



संख्या: WCR.HQ.GA.0100.AGM.EnHM.15

By e-mail

समस्त विभागाध्यक्ष/पमरे  
मंडल रेल प्रबंधक- जबलपुर, भोपाल, कोटा

विषय: **Swachh Rail Swachh Bharat – Swachhta Pakhwada from  
16<sup>th</sup> to 31<sup>st</sup> August, 2017.**

- संदर्भ: (i) This office letter of even no. dtd 24.07.2017.  
(ii) MRS/RB's DO no 2016/EnHM/08/10 dtd 14.07.2017 to GMWCR.  
(iii) This office letter no. WCR/EnHM/01/101 dtd 03.04.2017.  
(iv) Adviser/EnHM/Rly Bd's letter no. 2016/EnHM/08/10 dtd 30.12.2016.

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In continuation to this office letter under ref (i) above, HQrs officers have been nominated for monitoring of cleanliness in Premium Trains (Ann. I) & Other Important Trains (Ann. II) and for A1 & A category stations (Ann. III) during the Pakhwada. DRMs may nominate their divisional officers for monitoring of cleanliness of trains not mentioned in Annexure I & II and cleanliness of stations not mentioned in Annexure III i.e. B, D & E category of stations in their divisions. Inspection reports of Train & Stations may be submitted by the nominated officers in the prescribed formats (Annexure IV & V) to HQrs at [enhmwcr@gmail.com](mailto:enhmwcr@gmail.com) with a copy to Divisions by the following day.

The focus on cleanliness at stations and in trains is to be maintained everyday throughout the Swachhta Pakhwada as detailed in para 5 to 7 of MRS/RB's DO letter under ref (ii) above. All officers are requested to go through the instructions contained in MRS's letter under ref (ii) above including day wise detailed activities plan and ensure that activities to be taken during Pakhwada are organized accordingly.

CWE shall be the nodal officer at HQrs for co-ordinating the above drive. DRMs may nominate their ADRMs as nodal officers in the division for co-ordinating these activities in Divisions. ADRMs may send daily reports along with photographs to CWE/WCR by 11:00 Hrs of the following day at [enhmwcr@gmail.com](mailto:enhmwcr@gmail.com) with a copy to CPRO ([cpro@gmail.com](mailto:cpro@gmail.com)). EnHM wing under CWE shall compile details received from Divisions and submit daily report to Adv/EnHM/Rly Board at [advenhm@rb.railnet.gov.in](mailto:advenhm@rb.railnet.gov.in) by 13:00 Hrs. At the end of Pakhwada i.e. on 31.08.2017, a detailed report along with photographs shall be sent to Advisor/EnHM/Rly Board at [advenhm@rb.railnet.gov.in](mailto:advenhm@rb.railnet.gov.in). CPRO & CIO shall arrange to upload daily reports on SBM page of WCR. CPRO shall also co-ordinate with PR Dte of Rly Board in this regard.

This letter is also being uploaded on SBM page of WCR.

DA: As above (Annexure I to V)

  
31.7.17  
(प्रदीप कुमार)  
अपर महाप्रबंधक/पमरे

प्रति:

सचिव, महाप्रबंधक : महाप्रबंधक महोदय के सादर सूचनार्थ.

समस्त संबंधित अधिकारी  
मुख्य कारखाना इंजीनियर  
मुख्य जनसंपर्क अधिकारी  
मुख्य सूचना अधिकारी

संलग्नक के साथ, सूचनार्थ एवं आवश्यक कार्यवाही हेतु (by e-mail).

**Nomination of SAG Officer of HQ for monitoring of Cleanliness of Premium Trains  
(Originating/Terminating/Passing Through)**

Sr.	Train No.	Name	Owning	From	To	SAG Officers Nominated
			Zone			
1	12001	BPL - NDLS SHATABDI EXP	NR	HBJ	NDLS	CE/C-II
2	12002	NDLS - BPL SHATABDI EXP	NR	NDLS	HBJ	
3	12035	JP AF SHATABDI	NWR	JP	AF	CPTM
4	12036	AF JP SHATABDI	NWR	AF	JP	
5	12431	TVC-NZM RAJDHANI EXP	NR	TVC	NZM	CE/G
6	12432	NZM-TVC RAJDHANI EXP	NR	NZM	TVC	
7	12433	MAS-NZM RAJDHANI EXP	NR	MAS	NZM	CSTE/P
8	12434	NZM-MAS RAJDHANI EXP	NR	NZM	MAS	
9	12437	RAJDHANI EXP	NR	SC	NZM	CMM/C
10	12438	NZM SC RAJDHANI EXPRESS	NR	NZM	SC	
11	12441	BSP-NDLS	NR	BSP	NDLS	CELE
12	12442	NDLS-BSP	NR	NDLS	BSP	
13	12951	MUMBAI RAJDHANI	WR	BCT	NDLS	CEDE
14	12952	MUMBAI RAJDHANI	WR	NDLS	BCT	
15	12953	AUG KR RAJ EXP	WR	BCT	NZM	CPO/ADMIN
16	12954	AG KRANTI RIDHN	WR	NZM	BCT	
17	22413	MAO-NZM RAJDHANI EXPRESS	NR	MAO	NZM	CTE
18	22414	NZM-MAO RAJDHANI EXPRESS	NR	NZM	MAO	
19	22691	BANGALORE RAJDHANI EXPRES	SWR	SBC	NZM	CBE
20	22692	BANGALORE RAJDHANI EXPRES	SWR	NZM	SBC	
21	12213	DEE-YPR DURANTO EXPRESS	SWR	YPR	DEE	CSE
22	12214	DEE-YPR DURONTO EXPRESS	SWR	DEE	YPR	
23	12239	JAIPUR DURONTO	WR	BCT	JP	CESE
24	12240	JP BCT DURONTO	WR	JP	BCT	
25	12263	PUNE-NZM DURANTO	NR	PUNE	NZM	CMPE
26	12264	NZM-PUNE DURANTO	NR	NZM	PUNE	
27	12269	MAS-NZM DURANTO EXP	SR	MAS	NZM	CTPM
28	12270	NZM-MAS DURANTO EXP	SR	NZM	MAS	
29	12283	ERS-NZM DURONTO EXPRESS	NR	ERS	NZM	FA&CAO/C
30	12284	NZM-ERS DURONTO EXPRESS	NR	NZM	ERS	
31	12285	SC-NZM DORONTO EXP	SCR	SC	NZM	FA&CAO/F&B
32	12286	NZM-SC DURONTO EXP	SCR	NZM	SC	
33	12293	LTT-ALD DURANTO EXPRESS	CR	LTT	ALD	CWE
34	12294	ALD-LTT DURANTO EXP	CR	ALD	LTT	
35	22209	NDLS DURONTO EXP	WR	BCT	NDLS	CRSE
36	22210	BCT DURONTO	WR	NDLS	BCT	
37	12059	NZM JAN SHATABDI	WCR	KOTA	NZM	CMM/SALES
38	12060	KOTA JANSHTBDI	WCR	NZM	KOTA	
39	12061	JBP JANSHTABDI	WCR	HBJ	JBP	CE/C-I
40	12062	HBJ JANSHTABDI	WCR	JBP	HBJ	
41	22867	DURG-NZM HUMSAFAR	SECR	DURG	NZM	CPDE
42	22868	NZM-DURG HUMSAFAR	SECR	NZM	DURG	
43	12217	KERALA S.KRANTI EXP	NR	KCVL	CDG	CCE
44	12218	KERALA S.KRANTI EXP	NR	CDG	KCVL	
45	12449	GOA SMPRK K EXP	NR	MAO	CDG	CCM/PS
46	12450	GOA SMPRK KRANTI EXP	NR	CDG	MAO	
47	12629	SAMPARKRANTHI EXPRESS	SWR	YPR	NZM	CSTE/C
48	12630	SAMPARKRANTHI-EXPRESS	SWR	NZM	YPR	
49	12649	SAMPARKAKRANTHI-EXPRESS	SWR	YPR	NZM	FA&CAO/WST
50	12650	SAMPARKAKRANTHI-EXPRESS	SWR	NZM	YPR	
51	12707	TPTY-NZM AP SAMPARK KRANTI	SCR	TPTY	NZM	DIG/RPF
52	12708	AP SAMPARK KRANTHI	SCR	NZM	TPTY	
53	12823	DURG-NZM CG SAMPARKKRANTI	SECR	DURG	NZM	CETE
54	12824	NZM-DURG CG SAMPARKKRANTI	SECR	NZM	DURG	
55	12907	BDTS SMPRK K EX	WR	BDTS	NZM	CE/C-III
56	12908	MHRST SMPRK K EX	WR	NZM	BDTS	
57	12917	GUJARAT SMPRK K	WR	ADI	NZM	DY CME/C&W
58	12918	GUJRAT S KRANTI	WR	NZM	ADI	
59	12121	M P SMPRK KRNTI	WCR	JBP	NZM	CFTM
60	12122	M P S KRANTI EXP	WCR	NZM	JBP	

As per para 4.1 of Ann. I of MRS/RB's letter dtd 14.07.17, Swachh Railgaadi (Clean Train) day is to be observed on 21.08.2017 for the trains listed in Ann. I & II. However, all the nominated officers of HQs need not necessarily inspect these trains only on 21.08.17. They may conduct inspections on any day/days during the Pakhwada period.

**Nomination of SG/JAG officers of HQ for monitoring of Cleanliness of Other Important Trains (Originating/Terminating/Passing Through)**

Sr.	Train No.	Name	Owning	From	To	SAG/SG/JAG Officers Nominated S/Sh.
			Zone			
1	11077	JHELUM EXPRESS	CR	PUNE	JAT	DY CME/D
2	11078	JHELUM EXPRESS	CR	JAT	PUNE	
3	12137	PUNJAB MAIL	CR	CSTM	FZR	DY CCM/HQ
4	12138	PUNJAB MAIL	CR	FZR	CSTM	
5	12295	SBC-PPTA SANGHAMITRA EXP	SWR	SBC	DNR	DY CE/G
6	12296	PNBE-SBC SANGHAMITRA EXP.	SWR	DNR	SBC	
7	12321	HWH MUMBAI MAIL	ER	HWH	CSTM	DY COM/Plg
8	12322	KOLKATA MAIL	ER	CSTM	HWH	
9	12471	SWARAJ EXPRESS	NR	BDTS	SVDK	DY CEE/RS
10	12472	SWARAJ EXPRESS	NR	SVDK	BDTS	
11	12475	HAPA JAT EXPRES	NR	HAPA	SVDK	DY CSTE/Signal
12	12476	SARVODAYA EXP	NR	SVDK	HAPA	
13	12477	JAM SVDK EXPRESS	NR	JAM	SVDK	DY CME/P&F
14	12478	SVDK- JAMNAGR EXP	NR	SVDK	JAM	
15	12511	RAPTISAGAR EXPRESS	NER	GKP	TVC	DY COM/PS
16	12512	RAPTISAGAR EXP	NER	TVC	GKP	
17	12589	GKP-SC EXP	NER	GKP	SC	DY COM/FOIS
18	12590	SC-GKP EXP	NER	SC	GKP	
19	12591	GKP-SBC EXP	NER	GKP	YPR	DY CEE/G
20	12592	SBC-GKP EXP	NER	YPR	GKP	
21	12615	MAS-NDLS GRAND TRUNK EXP	SR	MAS	DEE	DY CE/TR-I
22	12616	G T EXPRESS	SR	DEE	MAS	
23	12621	MAS-NDLS TAMIL NADU EXP	SR	MAS	NDLS	DY CSTE/TELE
24	12622	NDLS-MAS TAMIL NADU EXP	SR	NDLS	MAS	
25	12625	KERALA EXPRESS	SR	TVC	NDLS	DY COM/GOODS
26	12626	NDLS-TVC KERALA EXP	SR	NDLS	TVC	
27	12715	NED-ASR SACHKHAND EXP	SCR	NED	ASR	DY CE/P&D
28	12716	ASR-NED SACHKHAND EXP	SCR	ASR	NED	
29	12723	TELANGANA EXPRESS	SCR	HYB	NDLS	DY CEE/TRD
30	12724	TELANGANA EXPRESS	SCR	NDLS	HYB	
31	12791	SC-DNR EXP	SCR	SC	DNR	DY CME/P&B
32	12792	DNR-SC EXP	SCR	DNR	SC	
33	12803	VSKP-NZM SWARNAJAYANTI	ECOR	VSKP	NZM	DY CE/TMC
34	12804	VSKP SWRN J EXP	ECOR	NZM	VSKP	
35	12925	PASCHIM EXPRESS	WR	BDTS	ASR	DY CE/TP
36	12926	PASCHIM EXPRESS	WR	ASR	BDTS	
37	12947	AZIMABAD EXPRESS	WR	ADI	PNBE	DY CMM/DSL
38	12948	AZIMABAD EXPRESS	WR	PNBE	ADI	
39	12955	BCT JP SF EXP	WR	BCT	JP	DY CSTE/P&D
40	12956	JP BCT SUPFAST	WR	JP	BCT	
41	13201	RJPB LTT EXP	ECR	RJPB	LTT	DY CMM/ELECTRICAL
42	13202	LTT RJPB EXP	ECR	LTT	RJPB	
43	15017	KASHI EXP	NER	LTT	GKP	DY CMM/HQ
44	15018	GKP-LTT EXPRESS	NER	GKP	LTT	
45	15667	GADHIDHAM-KAMAKHYA EXP	NFR	GIMB	KYQ	DY CME/WORKSHOP
46	15668	KAMAKHYA-GANDHIDHAM EXP	NFR	KYQ	GIMB	
47	18233	INDB-BSP NARMADA EXP	SECR	INDB	BSP	DY CMM/S
48	18234	BSP-INDB NARMADA EXP	SECR	BSP	INDB	
49	18237	BSP-ASR CHHATISGARH EXP	SECR	BSP	ASR	DY CME/FREIGHT
50	18238	ASR-BSP CHHATISGARH EXP	SECR	ASR	BSP	
51	11463	SMNH-JBP EXP	WCR	SMNH	JBP	DY CMM/C
52	11464	JBP-SMNH EXP	WCR	JBP	SMNH	
53	12191	NDLS JBP SUF EXP	WCR	NDLS	JBP	DY CE/TR-II
54	12192	JBP NDLS SUF EXP	WCR	JBP	NDLS	

• DRMs may nominate their Divisional officers for other trains running in the Division.

• As per para 4.1 of Ann. I of MRS/RB's letter dtd 14.07.17, Swachh Railgaadi (Clean Train) day is to be observed on 21.08.2017 for the trains listed in Ann. I & II. However, all the nominated officers of HQs need not necessarily inspect these trains only on 21.08.17. They may conduct inspections on any day/days during the Pakhwada period.

### Annexure III

#### Nomination of SAG Officers of HQs for monitoring of cleanliness at A1 & A category stations

Division	Station	Category	Officer name (S/Sh)
Bhopal	<b>Bhopal</b>	<b>A1</b>	<b>CTPM</b>
	Habibganj	A	CE/C-I
	Itarsi	A	CELE
	Hoshangabad	A	Addl. CSC
	Vidisha	A	CBE
	Bina	A	CMPE
Jabalpur	<b>Jabalpur</b>	<b>A1</b>	<b>CCM/PS</b>
	Damoh	A	CE/TP
	Saugor	A	CE/C-II
	Katni	A	CFTM
	Satna	A	CPDE
	Maihar	A	CESE
	Rewa	A	CCE
	Pipariya	A	CETE
Kota	<b>Kota</b>	<b>A1</b>	<b>CRSE</b>
	Sawai Madhopur	A	CPTM
	Bharatpur	A	CEDE

- DRMs may depute their officials for monitoring of cleanliness at other category of Stations in their Divisions.
- As per para 3.1 of MRS/RB's letter dtd 14.07.17, Swachh Station day is to be observed on 19.08.17 at A1 & A category stations. However, the nominated officers of HQrs may inspect their stations at any day/days and not necessarily on 19.08.2017.

**Inspection of Trains****1.0 Cleanliness of coaches:**

SN	Items	Observations	Action to be taken by
1.1	Implementation of systems for collection, bagging and disposal of left-over food pantry cars and coaches.		
1.2	Sustainable garbage collection and disposal systems.		
1.3	Availability of functional and efficient drainage in coach maintenance depots/washing line areas to avoid water-logging and dirt collection.		
1.4	Periodic fumigation of coaches and high standard of cleanliness in washing lines.		
1.5	Monitoring the functioning of OBHS/CTS schemes (wherever applicable)		

**2.0 Inspection of trains:**

SN	Items	Observations	Action to be taken by
2.1	Name of the nominated trains for inspections.		
2.2	Deficiencies/inadequacies observed during the inspection of these trains. (In detail).		
2.3	Whether any complaint received/lodged in the complaint books in respect of these trains and status of addressal of these complaints;		

**3.0 Improvement in on-board catering services:**

Following should also be checked during trains inspections:-

SN	Items	Observations	Action to be taken by
3.1	Quality of food being supplied to the passengers along with prescribed quantity.		
3.2	Food supplied by the pantry cars on trains is cooked in nominated Base Kitchen/Cell Kitchen/Refreshment rooms located at the stations and not brought from outside.		
3.3	Whether serving staff/waiters overcharge the passengers?		
3.4	Whether behaviour of the serving staff/waiters with the passengers is polite or rude.		
3.5	Pantry cars are being kept in hygienic condition or not?		

#### 4.0 Quality of linen supplied on trains:

Following should also be checked during trains inspection:-

SN	Items	Observations	Action to be taken by
4.1	Washing quality of linen is satisfactory or not;		
4.2	Adequate quantity of linen is available to avoid shortcut methods of re-use without washing or not;		
4.3	Replacement of linen with new linen on age/condition basis is being done or not;		
4.4	Washable blankets are being supplied or not;		
4.5	Appropriate quality of packing of linen is being used to ensure hygienic or not;		
4.6	Services of supplying linens to the passengers is satisfactory or not?		
4.7	Whether linen-related complaints are received/lodged in the complaint books or not? If received/lodged, the status of addressal of these complaints.		
4.8	Mechanized laundries at critical locations for dealing large quantities of linen are in position or not?		

#### 5.0 Punctuality:

SN	Items	Observations	Action to be taken by
(i)	Whether inspected trains were right time? If late, the reasons for the same;		

**Inspection of Stations**

1.0 Inspection of Cleanliness facilities available at ..... Station on dated .....

SN	Cleanliness Items	Observation	Remarks/Suggestion
1.1	Cleanliness of station done by Contractor/ Railway		
1.2	Manual/Mechanised cleaning		
1.3	Availability of Health Inspector		
1.4	<b>Status of cleanliness of :</b>		
1.4.1	Platform surface		
1.4.2	Washing Aprons		
1.4.3	Jet cleaning facility/Availability of water		
1.4.4	Retiring rooms		
1.4.5	Waiting rooms/		
1.4.6	FOB		
1.4.7	Circulating area		
1.4.8	Cleanliness near the tracks between distance signals		
1.4.9	Frequency of rag picking,		
1.4.10	Availability of safaiwala in uniforms		
1.4.11	Toilets (normal)		
1.4.12	Pay & USE Toilets		
1.4.13	Booking office/PRS office, Parcel office, Enquiry office etc.		
1.5	Availability of stock of cleanliness material Such as brooms, phenyle, naphthalene balls etc.		
1.6	Availability of dustbins (steel/plastic) on platform with polythene bags		
1.7	Availability of dustbins near catering stall		
1.8	Garbage disposal by Railway/ Contract		
1.9	Sewerage lines/Drainage lines		
1.10	Display of Boards/Banners		
1.11	Announcement regarding cleanliness		
1.12	Utilisation of cash imprest for cleanliness		
1.13	Owned under OYSS	Div ..... HQ: .....(SAG)	
1.14	No. of public complaints on cleanliness in one year		
1.15	SMS no. for public complaint displayed or not?		
1.16	Date of last inspection done by the officer		
1.17	Any other item		

**Brief observation on overall cleanliness condition of the station:**

**2.0 Passenger Amenities:**

SN	PA Items	Remarks/Suggestions
2.1	Washable apron (PF nos.)	
2.2	Booking Windows	
2.3	UTS counters	
2.4	PRS counters	
2.5	Enquiry window	
2.6	Reservation windows	
2.7	POET/Touch screen monitor	
2.8	Platforms-Sufficient length, Quality and nos.	
2.9	FOB – Sufficient, Quality and nos. (With/Without ramp)	
2.10	Luggage & Parcel office	
2.11	Cloak room	
2.12	Drinking water taps	
2.13	Water coolers	
2.14	Waiting rooms/hall/shed	
2.15	Seating arrangements	
2.16	Retiring rooms	
2.17	Urinals	
2.18	Latrines	
2.19	Pay & Use Toilets	
2.20	Deluxe Toilet	
2.21	Time table display boards	
2.22	Passenger Fare display board	
2.23	Public address system Manual/Computerised/both	
2.24	Electronic Train Status indicator board	
2.25	Electronic Coach guidance system (with PF nos.)	
2.26	Signage - Standard/Other	
2.27	Refreshment room/stalls	
2.28	Catering Trolleys	
2.29	AVMs	
2.30	Curio stall	
2.31	Book stall	
2.32	Personal weighing machine	
2.33	Personal weighing machine with PF ticket	
2.34	Clock	
2.35	Inspection of one Primary Maintained Train	

**Signature of Inspecting Officer**