra	253.6	233.7	275.9	763.3	15
South Central Railway	Hyderabad	245.2	254.7	260.4	760.3	16
North Western Railway	Jodhpur Jn.	219.1	219.9	320.2	759.2	17
Northeast Frontier Railway	Guwahati	278.3	213.7	266.1	758.0	18
South Central Railway	Tirupati	238.1	232.4	266.7	737.2	19
North Western Railway	Ajmer Jn.	221.0	238.5	273.2	732.8	20
Central Railway	Solapur	215.8	217.7	298.2	731.7	21
East Central Railway	Mughalsarai Jn.	238.9	218.9	273.4	731.2	22
Northern Railway	Hazrat Nizamuddin	263.8	238.5	225.0	727.3	23
Northern Railway	Delhi Jn	270.6	219.8	236.4	726.9	24
Western Railway	Vadodara Jn.	210.5	239.2	276.0	725.6	25
Western Railway	Surat	222.1	227.0	275.6	724.8	26
Western Railway	Mumbai Central	220.9	206.4	293.5	720.9	27
East Central Railway	Patna Jn.	230.2	211.6	277.2	719.0	28
South Eastern Railway	Bilaspur Jn.	226.4	188.1	299.3	713.8	29
Northern Railway	Haridwar jn.	222.3	219.4	265.9	707.5	30
South Central Railway	Raipur Jn.	214.3	190.0	303.1	707.4	31
South Western Railway	Yesvantpur Jn.	217.9	236.2	251.1	705.2	32
Southern Railway	Coimbatore Jn.	241.2	265.3	193.6	700.1	33
Southern Railway	Ernakulam Jn. (South)	204.2	193.6	297.5	695.2	34
North Central Railway	Agra Cantt.	274.1	191.4	228.8	694.3	35
North Eastern Railway	Chhapra Jn.	274.5	194.2	223.5	692.3	36

Zone	Station	Process Audit Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
East Coast Railway	Puri	195.9	212.3	281.7	689.9	37
Northeast Frontier Railway	New Jalpaiguri	229.9	193.2	266.7	689.8	38
Northern Railway	New Delhi	247.5	218.4	221.4	687.4	39
Southern Railway	Kozhikode	209.9	225.1	252.3	687.3	40
North Central Railway	Gwalior Jn.	267.7	190.3	228.1	686.1	41
Western Railway	Rajkot	203.4	177.5	302.7	683.6	42
West Central Railway	Jabalpur	219.2	214.3	247.4	680.9	43
Central Railway	Mumbai CST	235.9	213.5	229.6	679.1	44
North Central Railway	Allahabad	243.0	181.6	253.9	678.5	45
East Central Railway	Muzaffarpur Jn.	258.0	192.7	219.7	670.3	46
Northern Railway	Amritsar	205.3	210.2	247.8	663.3	47
Northern Railway	Chandigarh	180.4	209.3	271.7	661.5	48
Southern Railway	Chennai Central	212.2	241.5	203.2	656.9	49
Eastern Railway	Bhagalpur	188.0	225.0	231.3	644.3	50
Southern Railway	Kharagpur	201.1	213.6	224.5	639.2	51
Southern Railway	Thrissur	190.3	198.4	246.7	635.4	52
North Central Railway	Kanpur Central	204.6	176.9	246.9	628.4	53
Central Railway	Nagpur	184.3	185.7	257.0	626.9	54
Northern Railway	Bareilly Jn.	229.2	185.4	209.0	623.6	55
Eastern Railway	Howrah	183.4	195.0	243.1	621.5	56
Northern Railway	Lucknow	210.4	177.5	231.9	619.8	57
South Eastern Railway	Tatanagar	172.5	184.0	259.6	616.2	58
North Central Railway	Mathura Jn.	208.9	206.4	197.1	612.4	59
Central Railway	Lokmanya Tilak (Terminus)	161.3	200.0	244.7	606.0	60
Southern Railway	Madurai Jn.	176.9	234.4	187.2	598.5	61
Southern Railway	Chennai Egmore	205.6	193.9	197.1	596.6	62
Central Railway	Kalyan Jn.	202.7	197.7	184.9	585.4	63
Northern Railway	Dehradun	155.2	174.3	252.1	581.7	64
North Central Railway	Jhansi Jn.	180.8	154.8	241.7	577.2	65
East Central Railway	Gaya Jn.	163.7	179.1	230.1	572.9	66
Eastern Railway	Sealdah	175.0	175.5	221.5	572.0	67
Central Railway	Thane	144.8	219.5	201.2	565.4	68
Northern Railway	Ludhiana Jn.	128.0	197.5	237.4	562.9	69
Central Railway	Dadar	196.3	175.3	188.8	560.4	70
Southern Railway	Trivendrum Central	165.6	205.4	186.4	557.4	71
East Central Railway	Dhanbad Jn.	146.0	209.9	200.7	556.6	72
Northern Railway	Ambala Cantt. Jn.	184.5	189.8	166.7	541.0	73
West Central Railway	Bhopal Jn.	139.5	156.3	203.4	499.2	74
East Central Railway	Darbhanga Jn.	163.3	140.1	194.3	497.8	75

A Category Sations:

*Total score is out of 1000 and each component weighs 33.33% of the total score

Zone	Station	Process Audit Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
Northern Railway	Beas	296.3	263.7	314.0	873.9	1
South Central Railway	Khammam	254.3	285.7	310.5	850.5	2
Central Railway	Ahmadnagar	263.0	279.4	300.8	843.1	3
Eastern Railway	Durgapur	278.0	280.2	283.7	841.9	4
South Central Railway	Mancherial	257.0	270.1	314.3	841.4	5
Central Railway	Badnera	254.7	292.5	271.0	818.2	6
Northeast Frontier Railway	Rangiya Jn.	258.4	253.6	302.0	814.1	7
South Central Railway	Warangal	261.0	245.0	307.2	813.3	8
West Central Railway	Damoh	298.0	290.4	210.4	798.9	9
Western Railway	Bhuj	200.3	266.9	329.8	796.9	10
Central Railway	Amravati	231.0	270.5	292.0	793.5	11
South East Central Railway	Durg	273.3	221.3	296.5	791.1	12
Eastern Railway	Jasidih	250.2	251.4	284.5	786.1	13
South Western Railway	Mysore	255.3	269.5	259.0	783.7	14
West Central Railway	Sagour	299.6	271.9	209.7	781.2	15
North Western Railway	Gandhi Nagar JPR	215.7	230.7	327.6	773.9	16
South Central Railway	Kazipet	241.4	230.8	290.0	762.2	17
Central Railway	Bhallarsah	250.1	241.2	270.9	762.1	18
North Eastern Railway	Kathgodam	217.0	240.1	304.3	761.4	19
Central Railway	Chandrapur	231.7	250.9	274.6	757.1	20
Central Railway	Wardha	231.0	252.4	273.5	756.9	21
Southern Railway	Kumbakonam	234.2	261.2	261.5	756.9	22
Western Railway	Jamnagar	218.4	226.6	311.4	756.3	23
Central Railway	Bhusawal	245.7	231.9	276.6	754.3	24
South Central Railway	Chirala	203.0	262.0	287.3	752.3	25
South Central Railway	Nizamabad	222.0	260.0	267.9	749.9	26
Western Railway	Indore	235.7	212.6	300.6	748.9	27
Southern Railway	Kovilapatti	227.4	225.7	295.1	748.2	28
Central Railway	Lonavla	226.5	229.0	292.5	748.1	29
Northeast Frontier Railway	Lumding	233.3	250.6	263.4	747.3	30
Central Railway	Kurudvadi	215.1	236.6	293.9	745.6	31
Northeast Frontier Railway	New Coochbehar	240.1	210.7	293.6	744.4	32
West Central Railway	Habibganj	261.5	210.3	271.8	743.6	33
Northern Railway	Muzaffarnagar	218.3	263.2	260.4	741.8	34
South Western Railway	Bangarapet	248.1	243.8	248.9	740.9	35
South East Central Railway	Champa Jn.	259.0	192.3	289.2	740.6	36
South Western Railway	Vasco-da-gama	222.4	227.0	290.4	739.8	37

Zone	Station	Process Audit Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
South Central Railway	Renigunta	231.6	226.1	280.3	737.9	38
South Western Railway	Kengeri	239.5	249.9	247.7	737.1	39
South Central Railway	Anantapur	200.7	279.6	256.0	736.3	40
Southern Railway	Mangalore Jn.	245.9	282.0	207.8	735.7	41
Central Railway	Daund	198.8	234.0	302.7	735.4	42
East Coast Railway	Palasa	204.0	216.7	314.3	735.0	43
North Central Railway	Raja Ki Mandi	244.4	243.9	246.7	734.9	44
Central Railway	Akola	221.7	238.6	274.6	734.9	45
West Central Railway	Rewa	255.0	230.9	246.8	732.7	46
North Western Railway	Jaisalmer	245.1	196.7	289.1	730.9	47
East Central Railway	Hajipur Jn.	288.5	192.3	248.9	729.7	48
East Coast Railway	Srikakulam Road	201.1	231.3	297.2	729.6	49
Southern Railway	Mettupalayam	212.5	264.3	251.2	728.1	50
Central Railway	Shirdi	203.6	220.7	303.0	727.3	51
Southern Railway	Salem	249.4	273.4	203.7	726.5	52
Central Railway	Latur	218.5	202.3	305.8	726.5	53
Central Railway	Kopargaon	237.3	201.4	287.4	726.1	54
Northeast Frontier Railway	Alipurduar Jn.	229.5	203.3	291.4	724.2	55
North Western Railway	Rewari	257.0	217.1	249.7	723.8	56
Northern Railway	Bathinda Jn	213.4	218.8	290.6	722.7	57
West Central Railway	Bina	276.0	222.5	223.2	721.7	58
Northeast Frontier Railway	Barpeta Road	247.3	211.8	262.5	721.6	59
South Central Railway	Nellore	235.4	234.6	249.9	720.0	60
Southern Railway	Aluva	195.5	235.5	288.1	719.1	61
North Western Railway	Alwar Jn.	246.7	248.3	224.0	719.0	62
Western Railway	Ankleshwar	227.1	218.2	273.7	719.0	63
East Central Railway	Rajendra Nagar Terminal	220.8	201.8	296.3	719.0	64
Northeast Frontier Railway	New Bongaigaon Jn.	230.0	247.4	241.1	718.5	65
South Central Railway	Raichur	218.4	233.6	264.9	716.8	66
East Central Railway	Koderma	221.9	208.8	286.0	716.7	67
North Eastern Railway	Rudrapur City	207.5	233.5	275.6	716.5	68
East Coast Railway	Vizianagaram	204.4	224.7	286.7	715.8	69
Western Railway	Viramgam	183.4	209.2	322.7	715.3	70
Eastern Railway	Asansol	212.8	222.3	279.7	714.7	71
South Central Railway	Anakapalle	169.3	246.5	298.8	714.6	72
South East Central Railway	Bhilai Power House	200.1	231.5	282.7	714.2	73
Northern Railway	Gurgaon	231.4	252.0	230.8	714.2	74
Southern Railway	Thalassery	205.0	249.8	257.2	712.0	75

Zone	Station	Process Audit Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
East Coast Railway	Khurda Road	227.6	219.6	262.9	710.1	76
South Central Railway	Samalkot	226.0	223.9	259.5	709.5	77
Southern Railway	Virudhunagar	227.8	239.6	241.7	709.0	78
Southern Railway	Villupuram	249.7	208.9	248.5	707.1	79
East Coast Railway	Jajpur-Keonjhar Road	238.1	198.0	269.3	705.4	80
East Central Railway	Narkatiaganj Jn.	238.4	199.1	266.5	704.0	81
South Western Railway	Bellary Jn.	209.7	244.0	249.1	702.8	82
South Central Railway	Parbhani Jn.	203.0	200.5	299.2	702.7	83
South East Central Railway	Gondia Jn.	228.3	207.7	266.5	702.5	84
Southern Railway	Jolarpettai	248.7	200.8	250.2	699.7	85
Northern Railway	Delhi Cantt	231.5	232.1	234.5	698.1	86
Western Railway	Vapi	188.0	227.3	282.0	697.2	87
Northeast Frontier Railway	New Alipurduar	204.9	215.8	275.6	696.3	88
Western Railway	Veraval	190.3	210.4	295.0	695.6	89
South Western Railway	Hospet	207.9	240.0	244.5	692.5	90
Western Railway	Mahesana	182.9	226.1	283.0	692.0	91
Western Railway	Palanpur Jn.	202.6	193.9	295.4	691.9	92
Eastern Railway	Kolkata Terminal	209.2	224.0	257.5	690.7	93
East Coast Railway	Bhadrak	229.8	205.8	255.1	690.6	94
North Western Railway	Bandikui	205.9	247.0	236.4	689.2	95
Northern Railway	Patiala	203.8	232.2	253.1	689.1	96
Northern Railway	Moradabad	202.6	214.3	271.9	688.8	97
North Central Railway	Mahoba	221.1	211.9	255.8	688.7	98
Southern Railway	Tiruchirappalli	206.0	240.1	242.4	688.4	99
East Coast Railway	Cuttack	209.7	198.3	279.9	687.9	100
Central Railway	Kohlapur	205.7	203.5	277.4	686.6	101
Southern Railway	Kottayam	206.6	257.0	219.7	683.3	102
Southern Railway	Mangalore Central	224.4	254.5	203.9	682.8	103
Central Railway	Miraj Jn.	212.3	189.5	280.9	682.6	104
South Eastern Railway	Rourkela	214.9	217.7	248.2	680.8	105
South Western Railway	Satya Sai Prasanthi Nilayam	189.9	241.0	249.7	680.6	106
South Eastern Railway	Balasore	233.7	218.6	228.3	680.6	107
Eastern Railway	Madhupur	221.0	200.7	258.7	680.4	108
North Eastern Railway	Basti	228.3	197.4	254.0	679.7	109
Southern Railway	Erode Jn.	208.5	273.9	195.9	678.2	110
Central Railway	Panvel	235.9	236.5	205.1	677.5	111
North Eastern Railway	Khalilabad	222.8	220.5	233.8	677.0	112
Southern Railway	Thanjavur Jn.	191.7	260.1	225.1	676.9	113

Zone	Station	Process Audit Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
Western Railway	Nadiad	177.1	229.3	269.9	676.3	114
Central Railway	Jalgaon	189.5	213.1	272.2	674.8	115
South Central Railway	Nanded	180.5	187.6	305.3	673.5	116
East Coast Railway	Brahmapur	224.6	200.3	248.3	673.2	117
Northern Railway	Udhampur	208.3	229.0	234.0	671.3	118
North Eastern Railway	Mau Jn.	221.7	210.7	238.7	671.1	119
Southern Railway	Kannur	198.6	236.9	233.2	668.7	120
Northern Railway	Roorkee	207.9	204.7	255.9	668.6	121
Northern Railway	Delhi Sarai Rohilla	230.1	204.6	233.2	667.9	122
Central Railway	Nashik Road	203.6	202.9	261.0	667.5	123
South Central Railway	Bhimavaram Town	176.4	220.0	270.2	666.6	124
Northern Railway	Hardoi	239.3	226.9	199.3	665.5	125
Southern Railway	Kanhangod	201.7	248.0	215.4	665.1	126
North Western Railway	Hisar	206.4	195.6	262.9	664.9	127
Western Railway	Gandhidham	212.0	245.2	206.5	663.7	128
South East Central Railway	Raigarh	185.9	195.5	282.2	663.6	129
Western Railway	Bhavnagar Terminal	186.8	190.2	283.7	660.6	130
South Central Railway	Aurangabad	204.6	180.7	274.7	659.9	131
Northern Railway	Meerut City	216.5	173.2	270.1	659.8	132
Southern Railway	Tirupur	185.0	260.7	214.1	659.7	133
Southern Railway	Payyannur	211.6	243.5	204.4	659.5	134
North Western Railway	Bhilwara	218.7	236.5	201.8	657.0	135
Southern Railway	Tuticorin	210.3	242.7	203.8	656.8	136
South Central Railway	Jalna	172.1	199.4	284.3	655.9	137
South Central Railway	Ongole	195.1	200.9	258.6	654.7	138
Northeast Frontier Railway	Siliguri Jn.	206.3	184.6	263.7	654.6	139
Southern Railway	Kayankulam Jn.	201.8	235.7	216.9	654.3	140
North Western Railway	Udaipur City	171.2	200.6	282.4	654.1	141
Central Railway	Gulbarga	184.0	228.2	241.7	654.0	142
South Central Railway	Gudur Jn	182.7	245.7	225.2	653.6	143
East Central Railway	Samastipur Jn.	258.5	172.5	220.7	651.7	144
South Central Railway	Kakinada Town	180.1	217.8	253.7	651.6	145
Northeast Frontier Railway	Kamakhya Jn.	213.3	199.1	239.0	651.4	146
Western Railway	Valsad	185.2	199.2	265.3	649.7	147
North Western Railway	Abu Road	182.6	209.7	256.9	649.2	148
Northeast Frontier Railway	Kishanganj	241.3	179.3	228.2	648.8	149
Northern Railway	Shahjahanpur Jn.	226.7	226.1	193.2	646.0	150
Southern Railway	Chengalpattu Jn.	230.6	175.8	239.4	645.9	151

Zone	Station	Process Audit Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
Western Railway	Surendra Nagar	172.3	186.3	286.9	645.6	152
North Western Railway	Falna	165.7	210.7	269.1	645.5	153
South Western Railway	Shimoga Town	183.9	221.8	239.5	645.2	154
North Central Railway	Morena	216.2	206.3	222.6	645.0	155
South Western Railway	Bangalore Cantt	217.6	212.1	214.3	643.9	156
Northern Railway	Faizabad Jn.	201.7	198.3	243.2	643.2	157
Northern Railway	Rajpura Jn.	159.7	220.0	263.2	642.9	158
South Eastern Railway	Digha	177.3	198.8	266.4	642.5	159
South Western Railway	Krishnarajapuram	179.8	244.1	217.5	641.5	160
North Eastern Railway	Gonda Jn.	224.0	215.4	201.8	641.3	161
South Central Railway	Cuddapah	211.6	241.6	187.8	641.0	162
Southern Railway	Kasaragod	194.2	235.4	211.1	640.7	163
Western Railway	Bharuch Jn.	168.7	195.7	274.4	638.8	164
Northeast Frontier Railway	Katihar Jn.	182.2	207.4	249.1	638.8	165
Southern Railway	Karur Jn.	202.1	227.5	208.8	638.4	166
Northern Railway	Rae Bareli Jn.	204.8	204.6	228.7	638.1	167
North Western Railway	Marwar Jn.	165.3	207.8	263.8	636.9	168
Southern Railway	Katpadi Jn.	235.1	177.4	224.2	636.6	169
Western Railway	Anand Jn.	166.1	211.1	259.2	636.4	170
Southern Railway	Palakkad Jn.	222.3	230.9	182.8	636.0	171
South Eastern Railway	Bokaro Steel City	196.6	200.6	238.0	635.2	172
Northern Railway	Firozpur Cantt	192.5	204.6	237.7	634.8	173
South Central Railway	Tuni	172.6	210.0	251.2	633.7	174
Central Railway	Manmad Jn.	224.7	193.9	215.0	633.6	175
Western Railway	Ujjain Jn.	195.5	158.5	279.1	633.2	176
Northern Railway	Kalka	184.6	218.7	229.8	633.1	177
North Central Railway	Agra Fort	255.0	180.5	197.6	633.0	178
Northeast Frontier Railway	Coochbehar	147.1	190.7	293.4	631.3	179
North Western Railway	Pali Marwar	134.5	237.5	259.0	631.0	180
Northern Railway	Karnal	182.3	210.8	236.0	629.1	181
North Western Railway	Rani	150.0	215.5	262.0	627.5	182
North Central Railway	Aligarh Jn.	202.5	195.7	229.0	627.3	183
North Western Railway	Barmer	192.7	162.6	271.6	626.9	184
Northern Railway	Ayodhya Jn.	177.1	210.2	239.5	626.9	185
Central Railway	Chalisgaon Jn.	169.1	196.5	261.3	626.9	186
Western Railway	Chittaurgarh Jn.	173.4	173.2	279.2	625.9	187
Northern Railway	Unnao Jn.	200.0	207.9	217.7	625.6	188
South Eastern Railway	Ranchi Jn.	180.0	192.9	251.0	624.0	189

Zone	Station	Process Audit Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
Southern Railway	Tirur	167.9	210.9	244.6	623.4	190
West Central Railway	Bharatpur Jn.	170.9	178.9	272.8	622.6	191
Northern Railway	Sultanpur Jn.	198.3	199.4	224.2	621.9	192
Central Railway	Shegaon	145.6	201.8	272.9	620.3	193
North Western Railway	Shri Ganganagar	186.9	161.8	271.4	620.1	194
Northeast Frontier Railway	Siwan Jn.	221.3	147.0	250.8	619.1	195
Northern Railway	Sirhind Jn	173.1	194.5	251.3	618.9	196
West Central Railway	Katni Jn.	222.9	197.9	197.6	618.5	197
Western Railway	Navsari	162.4	205.9	250.2	618.4	198
Northern Railway	Jalandhar City	191.2	212.1	214.7	618.0	199
Southern Railway	Shoranur Jn.	190.8	214.7	210.7	616.2	200
Northeast Frontier Railway	Dibrugarh Town	174.9	191.1	249.8	615.8	201
Western Railway	Nagda Jn.	200.1	191.8	223.1	615.1	202
South Western Railway	Davangere	206.8	205.7	202.3	614.8	203
North Eastern Railway	Ballia	229.6	191.3	192.7	613.6	204
North Central Railway	Orai	195.1	187.7	230.4	613.2	205
Southern Railway	Tirunelveli Jn.	180.9	226.1	205.8	612.8	206
Northern Railway	Hapur Jn.	207.8	181.5	223.4	612.7	207
Central Railway	Khandwa Jn.	188.9	172.4	251.1	612.3	208
Eastern Railway	New Farakka	168.8	187.1	256.1	612.0	209
Southern Railway	Chegannur	177.4	232.4	200.8	610.6	210
East Central Railway	Patna Sahib Jn.	148.3	186.2	275.8	610.3	211
South Western Railway	Belgaum	178.2	196.8	234.3	609.3	212
West Central Railway	Satna	229.7	169.0	210.6	609.3	213
South East Central Railway	Rajnandgaon	186.8	159.6	261.7	608.0	214
South Central Railway	Eluru	171.9	210.6	225.2	607.8	215
North Western Railway	Bhiwani	196.4	186.4	224.7	607.5	216
Northern Railway	Saharanpur Jn.	186.5	208.0	212.5	606.9	217
South Central Railway	Rajahmundry	160.0	200.7	246.1	606.8	218
North Western Railway	Phulera Jn.	182.5	249.4	173.6	605.5	219
Western Railway	Ratlam Jn.	198.5	180.6	225.5	604.6	220
South Western Railway	Hubli Jn.	178.6	156.0	269.7	604.2	221
North Central Railway	Tundla Jn.	213.2	187.4	201.7	602.3	222
Northern Railway	Ghaziabad	222.4	186.4	192.9	601.7	223
Northern Railway	Jagadhri	155.2	217.9	228.2	601.3	224
East Central Railway	Barauni Jn.	177.8	165.8	256.1	599.7	225
Northern Railway	Akbarpur	210.7	188.6	198.2	597.5	226
North Eastern Railway	Deoria Sadar	204.5	192.2	198.2	594.9	227

Zone	Station	Process Audit Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
North Central Railway	Etawah Jn.	215.1	173.7	205.9	594.6	228
West Central Railway	Maihar	200.6	182.5	210.6	593.7	229
Northern Railway	Delhi Shahdra	228.7	170.3	194.5	593.5	230
South Western Railway	Dharwad	161.2	161.6	269.4	592.3	231
East Central Railway	Ara Jn.	226.0	184.5	180.7	591.2	232
South Central Railway	Tadepalligudem	138.5	203.4	249.0	590.9	233
South Eastern Railway	Hatia	144.2	198.0	246.9	589.0	234
North Western Railway	Bikaner Jn.	145.2	160.0	283.6	588.9	235
Southern Railway	Tambaram	153.9	235.7	199.1	588.7	236
West Central Railway	Sawai Madhopur Jn.	151.7	174.2	262.3	588.2	237
Eastern Railway	Rampurhat	188.3	153.9	244.5	586.7	238
Central Railway	Betul	153.5	190.4	241.9	585.7	239
Southern Railway	Nagercoil	179.7	221.1	183.9	584.7	240
Southern Railway	Dindigul Jn.	154.3	222.8	207.5	584.6	241
South Central Railway	Guntakal Jn	177.9	206.0	200.8	584.6	242
Northern Railway	Meerut Cantt.	185.0	165.2	233.0	583.2	243
South Western Railway	Bijapur	169.4	173.5	239.2	582.1	244
East Central Railway	Kiul Jn.	173.6	204.8	203.3	581.7	245
South Central Railway	Guntur Jn	209.8	215.9	154.4	580.1	246
Southern Railway	Vadakara	168.8	239.5	171.2	579.5	247
South Central Railway	Tenali Jn.	160.1	231.7	186.8	578.6	248
Northeast Frontier Railway	Purnia Jn.	156.4	167.9	253.5	577.8	249
North Central Railway	Fatehpur	157.8	196.3	223.4	577.5	250
West Central Railway	Vidisha	220.0	165.7	189.4	575.1	251
Southern Railway	Thiruvalla	143.7	207.1	223.9	574.7	252
West Central Railway	Kota	159.2	168.3	247.3	574.7	253
Southern Railway	Arakkonam	224.1	161.2	187.2	572.4	254
East Central Railway	Danapur	164.0	166.0	241.7	571.6	255
Southern Railway	Mayiladuthurai Jn.	192.7	203.9	173.0	569.6	256
Northern Railway	Pathankot Jn.	203.6	195.2	169.7	568.6	257
Northern Railway	Jalandhar Cantt. Jn.	135.9	186.4	245.9	568.2	258
North Western Railway	Lalgarh Jn.	116.9	164.3	281.2	562.4	259
East Central Railway	Khagaria Jn.	171.6	206.9	181.9	560.4	260
East Central Railway	Mokama Jn.	129.9	197.9	231.6	559.4	261
North Eastern Railway	Belthara Road	174.9	207.2	177.2	559.3	262
Northern Railway	Rohtak Jn.	164.2	171.3	223.6	559.1	263
South Eastern Railway	Shalimar	170.2	159.5	226.2	555.8	264
Southern Railway	Kanniyakumari	162.3	205.2	186.9	554.4	265

Zone	Station	Process Audit Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
East Coast Railway	Rayagada	159.8	192.1	202.5	554.4	266
North Western Railway	Suratgarh Jn.	126.5	164.5	262.5	553.5	267
Eastern Railway	Bandel Jn.	178.2	172.8	202.3	553.2	268
East Central Railway	Daltonganj	151.1	195.8	206.4	553.2	269
North Western Railway	Nagaur	122.7	161.0	268.6	552.2	270
Eastern Railway	Malda Town	173.3	129.2	249.5	552.0	271
Northeast Frontier Railway	Dimapur	180.4	170.4	194.1	545.0	272
East Central Railway	Jamui	147.7	208.9	187.9	544.5	273
South Central Railway	Kurnool Town	157.3	209.9	175.7	542.9	274
East Central Railway	Raxaul Jn.	193.0	156.1	193.7	542.8	275
Western Railway	Udhna Jn.	162.3	177.2	202.3	541.8	276
Northeast Frontier Railway	Raiganj	185.3	142.5	213.6	541.5	277
Eastern Railway	Naihati Jn.	154.4	169.7	216.8	540.8	278
Southern Railway	Alapuzha	112.1	211.9	216.2	540.3	279
Eastern Railway	Jamalpur Jn.	167.4	196.0	175.6	539.0	280
Southern Railway	Rameshwaram	165.2	170.7	200.4	536.4	281
North Western Railway	Hanumangarh Jn.	135.2	135.7	264.6	535.4	282
North Central Railway	Lalitpur	169.9	160.8	204.4	535.1	283
Southern Railway	Kollam	172.1	196.4	166.0	534.6	284
Northern Railway	Adarsh Nagar Delhi	151.9	189.8	192.7	534.4	285
Southern Railway	Ernakulam North	78.8	202.8	242.3	523.9	286
East Coast Railway	Sambalpur Jn.	141.8	180.1	201.3	523.2	287
Northern Railway	Ballabgarh	153.3	152.4	211.0	516.6	288
Central Railway	Burhanpur	138.2	165.1	212.7	516.0	289
South Eastern Railway	Jharsuguda Jn.	137.6	150.5	227.8	515.9	290
East Central Railway	Bakhtiyarpur Jn.	159.8	133.2	220.7	513.7	291
North Eastern Railway	Azamgarh	166.6	153.9	192.5	513.1	292
East Central Railway	Singrauli	150.0	182.6	179.6	512.2	293
Northeast Frontier Railway	Jorhat Town	143.5	149.3	216.8	509.5	294
East Central Railway	Anugrah Narayan Road	137.6	168.0	201.2	506.8	295
Northern Railway	Phagwara	108.0	170.0	225.8	503.9	296
East Central Railway	Parasnath	111.3	166.8	224.4	502.5	297
South Central Railway	Yadgir	139.9	141.3	221.0	502.2	298
Northern Railway	Pratapgarh Jn.	141.9	159.4	199.1	500.4	299
Northern Railway	Rampur	138.7	184.1	177.1	499.9	300
East Central Railway	Buxar	189.0	134.1	172.3	495.4	301
Northeast Frontier Railway	New Tinsukia Jn.	107.6	153.0	233.8	494.4	302
Northern Railway	Sonipat	137.8	142.1	213.3	493.2	303

Zone	Station	Process Audit Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
West Central Railway	Itarsi Jn.	214.9	112.5	165.2	492.6	304
North Central Railway	Chitrakut Dham Karwi	97.6	148.2	242.6	488.4	305
East Central Railway	Bapudham Motihari	94.4	184.6	208.6	487.5	306
Northern Railway	Barabanki Jn.	147.4	152.3	180.3	480.0	307
North Central Railway	Mirzapur	125.5	160.5	187.9	473.9	308
Eastern Railway	Barddhaman	109.8	130.8	227.3	467.9	309
Northern Railway	Faridabad	153.7	120.6	193.5	467.7	310
Northern Railway	Chandausi Jn.	158.9	148.3	159.7	466.9	311
East Central Railway	Gomoh Jn.	112.1	165.0	185.5	462.6	312
North Central Railway	Banda	113.6	130.1	213.2	456.9	313
West Central Railway	Pipariya	123.2	139.8	192.7	455.7	314
East Central Railway	Dehri-On-Sone	89.5	148.8	216.7	454.9	315
Northern Railway	Panipat Jn.	125.9	135.2	188.1	449.3	316
Northeast Frontier Railway	Silchar	86.1	169.9	190.5	446.4	317
South Central Railway	Nagarsol	98.3	145.4	198.2	441.9	318
Northern Railway	Chakki Bank	122.4	144.8	162.2	429.4	319
Northern Railway	Jaunpur	162.4	115.2	144.2	421.8	320
East Central Railway	Jaynagar	100.0	137.5	161.3	398.8	321
East Central Railway	Bettiah	82.4	104.8	202.8	390.1	322
East Central Railway	Saharsa Jn.	103.8	150.4	135.5	389.7	323
East Central Railway	Sasaram Jn.	76.7	136.2	176.0	388.9	324
Northern Railway	Shahganj	104.5	129.6	149.9	384.0	325
Northern Railway	Bhadohi	103.2	118.2	161.0	382.4	326
North Central Railway	Phaphund	80.2	110.5	189.2	380.0	327
Northern Railway	Janghai	90.4	117.8	163.0	371.2	328
West Central Railway	Hoshangabad	64.1	119.1	185.2	368.4	329
East Central Railway	Sagauli Jn.	59.4	115.1	192.7	367.1	330
East Central Railway	Madhubani	92.7	123.0	142.3	357.9	331
Northeast Frontier Railway	Jogbani	60.2	158.8	135.6	354.6	332

Annexure A

Process Evaluation Questionnaire:

AREA	CATEGORY	QUESTION
Parameters for Process Evaluation		
Parking Area	Solid Waste	How many times is the area dry swept in a shift?
	Dustbin Emptying	How many times was the dustbin emptied?
	Cleaning Staff	Is there a toilet in the area?
		Is there a dedicated cleaning staff in the toilet?
		How many times in a shift is the washbasin cleaned?
		How many times a shift is the floor cleaned?
		How many times a shift is the toilet seat cleaned?
		Are there visible sign boards with warnings of anti-littering fines?
		Are there visible sign boards with warnings of open urination / open defecation?
		Are there Swachh Rail Swachh Bharat hoardings?
Main Entry	Solid Waste	Is there mechanized cleaning?
		How many times is the area dry swept in a shift?
		How many times is the area mopped in a shift?
	Dustbin Emptying	How many times was the dustbin emptied?
	Toilet Cleaning	Is there a toilet in the area?
		Is there a dedicated cleaning staff in the toilet?
		How many times in a shift is the washbasin cleaned?
		How many times a shift is the floor cleaned?
		How many times a shift is the toilet seat cleaned?
		Are there visible sign boards with warnings of anti-littering fines?
		Are there visible sign boards with warnings of open urination / open defecation?
		Are there Swachh Rail Swachh Bharat hoardings?
Main Platform	Solid Waste	Is there mechanized cleaning?
		How many times is the area dry swept in a shift?
		How many times is the area mopped in a shift?
	Dustbin Emptying	How many times was the dustbin emptied?
	Toilet Cleaning	Is there a toilet in the area?
		Is there a dedicated cleaning staff in the toilet?
		How many times in a shift is the washbasin cleaned?
		How many times a shift is the floor cleaned?
		How many times a shift is the toilet seat cleaned?
	Foot-over Bridge	How frequently is the foot-over bridge dry swept including the stairs?
	Information, Education and Communication	Are there visible sign boards with warnings of anti-littering fines?
		Are there visible sign boards with warnings of open urination / open defecation?
		Are there Swachh Rail Swachh Bharat hoardings?
Waiting Room	Solid Waste	Is there mechanized cleaning?
		How many times is the area dry swept in a shift?
		How many times is the area mopped in a shift?
	Dustbin Emptying	How many times was the dustbin emptied?

Process Evaluation Questionnaire:

AREA		Parameters for Process Evaluation
Waiting Room	Toilet Cleaning	Is there a toilet in the area?
		Is there a dedicated cleaning staff in the toilet?
		How many times in a shift is the washbasin cleaned?
		How many times a shift is the floor cleaned?
		How many times a shift is the toilet seat cleaned?
Waiting Room	Information, Education and Communication	Are there visible sign boards with warnings of anti-littering fines?
		Are there visible sign boards with warnings of open urination / open defecation?
		Are there Swachh Rail Swachh Bharat hoardings?
Labor	Toilet Cleaner Uniform	Is the toilet cleaner wearing a uniform with shoes?
		Does the cleaner have protective gear i.e. face mask and gloves?
		Does the staff have appropriate cleaning equipment i.e. mop, mop basket, broom, dust pan/dust baskets, disinfectant, liquid soap?
	Sweep/Mop Cleaner Uniform	Is the cleaning staff wearing a uniform with shoes?
		Does the cleaner have protective gear i.e. gloves and mask?
		Does the staff have appropriate cleaning equipment i.e. (broom, dust baskets / polythene bag to collect trash, mop, mop bucket, disinfectant)?
	Wage Condition	What are you paid monthly for your service at the station?
		Are you given paid leave?
		Do you have a contract with your cleaning agency?
Waste Management	Waste Disposal	What is the provision for handling the final disposal of solid waste at stations?

Direct Observation of Outcome Questionnaire:

AREA	CATEGORY	Parameters for Direct Observation of Outcome — QUESTION
Parking Area	Litter	Is there litter?
	Dustbin	Are there any dustbins in sight?
		Is there a garbage lining bag on the inside of the dustbin?
		Are there separate bins for different types of waste i.e. plastic, food, etc.?
		Are the dustbin in the area overflowing?
	Other Solid Waste	Is there any human excreta or vomit?
	Stains	Is there any evidence of pan spitting, gutka or bird droppings on the floor, pillars or walls?
	Liquid Waste	Is there stagnant water on the ground?
	Toilet	Are there toilets in the parking area?
		Are the toilets pay and use?
		Is water available in the toilet?
		Is the toilet (1) well lit (2) ventilated (3) electricity?
		Is the toilet seat area clean i.e. no stains, litter or other waste?
		Is there a dust bin in the toilet?
		Are there cockroaches or rats in sight in the toilet?

Direct Observation of Outcome Questionnaire:

Parameters for Direct Observation of Outcome		
AREA	**CATEGORY**	**QUESTION**
Parking Area	Toilet	Is there foul smell in the toilets?
		Is the hand wash area clean i.e. no stains, litter or other waste?
		Is there running water in the taps?Is there soap/sanitizer?
		Are the walls and ceiling clean i.e. no cob web, stains, etc.?
	Pests and Insects	Are there pests or rodents (rats and cockroaches)/Flies or mosquitos in sight in the parking area?
Main Entry	Litter	Is there litter?
	Dustbin	Are there any dustbins in sight?
		Is there a garbage lining bag on the inside?
		Are there separate bins for different types of waste?
		Are the dustbin in the area overflowing?
	Other Solid Waste	Is there any human excreta or vomit?
	Stains	Is there any evidence of pan spitting, gutka or bird droppings on the floor, pillars or walls?
	Liquid Waste	Is there stagnant water on the ground?
	Toilet	Are there toilets in the parking area?
		Are the toilets pay and use?
		Is water available in the toilet?
		Is the toilet (1) well-lit (2) ventilated (3) electricity?
		Is the toilet seat area clean i.e. no stains, litter,etc?
		Is there a dust bin in the toilet?
		Is there foul smell in the toilets?
		Is the hand wash area clean i.e. no stains, litter or other waste?
		Is there running water in the taps?
		Is there soap/sanitizer?
		Are the walls and ceiling clean i.e. no cob web, stains?
	Pests and Rodents	Are there pests or rodents/Flies or mosquitos in sight?
	Ceiling	Is the ceiling clean?
Open Sitting	Litter	Is there litter?
	Dustbin	Are there any dustbins in sight?
		Is there a garbage lining bag on the inside of the dustbin?
		Are there separate bins for different types of waste i.e. plastic, food, etc.?
		Are the dustbin in the area overflowing?
	Other Solid Waste	Is there any human excreta or vomit?
	Stains	Is there any evidence of pan spitting, gutka or bird droppings on the floor, pillars or walls?
	Liquid Waste	Is there stagnant water on the ground?
	Pests and Rodents	Are there pests or rodents/Flies or mosquitos in sight?
	Ceiling	Is the ceiling clean?
Drinking Water Booth	Litter	Is there litter?
	Dustbin	Are there any dustbins in sight?
		Is there a garbage lining bag on the inside?

Direct Observation of Outcome Questionnaire:

**Parameters for Direct Observation of Outcome**		
AREA	**CATEGORY**	**QUESTION**
Drinking Water Booth	Dustbin	Are there separate bins for different types of waste?
		Are the dustbin in the area overflowing?
	Other Solid Waste	Is there any human excreta or vomit?
	Stains	Is there any evidence of pan spitting, gutka or bird droppings on the floor, pillars or walls?
	Liquid Waste	Is there stagnant water on the ground?
	Functionality	Is there running water in the taps?
		Are the taps clean i.e. free of rust, dirt?
		Is there stagnant water in the sink?
	Pests and Rodents	Are there pests or rodents/Flies or mosquitos in sight?
Toilet	Toilet Condition	Are there toilets on the platform?
		Are the toilets pay and use?
		Is water available in the toilet?
		Is the toilet (1) well lit (2) ventilated (3) electricity?
		Is the toilet seat area clean i.e. no stains, litter, etc?
		Is there a dust bin in the toilet?
		Are there cockroaches or rats in sight in the toilet?
		Is there foul smell in the toilets?
		Is the hand wash area clean i.e. no stains, litter, etc?
		Is there running water in the taps?
		Is there soap/sanitizer?
	Ceiling	Are the walls and ceiling clean?
Vendor Area	Litter	Is there litter?
	Dustbin	Are there any dustbins in sight?
		Is there a garbage lining bag on the inside of the dustbin?
		Are there separate bins for different types of waste i.e. plastic, food, etc.?
		Are the dustbin in the area overflowing?
	Other Solid Waste	Is there any human excreta or vomit?
	Stains	Is there any evidence of pan spitting, gutka or bird droppings on the floor, pillars or walls?
	Liquid Waste	Is there stagnant water on the ground?
	Pests and Rodents	Are there pests or rodents/Flies or mosquitos in sight?
	Existence	Is there a waiting room on the platform?
	Litter	Is there litter?
	Dustbins	Are there any dustbins in sight?
		Is there a garbage lining bag on the inside of the dustbin?
		Are there separate bins for different types of waste i.e. plastic, food, etc.?
		Are the dustbin in the area overflowing?
	Other Solid Waste	Is there any human excreta or vomit?
	Stains	Is there any evidence of pan spitting, gutka or bird droppings on the floor, pillars or walls?
	Liquid Waste	Is there stagnant water on the ground?

Direct Observation of Outcome Questionnaire:

Parameters for Direct Observation of Outcome		
AREA	**CATEGORY**	**QUESTION**
Vendor Area	**Pests and Rodents**	Are there pests or rodents/Flies or mosquitos in sight?
Waiting Room	**Existence**	Is there a waiting room on the platform?
	Litter	Is there litter?
	Dustbins	Are there any dustbins in sight?
		Is there a garbage lining bag on the inside of the dustbin?
		Are there separate bins for different types of waste i.e. plastic, food, etc.?
		Are the dustbin in the area overflowing?
	Other Solid Waste	Is there any human excreta or vomit?
	Stains	Is there any evidence of pan spitting, gutka or bird droppings on the floor, pillars or walls?
	Liquid Waste	Is there stagnant water on the ground?
	Toilets	Are there any toilets?
		Are the toilets pay and use?
		Is water available in the toilet?
		Is the toilet (1) well-lit (2) ventilated (3) electricity?
		Is the toilet seat area clean i.e. no stains, litter or other waste?
		Is there a dust bin in the toilet?
		Are there cockroaches or rats in sight in the toilet?
		Is there foul smell in the toilets?
		Is the hand wash area clean i.e. no stains, litter or other waste?
		Is there running water in the taps?
		Is there soap/sanitizer?
		Are the walls and ceiling clean i.e. no cob web, stains?
	Pests and Rodents	Are there pests or rodents/Flies or mosquitos in sight?
	Ceiling	Is the ceiling clean?
Foot-over Bridge	**Litter**	Is there litter?
	Dustbin	Are there any dustbins in sight in the parking area?
		Is there a garbage lining bag on the inside of the dustbin?
		Are there separate bins for different types of waste?
		Are the dustbins overflowing?
	Other Solid Waste	Is there any human excreta or vomit?
	Stains	Is there any evidence of pan spitting, gutka or bird droppings on the floor, pillars or walls?
	Liquid Waste	Is there stagnant water on the ground?
	Pests and Rodents	Are there pests or rodents/Flies or mosquitos in sight?
	Ceiling	Is the ceiling clean?
Railway Tracks	**Litter**	Is there litter on the track (in sight 50m from both ends of platform)?
	Other Solid Waste	Is there excreta on the track (in sight 50m from both ends of platform)?
	Stains	Is there any evidence of pan spitting, gutka or bird droppings on the track?
	Liquid Waste	Is there stagnant water on the track?
	Pests and Rodents	Are there pests or rodents/Flies or mosquitos in sight?

Citizen Feedback Questionnaire:

Parameters for Citizen feedback	
CATEGORY	QUESTION
Station Experience	How clean did you find the platform area?
	Are there dustbins in sight at the station?
	How clean did you find the toilets at the station?
	How clean did you find the drinking water booth?
	Have you seen stagnant water at the station?
Information, Education and Communications	Are you aware about penalties on offences related to littering, spitting or urination on the railway stations?
Overall Experience	Did you see any pests or rodents (rats, cockroaches, flies, mosquitos) while at the station?
	Did you encounter any foul smell while at the station?
	Considering all the factors how would you rate your overall satisfaction with upkeep and cleaning of station?

Station Manager Questionnaire:

Parameters for Station Manager Interview	
CATEGORY	QUESTION
Cleaning Staff	Is there separate staff for cleaning?
	Is there an attendance monitoring system in place for the cleaning staff?
	Is there 24x7 cleaning staff available?Is there arrangement of mechanized cleaning?
	If there are machines, do they have a maintenance checkup every month?
Solid Waste Management	How frequently is the station area cleaned in a shift?How frequently are the dustbins emptied station wide in a shift?
	What is the provision for handling the final disposal of solid waste at stations?
Liquid Waste Management	Type of drains?
	How frequently are the station drains cleaned?
	What is the provision for handling the sewage waste from stations?
	What is the provision for handling waste water from trackside drains?
Toilet Maintenance	Is there dedicated staff for toilet cleaning?
Pest Control	Is there dedicated staff for pest control?
	How frequently is the pest control done?
Information, Education and Communication	Is there a formal training program to educate cleaning staff to correct practices?
	Is there a coordinator/supervisor who monitors the cleaning staff's performance?
	Are CCTVs used to monitor cleanliness?
	Are there penalties imposed for littering?
	Are there penalties imposed for open-defecation/urination?
	Are there penalties imposed for spitting?
	Is there a mechanism for collecting complaints from passengers?
	Number of pending complaints for more than 72 hours?
	Are there announcements regarding sanitation and cleanliness in the station?
	If yes, frequency of announcements?

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