

2016



SURVEY OF MAJOR RAILWAY STATIONS FOR CLEANLINESS RANKING

FINAL REPORT

Conducted By

Indian Railway Catering & Tourism Corporation

Through

TNS India Private Limited

Commissioned By

Environment & Housekeeping Management Directorate

Railway Board, Ministry of Railways

New Delhi

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List of abbreviations used in the report

APP	Application
CANTT	Cantonment
CCTV	Closed Circuit Television
CR	Central Railway
CSR	Corporate Social Responsibility
DIV	Division
DRM	Divisional Railway Managers
ECoR	East Coast Railway
ECR	East Central Railway
ER	Eastern Railway
FF	Footfall
GPS	Global Positioning System
IMP	Importance
IR	Indian Railways
IRCTC	Indian Railway Catering & Tourism Corporation
JN	Junction
K	Thousand (footfall)
MIS	Management Information System
NCR	North Central Railway
NER	North Eastern Railway
NFR	Northeast Frontier Railway
NGO	Non-Government Organisation
NR	Northern Railway
NWR	North Western Railway
PDW	Polymer Dry Weight
SCR	South Central Railway
SECR	South East Central Railway
SER	South Eastern Railway
SIG	Service Improvement Group
SM	Station Manager
SMS	Short Messaging Service
SOP	Standard Operating Procedures
SR	Southern Railway
STN	Station
SWR	South Western Railway
TNS	TNS India Private Limited
WCR	West Central Railway
WR	Western Railway

Acknowledgements

The following report contains the detailed results of the survey conducted across major railway stations for cleanliness ranking. Launched under the 'Swachh Rail, Swachh Bharat Abhiyan' with the objective of measuring passengers' satisfaction with cleanliness at station premises, the survey covered 407 major railway stations across the country – 75 A1 category stations and 332 A category stations respectively. During the survey, feedback was also gathered from railway officials at each station who were part of the Service Improvement Group(SIG) and licensed porters and vendors in the station premises.

The survey was commissioned by the Environment & Housekeeping Management Directorate - Railway Board, Ministry of Railways, New Delhi. The survey was conducted by Indian Railways Catering and Tourism Corporation through M/s TNS India Pvt. Ltd. in the 407 stations across the entire country and required the joint effort of all the stakeholders.

This task would not have been possible without the guidance and cooperation extended by the Railway Board, offices of the respective Divisional Regional Managers, the Station Managers of the 407 stations and Indian Railways Catering & Tourism Corporation (IRCTC) & their Officials in all states. We acknowledge the help and support of all these participants without whose cooperation this report would not have been possible.

IRCTC & TNS would also like to thank the operations managers and supervisors for planning & executing this survey in a phased manner which ensured quality of responses, adherence to timelines and overall smooth execution of this large and complex project. Our sincere thanks to the field executives, who travelled continuously & extensively, for the purpose of conducting this survey.

We hope this report will facilitate the understanding of current situation and help in decisions making for the benefit of the entire nation.

1. Background to the survey

1.1 Swachh Bharat Abhiyan (SBA)

Hon. Prime Minister Shri Narendra Modi launched the ambitious 'Swachh Bharat Abhiyan' (Clean India Mission) on 2nd October 2014 at the 145th birth anniversary celebration of Shri Mahatma Gandhi. The five year campaign aims to accomplish the vision of a clean India and the objectives as articulated by the Honorable Prime Minister are to:

1. eliminate open defecation by constructing toilets for households, communities,
2. eradicate manual scavenging,
3. introduce modern and scientific municipal solid waste management practices,
4. enable private sector participation in the sanitation sector,
5. change people's attitudes to sanitation and create awareness.

The 150th birth anniversary of Shri Mahatma Gandhi, on 2nd October 2019, was set as the completion milestone for achieving the abovementioned objectives.

1.2 Indian Railways & the Swachh Rail, Swachh Bharat Abhiyan

Indian railways is the premier transport organization of the country is the largest rail network in Asia and the world's second largest under one single management. It is a symbol of inclusion and innovation in the country with multiple stakeholders across regions, states and communities.

A state-owned enterprise, the railways network is owned and operated by the Government of India through the Ministry of Railways. It is one of the world's largest railway networks comprising 115,000 km of track over a route of 65,808 km and 7,112 stations. Indian Railways is also the fourth largest employer in the world, employing over a million people.

In 2014-15, Indian Railways carried 8.397 billion passengers annually or more than 23 million passengers a day (roughly half of whom were suburban passengers) and had revenues of Rs.1634.50 billion, which consists of Rs 402.80 billion from passengers tickets.

Indian Railways is divided into 16 zones, which are further sub-divided into divisions. Each zonal railway is made up of a number of divisions headquartered at different locations. There are a total of sixty-eight such divisions and fall under the control of divisional railway managers (DRM). The divisional Officials, of engineering, mechanical, electrical, signal and telecommunication, accounts, personnel, operating, commercial, security and safety branches, report to the respective Divisional Railway Manager and are in charge of operation and maintenance of assets. Further down the hierarchy are the station managers who control individual stations and train movements through the track territory under their stations' jurisdiction.

The 'Swachh Rail Swachh Bharat' phrase was introduced for the first time by the Hon. Minister of Railways in his 2015-16 Railway budget speech. The speech also:

1. Proposed creation of a new department for keeping stations and trains clean
2. Mentioned that integrated cleaning will be taken up as a specialized activity, which will include engaging professional agencies and also training our staff in the latest cleaning practices,
3. Plan to set up 'waste to energy' conversion plants near major coaching terminals to dispose waste in an environment-friendly manner. One pilot plant will be set up, to begin with, followed by more plants in a phased manner,
4. The condition of toilet facilities in stations and trains needs major improvement for which new toilets will be built covering 650 additional stations compared to 120 stations last year (2014-15). Bio-toilets are being fitted in coaches and so far the existing toilets have been replaced with 17,388 bio toilets with the objective to replace another 17,000 toilets.

5. The quality of Indian Railways' On-board Housekeeping Service (OBHS), presently available in 500 pairs of trains, is being re-looked to make it more effective, to address customer concerns.
6. The feasibility of a disposable bag along with bedroll for the purpose of collecting their garbage was mentioned and the coverage of built in dustbins to be extended to non-AC coaches as well.

Taking forward the momentum on 'Swachh Rail, Swachh Bharat', the Hon. Minister outlined a string of measures to improve the cleanliness on stations and trains in his 2016-17 budget speech, namely:

1. Introducing 'Clean my Coach' service on Pan-India basis, where a passenger can request cleaning of his/her coach/toilets on demand through SMS.
2. ***Ranking of A1 and A classes of stations based on a regular periodic third party audit and feedback from passengers.***
3. Setting up waste segregation and recycling centers at A1 category stations in a phased manner; 5 centers to be commissioned in the next financial year.
4. Undertaking 'Awareness campaigns' to improve cleanliness at select stations, station approach roads and adjacent colonies.
5. Installing additional 30,000 bio-toilets in the next financial year.
6. Providing portable structures with bio-toilets at all platforms of select stations to meet the demand of senior citizens, Divyang and women travellers.
7. Plans to explore innovative means of providing and maintaining toilets such as advertisement rights, CSR sponsorship, voluntary support from social organisations etc.

Thus, as envisioned by the Hon. Minister, the results of this survey will be used for the ranking of A1 and A stations on cleanliness. The objectives of the survey are inextricably linked with 'Swachh Rail, Swachh Bharat' Mission and the following sections summarizes the results for a comprehensive action agenda.

2. About the survey

IRCTC engaged M/s TNS India Pvt. Ltd through competitive bidding for conducting Passenger Satisfaction Survey out of the five empanelled firms of Market Research Society of India. M/s TNS India Pvt. Ltd had previously been involved in the Annual Health Survey (2010-11) and Cleanliness Ranking of Major Cities (2014) among other survey related requirements of the government. Survey was monitored by IRCTC officials at Corporate and Zonal Level.

2.1 Scope of the survey

- I. **Stations Covered** –A total of 407 Stations were covered. Of this 332 were ‘A’ Category stations and 75 were ‘A1’ Category stations.
- II. **Audience for the Survey** – The primary audience for the survey was **passengers** of Indian Railways. Additionally, **porters and vendors** in the platform or ticketed area and **railway officials** who are part of the Service Improvement Group(SIG) were also approached for their feedback.
- III. The definition of ‘**Passengers**’ was finalized as those waiting to board any train holding a ticket with PNR or UTS number having visited the station more than once. People who accompanied a passenger to the station or people who were not carrying tickets or non-mainline travelers or infrequent travelers (visiting the station of the survey less than once a year) were excluded from the survey through a screening process. This was finalized by IRCTC and Railway Board in discussion with TNS.
- IV. **Target Sample** - For every A1 category station 400 passengers were targeted for interview while in every A category station 300 passengers were targeted for interview. The sample sizes, as per industry standards, are robust to provide results within the 95% confidence interval. The results of the survey

can be viewed with an acceptable margin of error at 4.85% for A1 category stations & 5.62% for A category stations.

- V. A cumulative of 10 interviews per station (A and A1 category) was targeted with the Railway officials as well as the porters and vendors in the targeted areas.

2.2 Design of the survey

- I. **Overall Design** - The research was designed to assess the cleanliness efforts and its implementation/success through a satisfaction survey of passengers, railway officials who are part of Service Improvement Group(SIG) and porter/vendors. The objective of the study was to evaluate various cleanliness indices in the passenger interface areas of railway stations as well as the mechanism in use and identify the satisfaction levels/ shortcoming.
- II. **Research Instruments** - Structured questionnaires were created to understand satisfaction and cleanliness indicators were developed in discussion with IRCTC. Two separate questionnaires were administered namely the Cleanliness Indicators Questionnaire and the Infrastructure & Process Indicators Questionnaire.
- III. **Cleanliness Indicators Questionnaire** – All respondents (passengers/ porters & vendors/ railway officials) answered the Cleanliness Indicator Questionnaire. This questionnaire contained the provision for taking the feedback on the various parameters of cleanliness.
- IV. **Parameters of Cleanliness** - Initially E&HM DTE, Railway Board framed 47 parameters of which 22 were pertaining to infrastructure & enabling provisions; 10 pertaining to processes & methodology and 15 on the outcome of upkeep & cleanliness.

- V. **Infrastructure & Process Indicator Questionnaire** was additionally filled by only railway officials in the Service Improvement Group(SIG) and contained parameters which measured the availability of various cleanliness infrastructure and existence & execution of processes which were concerned with maintaining cleanliness of the station.
- VI. IRCTC and TNS India framed both the questionnaire in consultation with Environment and Housekeeping Management Directorate, Railway Board.

2.3 Execution of the Survey

- I. TNS India deployed 45 teams who covered the stations in phased manner starting from base stations in 19 cities and travelling on routes that would efficiently cover the stations within the timelines. IRCTC deployed its personnel to liaison between TNS teams and Railway officials to ensure smooth execution of the survey.
- II. The TNS teams after due permissions through authorization letter provided by the Railway Board and their communications with the station master, conducted the interviews within the ticketed areas of each of the stations. All the interviews with respondents on the Cleanliness Indicators Questionnaire were carried out in person by TNS teams. In addition to this, TNS team representatives met with Station Manager (SM) at each of the station (or duly deputed railway personnel) to hand over the Infrastructure & Process Indicator Questionnaire for their use. At the close of the survey with the passengers, the TNS team representative collected the filled questionnaire from the railway officials.

2.4 Electronic data collection

The Cleanliness Indicator Questionnaire was administered using Tablets containing a script or program which is designed to record the responses

through touch-screen presses. This method of data collection has quite a few advantages such as:

- I. Questionnaire routing is auto programmed and inbuilt validity checks and flagging hence range and consistency checks are available. This especially important in case where responses are required on modules basis previous responses.
- II. No separate data entry phase. Results are available soon after the data collection phase is completed and the responses have been synchronized
- III. System accurately records information about the interview (e.g. time and duration of the interview, the internal relation between interviews and the order in which they are carried out) and hence enables better quality control
- IV. An interview once completed cannot be re-opened or shared, thus ensuring privacy of data.
- V. Global Positioning System or GPS coordinates are logged and registered at the time of the interview. These coordinates are available at the later date for inspection. However, given connectivity and network issues in remote areas, the possibility of errors in coordinates should always be factored in any evaluation.

3. Methodology of Analysis

3.1 Deriving Cleanliness Scores

Every passenger was asked to rate the station’s cleanliness on 40 different cleanliness parameters as well as rate his overall satisfaction with the station’s cleanliness.

The rating was taken on a scale of 1 to 5 where 1 stood for ‘Poor’ and 5 for ‘Excellent’. ‘Did not know or did not experience’ was also available as an option. For every station, a summation of passenger’s ratings on each parameter was carried out and divided by applicable number of passengers (for each station) to arrive at the average mean score for the station on each parameter.

This calculation was carried out for all 40 parameters for each of the 407 stations. These scores were then weighted by the importance of the parameter to arrive at weighted parameter score for all 40 parameters for each of the 407 stations.

Importance of each parameter in passenger’s overall satisfaction with the station’s cleanliness was derived by a regression analysis. Finally, all weighted parameter scores were added to arrive at the final rating for each of the 407 stations. This final rating score was then spread on a scale of 0 to 1000.

3.2 Classifying the Stations on Cleanliness

Basis the final score, the stations were grouped under ‘Cleanliness Levels’ with the following score intervals and color codes.

Cleanliness Level	Score	Color Code	Remarks
Cleanliness Level 1	750 and above	Dark Green	Very Good
Cleanliness Level 2	600 to 749	Light Green	Good
Cleanliness Level 3	500 to 599	Yellow	Fair
Cleanliness Level 4	400 to 499	Orange	Average
Cleanliness Level 5	Below 400	Red	Below Average

3.3 Regression Analysis for Deriving Importance of Parameters

Regression is an advanced statistical technique used to measure the relationship between variables. The technique uses two variables - one dependent variable and a set of independent variables to estimate the impact of the latter on the former.

A regression analysis was conducted by TNS to find the relative importance (or weight) of different parameters of cleanliness in the passengers' overall satisfaction with cleanliness i.e. the 40 parameters of cleanliness were taken as the independent variable while the passengers overall satisfaction from cleanliness was taken as the dependent variable.

A similar exercise was carried out on the responses of the railway officials and porters/vendors to understand the differences in the importance for the same 40 attributes. However, these weights derived from the passengers' analysis were used with the understanding that stakeholders should be aligned to the needs of the customer and not only what they consider important.

The detailed results of the regression analysis with passengers, railway officials and porters/vendors have been appended as Annexure 1.

3.4 Categorizing the Station on Basis of Footfall

It was decided in discussion with IRCTC and Railway board that the station would be classified basis their daily footfalls. Based on the footfalls, the stations were classified as less than 10 Thousand; between 10 and 25 Thousand; between 25 and 50 Thousand and More than 50 Thousand.

4. Executive Summary of Findings

1. Of the total 407 stations,
 - 105 stations are at Cleanliness Level 1 & 2
 - 166 stations are at Cleanliness Level 3
 - 136 stations are at Cleanliness Level 4 & 5
2. Best Zones - Western, South-Western and Southern Railway Zones have highest proportions of Level 1 and 2 stations (68%, 47% and 46% respectively)
3. Priority Zones - Eastern, Eastern Central and North Central Railway Zones have highest proportions of Level 4 and 5 stations (47%, 67% and 70% respectively)
4. Cleanliness in Ticketed areas of station premises most important for passengers, followed by waste management practices and toilets.
5. Lower scores on cleanliness of toilets as compared to cleanliness in other aspects across all zones

5. Findings of the survey

A. Importance of Cleanliness Parameters

Based on the passengers' response, combined with weightage contribution of different segments of stations towards satisfaction of passengers on cleanliness is depicted below:

Areas of Cleanliness	Cumulative Contribution
Ticketed areas of Stations - 20 Parameters	55%
Waste Management - 8 Parameters	23%
Toilets - 9 Parameters	16%
Non-ticketed areas of Stations - 3 Parameters	7%

A similar survey was conducted among 2734 Coolies and Vendors and 2186 Railway officials as part of Service Improvement Group (SIG). The following chart depicts a comparison between the two perceptions.

Parameters of Cleanliness	Importance to Passengers	Importance to Non-Passengers
Ticketed Areas in Stations	55%	45%
Waste Management	23%	23%
Toilets	16%	19%
Non-Ticketed Area in Stations	7%	13%

B. Ranking of Stations

Cleanliness Levels	Range of Scores	Number of Stations
1	>750	13
2	600-749	92
3	500-599	166
4	400-499	108
5	<400	28

The following are the top 10 Stations (in descending order of scores):

- Rank 1. BEAS – NR
- Rank 2. GANDHIDHAM – WR
- Rank 3. VASCO-DA-GAMA – SWR
- Rank 4. JAMNAGAR – WR
- Rank 5. KUMBAKONAM – SR
- Rank 6. SURAT– WR
- Rank 7. NASIK ROAD – CR
- Rank 8. RAJKOT – WR
- Rank 9. SALEM JN – SR
- Rank 10. ANKLESHWAR – WR

The following are the bottom ten stations (in descending order of scores):

- Rank 398. PARTAPGARH – NR
- Rank 399. ARA JN. – ECR
- Rank 400. SAGALI JN. – ECR
- Rank 401. ANUGRAHA NARAYAN RD – ECR
- Rank 402. JANGHAI – NR
- Rank 403. SHAHGANJ – NR
- Rank 404. RAICHUR –SCR
- Rank 405. BAKHTIYARPUR JN. – ECR
- Rank 406. BALLIA – NER
- Rank 407. MADHUBANI – ECR

C. Cleanliness at Zonal Headquarters

Name of Station	Cleanliness Level
BILASPUR JN – SECR	Level 1
MUMBAI CENTRAL - WR	Level 2
HUBLI – SWR	Level 2
SECUNDERABAD JN – SCR	Level 2
JABALPUR – WCR	Level 2
BHUBANESWAR – ECoR	Level 2
HAJIPUR JN. – ECR	Level 3
CHENNAI CENTRAL – SR	Level 3
CST MUMBAI - CR	Level 3
ALLAHABAD – NCR	Level 3
GORAKHPUR JN. – NER	Level 3
JAIPUR – SWR	Level 3
NEW DELHI – NR	Level 3
HOWRAH – ER & SER	Level 4
GUWAHATI – NFR	Level 4

Note: Howrah Station is under ER & SER

Legend:

Cleanliness Levels	1	2	3	4	5
Range of Scores	>750	600-749	500-599	400-499	<400

D. Cleanliness at Divisional Headquarters

Top 10 Divisional HQs based on cleanliness scores:

Name of Station	Cleanliness Level
SALEM JN – SR	Level 1
RAJKOT – WR	Level 1
BILASPUR JN # - SECR	Level 1
TIRUCHCHIRAPPALLI JN – SR	Level 2
KOTA – WCR	Level 2
HABIBGANJ - WCR	Level 2
MYSORE – SWR	Level 2
KATIHAR JN – NFR	Level 2
NANDED – SCR	Level 2
BHAVNAGAR TERMINUS – WR	Level 2

Bottom 10 Divisional HQs based on cleanliness scores:

Name of Station	Cleanliness Level
AMBALA CANTT – NR	Level 3
TINSUKIA – NFR	Level 4
GUNTAKAL JN. – SCR	Level 4
DANAPUR – ECR	Level 4
SEALDAH – ER	Level 4
MUGHALSARAI JN. – ECR	Level 4
NAGPUR – CR	Level 4
RAIPUR – SECR	Level 4
RATLAM – WR	Level 5
PUNE –CR	Level 5

Legend:

Cleanliness Levels	1	2	3	4	5
Range of Scores	>750	600-749	500-599	400-499	<400

E. Ranking of Zone based on % of Level 1 & 2 stations

Zone	Total Stations	Level 1 & 2 > 600	%	Level 3 >500	%	Level 4 & 5 <500	%
WR	28	19	68%	5	18%	4	14%
SWR	17	8	47%	7	41%	2	12%
SR	50	23	46%	24	48%	3	6%
CR	34	11	32%	14	41%	9	26%
SER	10	3	30%	4	40%	3	30%
NWR	25	7	28%	12	48%	6	24%
NFR	22	6	27%	10	45%	6	27%
SECR	8	2	25%	2	25%	4	50%
ECoR	13	3	23%	7	54%	3	23%
NER	14	3	21%	7	50%	4	29%
SCR	36	7	19%	19	53%	10	28%
WCR	17	3	18%	10	59%	4	24%
NR	63	7	11%	22	35%	34	54%
ER	15	1	7%	7	47%	7	47%
ECR	35	2	6%	10	29%	23	66%
NCR	20	0	0%	6	30%	14	70%
Total	407	105	26%	166	41%	136	33%

Legend:

Cleanliness Levels	1	2	3	4	5
Range of Scores	>750	600-749	500-599	400-499	<400

F. Top 15 Divisions based on % of Level 1 & 2 stations

Zone	Total Stns	Level 1 & 2	%	Level 3	%	Level 4 & 5	%
VADODARA - WR	5	5	100%	0	0%	0	0%
RAJKOT - WR	3	3	100%	0	0%	0	0%
AHEMDABAD - WR	6	5	83%	1	17%	0	0%
SALEM JN - SR	6	5	83%	1	17%	0	0%
TIRUCHCHIRAPPALLI JN - SR	5	4	80%	1	20%	0	0%
MADURAI JN - SR	7	5	71%	2	29%	0	0%
BILASPUR JN - SECR	3	2	67%	1	33%	0	0%
CHAKRADHARPUR - SER	3	2	67%	0	0%	1	33%
MYSORE - SWR	3	2	67%	1	33%	0	0%
RANGIYA JN. - NFR	3	2	67%	1	33%	0	0%
NANDED - SCR	5	3	60%	2	40%	0	0%
BANGALORE CITY - SWR	7	4	57%	3	43%	0	0%
BIKANER - NWR	7	4	57%	1	14%	2	29%
SOLAPUR - CR	9	4	44%	3	33%	2	22%
KATI HAR JN - NFR	7	3	43%	2	29%	2	29%
OVERALL IR	407	105	26%	165	41%	137	34%

Divisions with at least 3 stations have been included in this ranking

Legend:

Cleanliness Levels	1	2	3	4	5
Range of Scores	>750	600-749	500-599	400-499	<400

G. Bottom 15 Divisions based on % of Level 4 & 5 stations

Zone	Total Stns	Level 1 & 2	%	Level 3	%	Level 4 & 5	%
HOWRAH – ER	4	0	0%	0	0%	4	100%
RAIPUR – SECR	3	0	0%	0	0%	3	100%
SAMASTIPUR JN. - ECR	10	0	0%	1	10%	9	90%
ALLAHABAD – NCR	8	0	0%	1	13%	7	88%
DANAPUR – ECR	10	0	0%	2	20%	8	80%
AGRA CANTT. – NCR	4	0	0%	1	25%	3	75%
PUNE – CR	3	0	0%	1	33%	2	67%
SEALDAH – ER	3	0	0%	1	33%	2	67%
TINSUKIA – NFR	3	0	0%	1	33%	2	67%
WALTAIR –EcoR	3	0	0%	1	33%	2	67%
DELHI JN. – NR	19	1	5%	6	32%	12	63%
MUGHALSARAI JN. - ECR	5	1	20%	1	20%	3	60%
RATLAM – WR	5	1	20%	1	20%	3	60%
LUCKNOW – NR	19	1	5%	7	37%	11	58%
VARANASI – NER	7	0	0%	3	43%	4	57%
OVERALL IR	407	105	26%	165	41%	137	34%

Divisions with at least 3 stations have been included in this ranking

Legend:

Cleanliness Levels	1	2	3	4	5
Range of Scores	>750	600-749	500-599	400-499	<400

H. Cleanliness Levels by Footfall Classes

Zone	Total Stations	Level 1 & 2 > 600	%	Level 3 500-599	%	Level 4 & 5 <500	%
Less than 10K	191	49	26%	81	42%	61	32%
10-25K	132	32	24%	51	39%	49	37%
25-50K	52	17	33%	18	35%	17	33%
More than 50K	32	7	22%	15	47%	10	31%
Total	407	105	26%	165	41%	137	34%

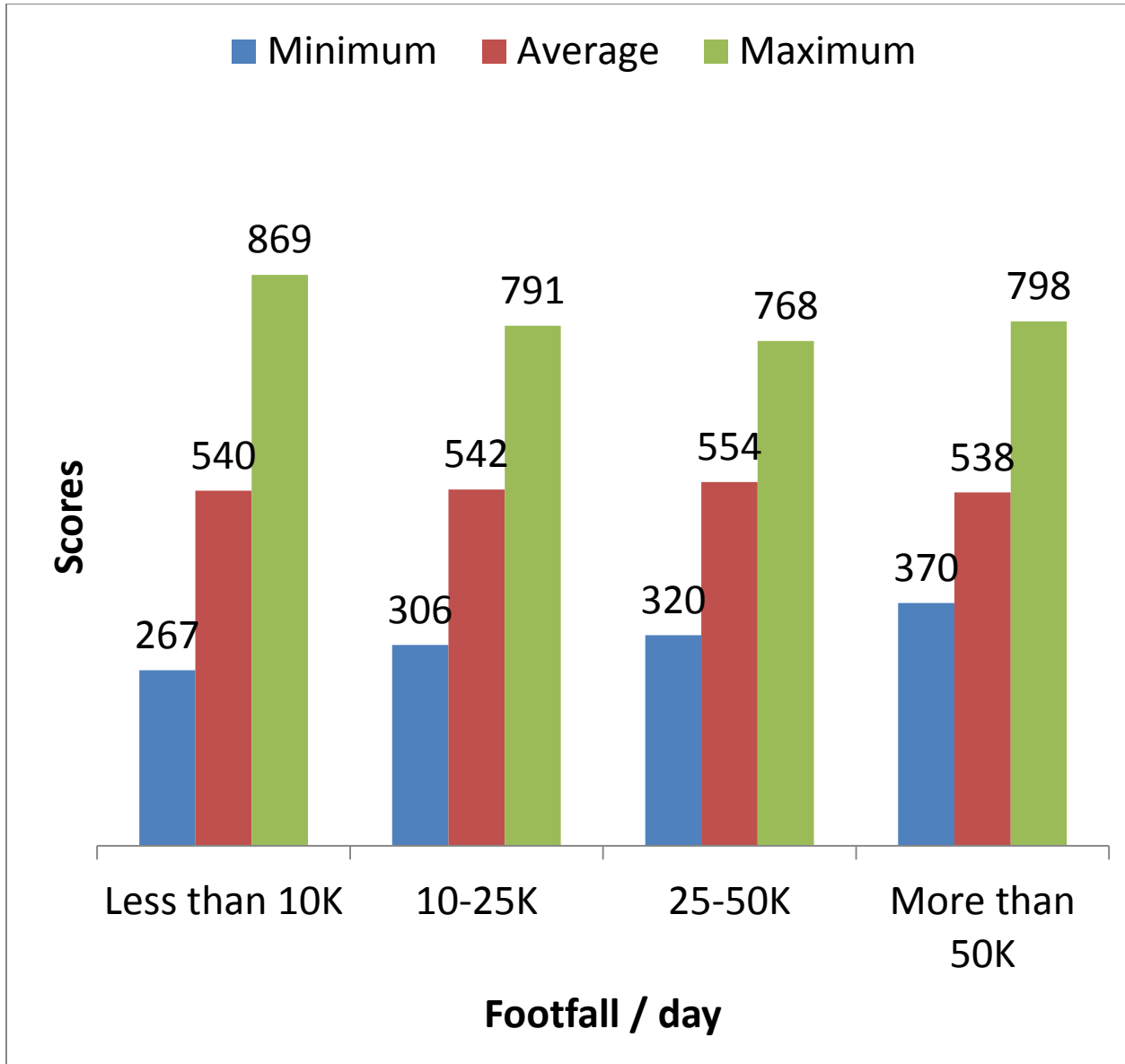
Legend:

Cleanliness Levels	1	2	3	4	5
Range of Scores	>750	600-749	500-599	400-499	<400

I. Variation in Cleanliness Scores by Footfall Classes

The following charts depicts for each footfall category:

1. The minimum score achieved by a railway station
2. The average score of all railway stations
3. The maximum score achieved by a railway station



J. Top and Bottom 10 Stations with Footfall <10K (191 Stn.)

Top 10 Stations	
Name	Level
BEAS – NR	Level 1
GANDHIDHAM – WR	Level 1
VASCO-DA-GAMA – SWR	Level 1
JAMNAGAR – WR	Level 1
KUMBAKONAM – SR	Level 1
KATHGODAM – NER	Level 1
KOVILPATTI – SR	Level 1
SAINAGAR SHIRDI – CR	Level 2
VIRUDHUNAGAR JN – SR	Level 2
BURHANPUR – CR	Level 2

Bottom 10 Stations	
Name	Level
BETIAH – ECR	Level 5
PHAPHUND – NCR	Level 5
PARTAPGARH – NR	Level 5
SAGAULI JN. – ECR	Level 5
ANUGRAHA NARAYAN ROAD - ECR	Level 5
JANGHAI – NR	Level 5
SHAHGANJ – NR	Level 5
RAICHUR – SCR	Level 5
BALLIA – NER	Level 5
MADHUBANI – ECR	Level 5

Cleanliness Levels	Range of Scores	Number of Stations
1	>750	7
2	600-749	42
3	500-599	81
4	400-499	44
5	<400	17

K. Top and Bottom 10 Stations with Footfall 10-25K (132 Stn.)

Top 10 Stations	
Name	Level
NASIK ROAD - CR	Level 1
RAJKOT - WR	Level 1
SALEM JN - SR	Level 1
ANKLESHWAR - WR	Level 1
ERODE JN - SR	Level 2
TIRUCHCHIRAPPALLI JN - SR	Level 2
BANGARPET - SWR	Level 2
SOLAPUR - CR	Level 2
MUMBAI CENTRAL - WR	Level 2
VERAVAL - WR	Level 2

Bottom 10 Stations	
Name	Level
GUNTUR JN. – SCR	Level 4
MUGHALSARAI JN. - ECR	Level 4
SAMASTIPUR JN. - ECR	Level 4
KOLHAPUR – CR	Level 4
PATNA SAHIB JN. - ECR	Level 5
LONAVALA - CR	Level 5
RATLAM - WR	Level 5
UNNAO - NR	Level 5
MORENA - NCR	Level 5
BAKHTIYARPUR JN. - ECR	Level 5

Cleanliness Levels	Range of Scores	Number of Stations
1	>750	4
2	600-749	28
3	500-599	51
4	400-499	43
5	<400	6

L. Top and Bottom 10 Stations with Footfall 25-50K (52 Stn.)

Top 10 Stations	
Name	Level
BILASPUR JN - SECR	Level 1
KOTA - WCR	Level 2
HABIBGANJ - WCR	Level 2
ANAND - WR	Level 2
NELLORE - SCR	Level 2
MYSORE - SWR	Level 2
VADODARA - WR	Level 2
MADURAI JN - SR	Level 2
BHARUCH - WR	Level 2
ERNAKULAM JN - SR	Level 2

Bottom 10 Stations	
Name	Level
VARANASI - NR	Level 4
RAIPUR - SECR	Level 4
KANPUR CENTRAL - NCR	Level 4
GUWAHATI - NFR	Level 4
FARIDABAD - NR	Level 4
PANIPAT - NR	Level 4
SAHARANPUR JN. - NR	Level 4
MEERUT CITY - NR	Level 4
DELHI SHAHADRA - NR	Level 5
ARA JN. - ECR	Level 5

Cleanliness Levels	Range of Scores	Number of Stations
1	>750	1
2	600-749	16
3	500-599	18
4	400-499	15
5	<400	2

M. Top and Bottom 10 Stations with Footfall >50K (32 Stn.)

Top 10 Stations	
Name	Level
SURAT – WR	Level 1
PANVEL – CR	Level 2
YESVANTPUR – SWR	Level 2
BANGALORE CITY – SWR	Level 2
SECUNDERABAD JN - SCR	Level 2
DADAR – CR	Level 2
KOZHIKKODE – SR	Level 2
KALYAN – CR	Level 3
CHENNAI CENTRAL – SR	Level 3
CST MUMBAI – CR	Level 3

Bottom 10 Stations	
Name	Level
HOWRAH – ER	Level 4
DELHI JN. – NR	Level 4
BHOPAL – WCR	Level 4
NAIHATI JN. – ER	Level 4
SEALDAH – ER	Level 4
H. NIZAMUDDIN – NR	Level 4
BANDEL – ER	Level 4
GHAZIABAD – NR	Level 5
BARDDHAMAN – ER	Level 5
PUNE – CR	Level 5

Cleanliness Levels	Range of Scores	Number of Stations
1	>750	1
2	600-749	6
3	500-599	15
4	400-499	7
5	<400	4

N. Railway Officials' ratings of Infrastructure Conditions and Process Compliance

Methodology Note

1. Railway officials were asked to rate the condition of infrastructure and process compliance parameters
2. The rating was captured on a scale of 1 to 5 where 1 is Poor and 5 is Excellent
3. The average mean scores on each parameter were spread to a scale of 0 to 1000.
4. Average of all parameters used to calculate overall score of infrastructure conditions and process compliance
5. This information is not available for 29 stations

How to read:

Infrastructure Condition Level	Range of Scores	Number of Stations
Level 1	>750	78
Level 2	600-749	171
Level 3	500-599	71
Level 4	400-499	36
Level 5	<400	18

Process Compliance Level	Range of Scores	Number of Stations
Level 1	>750	110
Level 2	600-749	164
Level 3	500-599	60
Level 4	400-499	30
Level 5	<400	10

O. Railway Officials' ratings of Infrastructure Conditions and Process Compliance Across Footfall Classes

Infrastructure Conditions

Footfall Class	Total	Level 1&2	%	Level3	%	Level 4&5	%
Less than 10K	174	120	69%	35	20%	19	11%
10-25K	128	85	66%	23	18%	20	16%
25-50K	44	31	70%	8	18%	5	11%
More than 50K	32	20	63%	8	25%	4	13%
Total	378	256	68%	74	20%	48	13%

Process compliance

Footfall Class	Total	Level 1&2	%	Level3	%	Level 4&5	%
Less than 10K	174	130	75%	30	17%	14	8%
10-25K	128	92	72%	22	17%	14	11%
25-50K	44	37	84%	3	7%	4	9%
More than 50K	32	24	75%	4	13%	4	13%
Total	378	283	75%	59	16%	36	10%

Legend:

Levels of Infra/Process	1	2	3	4	5
Range of Scores	>750	600-749	500-599	400-499	<400

6. Recommendations & Suggestions

1. The report of survey indicates the following most impacting 6 parameters which need to be improved for maximum passenger satisfaction.
 - 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
 - d. Cleanliness of platform areas
 - e. Availability & condition of Toilets and availability of water in toilets
 - f. Condition of flooring surface at platforms
2. Apart from preventing bad odour, sweet/pleasant fragrance should be ensured.
3. The aesthetic value of the station should be enhanced by giving a horticulture contract for the station along with sanitation contract
4. PDW bottle pulverisers should be installed at the station. This will reduce the reuse of bottles as well as generation of plastic garbage.
5. Ban on polythene carry bags and plastic cups and plates may be imposed inside station premises.

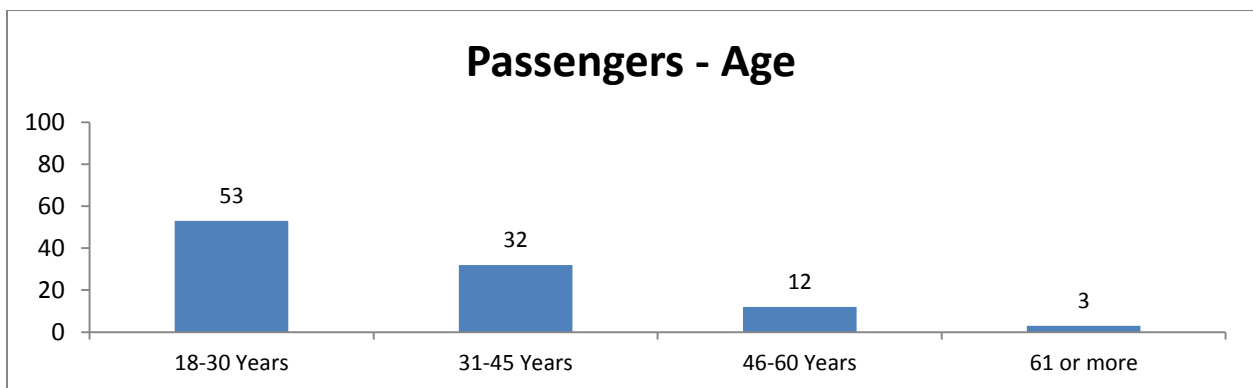
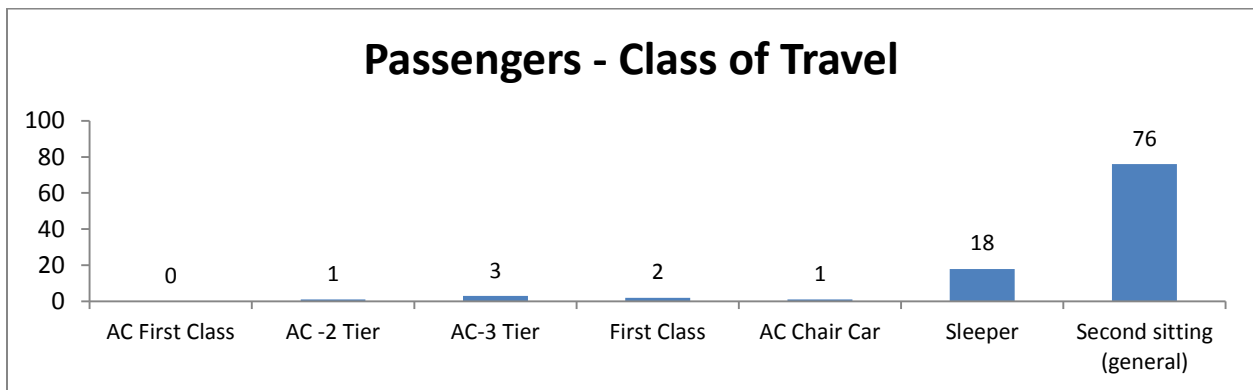
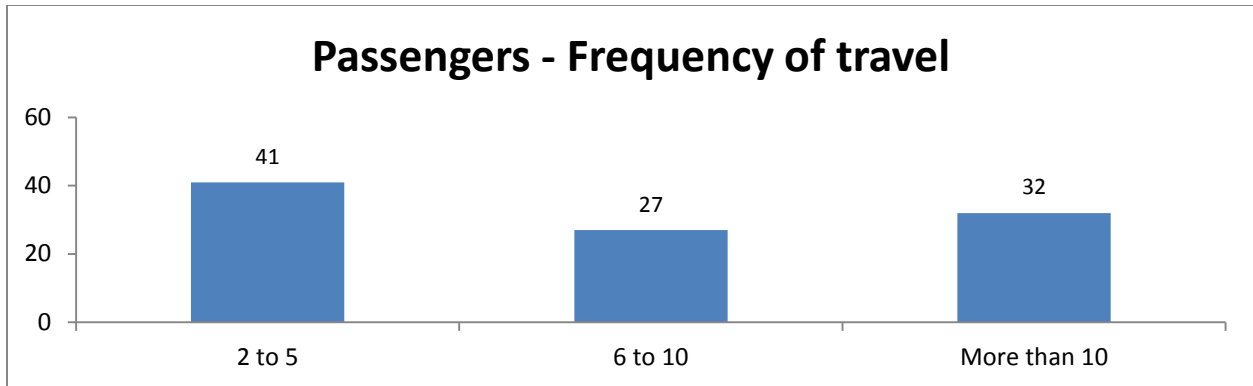
6. Educating passengers and ensuring their participation in cleanliness. Awards for being station cleanliness friendly passengers, penalty to passengers making station dirty may be initiated
7. The cleaning contract of stations should be based on the desired results as against the no. of workers.
8. Measurable parameters should be devised to assess cleanliness with the help of experts.
9. Stations must permit the passengers only one hour before their train timing.
10. Effective use of CCTV cameras to monitor cleanliness. The feed may be made available to all concerned officials to improve productivity of cleaning staff.
11. Standardization of Cleaning contract – Terms and conditions, Timeline and SOPs may be devised
12. Swachh Rail App may be developed for passenger feedback on cleanliness at Stations. Users giving useful information may be incentivized.
13. Conduct similar exercise during peak periods and in different seasons at each station as the cleanliness levels are subject to the extent of use of station premises which change during peak periods and in different seasons
14. Conduct similar exercise for C & D category stations, as the challenges and cleanliness levels may be different at these stations and this will complete the picture on cleanliness over Indian Railways

15. **Establish a periodic cleanliness monitoring mechanism**: The periodicity of cleanliness monitoring may be defined for each cleaning area based on likelihood of getting unclean, while development of monitoring mechanism.
16. **Consolidate and monitor the cleanliness through an e-platform**. This can also be used to send alerts. The above mechanism may be on e-platform, which will enable Managers get real-time status of cleanliness and also the MIS report generated will indicate the improvement required.
17. **Third party audit to ascertain current levels**: A documented system consisting of standard processes, periodicity etc may be developed and Third Party Audits may be conducted to know about any deviation.
18. A benchmarking study by Third Party may also be conducted to ascertain present levels.
19. Foster Private sector and NGO participation through sponsorship deals for improvement in cleanliness of stations in line of Beas Station.

7. Respondent Profile

Passengers

The following charts describe the profile of the Passengers who were surveyed. All figures are in percentages.



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8. Annexure 1

Questionnaire for Passengers, Porter & Vendors

The following questionnaire was used to capture the responses from passengers, porters and vendors and railway officials. Each of the respondent type answered relevant questions or sections. These relevant questions or sections have been indicated in the questionnaire.

Q1 Respondent type

- 1 Passenger
- 2 Indian Railway official
- 3 Coolies/Licensed Porters
- 4 Vendor (On platform)

The following questions (Q2 to 11) were asked to passengers

Q2 How many times have you visited the station during last 1 year?

- 1 1 (Interview not to be conducted)
- 2 2 to 5
- 3 6 to 10
- 4 More than 10

Q3 Name (For all Respondents)

Q4 Gender (Male/Female) (For all Respondents)

Q5 Address (For all Respondents)

Q6 E-Mail ID (For all Respondents)

Q7 Phone No. (For all Respondents)

Q8 PNR No./UTS

Q9 In which class are you travelling?

- 1 AC First Class
- 2 AC - 2 Tier
- 3 AC - 3 Tier
- 4 First Class
- 5 AC Chair Car
- 6 Sleeper
- 7 Second Sitting (general)

Q10 Please tell me your present age

- 1 18-30 Years
- 2 31-45 Years
- 3 46-60 Years
- 4 61 or more

Q11 What is your primary purpose of travel?

- 1 Business/Official/Conference
- 2 Sight seeing
- 3 Religious
- 4 Social Purpose (Wedding/Function/Meeting Family, Friends etc.)
- 5 Other

Please rate the following infrastructure and enabling provisions for proper upkeep/cleaning/sanitation on a scale of 1 to 5 where 5 is 'Excellent', 4 is 'Very Good', 3 is 'Good', 2 is 'Fair' and 1 is 'Poor'.

- 1 Adequate availability of dustbins

1 2 3 4 5

	2 Adequate availability of toilet in General	1 2 3 4 5
	3 Adequate availability of toilets in pay and use	1 2 3 4 5
	4 Adequate availability of toilets in Waiting rooms	1 2 3 4 5
	5 Adequate availability of toilets in Circulating area	1 2 3 4 5
	6 Condition of toilets in General	1 2 3 4 5
	7 Condition of toilets in pay and use	1 2 3 4 5
	8 Condition of toilets in Waiting rooms	1 2 3 4 5
	9 Condition of toilets in circulating area	1 2 3 4 5
	10 Availability of water in toilets and in other places for cleaning	1 2 3 4 5
	11 Condition of flooring surface at platforms	1 2 3 4 5
	12 Condition of flooring surface at waiting rooms	1 2 3 4 5
	13 Condition of flooring surface at concourse	1 2 3 4 5
	14 Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	1 2 3 4 5
	15 Condition of water booths and water coolers	1 2 3 4 5
	16 Condition in circulating area including pavement, kerb walls, etc.	1 2 3 4 5
	17 Adequate availability of signage boards prompting cleanliness/anti littering	1 2 3 4 5
	18 Condition of vending stalls including arrangements for waste disposal	1 2 3 4 5
	19 Proper system for collection and disposal of solid waste from trains	1 2 3 4 5
	20 Proper system for collection and disposal of solid waste from stations	1 2 3 4 5
	21 Proper dressing of Electric cables	1 2 3 4 5
	22 Proper dressing of Telecom cables	1 2 3 4 5
Q13	Did you observe the use of appropriate uniform & personal protective equipment by cleaning staff?	YES NO
Q14	Did you observe the enforcement of anti-littering rules?	YES NO
Q15	Considering all factors how would you rate your overall satisfaction with the upkeep and cleaning on a scale of 1 to 5 where 5 is 'Excellent', 4 is 'Very Good', 3 is 'Good', 2 is 'Fair' and 1 is 'Poor'.	1 2 3 4 5
Q16	How would you rate your experience of visiting the railway station on following criteria on a scale of 1 to 5 where 5 is 'Excellent', 4 is 'Very Good', 3 is 'Good', 2 is 'Fair' and 1 is 'Poor'.	
	1 Absence of stench in the station premises	1 2 3 4 5
	2 Control of pest and rodent	1 2 3 4 5
	3 Control of flies and mosquitoes	1 2 3 4 5
	4 Functioning of cross and longitudinal waste water drains	1 2 3 4 5
	5 Stagnation of water in movement areas and non-movement areas	1 2 3 4 5
	6 Disposal/accumulation of garbage in dustbins and bulk disposal points	1 2 3 4 5
	7 Prompt disbursement of parcel/luggage from passenger movement areas	1 2 3 4 5
	8 Promptness in removal and disbursal of garbage	1 2 3 4 5
	9 Cleanliness and hygiene around vending stalls	1 2 3 4 5
	10 Cleanliness of platform areas	1 2 3 4 5
	11 Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	1 2 3 4 5
	12 Presence/clearance of unwanted posters/notices	1 2 3 4 5
	13 Cleanliness of advertisement hoardings/signages	1 2 3 4 5
	14 Storage of scrap items & their prompt disposal	1 2 3 4 5
	15 Cleanliness of tracks between platforms	1 2 3 4 5
	16 Cleanliness of concourse and circulating area	1 2 3 4 5
	17 Cleanliness of foot over bridges	1 2 3 4 5
	18 Cleanliness of track area up to home signal beyond platform	1 2 3 4 5
	The following questions (Q17 - 21) were asked to railway officials only	
Q17	Please rate the following infrastructure and enabling provisions for proper upkeep/cleaning/sanitation on a scale of 1 to 5 where 5 is 'Excellent', 4 is 'Very Good', 3 is 'Good', 2 is 'Fair' and 1 is 'Poor'.	
	1 Condition of cross drain/longitudinal drains including the covering of the same	1 2 3 4 5

	2	Condition of carriage watering hydrants including their leakage	1 2 3 4 5
	3	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings	1 2 3 4 5
	4	Final disposal of waste water from the trackside drains	1 2 3 4 5
	5	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof	1 2 3 4 5
	6	Provision for handling and final disposal of solid waste arising at stations	1 2 3 4 5
	7	Appropriate measures of performance for assessing cleanliness by monitoring team	1 2 3 4 5
	8	Adequate supervision for monitoring cleanliness	1 2 3 4 5
	9	Availability of system to ensure effectiveness of inspections/super checks on cleanliness	1 2 3 4 5
	10	Performance of service improvement groups (SIG) and their effectiveness	1 2 3 4 5
	11	Usage of recycled water for non-potable uses	1 2 3 4 5
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy	1 2 3 4 5
	13	Condition of Washable CC Apron over tracks at station	1 2 3 4 5
Q18		Are you receiving any complaints on cleanliness separately for waiting rooms, other toilets and remaining passenger interface areas?	YES NO
Q19		Have you sensitized cleaning staff about correct practices?	YES NO
Q20		Have you observed the use of CCTVs for monitoring cleanliness at stations?	YES NO
Q21		Availability of Washable CC Apron over tracks at station?	YES NO

9. Annexure 2

Explanatory Note on Regression Analysis

Regression is a statistical tool that uses correlation and variances in exploring relationships between explanatory and dependent variables. For the purpose of this report, explanatory variables are the ratings on the 40 different cleanliness parameters and dependent variable is the rating on the overall satisfaction with the station's cleanliness.

Regression was used to estimate the contribution of each cleanliness parameter on the overall satisfaction of both passengers and non-passengers. For example: The contribution of 'Absence in Stench' was estimated as 0.09 in the regression analysis of passengers. Similarly, the contribution of all parameters was calculated. The total contribution of all 40 parameters was added which equaled 0.76. The contribution of each of the parameters was then calculated as a percentage of the total. For Example: 0.09 divided by 0.76 = 11.79% ~12%.

Regression estimates impact of the explanatory variables by the following formula (depicted for only 2 explanatory variables).

$$\beta = \frac{\sum_{i=1}^N (X_i - \bar{X})(Y_i - \bar{Y}) \sum_{i=1}^N (Z_i - \bar{Z})^2 - \sum_{i=1}^N (Z_i - \bar{Z})(Y_i - \bar{Y}) \sum_{i=1}^N (X_i - \bar{X})(Z_i - \bar{Z})}{\sum_{i=1}^N (X_i - \bar{X})^2 \sum_{i=1}^N (Z_i - \bar{Z})^2 - \left(\sum_{i=1}^N (X_i - \bar{X})(Z_i - \bar{Z}) \right)^2}$$

Where,

B-hat = Estimated impact or contribution of a cleanliness parameter on overall satisfaction with cleanliness

X_i = passengers' rating of the first cleanliness parameter called X

X-bar = average rating of the first cleanliness parameter called X

Z_i = passengers' rating of the second cleanliness parameter called Z

Z-bar = average rating of the second cleanliness parameter called Z

Y_i = passenger's rating of overall satisfaction with cleanliness

Y-bar = average rating of overall satisfaction with cleanliness

The above formula can be expanded and generalized to include more explanatory variables. The number of explanatory variables is 40 in our equation.

The operation of this formula can be depicted using the following illustrative example. Suppose 10 respondents were asked to rate (on a five point scale) a shopping mall’s cleanliness on two parameters – cleanliness outside the mall and cleanliness inside the mall. These 10 respondents were also asked to rate their satisfaction with overall cleanliness with the mall (again on a five point scale). The following data was compiled:

Consumer No	Rating of Cleanliness		Overall satisfaction with Cleanliness (Y)
	within the mall (A)	outside the mall (B)	
1	3	4	3
2	2	4	2
3	2	4	2
4	2	5	3
5	2	5	3
6	2	4	3
7	2	1	2
8	3	4	3
9	1	1	2
10	4	5	4
	Average = 2.3	Average = 3.7	Average = 2.7

Ideally, the overall score for cleanliness for a mall should give due weight to each of the parameters, hence:

$$\text{Overall Cleanliness rating of the Mall} = \left(\frac{\text{Average Rating of Cleanliness within the mall}}{\text{Importance of cleanliness within the mall}} \right) + \left(\frac{\text{Average Rating of Cleanliness outside the mall}}{\text{Importance of cleanliness outside the mall}} \right)$$

To estimate the **importance** we calculate the following values which are denoted as:

$$V1 = \text{Sum of A-Squared} = 59$$

$$V2 = \text{Sum of B-Squared} = 157$$

$$V3 = \text{Mean Difference between the Sum Product of Y and A and the Product of the Sums of Y and A} = 3.9$$

$$V4 = \text{Mean Difference between the Sum Product of Y and B and the Product of the Sums of Y and B} = 6.1$$

$$V5 = \text{Mean Difference between the Sum Product of A and B and the Product of the Sums of A and B} = 5.9$$

Applying the formula mentioned earlier, we can estimate the **Beta of Importance of cleanliness within the mall** by carrying out the following operation:

$$(V2 \times V3 - V5 \times V4) \text{divided by } [V1 \times V2 - (V5^2)], \text{ which is equal to } \mathbf{0.624}$$

Similarly, **Beta of Importance of cleanliness outside the mall** is estimated at **0.365**

Representing the two as proportions of cleanliness, we get:

Importance of cleanliness within the mall = 63% $(0.624/(0.624+0.365))$

Importance of cleanliness outside the mall = 37% $(0.365/(0.624+0.365))$

Finally, we calculate the overall cleanliness rating of the mall = $(2.3 \times 63\%) + (3.7 \times 37\%) = 2.81$

10. Annexure 3

Importance placed by Passengers and Non Passengers on Cleanliness Aspects

The following table summarizes the results of the regression analysis conducted on the responses of Passengers and Non-Passengers.

Attribute	N	Parameters of Cleanliness	Imp for Passengers	Imp for Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	*
	2	Condition of flooring surface at waiting rooms	1%	*
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	*	*
	4	Condition of water booths and water coolers	2%	*
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	7%
	6	Condition of vending stalls including arrangements for waste disposal	2%	*
	7	Proper dressing of Electric cables	2%	*
	8	Proper dressing of Telecom cables	2%	*
	9	Absence of stench in the station premises	12%	13%
	10	Control of pest and rodent	2%	*
	11	Control of flies and mosquitoes	3%	*
	12	Stagnation of water in movement areas and non-movement areas	2%	*
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	*
	14	Cleanliness and hygiene around vending stalls	3%	*
	15	Cleanliness of platform areas	5%	18%
	16	Cleanliness of advertisement hoardings/signages	3%	7%
	17	Cleanliness of tracks between platforms	1%	*
	18	Cleanliness of foot over bridges	1%	*
	19	Cleanliness of track area up to home signal beyond platform	1%	*
	20	Functioning of cross and longitudinal waste water drains	2%	*
Waste Management	21	Adequate availability of dustbins	10%	*
	22	Proper system for collection and disposal of solid waste from trains	*	*
	23	Proper system for collection and disposal of solid waste from stations	*	*
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	*
	25	Promptness in removal and disbursement of garbage	3%	14%

Attribute	N	Parameters of Cleanliness	Imp for Passengers	Imp for Non-Passengers
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	*
	27	Presence/clearance of unwanted posters/notices	*	*
	28	Storage of scrap items & their prompt disposal	3%	9%
Toilets	29	Adequate availability of toilet in General	4%	9%
	30	Adequate availability of toilets in pay and use	*	*
	31	Adequate availability of toilets in Waiting rooms	3%	10%
	32	Adequate availability of toilets in Circulating area	*	*
	33	Condition of toilets in General	3%	*
	34	Condition of toilets in pay and use	*	*
	35	Condition of toilets in Waiting rooms	2%	*
	36	Condition of toilets in circulating area	*	*
	37	Availability of water in toilets and in other places for cleaning	4%	*
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	7%
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	7%
	40	Cleanliness of concourse and circulating area	*	*
Total #			100%	100%

#: The sum of importance for all parameters is 100%. However, rounding off errors may be present.

The attributes whose importance have been marked as asterisk (*) may be considered to have a relatively negligible or insignificant impact on the overall satisfaction with cleanliness.

11. Annexure 4

Summary of Scores & Ranking

The table summarizes the cleanliness scores by passengers for all stations and the associated level along with rank of the station among 407 stations (IR) and in respective zone, division (Div.), 'A' or 'A1' category, Footfall (FF). The last column of the table indicates the page number where the respective detailed station-wise report has been placed.

The table has been arranged alphabetically on zone name and division name. Within each division, stations in descending order based on score of the station.

Colour coding can be read in the following manner:

Cleanliness Level	Score	Color Code	Remarks
Cleanliness Level 1	750 and above	Dark Green	Very Good
Cleanliness Level 2	600 to 749	Light Green	Good
Cleanliness Level 3	500 to 599	Yellow	Fair
Cleanliness Level 4	400 to 499	Orange	Average
Cleanliness Level 5	Below 400	Red	Below Average

The categorization of footfall has been done in the following manner:

Footfall Level	FF category in the table
More than 50K per day	1
25-50K per day	2
10-25K per day	3
Less than 10K per day	4

Table: Summary of Scores & Ranking (arranged in alphabetical order except stations which are in order of ranking)

Zone	Division	Station	Score	A/A1	FF	Rank of the station in					Pg
						IR	Zone	Div.	A/A1	FF	
CR	BHUSAWAL	NASIK ROAD	791	A	3	7	1	1	6	1	51
CR	BHUSAWAL	BURHANPUR	716	A	4	23	4	2	18	10	53
CR	BHUSAWAL	CHALISGAON	683	A	4	33	5	3	27	15	55
CR	BHUSAWAL	JALGAON	637	A	3	62	8	4	50	19	57
CR	BHUSAWAL	BHUSAWAL	592	A	3	117	13	5	90	35	59
CR	BHUSAWAL	AMRAVATI	576	A	4	146	17	6	111	67	61
CR	BHUSAWAL	MANMAD	532	A	3	222	21	7	173	71	63
CR	BHUSAWAL	KHANDWA	525	A	3	235	22	8	183	78	65
CR	BHUSAWAL	AKOLA	463	A	3	320	28	9	255	104	67
CR	BHUSAWAL	BADNERA	449	A	4	338	29	10	269	153	69
CR	BHUSAWAL	SHEGAON	433	A	4	351	30	11	279	159	71
CR	MUMBAI(CST)	PANVEL	680	A	1	35	6	1	29	2	73
CR	MUMBAI(CST)	LOKMANYA TILAK	613	A1	2	85	9	2	22	17	75
CR	MUMBAI(CST)	DADAR	603	A1	1	102	11	3	25	6	77
CR	MUMBAI(CST)	KALYAN	598	A1	1	107	12	4	27	8	79
CR	MUMBAI(CST)	CST MUMBAI	584	A1	1	129	14	5	30	10	81
CR	MUMBAI(CST)	THANE	579	A1	1	140	15	6	33	12	83
CR	MUMBAI(CST)	LONAVALA	380	A	3	386	33	7	312	128	85
CR	NAGPUR	WARDHA	538	A	4	215	20	2	168	95	87
CR	NAGPUR	BETUL	519	A	4	244	23	3	190	108	89
CR	NAGPUR	BALLARSHAH	512	A	4	251	24	4	196	114	91
CR	NAGPUR	CHANDRAPUR	506	A	4	260	25	5	205	118	93
CR	NAGPUR	NAGPUR	474	A1	2	310	26	7	62	42	95
CR	PUNE	MIRAJ	578	A	3	143	16	1	109	43	97
CR	PUNE	KOLHAPUR	404	A	3	376	32	2	302	126	99
CR	PUNE	PUNE	370	A1	1	391	34	3	75	32	101
CR	SOLAPUR	SAINAGAR SHIRDI	738	A	4	17	2	1	14	8	103
CR	SOLAPUR	SOLAPUR	733	A1	3	18	3	2	4	8	105
CR	SOLAPUR	AHMEDNAGAR	659	A	4	48	7	3	39	23	107
CR	SOLAPUR	LATUR	613	A	4	86	10	4	64	37	109
CR	SOLAPUR	DAUND	570	A	3	156	18	5	119	45	111
CR	SOLAPUR	KOPARGAON	567	A	4	162	19	6	125	77	113
CR	SOLAPUR	KURDUWADI	470	A	4	314	27	7	249	139	115
CR	SOLAPUR	GULBARGA	426	A	3	360	31	8	287	118	117
ECoR	KHURDA ROAD	BHUBANESWAR	674	A1	3	38	1	1	7	13	119
ECoR	KHURDA ROAD	CUTTACK	610	A	3	89	2	2	67	29	121
ECoR	KHURDA ROAD	PURI	605	A1	4	97	3	3	24	44	123
ECoR	KHURDA ROAD	KHURDA ROAD	596	A	3	110	4	4	83	33	125
ECoR	KHURDA ROAD	BHADRAK	596	A	4	113	5	5	86	54	127
ECoR	KHURDA ROAD	JAJPUR-KEONJHAR ROAD	582	A	4	135	7	6	104	63	129
ECoR	KHURDA ROAD	BRAHMAPUR	555	A	3	180	9	7	141	55	131
ECoR	KHURDA ROAD	PALASA	401	A	4	379	13	8	305	168	133
ECoR	SAMBALPUR	SAMBALPUR	564	A	4	167	8	1	130	78	135
ECoR	WALTAIR	RAYAGADA	584	A	4	133	6	1	102	62	137
ECoR	WALTAIR	VISAKHAPATNAM	548	A1	2	191	10	2	42	26	139
ECoR	WALTAIR	VIZIANAGARAM	496	A	3	280	11	3	221	89	141
ECoR	WALTAIR	SRIKAKULAM ROAD	482	A	4	299	12	4	239	136	143
ECR	DANAPUR	PATNA JN.	571	A1	1	154	5	1	37	15	145
ECR	DANAPUR	MOKAMA	547	A	4	196	6	2	154	89	147
ECR	DANAPUR	BUXAR	482	A	3	300	14	3	240	97	149
ECR	DANAPUR	RAJENDRA NAGAR	480	A	2	303	15	4	243	39	151
ECR	DANAPUR	KIUL JN.	442	A	4	343	21	5	274	157	153
ECR	DANAPUR	DANAPUR	434	A	3	350	22	6	278	113	155
ECR	DANAPUR	JAMUI	408	A	4	374	25	7	300	165	157
ECR	DANAPUR	PATNA SAHIB JN.	389	A	3	382	28	8	308	127	159
ECR	DANAPUR	ARA JN.	320	A	2	399	31	9	324	52	161
ECR	DANAPUR	BAKHTIYARPUR JN.	306	A	3	405	34	10	330	132	163

Zone	Division	Station	Score	A/A1	FF	Rank of the station in					Pg
						IR	Zone	Div.	A/A1	FF	
ECR	DHANBAD JN.	PARASHNATH	613	A	4	84	2	1	63	36	165
ECR	DHANBAD JN.	KODERMA	584	A	4	130	3	2	100	60	167
ECR	DHANBAD JN.	DHANBAD JN.	528	A1	3	227	9	3	52	74	169
ECR	DHANBAD JN.	GOMOH JN.	503	A	4	268	11	4	212	125	171
ECR	DHANBAD JN.	DALTONGANJ	493	A	4	285	13	5	226	130	173
ECR	DHANBAD JN.	SINGRAULI	401	A	4	378	27	6	304	167	175
ECR	MUGHALSARAI JN.	DEHRI-ON-SONE	638	A	4	59	1	1	48	29	177
ECR	MUGHALSARAI JN.	GAYA JN.	541	A1	3	211	8	2	47	68	179
ECR	MUGHALSARAI JN.	SASARAM JN.	445	A	4	341	20	3	272	155	181
ECR	MUGHALSARAI JN.	MUGHALSARAI JN.	411	A1	3	373	24	4	74	124	183
ECR	MUGHALSARAI JN.	ANUGRAHA NARAYAN ROAD	311	A	4	401	33	5	326	8	185
ECR	SAMASTIPUR JN.	SAHARSA JN.	503	A	4	266	10	1	210	123	187
ECR	SAMASTIPUR JN.	BAPUDHAM MOTIHARI	500	A	4	271	12	2	215	5	189
ECR	SAMASTIPUR JN.	DARBHANGA JN.	472	A1	3	311	16	3	63	102	191
ECR	SAMASTIPUR JN.	RAUXAUL JN.	466	A	4	318	17	4	253	143	193
ECR	SAMASTIPUR JN.	JAYNAGAR	429	A	4	357	23	5	284	161	195
ECR	SAMASTIPUR JN.	SAMASTIPUR JN.	407	A	3	375	26	6	301	125	197
ECR	SAMASTIPUR JN.	NARKATIAGANJ JN.	378	A	4	389	29	7	315	172	199
ECR	SAMASTIPUR JN.	BETIAH	353	A	4	395	30	8	320	176	201
ECR	SAMASTIPUR JN.	SAGAULI JN.	318	A	4	400	32	9	325	7	203
ECR	SAMASTIPUR JN.	MADHUBANI	267	A	4	407	35	10	332	183	205
ECR	SONEPUR	BARAUNI JN.	578	A	4	142	4	1	108	66	207
ECR	SONEPUR	HAJIPUR JN.	542	A	3	208	7	2	164	66	209
ECR	SONEPUR	KHAGARIA JN.	458	A	4	325	18	3	258	145	211
ECR	SONEPUR	MUZAFFARPUR JN.	450	A1	3	334	19	4	68	109	213
ER	ASANSOL	DURGAPUR	669	A	3	44	1	1	35	15	215
ER	ASANSOL	ASANSOL	566	A	3	166	2	2	129	49	217
ER	ASANSOL	JASIDIH	506	A	3	258	7	3	203	82	219
ER	ASANSOL	MADHUPUR	448	A	4	340	12	4	271	154	221
ER	HOWRAH	HOWRAH	497	A1	1	275	9	1	57	23	223
ER	HOWRAH	RAMPURHAT	493	A	3	283	10	2	224	90	225
ER	HOWRAH	BANDEL	412	A	1	372	14	3	299	29	227
ER	HOWRAH	BARDDHAMAN	372	A	1	390	15	4	316	31	229
ER	MALDA TOWN	BHAGALPUR	554	A1	2	185	4	1	40	25	231
ER	MALDA TOWN	MALDA TOWN	548	A	3	192	5	2	150	61	233
ER	MALDA TOWN	JAMALPUR	543	A	3	207	6	3	163	65	235
ER	MALDA TOWN	NEW FARAKKA	503	A	4	267	8	4	211	124	237
ER	SEALDAH	KOLKATA TERMINAL	564	A	4	169	3	1	131	79	239
ER	SEALDAH	NAIHATI JN.	449	A	1	339	11	2	270	26	241
ER	SEALDAH	SEALDAH	436	A1	1	346	13	3	71	27	243
NCR	AGRA CANTT.	AGRA CANTT	533	A1	2	220	4	1	49	31	245
NCR	AGRA CANTT.	MATHURA JN	476	A1	2	307	8	2	61	41	247
NCR	AGRA CANTT.	AGRA FORT	431	A	3	352	12	3	280	114	249
NCR	AGRA CANTT.	RAJA KI MANDI	426	A	3	359	13	4	286	117	251
NCR	ALLAHABAD	ALLAHABAD	576	A1	2	145	2	1	35	20	253
NCR	ALLAHABAD	MIRZAPUR	489	A	4	291	7	2	232	131	255
NCR	ALLAHABAD	ETAWAH	457	A	3	328	9	3	261	107	257
NCR	ALLAHABAD	KANPUR CENTRAL	438	A1	2	344	10	4	70	45	259
NCR	ALLAHABAD	FATEHPUR	434	A	4	349	11	5	277	158	261
NCR	ALLAHABAD	ALIGARH	422	A	3	363	14	6	290	119	263
NCR	ALLAHABAD	TUNDLA	388	A	4	383	17	7	309	170	265
NCR	ALLAHABAD	PHAPHUND	336	A	4	396	19	8	321	177	267
NCR	JHANSI	JHANSI	584	A1	1	131	1	1	31	11	269
NCR	JHANSI	LALITPUR	548	A	3	193	3	2	151	62	271
NCR	JHANSI	GWALIOR	523	A1	1	237	5	3	53	20	273
NCR	JHANSI	ORAI	509	A	4	255	6	4	200	117	275
NCR	JHANSI	BANDA	418	A	3	366	15	5	293	121	277
NCR	JHANSI	CHITRAKUTDHAM KARWI	416	A	3	367	16	6	294	122	279
NCR	JHANSI	MAHOBA	369	A	4	392	18	7	317	173	281
NCR	JHANSI	MORENA	330	A	3	397	20	8	322	131	283
NER	IZZATNAGAR	KATHGODAM	770	A	4	11	1	1	9	6	285

Zone	Division	Station	Score	A/A1	FF	Rank of the station in					Pg
						IR	Zone	Div.	A/A1	FF	
NER	IZZATNAGAR	RUDRAPUR CITY	623	A	4	77	2	2	59	35	287
NER	LUCKNOW	LUCKNOW JN.	614	A1	3	83	3	1	21	28	289
NER	LUCKNOW	KHALILABAD	572	A	4	151	4	2	116	71	291
NER	LUCKNOW	GORAKHPUR JN.	571	A1	2	153	5	3	36	22	293
NER	LUCKNOW	GONDA JN.	567	A	3	163	6	4	126	47	295
NER	LUCKNOW	BASTI	543	A	4	204	7	6	160	92	297
NER	VARANASI	DEORIA SADAR	540	A	4	212	8	1	165	93	299
NER	VARANASI	CHHAPRA JN.	536	A1	3	216	9	2	48	70	301
NER	VARANASI	MAU JN.	512	A	4	250	10	3	195	113	303
NER	VARANASI	BELTHARA ROAD	452	A	4	331	11	4	264	149	305
NER	VARANASI	SIWAN JN.	449	A	3	337	12	5	268	110	307
NER	VARANASI	AZAMGARH	415	A	4	369	13	6	296	163	309
NER	VARANASI	BALLIA	304	A	4	406	14	7	331	182	311
NFR	ALIPURDUAR JN.	NEW COOCHBEHAR	596	A	4	111	7	1	84	52	313
NFR	ALIPURDUAR JN.	ALIPURDUAR JUNCTION	581	A	4	138	10	2	107	65	315
NFR	ALIPURDUAR JN.	NEW ALIPURDUAR	574	A	4	149	11	3	114	69	317
NFR	ALIPURDUAR JN.	COOCHBEHAR	461	A	4	321	19	4	256	144	319
NFR	KATIHAR JN.	NEW JALPAIGURI	656	A1	4	49	1	1	10	24	321
NFR	KATIHAR JN.	KATIHAR JN	642	A	3	55	2	2	45	17	323
NFR	KATIHAR JN.	KISHANGANJ	629	A	4	70	3	3	53	31	325
NFR	KATIHAR JN.	PURNEA JN	556	A	4	178	13	4	139	82	327
NFR	KATIHAR JN.	SILIGURI JN	536	A	4	217	15	5	169	96	329
NFR	KATIHAR JN.	RAIGANJ	453	A	4	329	20	6	262	148	331
NFR	KATIHAR JN.	JOGBANI	450	A	4	333	21	7	266	151	333
NFR	LUMDING	LUMDING	607	A	4	94	5	1	72	42	335
NFR	LUMDING	SILCHAR	596	A	4	112	8	2	85	53	337
NFR	LUMDING	KAMAKHYA	545	A	4	199	14	3	156	3	339
NFR	LUMDING	DIMAPUR	526	A	4	231	16	4	179	102	341
NFR	LUMDING	GUWAHATI	430	A1	2	353	22	5	73	46	343
NFR	RANGIYA JN.	BONGAIGAON	610	A	4	88	4	1	66	39	345
NFR	RANGIYA JN.	RANGIYA JN.	603	A	4	103	6	2	78	47	347
NFR	RANGIYA JN.	BARPETA ROAD	595	A	4	114	9	3	87	2	349
NFR	TINSUKIA	JORHAT TOWN	559	A	4	173	12	1	135	81	351
NFR	TINSUKIA	TINSUKIA	497	A	4	278	17	2	219	127	353
NFR	TINSUKIA	DIBRUGARH TOWN	493	A	4	284	18	3	225	129	355
NR	AMBALA CANTT. JN.	CHANDIGARH	686	A1	3	32	2	1	6	12	357
NR	AMBALA CANTT. JN.	PATIALA	603	A	4	100	7	2	76	46	359
NR	AMBALA CANTT. JN.	KALKA	582	A	4	136	10	3	105	64	361
NR	AMBALA CANTT. JN.	BATHINDA JUNCTION	557	A	3	176	13	4	137	53	363
NR	AMBALA CANTT. JN.	RAJPURA JN.	555	A	4	184	15	5	145	85	365
NR	AMBALA CANTT. JN.	SIRHIND JN.	524	A	4	236	23	6	184	103	367
NR	AMBALA CANTT. JN.	AMBALA CANTT. JN.	506	A1	2	261	28	7	56	35	369
NR	AMBALA CANTT. JN.	JAGADHRI	487	A	3	293	37	8	233	95	371
NR	AMBALA CANTT. JN.	SAHARANPUR JN.	420	A	2	365	53	9	292	49	373
NR	DELHI JN.	ANAND VIHAR TERMINAL	632	A1	2	68	5	1	17	12	375
NR	DELHI JN.	ROHTAK	566	A	2	165	11	2	128	23	377
NR	DELHI JN.	DELHI CANTT.	561	A	3	172	12	3	134	51	379
NR	DELHI JN.	KARNAL	540	A	3	213	18	4	166	69	381
NR	DELHI JN.	SONIPAT	525	A	1	234	22	5	182	19	383
NR	DELHI JN.	NEW DELHI	517	A1	1	248	25	6	55	21	385
NR	DELHI JN.	DELHI SARAI ROHILLA	511	A	2	253	27	7	198	34	387
NR	DELHI JN.	MUZAFFARNAGAR	497	A	3	279	33	8	220	88	389
NR	DELHI JN.	BALLABGARH	490	A	2	290	36	9	231	38	391
NR	DELHI JN.	GURGAON	478	A	2	305	40	10	245	40	393
NR	DELHI JN.	DELHI JN.	471	A1	1	313	43	11	65	24	395
NR	DELHI JN.	MEERUT CANTT.	452	A	3	330	46	12	263	108	397
NR	DELHI JN.	H. NIZAMUDDIN	434	A1	1	348	48	13	72	28	399
NR	DELHI JN.	FARIDABAD	429	A	2	355	49	14	282	47	401
NR	DELHI JN.	ADARSHNAGARDELHI	429	A	4	356	50	15	283	160	403
NR	DELHI JN.	PANIPAT	424	A	2	361	51	16	288	48	405
NR	DELHI JN.	MEERUT CITY	413	A	2	370	54	17	297	50	407

Zone	Division	Station	Score	A/A1	FF	Rank of the station in					Pg
						IR	Zone	Div.	A/A1	FF	
NR	DELHI JN.	DELHI SHAHADRA	390	A	2	381	56	18	307	51	409
NR	DELHI JN.	GHAZIABAD	381	A	1	385	58	19	311	30	411
NR	FIROZPUR CANTT.	BEAS	869	A	4	1	1	1	1	1	413
NR	FIROZPUR CANTT.	UDHAMPUR	668	A	4	45	3	2	36	20	415
NR	FIROZPUR CANTT.	JAMMU TAWI	617	A1	3	82	6	3	20	27	417
NR	FIROZPUR CANTT.	FIROZPUR CANTT.	586	A	4	124	9	4	95	57	419
NR	FIROZPUR CANTT.	CHAKKI BANK	549	A	4	190	16	5	149	87	421
NR	FIROZPUR CANTT.	LUDHIANA	519	A1	2	243	24	6	54	33	423
NR	FIROZPUR CANTT.	PATHANKOT	506	A	4	264	29	7	208	121	425
NR	FIROZPUR CANTT.	AMRITSAR	497	A1	2	277	32	8	59	36	427
NR	FIROZPUR CANTT.	PHAGWARA	494	A	4	282	34	9	223	128	429
NR	FIROZPUR CANTT.	JALANDHAR CITY	478	A	3	304	39	10	244	100	431
NR	FIROZPUR CANTT.	JALLANDHAR CANTT.	362	A	4	394	60	11	319	175	433
NR	LUCKNOW	LUCKNOW	546	A1	2	197	17	5	43	28	435
NR	LUCKNOW	BARABANKI	532	A	4	221	19	7	172	99	437
NR	LUCKNOW	FAIZABAD	512	A	4	252	26	8	197	115	439
NR	LUCKNOW	VARANASI	472	A1	2	312	42	9	64	43	441
NR	LUCKNOW	BHADOHI	469	A	4	316	44	10	251	141	443
NR	LUCKNOW	SULTANPUR	468	A	4	317	45	11	252	142	445
NR	LUCKNOW	RAE	449	A	4	336	47	12	267	152	447
NR	LUCKNOW	AYODHYA	424	A	4	362	52	13	289	162	449
NR	LUCKNOW	JAUNPUR	395	A	4	380	55	14	306	169	451
NR	LUCKNOW	AKBAR PUR	384	A	4	384	57	15	310	171	453
NR	LUCKNOW	UNNAO	379	A	3	388	59	16	314	130	455
NR	LUCKNOW	PARTAPGARH	329	A	4	398	61	17	323	178	457
NR	LUCKNOW	JANGHAI	309	A	4	402	62	18	327	179	459
NR	LUCKNOW	SHAHGANJ	307	A	4	403	63	19	328	180	461
NR	MORADABAD	HARIDWAR	633	A1	3	67	4	1	16	22	463
NR	MORADABAD	DEHRADUN	590	A1	3	119	8	2	28	36	465
NR	MORADABAD	HARDOI	555	A	3	182	14	3	143	57	467
NR	MORADABAD	CHANDAUSI	527	A	4	228	20	4	176	4	469
NR	MORADABAD	MORADABAD	526	A	3	232	21	5	180	76	471
NR	MORADABAD	HAPUR	500	A	3	272	30	6	216	84	473
NR	MORADABAD	BAREILLY	497	A1	3	276	31	7	58	87	475
NR	MORADABAD	SHAHJAHANPUR	491	A	3	287	35	8	228	91	477
NR	MORADABAD	ROORKEE	487	A	4	294	38	9	234	132	479
NR	MORADABAD	RAMPUR	476	A	4	308	41	10	247	137	481
NWR	AJMER	UDAIPUR CITY	597	A	4	108	8	1	81	50	483
NWR	AJMER	RANI	573	A	4	150	10	2	115	70	485
NWR	AJMER	ABUROAD	568	A	4	161	11	3	124	76	487
NWR	AJMER	AJMER	557	A1	3	175	12	4	39	52	489
NWR	AJMER	FALNA	538	A	4	214	15	5	167	94	491
NWR	AJMER	BHILWARA	494	A	4	281	20	6	222	6	493
NWR	AJMER	MARWAR JN.	451	A	4	332	24	7	265	150	495
NWR	BIKANER	LALGARH	676	A	4	36	2	1	30	17	497
NWR	BIKANER	HANUMANGARH JN.	610	A	4	90	5	2	68	1	499
NWR	BIKANER	BIKANER	607	A	4	93	6	3	71	41	501
NWR	BIKANER	SRI GANGANAGAR	601	A	4	105	7	4	79	48	503
NWR	BIKANER	SURATGARH	544	A	4	203	14	5	159	91	505
NWR	BIKANER	HISAR	477	A	3	306	23	6	246	101	507
NWR	BIKANER	BHIWANI	434	A	3	347	25	7	276	112	509
NWR	JAIPUR	ALWAR	693	A	3	30	1	1	25	11	511
NWR	JAIPUR	GANDHINAGAR-JP	625	A	4	73	3	2	56	33	513
NWR	JAIPUR	PHULERA	585	A	3	127	9	3	98	39	515
NWR	JAIPUR	JAIPUR	530	A1	2	225	16	4	51	32	517
NWR	JAIPUR	BANDIKUI	483	A	4	298	21	5	238	135	519
NWR	JAIPUR	REWARI	480	A	3	302	22	6	242	99	521
NWR	JODHPUR	NAGAU	625	A	4	75	4	1	58	34	523
NWR	JODHPUR	JODHPUR	550	A1	3	187	13	2	41	59	525
NWR	JODHPUR	BARMER	513	A	4	249	17	3	194	112	527
NWR	JODHPUR	JAISALMER	509	A	4	254	18	4	199	116	529

Zone	Division	Station	Score	A/A1	FF	Rank of the station in					Pg
						IR	Zone	Div.	A/A1	FF	
NWR	JODHPUR	PALI MARWAR	506	A	4	262	19	5	206	119	531
SCR	GUNTAKAL JN.	YADGIR	611	A	4	87	5	1	65	38	533
SCR	GUNTAKAL JN.	CUDDAPAH	600	A	4	106	8	2	80	49	535
SCR	GUNTAKAL JN.	TIRUPATI	564	A1	2	168	12	3	38	24	537
SCR	GUNTAKAL JN.	RENIGUNTA	535	A	4	218	20	4	170	97	539
SCR	GUNTAKAL JN.	GUNTAKAL JN.	484	A	4	297	28	5	237	134	541
SCR	GUNTAKAL JN.	ANANTAPUR	443	A	4	342	32	6	273	156	543
SCR	GUNTAKAL JN.	RAICHUR	306	A	4	404	36	7	329	181	545
SCR	GUNTUR JN.	GUNTUR JN.	416	A	3	368	35	1	295	123	547
SCR	HYDERABAD	KACHEGUDA	635	A1	3	66	2	1	15	21	549
SCR	HYDERABAD	NIZAMABAD	535	A	4	219	21	2	171	98	551
SCR	HYDERABAD	KURNOOL TOWN	469	A	4	315	30	3	250	140	553
SCR	NANDED	NANDED	625	A	3	74	3	1	57	24	555
SCR	NANDED	PARBHANI JN.	623	A	3	78	4	2	60	25	557
SCR	NANDED	JALNA	604	A	4	99	7	3	75	45	559
SCR	NANDED	NAGARSOL	575	A	4	148	9	4	113	68	561
SCR	NANDED	AURANGABAD	555	A	3	181	14	5	142	56	563
SCR	SECUNDERABAD JN.	SECUNDERABAD JN	606	A1	1	96	6	1	23	5	565
SCR	SECUNDERABAD JN.	MANCHIRYAL	549	A	4	188	15	2	147	86	567
SCR	SECUNDERABAD JN.	HYDERABAD	542	A1	3	210	19	3	46	67	569
SCR	SECUNDERABAD JN.	KAZIPET JN.	490	A	3	289	27	4	230	93	571
SCR	SECUNDERABAD JN.	WARANGAL	465	A	3	319	31	5	254	103	573
SCR	SECUNDERABAD JN.	KHAMMAM	428	A	3	358	34	6	285	116	575
SCR	VIJAYAWADA	NELLORE	702	A	2	28	1	1	23	5	577
SCR	VIJAYAWADA	TENALI JN.	572	A	2	152	10	2	117	21	579
SCR	VIJAYAWADA	ELURU	569	A	3	159	11	3	122	46	581
SCR	VIJAYAWADA	SAMALKOT JN.	563	A	3	170	13	4	132	50	583
SCR	VIJAYAWADA	RAJAHMUNDRY	544	A	2	201	16	5	158	29	585
SCR	VIJAYAWADA	TUNI	543	A	3	205	17	6	161	64	587
SCR	VIJAYAWADA	VIJAYAWADA	542	A1	1	209	18	7	45	18	589
SCR	VIJAYAWADA	KAKINADA TOWN	523	A	4	238	22	8	185	104	591
SCR	VIJAYAWADA	BHIMAVARAM TOWN	518	A	4	245	23	9	191	109	593
SCR	VIJAYAWADA	ONGOLE	508	A	3	256	24	10	201	80	595
SCR	VIJAYAWADA	TADEPALLIGUDEM	506	A	4	263	25	11	207	120	597
SCR	VIJAYAWADA	ANAKAPALLE	503	A	3	269	26	12	213	83	599
SCR	VIJAYAWADA	CHIRALA	481	A	3	301	29	13	241	98	601
SCR	VIJAYAWADA	GUDUR JN.	437	A	3	345	33	14	275	111	603
SECR	BILASPUR JN.	BILASPUR JN	768	A1	2	12	1	1	3	1	605
SECR	BILASPUR JN.	CHAMPA JN.	674	A	4	39	2	2	32	18	607
SECR	BILASPUR JN.	RAIGARH	501	A	4	270	4	3	214	126	609
SECR	NAGPUR	GONDIA	549	A	3	189	3	1	148	60	611
SECR	NAGPUR	RAJNANDGAON	486	A	4	295	6	6	235	133	613
SECR	RAIPUR	DURG	498	A	3	274	5	1	218	86	615
SECR	RAIPUR	RAIPUR	461	A1	2	323	7	2	67	44	617
SECR	RAIPUR	BHILAI POWER HOUSE	457	A	4	327	8	3	260	147	619
SER	ADRA	BOKARO STEEL CITY	646	A	4	54	2	1	44	27	621
SER	CHAKRADHARPUR	ROURKELA	654	A	3	50	1	1	40	16	623
SER	CHAKRADHARPUR	TATANAGAR	622	A1	2	79	3	2	19	15	625
SER	CHAKRADHARPUR	JHARSUGUDA	429	A	3	354	9	3	281	115	627
SER	KHARAGPUR	DIGHA	546	A	4	198	6	1	155	90	629
SER	KHARAGPUR	KHARAGPUR	532	A1	3	223	7	2	50	72	631
SER	KHARAGPUR	BALASORE	458	A	4	326	8	3	259	146	633
SER	KHARAGPUR	SHALIMAR	413	A	4	371	10	4	298	164	635
SER	RANCHI	HATIA	569	A	4	158	4	1	121	74	637
SER	RANCHI	RANCHI	556	A	3	177	5	2	138	54	639
SR	CHENNAI CENTRAL	KATPADI	627	A	2	71	18	1	54	13	641
SR	CHENNAI CENTRAL	CHENNAI CENTRAL	588	A1	1	121	26	2	29	9	643
SR	CHENNAI CENTRAL	CHENNAI EGMORE	578	A1	1	141	31	3	34	13	645
SR	CHENNAI CENTRAL	CHENGALPATTU JN.	575	A	1	147	32	4	112	14	647
SR	CHENNAI CENTRAL	TAMBARAM	558	A	1	174	35	5	136	16	649
SR	CHENNAI CENTRAL	ARAKKONAM JN	506	A	1	259	46	6	204	22	651

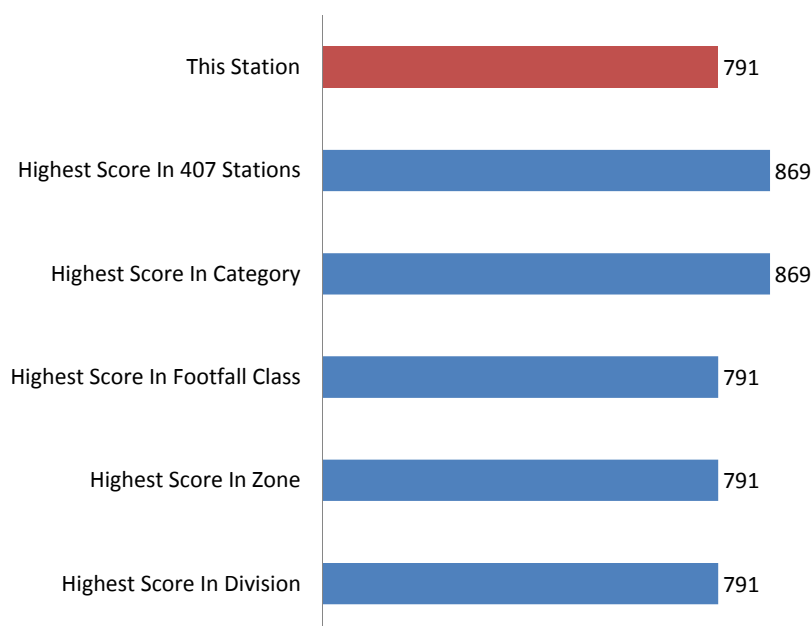
Zone	Division	Station	Score	A/A1	FF	Rank of the station in					Pg
						IR	Zone	Div.	A/A1	FF	
SR	CHENNAI CENTRAL	JOLARPETTAI JN	504	A	4	265	47	7	209	122	653
SR	MADURAI JN.	KOVILPATTI	757	A	4	13	3	1	10	7	655
SR	MADURAI JN.	VIRUDHUNAGAR JN	719	A	4	22	6	2	17	9	657
SR	MADURAI JN.	MADURAI JN	670	A1	2	43	12	3	9	8	659
SR	MADURAI JN.	RAMESWARAM	626	A	4	72	19	4	55	32	661
SR	MADURAI JN.	DINDIGUL JN	604	A	3	98	21	5	74	31	663
SR	MADURAI JN.	TIRUNELVELI JN	593	A	3	116	24	6	89	34	665
SR	MADURAI JN.	TUTICORIN	555	A	4	183	36	7	144	84	667
SR	PALAKKAD JN.	PALAKKAD JN.	670	A	3	41	11	1	33	14	669
SR	PALAKKAD JN.	SHORANUR JN.	632	A	3	69	17	2	52	23	671
SR	PALAKKAD JN.	KASARGOD	603	A	3	101	22	3	77	32	673
SR	PALAKKAD JN.	KOZHICKODE	602	A1	1	104	23	4	26	7	675
SR	PALAKKAD JN.	THALASSERY	553	A	3	186	37	5	146	58	677
SR	PALAKKAD JN.	MANGALORE CENTRAL	547	A	2	194	38	6	152	27	679
SR	PALAKKAD JN.	KANNUR	543	A	2	206	39	7	162	30	681
SR	PALAKKAD JN.	PAYYANNUR	531	A	3	224	40	8	174	73	683
SR	PALAKKAD JN.	VADAKARA	527	A	3	229	41	9	177	75	685
SR	PALAKKAD JN.	KANHANGAD	520	A	3	242	43	10	189	79	687
SR	PALAKKAD JN.	MANGALORE JN	517	A	4	247	45	11	193	111	689
SR	PALAKKAD JN.	TIRUR	459	A	3	324	50	12	257	106	691
SR	SALEM JN.	SALEM JN	778	A	3	9	2	1	7	3	693
SR	SALEM JN.	ERODE JN	746	A	3	14	4	2	11	5	695
SR	SALEM JN.	METTUPALAIYAM	716	A	4	24	7	3	19	11	697
SR	SALEM JN.	KARUR JN.	693	A	4	31	10	4	26	14	699
SR	SALEM JN.	COIMBATORE JN	636	A1	2	63	16	5	13	11	701
SR	SALEM JN.	TIRUPPUR	585	A	3	128	29	6	99	40	703
SR	TIRUCHCHIRAPPALLI JN.	KUMBAKONAM	806	A	4	5	1	1	5	5	705
SR	TIRUCHCHIRAPPALLI JN.	TIRUCHCHIRAPPALLI JN	744	A	3	15	5	2	12	6	707
SR	TIRUCHCHIRAPPALLI JN.	THANJAVUR JN	716	A	4	25	8	3	20	12	709
SR	TIRUCHCHIRAPPALLI JN.	MAYILADUTHURAI JN.	698	A	4	29	9	4	24	13	711
SR	TIRUCHCHIRAPPALLI JN.	VILLUPURAM JN.	585	A	4	125	28	5	96	58	713
SR	TIRUVANANTHAPURAM CEN.	KANNIYAKUMARI	647	A	4	52	13	1	42	25	715
SR	TIRUVANANTHAPURAM CEN.	NAGERCOIL JN	641	A	4	56	14	2	46	28	717
SR	TIRUVANANTHAPURAM CEN.	ERNAKULAM JN	638	A1	2	60	15	3	12	10	719
SR	TIRUVANANTHAPURAM CEN.	KOTTAYAM	609	A	3	91	20	4	69	30	721
SR	TIRUVANANTHAPURAM CEN.	KOLLAM JN	589	A	3	120	25	5	92	37	723
SR	TIRUVANANTHAPURAM CEN.	CHENGANNUR	588	A	4	122	27	6	93	56	725
SR	TIRUVANANTHAPURAM CEN.	TIRUVANANTHAPURAM CEN.	581	A1	2	139	30	7	32	19	727
SR	TIRUVANANTHAPURAM CEN.	ALAPPUZHA	570	A	4	157	33	8	120	73	729
SR	TIRUVANANTHAPURAM CEN.	ALUVA	566	A	3	164	34	9	127	48	731
SR	TIRUVANANTHAPURAM CEN.	KAYANKULAM JN	520	A	4	241	42	10	188	107	733
SR	TIRUVANANTHAPURAM CEN.	TIRUVALLA	517	A	4	246	44	11	192	110	735
SR	TIRUVANANTHAPURAM CEN.	ERNAKULAM TOWN	498	A	3	273	48	12	217	85	737
SR	TIRUVANANTHAPURAM CEN.	THRISUR	461	A1	3	322	49	13	66	105	739
SWR	BANGALORE CITY	BANGARPET	740	A	3	16	2	1	13	7	741
SWR	BANGALORE CITY	KENGERI	659	A	4	47	4	2	38	22	743
SWR	BANGALORE CITY	YESVANTPUR	640	A1	1	57	5	3	11	3	745
SWR	BANGALORE CITY	BANGALORE CITY	636	A1	1	64	7	4	14	4	747
SWR	BANGALORE CITY	SSP NILAYAM	595	A	4	115	10	5	88	55	749
SWR	BANGALORE CITY	KRISHNARAJAPURAM	585	A	4	126	11	6	97	59	751
SWR	BANGALORE CITY	BANGALORE CANTT.	584	A	4	132	12	7	101	61	753
SWR	HUBLI	VASCO-DA-GAMA	841	A	4	3	1	1	3	3	755
SWR	HUBLI	HUBLI	639	A	3	58	6	2	47	18	757
SWR	HUBLI	HOSPET	596	A	4	109	9	3	82	51	759
SWR	HUBLI	BELLARY	547	A	4	195	14	4	153	88	761
SWR	HUBLI	BELGAUM	522	A	4	240	15	5	187	106	763
SWR	HUBLI	BIJAPUR	404	A	4	377	16	6	303	166	765
SWR	HUBLI	DHARWAD	368	A	4	393	17	7	318	174	767
SWR	MYSORE	MYSORE	674	A	2	37	3	1	31	6	769
SWR	MYSORE	DAVANGERE	608	A	4	92	8	2	70	40	771
SWR	MYSORE	SHIMOGA TOWN	568	A	4	160	13	3	123	75	773

Zone	Division	Station	Score	A/A1	FF	Rank of the station in					Pg
						IR	Zone	Div.	A/A1	FF	
WCR	BHOPAL	HABIBGANJ	720	A	2	20	2	1	16	3	775
WCR	BHOPAL	HOSHANGABAD	582	A	3	137	5	2	106	42	777
WCR	BHOPAL	ITARSI	576	A	3	144	6	3	110	44	779
WCR	BHOPAL	BINA	545	A	3	200	9	4	157	63	781
WCR	BHOPAL	VIDISHA	525	A	3	233	11	5	181	77	783
WCR	BHOPAL	BHOPAL	450	A1	1	335	16	6	69	25	785
WCR	JABALPUR	JABALPUR	623	A1	2	76	3	1	18	14	787
WCR	JABALPUR	PIPARIYA	563	A	4	171	7	2	133	80	789
WCR	JABALPUR	MAIHAR	556	A	4	179	8	3	140	83	791
WCR	JABALPUR	REWA	530	A	4	226	10	4	175	100	793
WCR	JABALPUR	DAMOH	522	A	4	239	12	5	186	105	795
WCR	JABALPUR	SATNA	508	A	3	257	13	6	202	81	797
WCR	JABALPUR	KATNI	490	A	3	288	14	7	229	92	799
WCR	JABALPUR	SAUGOR	476	A	4	309	15	8	248	138	801
WCR	KOTA	KOTA	723	A	2	19	1	1	15	2	803
WCR	KOTA	SAWAI MADHOPUR	583	A	3	134	4	2	103	41	805
WCR	KOTA	BHARATPUR	421	A	3	364	17	3	291	120	807
WR	AHEMDABAD	GANDHIDHAM	846	A	4	2	1	1	2	2	809
WR	AHEMDABAD	MAHESANA	682	A	4	34	9	2	28	16	811
WR	AHEMDABAD	NEW BHUJ	660	A	4	46	12	3	37	21	813
WR	AHEMDABAD	VIRAMGAM	638	A	4	61	15	4	49	30	815
WR	AHEMDABAD	PALANPUR	606	A	4	95	19	5	73	43	817
WR	AHEMDABAD	AHMEDABAD	544	A1	1	202	23	6	44	17	819
WR	BHAVNAGAR TERMINUS	VERAVAL	713	A	3	26	7	1	21	10	821
WR	BHAVNAGAR TERMINUS	BHAVNAGAR TERMINUS	621	A	3	80	17	2	61	26	823
WR	MUMBAI CENTRAL	SURAT	798	A1	1	6	3	1	1	1	825
WR	MUMBAI CENTRAL	MUMBAI CENTRAL	719	A1	3	21	6	2	5	9	827
WR	MUMBAI CENTRAL	NAVSARI	618	A	2	81	18	3	62	16	829
WR	MUMBAI CENTRAL	VALSAD	591	A	2	118	20	4	91	18	831
WR	MUMBAI CENTRAL	VAPI	586	A	3	123	21	5	94	38	833
WR	MUMBAI CENTRAL	UDHANA	571	A	4	155	22	6	118	72	835
WR	MUMBAI CENTRAL	BANDRA TERMINUS	488	A1	3	292	26	7	60	94	837
WR	RAJKOT	JAMNAGAR	812	A	4	4	2	1	4	4	839
WR	RAJKOT	RAJKOT	787	A1	3	8	4	2	2	2	841
WR	RAJKOT	SURENDRANAGAR	670	A	4	42	11	3	34	19	843
WR	RATLAM	NAGDA	647	A	4	53	14	1	43	26	845
WR	RATLAM	CHITTORGARH JN.	526	A	4	230	24	2	178	101	847
WR	RATLAM	INDORE	493	A	2	286	25	3	227	37	849
WR	RATLAM	UJJAIN	486	A	3	296	27	4	236	96	851
WR	RATLAM	RATLAM	380	A	3	387	28	5	313	129	853
WR	VADODARA	ANKLESHWAR	774	A	3	10	5	1	8	4	855
WR	VADODARA	ANAND	705	A	2	27	8	2	22	4	857
WR	VADODARA	VADODARA	671	A1	2	40	10	3	8	7	859
WR	VADODARA	BHARUCH	654	A	2	51	13	4	41	9	861
WR	VADODARA	NADIAD	635	A	3	65	16	5	51	20	863

Following pages contain the detailed station-wise report in the order specified in Annexure 4. The page numbers for respective stations can be referred to the table provided in Annexure 4.

Name of Station	Division
NASIK ROAD	BHUSAWAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	791
Passenger Cleanliness Level	Level 1
Cleanliness Rank of the Station (in 407 stations)	7
Cleanliness Rank of the Station (in Category)	6
Cleanliness Rank of the Station (in Footfall Class)	1
Cleanliness Rank of the Station (in Zone)	1
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	755
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	762
Infrastructure Adequacy Level	Level 1
Process Compliance Score	744
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	93
Observed the enforcement of anti-littering rules	86
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

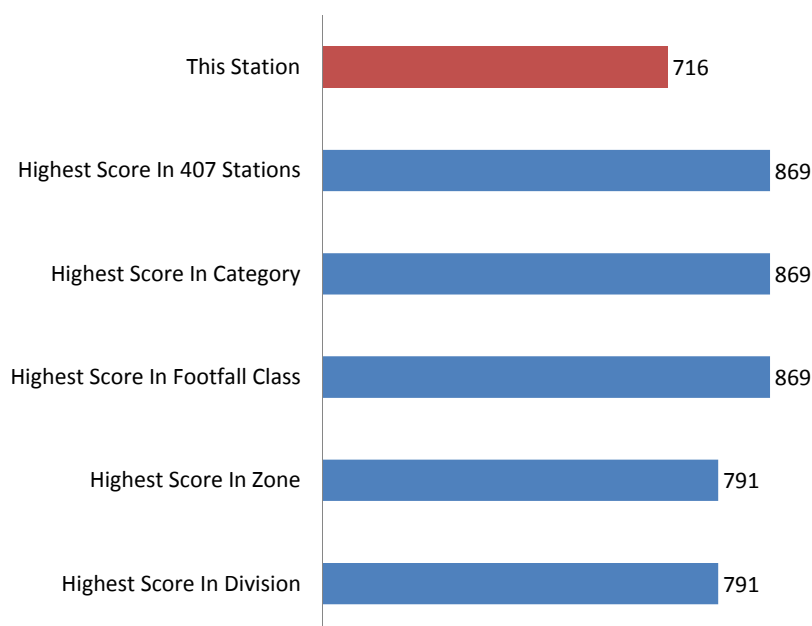
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	777	767
	2	Condition of flooring surface at waiting rooms	1%	788	800
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	792	624
	4	Condition of water booths and water coolers	2%	794	786
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	788	786
	6	Condition of vending stalls including arrangements for waste disposal	2%	793	767
	7	Proper dressing of Electric cables	2%	759	767
	8	Proper dressing of Telecom cables	2%	747	643
	9	Absence of stench in the station premises	12%	836	743
	10	Control of pest and rodent	2%	757	738
	11	Control of flies and mosquitoes	3%	759	671
	12	Stagnation of water in movement areas and non-movement areas	2%	818	719
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	793	786
	14	Cleanliness and hygiene around vending stalls	3%	791	752
	15	Cleanliness of platform areas	5%	783	719
	16	Cleanliness of advertisement hoardings/signages	3%	781	786
	17	Cleanliness of tracks between platforms	1%	793	829
	18	Cleanliness of foot over bridges	1%	797	800
	19	Cleanliness of track area up to home signal beyond platform	1%	792	705
	20	Functioning of cross and longitudinal waste water drains	2%	800	757
Waste Management	21	Adequate availability of dustbins	10%	825	805
	22	Proper system for collection and disposal of solid waste from trains	0%	786	705
	23	Proper system for collection and disposal of solid waste from stations	0%	788	771
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	781	705
	25	Promptness in removal and disbursement of garbage	3%	793	814
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	778	752
	27	Presence/clearance of unwanted posters/notices	0%	788	752
	28	Storage of scrap items & their prompt disposal	3%	767	671
Toilets	29	Adequate availability of toilet in General	4%	730	733
	30	Adequate availability of toilets in pay and use	0%	753	738
	31	Adequate availability of toilets in Waiting rooms	3%	784	848
	32	Adequate availability of toilets in Circulating area	0%	778	767
	33	Condition of toilets in General	3%	777	686
	34	Condition of toilets in pay and use	0%	773	814
	35	Condition of toilets in Waiting rooms	2%	787	805
	36	Condition of toilets in circulating area	0%	776	781
	37	Availability of water in toilets and in other places for cleaning	4%	791	752
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	786	786
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	792	767
	40	Cleanliness of concourse and circulating area	0%	793	743
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			667
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			667
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			733
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			867
	8	Condition of carriage watering hydrants including their leakage			733
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			667
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			667

Name of Station	Division
BURHANPUR	BHUSAWAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	716
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	23
Cleanliness Rank of the Station (in Category)	18
Cleanliness Rank of the Station (in Footfall Class)	10
Cleanliness Rank of the Station (in Zone)	4
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	810
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	857
Infrastructure Adequacy Level	Level 1
Process Compliance Score	818
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	87
Observed the enforcement of anti-littering rules	91
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	45
Sensitized cleaning staff about correct practices	82
Observed the use of CCTVs for monitoring cleanliness at stations	45
Availability of Washable CC Apron over tracks at station	82

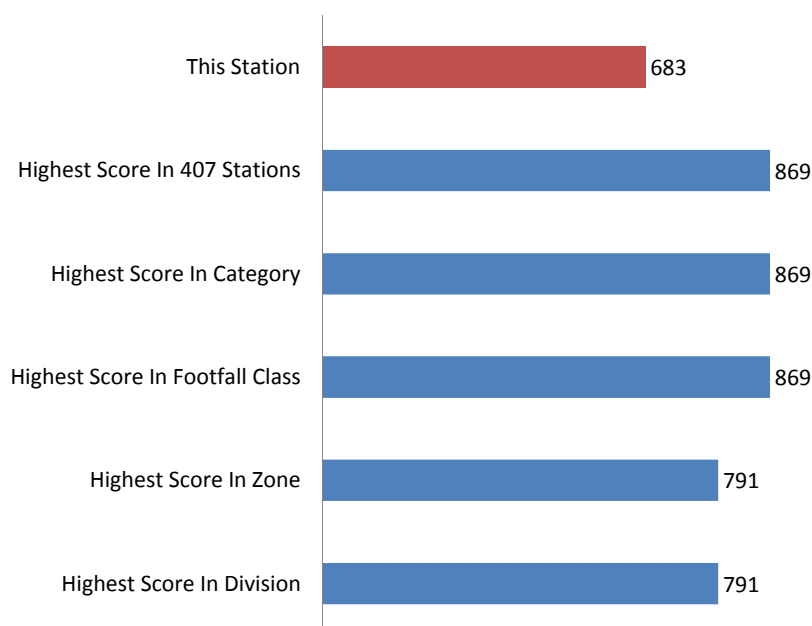
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	696	755
	2	Condition of flooring surface at waiting rooms	1%	681	805
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	681	821
	4	Condition of water booths and water coolers	2%	676	789
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	671	792
	6	Condition of vending stalls including arrangements for waste disposal	2%	682	778
	7	Proper dressing of Electric cables	2%	702	804
	8	Proper dressing of Telecom cables	2%	696	832
	9	Absence of stench in the station premises	12%	845	875
	10	Control of pest and rodent	2%	780	832
	11	Control of flies and mosquitoes	3%	740	791
	12	Stagnation of water in movement areas and non-movement areas	2%	692	758
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	670	758
	14	Cleanliness and hygiene around vending stalls	3%	677	773
	15	Cleanliness of platform areas	5%	683	785
	16	Cleanliness of advertisement hoardings/signages	3%	711	814
	17	Cleanliness of tracks between platforms	1%	679	787
	18	Cleanliness of foot over bridges	1%	667	820
	19	Cleanliness of track area up to home signal beyond platform	1%	682	798
	20	Functioning of cross and longitudinal waste water drains	2%	734	812
Waste Management	21	Adequate availability of dustbins	10%	796	845
	22	Proper system for collection and disposal of solid waste from trains	0%	677	796
	23	Proper system for collection and disposal of solid waste from stations	0%	673	809
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	678	780
	25	Promptness in removal and disbursement of garbage	3%	667	782
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	667	801
	27	Presence/clearance of unwanted posters/notices	0%	676	782
	28	Storage of scrap items & their prompt disposal	3%	700	845
Toilets	29	Adequate availability of toilet in General	4%	702	818
	30	Adequate availability of toilets in pay and use	0%	662	787
	31	Adequate availability of toilets in Waiting rooms	3%	674	777
	32	Adequate availability of toilets in Circulating area	0%	652	750
	33	Condition of toilets in General	3%	631	810
	34	Condition of toilets in pay and use	0%	728	780
	35	Condition of toilets in Waiting rooms	2%	708	793
	36	Condition of toilets in circulating area	0%	667	784
	37	Availability of water in toilets and in other places for cleaning	4%	661	798
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	684	798
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	669	805
	40	Cleanliness of concourse and circulating area	0%	695	771
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			764
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			836
	3	Adequate supervision for monitoring cleanliness			855
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			764
	5	Performance of service improvement groups (SIG) and their effectiveness			818
	6	Usage of recycled water for non potable uses			873
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			909
	8	Condition of carriage watering hydrants including their leakage			891
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			873
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			818
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			891
	13	Condition of Washable CC Apron over tracks at station			818

Name of Station	Division
CHALISGAON	BHUSAWAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	683
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	33
Cleanliness Rank of the Station (in Category)	27
Cleanliness Rank of the Station (in Footfall Class)	15
Cleanliness Rank of the Station (in Zone)	5
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	811
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	800
Infrastructure Adequacy Level	Level 1
Process Compliance Score	827
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	79
Observed the enforcement of anti-littering rules	85
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

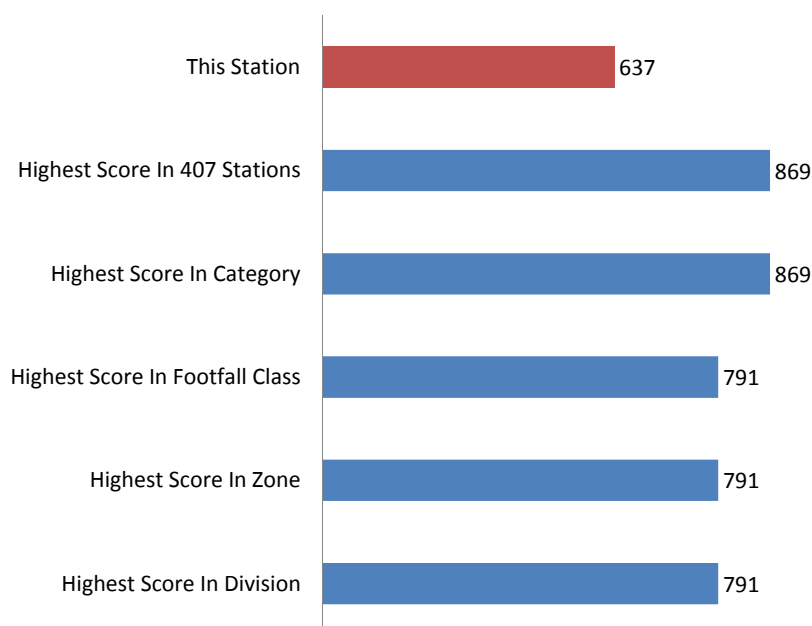
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	704	846
	2	Condition of flooring surface at waiting rooms	1%	681	860
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	624	774
	4	Condition of water booths and water coolers	2%	681	800
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	679	717
	6	Condition of vending stalls including arrangements for waste disposal	2%	675	786
	7	Proper dressing of Electric cables	2%	644	706
	8	Proper dressing of Telecom cables	2%	609	706
	9	Absence of stench in the station premises	12%	740	831
	10	Control of pest and rodent	2%	636	806
	11	Control of flies and mosquitoes	3%	644	731
	12	Stagnation of water in movement areas and non-movement areas	2%	698	786
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	672	794
	14	Cleanliness and hygiene around vending stalls	3%	695	851
	15	Cleanliness of platform areas	5%	675	866
	16	Cleanliness of advertisement hoardings/signages	3%	675	766
	17	Cleanliness of tracks between platforms	1%	698	846
	18	Cleanliness of foot over bridges	1%	687	851
	19	Cleanliness of track area up to home signal beyond platform	1%	679	760
	20	Functioning of cross and longitudinal waste water drains	2%	667	800
Waste Management	21	Adequate availability of dustbins	10%	731	880
	22	Proper system for collection and disposal of solid waste from trains	0%	678	846
	23	Proper system for collection and disposal of solid waste from stations	0%	692	757
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	674	751
	25	Promptness in removal and disbursement of garbage	3%	664	777
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	683	806
	27	Presence/clearance of unwanted posters/notices	0%	683	771
	28	Storage of scrap items & their prompt disposal	3%	634	751
Toilets	29	Adequate availability of toilet in General	4%	614	766
	30	Adequate availability of toilets in pay and use	0%	685	774
	31	Adequate availability of toilets in Waiting rooms	3%	689	860
	32	Adequate availability of toilets in Circulating area	0%	670	849
	33	Condition of toilets in General	3%	652	814
	34	Condition of toilets in pay and use	0%	680	860
	35	Condition of toilets in Waiting rooms	2%	680	860
	36	Condition of toilets in circulating area	0%	663	766
	37	Availability of water in toilets and in other places for cleaning	4%	644	840
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	688	817
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	664	800
	40	Cleanliness of concourse and circulating area	0%	680	800
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			720
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			880
	3	Adequate supervision for monitoring cleanliness			880
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			840
	5	Performance of service improvement groups (SIG) and their effectiveness			840
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			840
	8	Condition of carriage watering hydrants including their leakage			760
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			760
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			760
	13	Condition of Washable CC Apron over tracks at station			880

Name of Station	Division
JALGAON	BHUSAWAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	637
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	62
Cleanliness Rank of the Station (in Category)	50
Cleanliness Rank of the Station (in Footfall Class)	19
Cleanliness Rank of the Station (in Zone)	8
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	802
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	836
Infrastructure Adequacy Level	Level 1
Process Compliance Score	808
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	76
Observed the enforcement of anti-littering rules	53
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	75
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

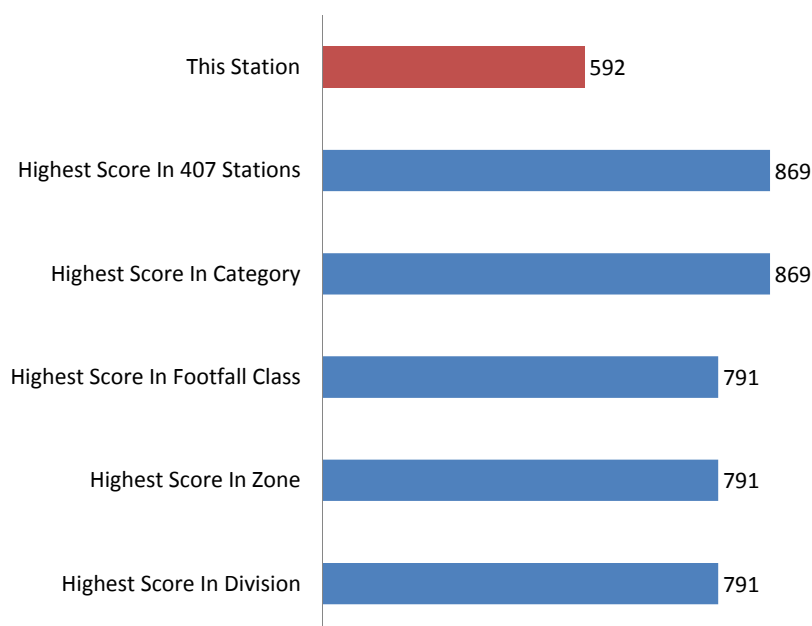
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	632	825
	2	Condition of flooring surface at waiting rooms	1%	626	739
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	626	761
	4	Condition of water booths and water coolers	2%	623	772
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	626	789
	6	Condition of vending stalls including arrangements for waste disposal	2%	618	789
	7	Proper dressing of Electric cables	2%	604	753
	8	Proper dressing of Telecom cables	2%	583	756
	9	Absence of stench in the station premises	12%	687	850
	10	Control of pest and rodent	2%	626	825
	11	Control of flies and mosquitoes	3%	605	747
	12	Stagnation of water in movement areas and non-movement areas	2%	657	872
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	635	753
	14	Cleanliness and hygiene around vending stalls	3%	643	831
	15	Cleanliness of platform areas	5%	671	786
	16	Cleanliness of advertisement hoardings/signages	3%	637	767
	17	Cleanliness of tracks between platforms	1%	632	731
	18	Cleanliness of foot over bridges	1%	632	767
	19	Cleanliness of track area up to home signal beyond platform	1%	636	836
	20	Functioning of cross and longitudinal waste water drains	2%	633	775
Waste Management	21	Adequate availability of dustbins	10%	659	886
	22	Proper system for collection and disposal of solid waste from trains	0%	623	753
	23	Proper system for collection and disposal of solid waste from stations	0%	619	822
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	656	803
	25	Promptness in removal and disbursement of garbage	3%	630	811
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	636	803
	27	Presence/clearance of unwanted posters/notices	0%	637	778
	28	Storage of scrap items & their prompt disposal	3%	612	803
Toilets	29	Adequate availability of toilet in General	4%	582	750
	30	Adequate availability of toilets in pay and use	0%	573	706
	31	Adequate availability of toilets in Waiting rooms	3%	616	786
	32	Adequate availability of toilets in Circulating area	0%	603	864
	33	Condition of toilets in General	3%	625	703
	34	Condition of toilets in pay and use	0%	616	753
	35	Condition of toilets in Waiting rooms	2%	620	814
	36	Condition of toilets in circulating area	0%	610	714
	37	Availability of water in toilets and in other places for cleaning	4%	609	756
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	631	775
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	615	775
	40	Cleanliness of concourse and circulating area	0%	621	803
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			900
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			750
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			900
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			850
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			900
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
BHUSAWAL	BHUSAWAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	592
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	117
Cleanliness Rank of the Station (in Category)	90
Cleanliness Rank of the Station (in Footfall Class)	35
Cleanliness Rank of the Station (in Zone)	13
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	747
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	737
Infrastructure Adequacy Level	Level 2
Process Compliance Score	733
Process Compliance Level	Level 2

Passenger Cleanliness Score



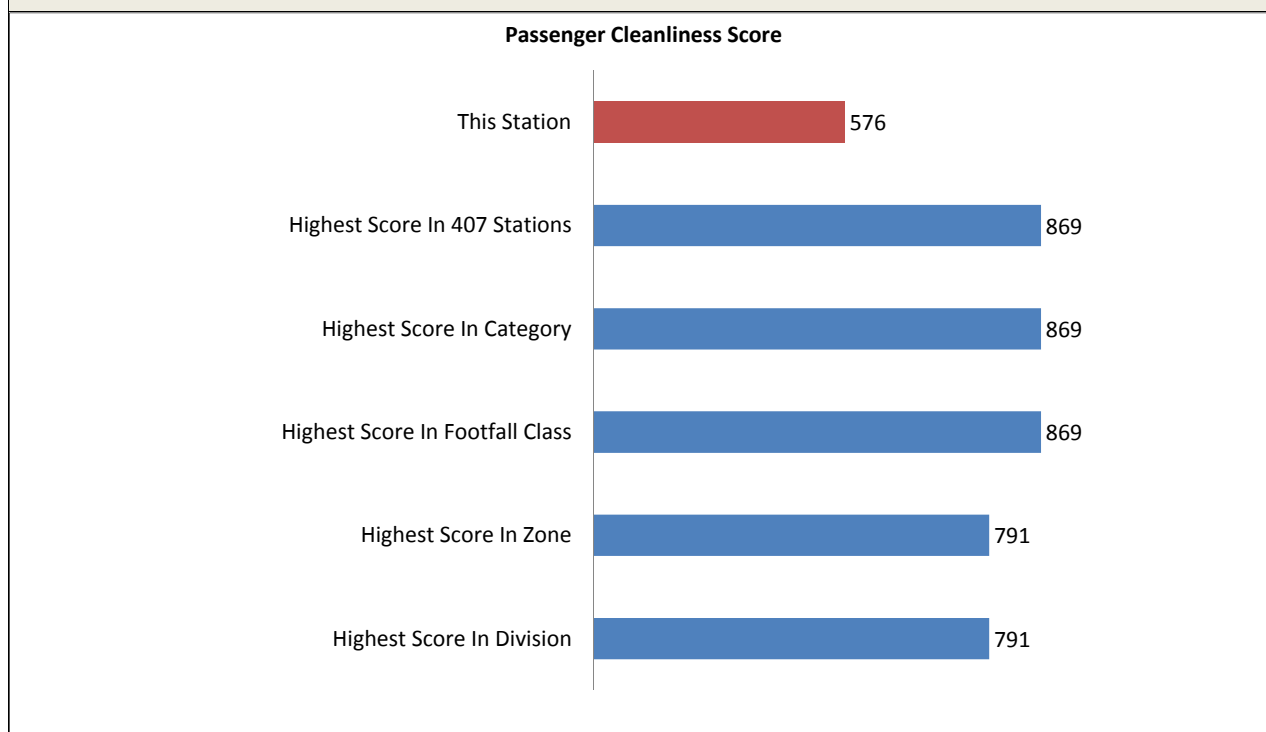
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	71
Observed the enforcement of anti-littering rules	59
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	595	803
	2	Condition of flooring surface at waiting rooms	1%	592	807
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	573	650
	4	Condition of water booths and water coolers	2%	592	747
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	565	687
	6	Condition of vending stalls including arrangements for waste disposal	2%	593	763
	7	Proper dressing of Electric cables	2%	579	673
	8	Proper dressing of Telecom cables	2%	517	683
	9	Absence of stench in the station premises	12%	638	770
	10	Control of pest and rodent	2%	587	760
	11	Control of flies and mosquitoes	3%	528	670
	12	Stagnation of water in movement areas and non-movement areas	2%	618	763
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	582	763
	14	Cleanliness and hygiene around vending stalls	3%	593	807
	15	Cleanliness of platform areas	5%	617	743
	16	Cleanliness of advertisement hoardings/signages	3%	590	707
	17	Cleanliness of tracks between platforms	1%	596	750
	18	Cleanliness of foot over bridges	1%	559	713
	19	Cleanliness of track area up to home signal beyond platform	1%	590	690
	20	Functioning of cross and longitudinal waste water drains	2%	616	660
Waste Management	21	Adequate availability of dustbins	10%	625	793
	22	Proper system for collection and disposal of solid waste from trains	0%	598	713
	23	Proper system for collection and disposal of solid waste from stations	0%	581	710
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	623	710
	25	Promptness in removal and disbursement of garbage	3%	605	693
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	602	783
	27	Presence/clearance of unwanted posters/notices	0%	583	763
	28	Storage of scrap items & their prompt disposal	3%	557	617
Toilets	29	Adequate availability of toilet in General	4%	519	757
	30	Adequate availability of toilets in pay and use	0%	549	743
	31	Adequate availability of toilets in Waiting rooms	3%	576	790
	32	Adequate availability of toilets in Circulating area	0%	587	700
	33	Condition of toilets in General	3%	569	673
	34	Condition of toilets in pay and use	0%	581	767
	35	Condition of toilets in Waiting rooms	2%	582	823
	36	Condition of toilets in circulating area	0%	577	653
	37	Availability of water in toilets and in other places for cleaning	4%	586	750
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	583	753
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	572	753
	40	Cleanliness of concourse and circulating area	0%	597	673
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			640
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			760
	3	Adequate supervision for monitoring cleanliness			760
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			640
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			680
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			640
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			760
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			720
	13	Condition of Washable CC Apron over tracks at station			760

Name of Station	Division
AMRAVATI	BHUSAWAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	576
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	146
Cleanliness Rank of the Station (in Category)	111
Cleanliness Rank of the Station (in Footfall Class)	67
Cleanliness Rank of the Station (in Zone)	17
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	776
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	800
Infrastructure Adequacy Level	Level 1
Process Compliance Score	
Process Compliance Score	800
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	45
Observed the enforcement of anti-littering rules	16
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

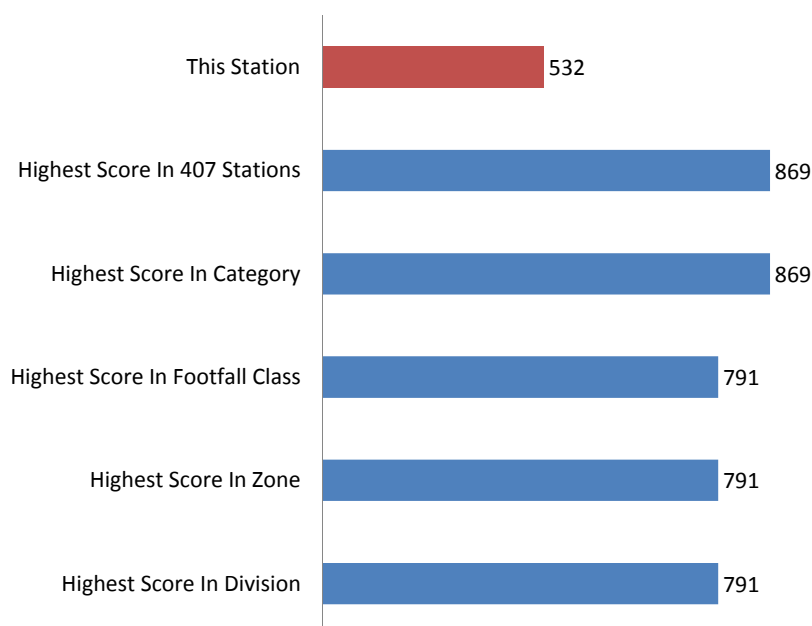
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	618	780
	2	Condition of flooring surface at waiting rooms	1%	608	780
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	572	780
	4	Condition of water booths and water coolers	2%	573	800
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	583	760
	6	Condition of vending stalls including arrangements for waste disposal	2%	555	780
	7	Proper dressing of Electric cables	2%	549	760
	8	Proper dressing of Telecom cables	2%	554	780
	9	Absence of stench in the station premises	12%	559	760
	10	Control of pest and rodent	2%	562	740
	11	Control of flies and mosquitoes	3%	563	760
	12	Stagnation of water in movement areas and non-movement areas	2%	537	740
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	536	760
	14	Cleanliness and hygiene around vending stalls	3%	585	780
	15	Cleanliness of platform areas	5%	610	760
	16	Cleanliness of advertisement hoardings/signages	3%	523	780
	17	Cleanliness of tracks between platforms	1%	596	780
	18	Cleanliness of foot over bridges	1%	582	780
	19	Cleanliness of track area up to home signal beyond platform	1%	581	800
	20	Functioning of cross and longitudinal waste water drains	2%	524	760
Waste Management	21	Adequate availability of dustbins	10%	608	800
	22	Proper system for collection and disposal of solid waste from trains	0%	553	760
	23	Proper system for collection and disposal of solid waste from stations	0%	552	780
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	547	760
	25	Promptness in removal and disbursement of garbage	3%	548	780
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	550	800
	27	Presence/clearance of unwanted posters/notices	0%	523	780
	28	Storage of scrap items & their prompt disposal	3%	529	780
Toilets	29	Adequate availability of toilet in General	4%	587	760
	30	Adequate availability of toilets in pay and use	0%	638	740
	31	Adequate availability of toilets in Waiting rooms	3%	595	780
	32	Adequate availability of toilets in Circulating area	0%	577	800
	33	Condition of toilets in General	3%	585	800
	34	Condition of toilets in pay and use	0%	629	780
	35	Condition of toilets in Waiting rooms	2%	601	760
	36	Condition of toilets in circulating area	0%	586	780
	37	Availability of water in toilets and in other places for cleaning	4%	610	780
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	588	800
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	583	780
	40	Cleanliness of concourse and circulating area	0%	579	800
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
MANMAD	BHUSAWAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	532
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	222
Cleanliness Rank of the Station (in Category)	173
Cleanliness Rank of the Station (in Footfall Class)	71
Cleanliness Rank of the Station (in Zone)	21
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	593
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	429
Infrastructure Adequacy Level	Level 4
Process Compliance Score	425
Process Compliance Level	Level 4

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	55
Observed the enforcement of anti-littering rules	46
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	25
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	75
Availability of Washable CC Apron over tracks at station	100

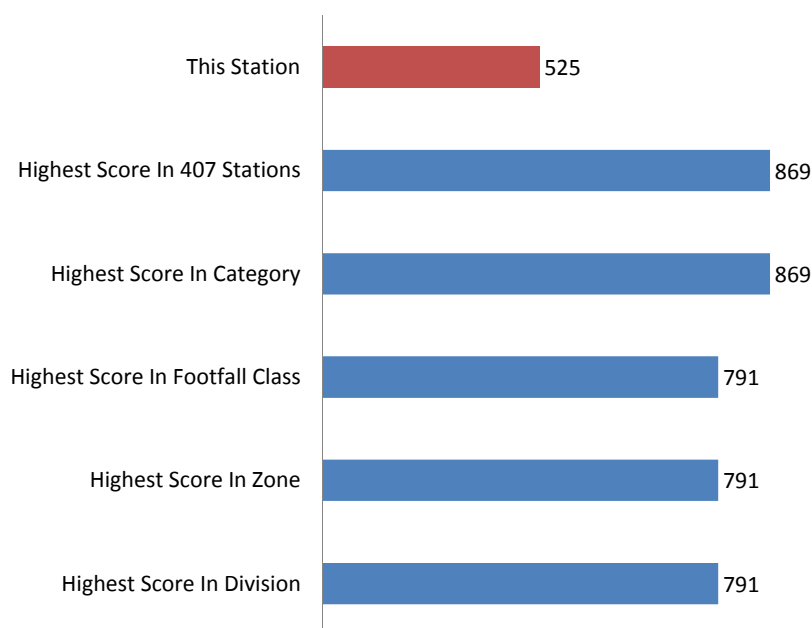
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	528	558
	2	Condition of flooring surface at waiting rooms	1%	535	567
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	511	525
	4	Condition of water booths and water coolers	2%	509	475
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	511	608
	6	Condition of vending stalls including arrangements for waste disposal	2%	508	558
	7	Proper dressing of Electric cables	2%	477	550
	8	Proper dressing of Telecom cables	2%	487	567
	9	Absence of stench in the station premises	12%	601	642
	10	Control of pest and rodent	2%	493	542
	11	Control of flies and mosquitoes	3%	481	550
	12	Stagnation of water in movement areas and non-movement areas	2%	544	592
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	507	533
	14	Cleanliness and hygiene around vending stalls	3%	511	608
	15	Cleanliness of platform areas	5%	518	600
	16	Cleanliness of advertisement hoardings/signages	3%	514	617
	17	Cleanliness of tracks between platforms	1%	505	575
	18	Cleanliness of foot over bridges	1%	517	625
	19	Cleanliness of track area up to home signal beyond platform	1%	507	533
	20	Functioning of cross and longitudinal waste water drains	2%	524	608
Waste Management	21	Adequate availability of dustbins	10%	613	692
	22	Proper system for collection and disposal of solid waste from trains	0%	499	625
	23	Proper system for collection and disposal of solid waste from stations	0%	518	608
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	510	650
	25	Promptness in removal and disbursement of garbage	3%	497	508
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	513	525
	27	Presence/clearance of unwanted posters/notices	0%	497	617
	28	Storage of scrap items & their prompt disposal	3%	495	533
Toilets	29	Adequate availability of toilet in General	4%	491	558
	30	Adequate availability of toilets in pay and use	0%	517	667
	31	Adequate availability of toilets in Waiting rooms	3%	519	650
	32	Adequate availability of toilets in Circulating area	0%	530	567
	33	Condition of toilets in General	3%	529	600
	34	Condition of toilets in pay and use	0%	516	575
	35	Condition of toilets in Waiting rooms	2%	518	625
	36	Condition of toilets in circulating area	0%	500	633
	37	Availability of water in toilets and in other places for cleaning	4%	502	533
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	512	575
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	524	642
	40	Cleanliness of concourse and circulating area	0%	500	558
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			500
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			400
	3	Adequate supervision for monitoring cleanliness			500
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			400
	5	Performance of service improvement groups (SIG) and their effectiveness			400
	6	Usage of recycled water for non potable uses			350
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			500
	8	Condition of carriage watering hydrants including their leakage			400
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			500
	10	Final disposal of waste water from the trackside drains			300
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			350
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			450
	13	Condition of Washable CC Apron over tracks at station			500

Name of Station	Division
KHANDWA	BHUSAWAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	525
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	235
Cleanliness Rank of the Station (in Category)	183
Cleanliness Rank of the Station (in Footfall Class)	78
Cleanliness Rank of the Station (in Zone)	22
Cleanliness Rank of the Station (in Division)	8
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	518
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	428
Infrastructure Adequacy Level	Level 4
Process Compliance Score	551
Process Compliance Level	Level 3

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	76
Observed the enforcement of anti-littering rules	94
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	70
Sensitized cleaning staff about correct practices	90
Observed the use of CCTVs for monitoring cleanliness at stations	40
Availability of Washable CC Apron over tracks at station	50

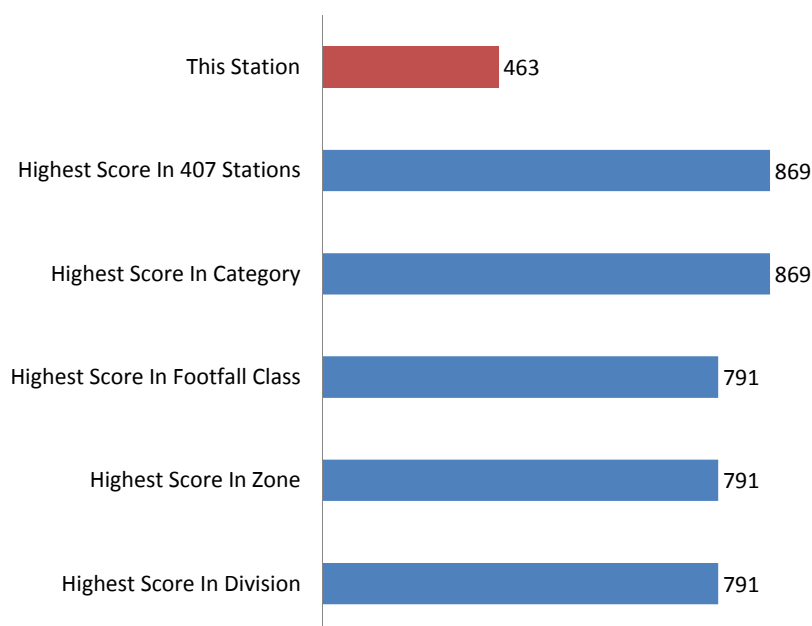
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	551	420
	2	Condition of flooring surface at waiting rooms	1%	546	569
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	549	487
	4	Condition of water booths and water coolers	2%	552	598
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	530	520
	6	Condition of vending stalls including arrangements for waste disposal	2%	532	559
	7	Proper dressing of Electric cables	2%	531	583
	8	Proper dressing of Telecom cables	2%	521	591
	9	Absence of stench in the station premises	12%	520	500
	10	Control of pest and rodent	2%	435	400
	11	Control of flies and mosquitoes	3%	472	388
	12	Stagnation of water in movement areas and non-movement areas	2%	509	429
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	538	528
	14	Cleanliness and hygiene around vending stalls	3%	530	540
	15	Cleanliness of platform areas	5%	534	560
	16	Cleanliness of advertisement hoardings/signages	3%	527	500
	17	Cleanliness of tracks between platforms	1%	544	510
	18	Cleanliness of foot over bridges	1%	538	550
	19	Cleanliness of track area up to home signal beyond platform	1%	542	570
	20	Functioning of cross and longitudinal waste water drains	2%	512	471
Waste Management	21	Adequate availability of dustbins	10%	527	550
	22	Proper system for collection and disposal of solid waste from trains	0%	545	489
	23	Proper system for collection and disposal of solid waste from stations	0%	537	546
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	518	530
	25	Promptness in removal and disbursement of garbage	3%	542	474
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	529	550
	27	Presence/clearance of unwanted posters/notices	0%	519	510
	28	Storage of scrap items & their prompt disposal	3%	532	489
Toilets	29	Adequate availability of toilet in General	4%	498	533
	30	Adequate availability of toilets in pay and use	0%	497	566
	31	Adequate availability of toilets in Waiting rooms	3%	508	576
	32	Adequate availability of toilets in Circulating area	0%	528	508
	33	Condition of toilets in General	3%	526	505
	34	Condition of toilets in pay and use	0%	538	537
	35	Condition of toilets in Waiting rooms	2%	537	610
	36	Condition of toilets in circulating area	0%	529	472
	37	Availability of water in toilets and in other places for cleaning	4%	537	580
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	538	498
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	529	490
	40	Cleanliness of concourse and circulating area	0%	544	500
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			467
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			620
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			511
	5	Performance of service improvement groups (SIG) and their effectiveness			640
	6	Usage of recycled water for non potable uses			467
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			378
	8	Condition of carriage watering hydrants including their leakage			444
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			560
	10	Final disposal of waste water from the trackside drains			467
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			467
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			280
	13	Condition of Washable CC Apron over tracks at station			400

Name of Station	Division
AKOLA	BHUSAWAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	463
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	320
Cleanliness Rank of the Station (in Category)	255
Cleanliness Rank of the Station (in Footfall Class)	104
Cleanliness Rank of the Station (in Zone)	28
Cleanliness Rank of the Station (in Division)	9
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	772
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	841
Infrastructure Adequacy Level	Level 1
Process Compliance Score	838
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	72
Observed the enforcement of anti-littering rules	74
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	0

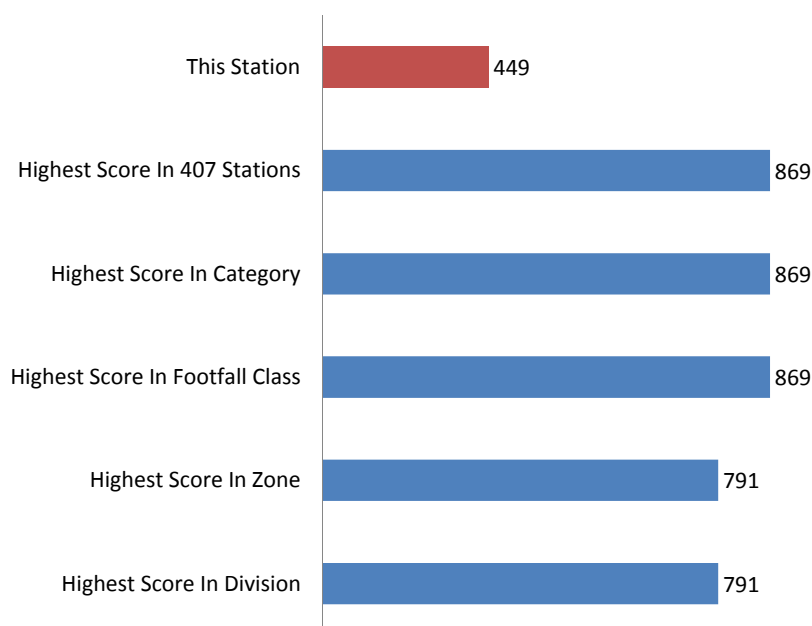
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	488	783
	2	Condition of flooring surface at waiting rooms	1%	571	857
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	393	639
	4	Condition of water booths and water coolers	2%	412	714
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	465	803
	6	Condition of vending stalls including arrangements for waste disposal	2%	485	823
	7	Proper dressing of Electric cables	2%	619	797
	8	Proper dressing of Telecom cables	2%	623	768
	9	Absence of stench in the station premises	12%	480	811
	10	Control of pest and rodent	2%	401	557
	11	Control of flies and mosquitoes	3%	388	603
	12	Stagnation of water in movement areas and non-movement areas	2%	435	720
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	500	706
	14	Cleanliness and hygiene around vending stalls	3%	522	769
	15	Cleanliness of platform areas	5%	492	754
	16	Cleanliness of advertisement hoardings/signages	3%	477	831
	17	Cleanliness of tracks between platforms	1%	411	769
	18	Cleanliness of foot over bridges	1%	467	763
	19	Cleanliness of track area up to home signal beyond platform	1%	438	783
	20	Functioning of cross and longitudinal waste water drains	2%	420	729
Waste Management	21	Adequate availability of dustbins	10%	466	837
	22	Proper system for collection and disposal of solid waste from trains	0%	465	782
	23	Proper system for collection and disposal of solid waste from stations	0%	479	734
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	480	791
	25	Promptness in removal and disbursement of garbage	3%	496	797
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	441	809
	27	Presence/clearance of unwanted posters/notices	0%	405	714
	28	Storage of scrap items & their prompt disposal	3%	475	749
Toilets	29	Adequate availability of toilet in General	4%	362	777
	30	Adequate availability of toilets in pay and use	0%	409	763
	31	Adequate availability of toilets in Waiting rooms	3%	501	757
	32	Adequate availability of toilets in Circulating area	0%	350	682
	33	Condition of toilets in General	3%	364	663
	34	Condition of toilets in pay and use	0%	413	806
	35	Condition of toilets in Waiting rooms	2%	514	783
	36	Condition of toilets in circulating area	0%	345	629
	37	Availability of water in toilets and in other places for cleaning	4%	457	831
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	436	689
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	403	757
	40	Cleanliness of concourse and circulating area	0%	433	791
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			886
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			886
	3	Adequate supervision for monitoring cleanliness			857
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			886
	5	Performance of service improvement groups (SIG) and their effectiveness			829
	6	Usage of recycled water for non potable uses			686
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			857
	8	Condition of carriage watering hydrants including their leakage			914
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			829
	10	Final disposal of waste water from the trackside drains			771
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			914
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			829
	13	Condition of Washable CC Apron over tracks at station			771

Name of Station	Division
BADNERA	BHUSAWAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	449
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	338
Cleanliness Rank of the Station (in Category)	269
Cleanliness Rank of the Station (in Footfall Class)	153
Cleanliness Rank of the Station (in Zone)	29
Cleanliness Rank of the Station (in Division)	10
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	699
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	714
Infrastructure Adequacy Level	Level 2
Process Compliance Score	676
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	51
Observed the enforcement of anti-littering rules	44
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	86
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

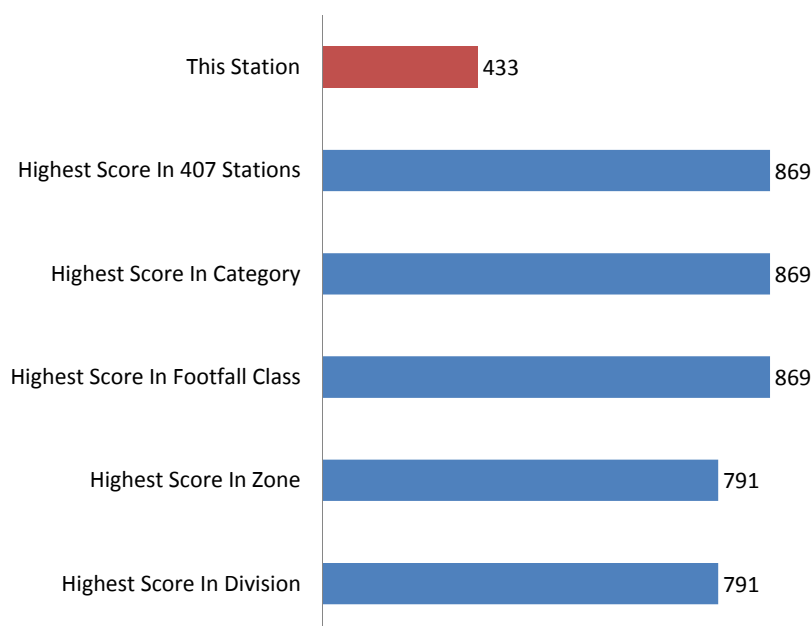
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	468	709
	2	Condition of flooring surface at waiting rooms	1%	542	763
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	411	709
	4	Condition of water booths and water coolers	2%	408	709
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	458	695
	6	Condition of vending stalls including arrangements for waste disposal	2%	442	680
	7	Proper dressing of Electric cables	2%	524	723
	8	Proper dressing of Telecom cables	2%	524	723
	9	Absence of stench in the station premises	12%	418	723
	10	Control of pest and rodent	2%	437	559
	11	Control of flies and mosquitoes	3%	458	600
	12	Stagnation of water in movement areas and non-movement areas	2%	421	680
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	465	723
	14	Cleanliness and hygiene around vending stalls	3%	442	723
	15	Cleanliness of platform areas	5%	445	709
	16	Cleanliness of advertisement hoardings/signages	3%	476	709
	17	Cleanliness of tracks between platforms	1%	417	709
	18	Cleanliness of foot over bridges	1%	442	723
	19	Cleanliness of track area up to home signal beyond platform	1%	433	709
	20	Functioning of cross and longitudinal waste water drains	2%	388	695
Waste Management	21	Adequate availability of dustbins	10%	499	709
	22	Proper system for collection and disposal of solid waste from trains	0%	445	695
	23	Proper system for collection and disposal of solid waste from stations	0%	449	666
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	413	709
	25	Promptness in removal and disbursement of garbage	3%	403	709
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	410	695
	27	Presence/clearance of unwanted posters/notices	0%	452	723
	28	Storage of scrap items & their prompt disposal	3%	483	695
Toilets	29	Adequate availability of toilet in General	4%	420	638
	30	Adequate availability of toilets in pay and use	0%	472	655
	31	Adequate availability of toilets in Waiting rooms	3%	541	746
	32	Adequate availability of toilets in Circulating area	0%	450	693
	33	Condition of toilets in General	3%	344	614
	34	Condition of toilets in pay and use	0%	438	657
	35	Condition of toilets in Waiting rooms	2%	532	720
	36	Condition of toilets in circulating area	0%	374	654
	37	Availability of water in toilets and in other places for cleaning	4%	456	738
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	422	695
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	444	695
	40	Cleanliness of concourse and circulating area	0%	405	723
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			657
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			657
	3	Adequate supervision for monitoring cleanliness			686
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			686
	5	Performance of service improvement groups (SIG) and their effectiveness			771
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			743
	8	Condition of carriage watering hydrants including their leakage			657
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			743
	10	Final disposal of waste water from the trackside drains			686
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			686
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			686
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
SHEGAON	BHUSAWAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	433
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	351
Cleanliness Rank of the Station (in Category)	279
Cleanliness Rank of the Station (in Footfall Class)	159
Cleanliness Rank of the Station (in Zone)	30
Cleanliness Rank of the Station (in Division)	11
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	690
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	776
Infrastructure Adequacy Level	Level 1
Process Compliance Score	776
Process Compliance Level	Level 1

Passenger Cleanliness Score



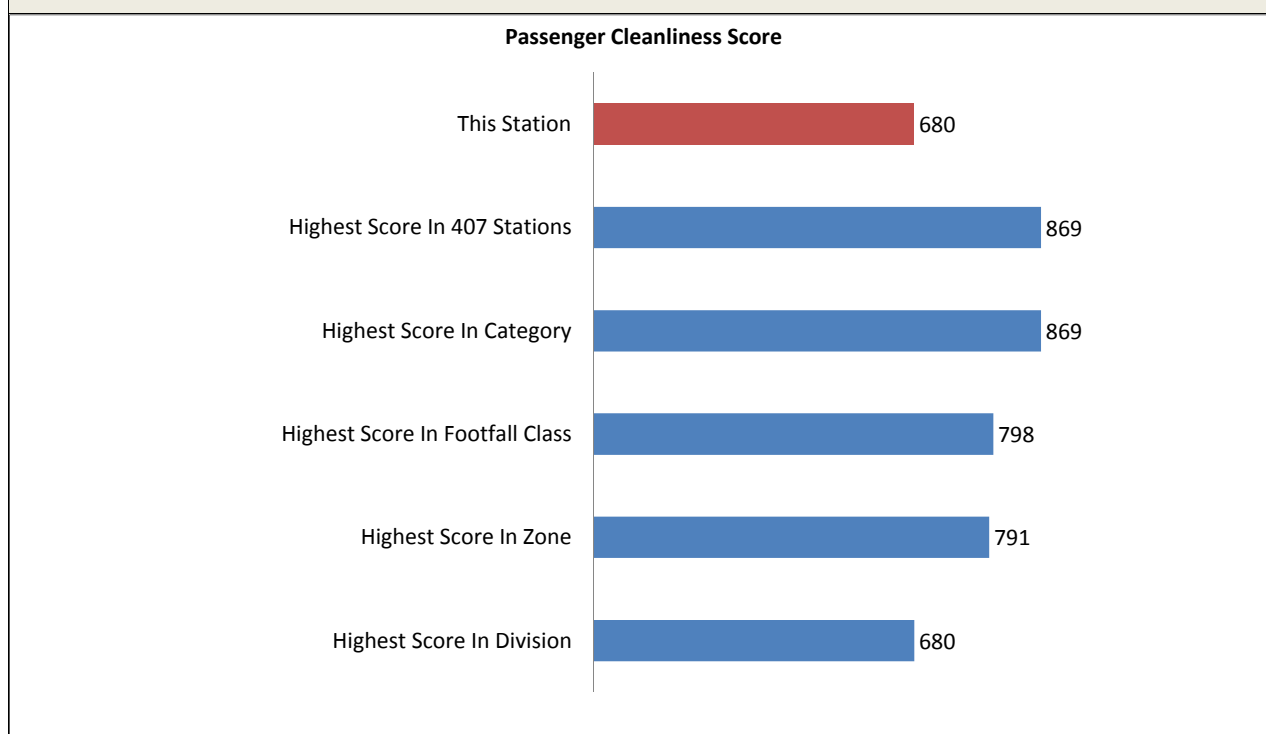
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	67
Observed the enforcement of anti-littering rules	66
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	438	762
	2	Condition of flooring surface at waiting rooms	1%	500	795
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	407	610
	4	Condition of water booths and water coolers	2%	406	710
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	412	643
	6	Condition of vending stalls including arrangements for waste disposal	2%	442	724
	7	Proper dressing of Electric cables	2%	554	824
	8	Proper dressing of Telecom cables	2%	553	824
	9	Absence of stench in the station premises	12%	436	671
	10	Control of pest and rodent	2%	401	471
	11	Control of flies and mosquitoes	3%	385	505
	12	Stagnation of water in movement areas and non-movement areas	2%	473	614
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	489	686
	14	Cleanliness and hygiene around vending stalls	3%	444	681
	15	Cleanliness of platform areas	5%	441	724
	16	Cleanliness of advertisement hoardings/signages	3%	492	743
	17	Cleanliness of tracks between platforms	1%	398	605
	18	Cleanliness of foot over bridges	1%	479	743
	19	Cleanliness of track area up to home signal beyond platform	1%	426	614
	20	Functioning of cross and longitudinal waste water drains	2%	461	543
Waste Management	21	Adequate availability of dustbins	10%	430	800
	22	Proper system for collection and disposal of solid waste from trains	0%	438	662
	23	Proper system for collection and disposal of solid waste from stations	0%	457	676
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	446	614
	25	Promptness in removal and disbursement of garbage	3%	439	633
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	420	586
	27	Presence/clearance of unwanted posters/notices	0%	413	662
	28	Storage of scrap items & their prompt disposal	3%	475	714
Toilets	29	Adequate availability of toilet in General	4%	346	614
	30	Adequate availability of toilets in pay and use	0%	367	690
	31	Adequate availability of toilets in Waiting rooms	3%	481	819
	32	Adequate availability of toilets in Circulating area	0%	332	610
	33	Condition of toilets in General	3%	319	629
	34	Condition of toilets in pay and use	0%	407	738
	35	Condition of toilets in Waiting rooms	2%	480	757
	36	Condition of toilets in circulating area	0%	347	695
	37	Availability of water in toilets and in other places for cleaning	4%	427	757
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	398	667
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	380	667
	40	Cleanliness of concourse and circulating area	0%	422	695
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			914
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			829
	6	Usage of recycled water for non potable uses			514
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			829
	8	Condition of carriage watering hydrants including their leakage			857
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			771
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			829
	13	Condition of Washable CC Apron over tracks at station			543

Name of Station	Division
PANVEL	MUMBAI(CST)
Passenger Cleanliness Score	680
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	35
Cleanliness Rank of the Station (in Category)	29
Cleanliness Rank of the Station (in Footfall Class)	2
Cleanliness Rank of the Station (in Zone)	6
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	876
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	809
Infrastructure Adequacy Level	Level 1
Process Compliance Score	783
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	78
Observed the enforcement of anti-littering rules	73
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

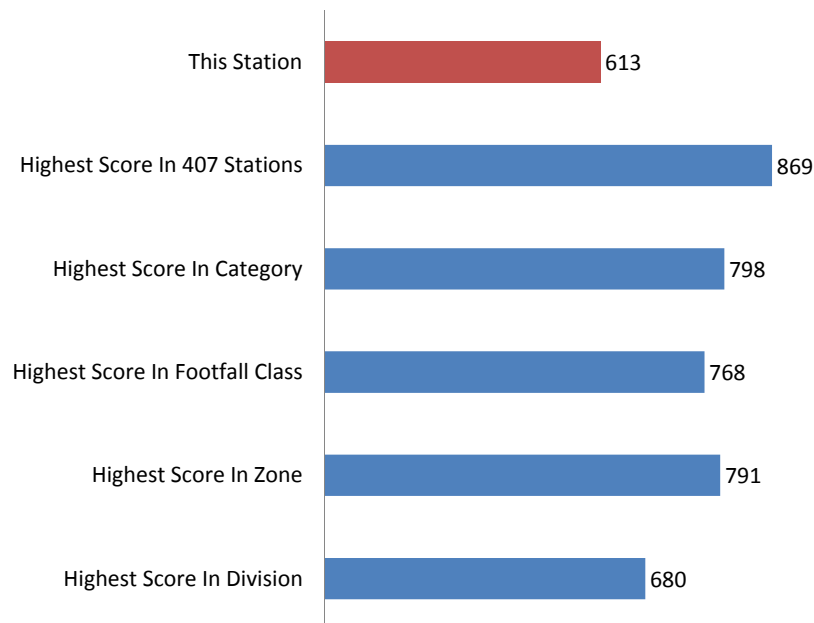
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	668	878
	2	Condition of flooring surface at waiting rooms	1%	669	941
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	658	750
	4	Condition of water booths and water coolers	2%	686	879
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	659	827
	6	Condition of vending stalls including arrangements for waste disposal	2%	672	843
	7	Proper dressing of Electric cables	2%	659	788
	8	Proper dressing of Telecom cables	2%	638	746
	9	Absence of stench in the station premises	12%	740	967
	10	Control of pest and rodent	2%	670	843
	11	Control of flies and mosquitoes	3%	607	798
	12	Stagnation of water in movement areas and non-movement areas	2%	691	822
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	667	880
	14	Cleanliness and hygiene around vending stalls	3%	670	936
	15	Cleanliness of platform areas	5%	676	859
	16	Cleanliness of advertisement hoardings/signages	3%	679	839
	17	Cleanliness of tracks between platforms	1%	662	884
	18	Cleanliness of foot over bridges	1%	670	863
	19	Cleanliness of track area up to home signal beyond platform	1%	657	829
	20	Functioning of cross and longitudinal waste water drains	2%	667	903
Waste Management	21	Adequate availability of dustbins	10%	734	961
	22	Proper system for collection and disposal of solid waste from trains	0%	675	874
	23	Proper system for collection and disposal of solid waste from stations	0%	664	883
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	663	848
	25	Promptness in removal and disbursement of garbage	3%	664	827
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	679	896
	27	Presence/clearance of unwanted posters/notices	0%	682	816
	28	Storage of scrap items & their prompt disposal	3%	673	771
Toilets	29	Adequate availability of toilet in General	4%	659	788
	30	Adequate availability of toilets in pay and use	0%	607	881
	31	Adequate availability of toilets in Waiting rooms	3%	651	900
	32	Adequate availability of toilets in Circulating area	0%	672	811
	33	Condition of toilets in General	3%	634	832
	34	Condition of toilets in pay and use	0%	665	849
	35	Condition of toilets in Waiting rooms	2%	657	938
	36	Condition of toilets in circulating area	0%	652	822
	37	Availability of water in toilets and in other places for cleaning	4%	650	859
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	671	892
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	668	822
	40	Cleanliness of concourse and circulating area	0%	667	832
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			820
	3	Adequate supervision for monitoring cleanliness			840
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			740
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			920
	8	Condition of carriage watering hydrants including their leakage			720
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			820
	10	Final disposal of waste water from the trackside drains			760
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			860
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			780
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
LOKMANYA TILAK	MUMBAI(CST)
Passenger Cleanliness Score	
Passenger Cleanliness Score	613
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	85
Cleanliness Rank of the Station (in Category)	22
Cleanliness Rank of the Station (in Footfall Class)	17
Cleanliness Rank of the Station (in Zone)	9
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	584
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	414
Infrastructure Adequacy Level	Level 4
Process Compliance Score	533
Process Compliance Level	Level 3

Passenger Cleanliness Score



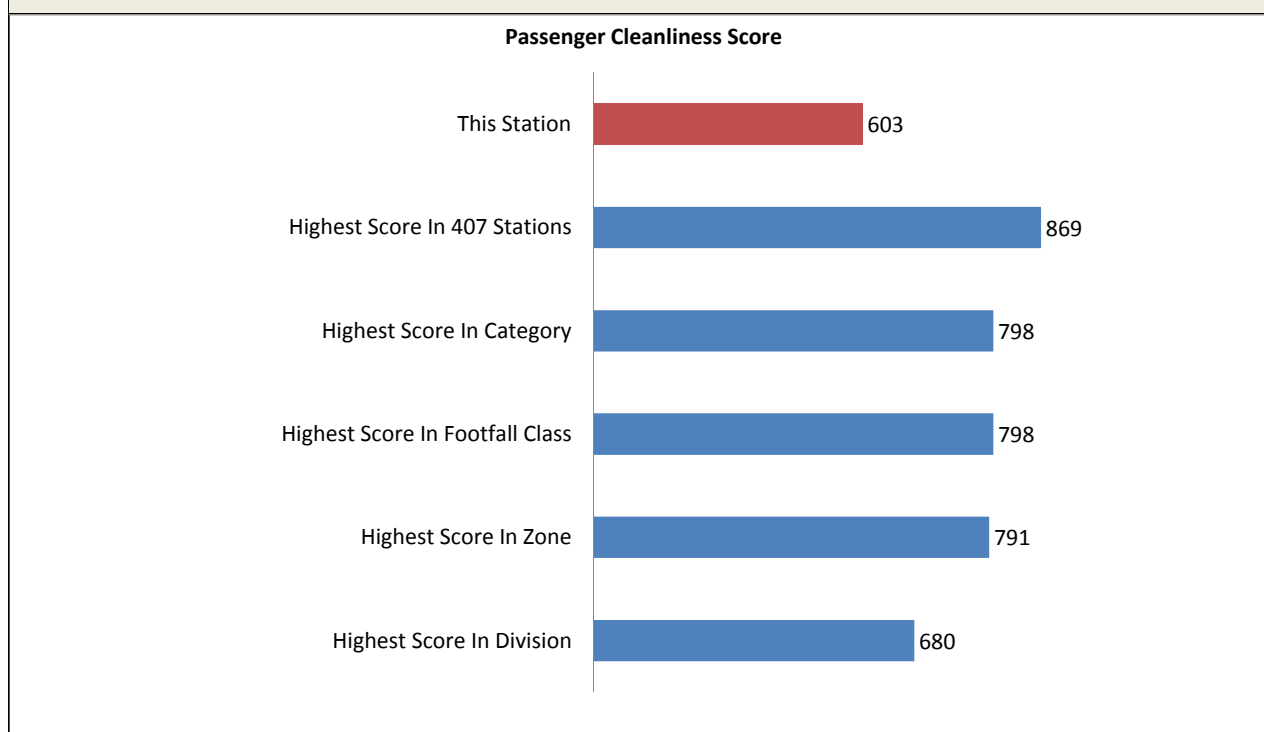
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	74
Observed the enforcement of anti-littering rules	49
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	50

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	600	618
	2	Condition of flooring surface at waiting rooms	1%	603	564
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	587	777
	4	Condition of water booths and water coolers	2%	591	618
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	587	586
	6	Condition of vending stalls including arrangements for waste disposal	2%	607	705
	7	Proper dressing of Electric cables	2%	598	750
	8	Proper dressing of Telecom cables	2%	585	641
	9	Absence of stench in the station premises	12%	657	509
	10	Control of pest and rodent	2%	609	455
	11	Control of flies and mosquitoes	3%	584	514
	12	Stagnation of water in movement areas and non-movement areas	2%	615	505
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	602	532
	14	Cleanliness and hygiene around vending stalls	3%	598	514
	15	Cleanliness of platform areas	5%	594	627
	16	Cleanliness of advertisement hoardings/signages	3%	606	614
	17	Cleanliness of tracks between platforms	1%	592	486
	18	Cleanliness of foot over bridges	1%	620	600
	19	Cleanliness of track area up to home signal beyond platform	1%	604	600
	20	Functioning of cross and longitudinal waste water drains	2%	597	514
Waste Management	21	Adequate availability of dustbins	10%	670	641
	22	Proper system for collection and disposal of solid waste from trains	0%	619	586
	23	Proper system for collection and disposal of solid waste from stations	0%	607	650
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	592	550
	25	Promptness in removal and disbursement of garbage	3%	602	582
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	609	491
	27	Presence/clearance of unwanted posters/notices	0%	606	632
	28	Storage of scrap items & their prompt disposal	3%	614	605
Toilets	29	Adequate availability of toilet in General	4%	615	595
	30	Adequate availability of toilets in pay and use	0%	603	705
	31	Adequate availability of toilets in Waiting rooms	3%	593	582
	32	Adequate availability of toilets in Circulating area	0%	597	705
	33	Condition of toilets in General	3%	585	490
	34	Condition of toilets in pay and use	0%	583	686
	35	Condition of toilets in Waiting rooms	2%	599	618
	36	Condition of toilets in circulating area	0%	588	582
	37	Availability of water in toilets and in other places for cleaning	4%	592	568
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	589	705
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	586	745
	40	Cleanliness of concourse and circulating area	0%	617	555
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			300
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			300
	8	Condition of carriage watering hydrants including their leakage			300
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			300
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			400

Name of Station	Division
DADAR	MUMBAI(CST)
Passenger Cleanliness Score	603
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	102
Cleanliness Rank of the Station (in Category)	25
Cleanliness Rank of the Station (in Footfall Class)	6
Cleanliness Rank of the Station (in Zone)	11
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	752
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	800
Infrastructure Adequacy Level	Level 1
Process Compliance Score	728
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	67
Observed the enforcement of anti-littering rules	44
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	33
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	67
Availability of Washable CC Apron over tracks at station	33

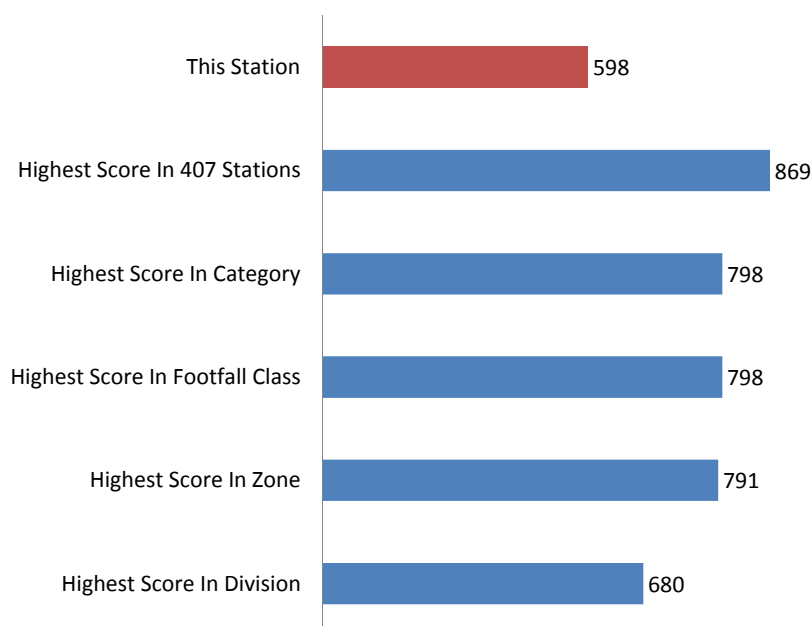
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	563	767
	2	Condition of flooring surface at waiting rooms	1%	598	792
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	585	708
	4	Condition of water booths and water coolers	2%	555	717
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	562	675
	6	Condition of vending stalls including arrangements for waste disposal	2%	600	667
	7	Proper dressing of Electric cables	2%	579	733
	8	Proper dressing of Telecom cables	2%	627	683
	9	Absence of stench in the station premises	12%	672	792
	10	Control of pest and rodent	2%	597	750
	11	Control of flies and mosquitoes	3%	528	700
	12	Stagnation of water in movement areas and non-movement areas	2%	623	758
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	582	742
	14	Cleanliness and hygiene around vending stalls	3%	586	700
	15	Cleanliness of platform areas	5%	590	775
	16	Cleanliness of advertisement hoardings/signages	3%	589	675
	17	Cleanliness of tracks between platforms	1%	579	850
	18	Cleanliness of foot over bridges	1%	566	833
	19	Cleanliness of track area up to home signal beyond platform	1%	590	758
	20	Functioning of cross and longitudinal waste water drains	2%	566	758
Waste Management	21	Adequate availability of dustbins	10%	675	817
	22	Proper system for collection and disposal of solid waste from trains	0%	572	742
	23	Proper system for collection and disposal of solid waste from stations	0%	585	692
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	584	842
	25	Promptness in removal and disbursement of garbage	3%	581	725
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	584	750
	27	Presence/clearance of unwanted posters/notices	0%	568	658
	28	Storage of scrap items & their prompt disposal	3%	648	717
Toilets	29	Adequate availability of toilet in General	4%	594	667
	30	Adequate availability of toilets in pay and use	0%	589	775
	31	Adequate availability of toilets in Waiting rooms	3%	575	842
	32	Adequate availability of toilets in Circulating area	0%	575	617
	33	Condition of toilets in General	3%	560	692
	34	Condition of toilets in pay and use	0%	568	708
	35	Condition of toilets in Waiting rooms	2%	583	808
	36	Condition of toilets in circulating area	0%	578	650
	37	Availability of water in toilets and in other places for cleaning	4%	584	775
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	587	767
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	568	692
	40	Cleanliness of concourse and circulating area	0%	591	783
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			733
	3	Adequate supervision for monitoring cleanliness			667
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			667
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			900
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			900
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
KALYAN	MUMBAI(CST)
Passenger Cleanliness Score	598
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	107
Cleanliness Rank of the Station (in Category)	27
Cleanliness Rank of the Station (in Footfall Class)	8
Cleanliness Rank of the Station (in Zone)	12
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	678
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	520
Infrastructure Adequacy Level	Level 3
Process Compliance Score	760
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	44
Observed the enforcement of anti-littering rules	78
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

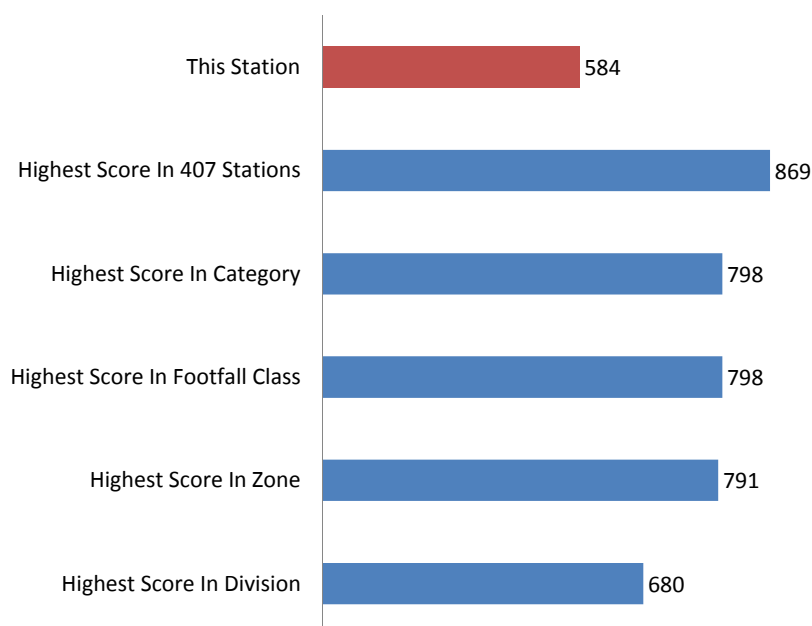
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	594	642
	2	Condition of flooring surface at waiting rooms	1%	570	750
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	585	533
	4	Condition of water booths and water coolers	2%	584	633
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	549	733
	6	Condition of vending stalls including arrangements for waste disposal	2%	607	642
	7	Proper dressing of Electric cables	2%	571	533
	8	Proper dressing of Telecom cables	2%	593	517
	9	Absence of stench in the station premises	12%	670	758
	10	Control of pest and rodent	2%	613	642
	11	Control of flies and mosquitoes	3%	554	683
	12	Stagnation of water in movement areas and non-movement areas	2%	588	542
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	587	783
	14	Cleanliness and hygiene around vending stalls	3%	565	758
	15	Cleanliness of platform areas	5%	579	758
	16	Cleanliness of advertisement hoardings/signages	3%	581	758
	17	Cleanliness of tracks between platforms	1%	569	742
	18	Cleanliness of foot over bridges	1%	560	850
	19	Cleanliness of track area up to home signal beyond platform	1%	605	758
	20	Functioning of cross and longitudinal waste water drains	2%	592	633
Waste Management	21	Adequate availability of dustbins	10%	666	775
	22	Proper system for collection and disposal of solid waste from trains	0%	574	600
	23	Proper system for collection and disposal of solid waste from stations	0%	570	633
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	593	775
	25	Promptness in removal and disbursement of garbage	3%	553	617
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	567	533
	27	Presence/clearance of unwanted posters/notices	0%	569	742
	28	Storage of scrap items & their prompt disposal	3%	599	642
Toilets	29	Adequate availability of toilet in General	4%	587	450
	30	Adequate availability of toilets in pay and use	0%	619	567
	31	Adequate availability of toilets in Waiting rooms	3%	558	650
	32	Adequate availability of toilets in Circulating area	0%	578	425
	33	Condition of toilets in General	3%	589	633
	34	Condition of toilets in pay and use	0%	604	667
	35	Condition of toilets in Waiting rooms	2%	580	592
	36	Condition of toilets in circulating area	0%	559	525
	37	Availability of water in toilets and in other places for cleaning	4%	558	742
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	588	617
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	556	625
	40	Cleanliness of concourse and circulating area	0%	556	742
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			0
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			0
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			400
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
CST MUMBAI	MUMBAI(CST)
Passenger Cleanliness Score	
Passenger Cleanliness Score	584
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	129
Cleanliness Rank of the Station (in Category)	30
Cleanliness Rank of the Station (in Footfall Class)	10
Cleanliness Rank of the Station (in Zone)	14
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	591
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	343
Infrastructure Adequacy Level	Level 5
Process Compliance Score	472
Process Compliance Level	Level 4

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	82
Observed the enforcement of anti-littering rules	66
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	67
Sensitized cleaning staff about correct practices	67
Observed the use of CCTVs for monitoring cleanliness at stations	67
Availability of Washable CC Apron over tracks at station	67

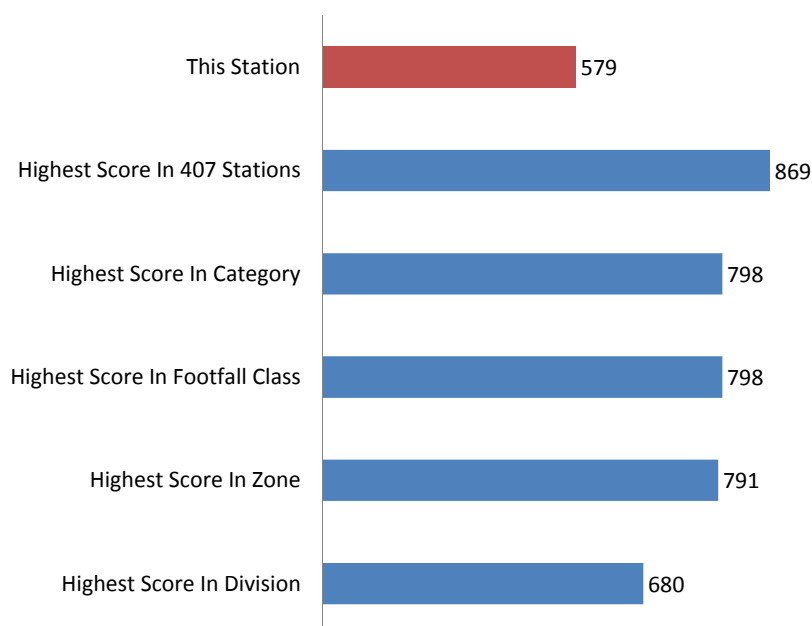
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	577	648
	2	Condition of flooring surface at waiting rooms	1%	575	729
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	571	614
	4	Condition of water booths and water coolers	2%	563	633
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	572	629
	6	Condition of vending stalls including arrangements for waste disposal	2%	578	567
	7	Proper dressing of Electric cables	2%	570	564
	8	Proper dressing of Telecom cables	2%	573	500
	9	Absence of stench in the station premises	12%	613	543
	10	Control of pest and rodent	2%	598	476
	11	Control of flies and mosquitoes	3%	596	548
	12	Stagnation of water in movement areas and non-movement areas	2%	571	514
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	578	514
	14	Cleanliness and hygiene around vending stalls	3%	580	643
	15	Cleanliness of platform areas	5%	574	676
	16	Cleanliness of advertisement hoardings/signages	3%	590	550
	17	Cleanliness of tracks between platforms	1%	576	548
	18	Cleanliness of foot over bridges	1%	569	648
	19	Cleanliness of track area up to home signal beyond platform	1%	582	464
	20	Functioning of cross and longitudinal waste water drains	2%	573	510
Waste Management	21	Adequate availability of dustbins	10%	623	629
	22	Proper system for collection and disposal of solid waste from trains	0%	577	624
	23	Proper system for collection and disposal of solid waste from stations	0%	572	652
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	572	562
	25	Promptness in removal and disbursement of garbage	3%	576	605
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	588	610
	27	Presence/clearance of unwanted posters/notices	0%	575	610
	28	Storage of scrap items & their prompt disposal	3%	597	593
Toilets	29	Adequate availability of toilet in General	4%	588	581
	30	Adequate availability of toilets in pay and use	0%	573	595
	31	Adequate availability of toilets in Waiting rooms	3%	561	629
	32	Adequate availability of toilets in Circulating area	0%	535	543
	33	Condition of toilets in General	3%	546	600
	34	Condition of toilets in pay and use	0%	544	643
	35	Condition of toilets in Waiting rooms	2%	551	643
	36	Condition of toilets in circulating area	0%	547	657
	37	Availability of water in toilets and in other places for cleaning	4%	573	567
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	556	633
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	554	524
	40	Cleanliness of concourse and circulating area	0%	580	629
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			533
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			400
	5	Performance of service improvement groups (SIG) and their effectiveness			400
	6	Usage of recycled water for non potable uses			300
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			267
	8	Condition of carriage watering hydrants including their leakage			267
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			467
	10	Final disposal of waste water from the trackside drains			333
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			333
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			333

Name of Station	Division
THANE	MUMBAI(CST)
Passenger Cleanliness Score	
Passenger Cleanliness Score	579
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	140
Cleanliness Rank of the Station (in Category)	33
Cleanliness Rank of the Station (in Footfall Class)	12
Cleanliness Rank of the Station (in Zone)	15
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	686
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	520
Infrastructure Adequacy Level	Level 3
Process Compliance Score	760
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	70
Observed the enforcement of anti-littering rules	53
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	0

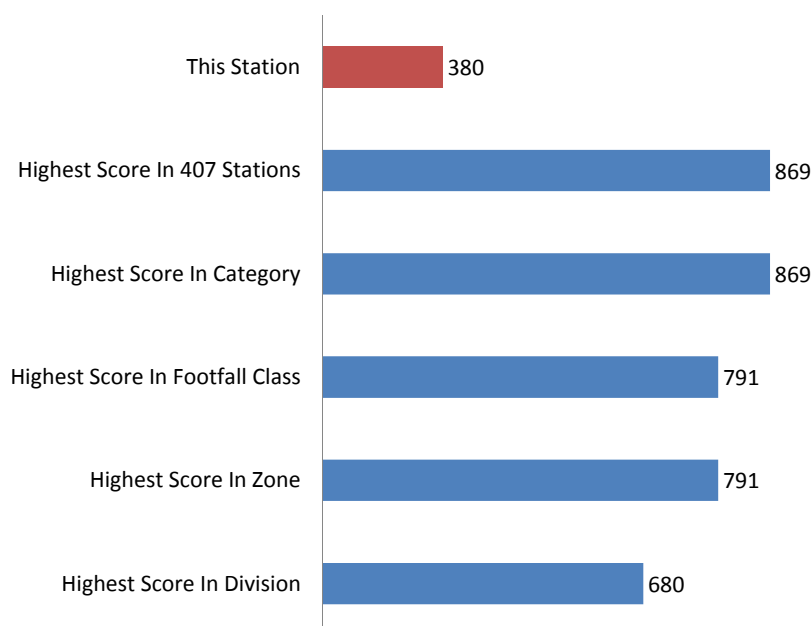
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	581	769
	2	Condition of flooring surface at waiting rooms	1%	583	775
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	559	569
	4	Condition of water booths and water coolers	2%	573	785
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	536	677
	6	Condition of vending stalls including arrangements for waste disposal	2%	574	685
	7	Proper dressing of Electric cables	2%	564	585
	8	Proper dressing of Telecom cables	2%	538	546
	9	Absence of stench in the station premises	12%	630	669
	10	Control of pest and rodent	2%	557	708
	11	Control of flies and mosquitoes	3%	528	692
	12	Stagnation of water in movement areas and non-movement areas	2%	603	708
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	560	785
	14	Cleanliness and hygiene around vending stalls	3%	571	685
	15	Cleanliness of platform areas	5%	561	685
	16	Cleanliness of advertisement hoardings/signages	3%	570	677
	17	Cleanliness of tracks between platforms	1%	565	762
	18	Cleanliness of foot over bridges	1%	568	708
	19	Cleanliness of track area up to home signal beyond platform	1%	574	708
	20	Functioning of cross and longitudinal waste water drains	2%	573	608
Waste Management	21	Adequate availability of dustbins	10%	644	662
	22	Proper system for collection and disposal of solid waste from trains	0%	555	785
	23	Proper system for collection and disposal of solid waste from stations	0%	567	700
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	564	669
	25	Promptness in removal and disbursement of garbage	3%	564	708
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	549	677
	27	Presence/clearance of unwanted posters/notices	0%	576	677
	28	Storage of scrap items & their prompt disposal	3%	568	715
Toilets	29	Adequate availability of toilet in General	4%	553	685
	30	Adequate availability of toilets in pay and use	0%	549	708
	31	Adequate availability of toilets in Waiting rooms	3%	566	683
	32	Adequate availability of toilets in Circulating area	0%	591	692
	33	Condition of toilets in General	3%	562	662
	34	Condition of toilets in pay and use	0%	577	685
	35	Condition of toilets in Waiting rooms	2%	579	675
	36	Condition of toilets in circulating area	0%	565	808
	37	Availability of water in toilets and in other places for cleaning	4%	569	777
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	563	685
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	555	554
	40	Cleanliness of concourse and circulating area	0%	574	692
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			0
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			400
	8	Condition of carriage watering hydrants including their leakage			0
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
LONAVALA	MUMBAI(CST)
Passenger Cleanliness Score	380
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	386
Cleanliness Rank of the Station (in Category)	312
Cleanliness Rank of the Station (in Footfall Class)	128
Cleanliness Rank of the Station (in Zone)	33
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	419
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	486
Infrastructure Adequacy Level	Level 4
Process Compliance Score	500
Process Compliance Level	Level 3

Passenger Cleanliness Score



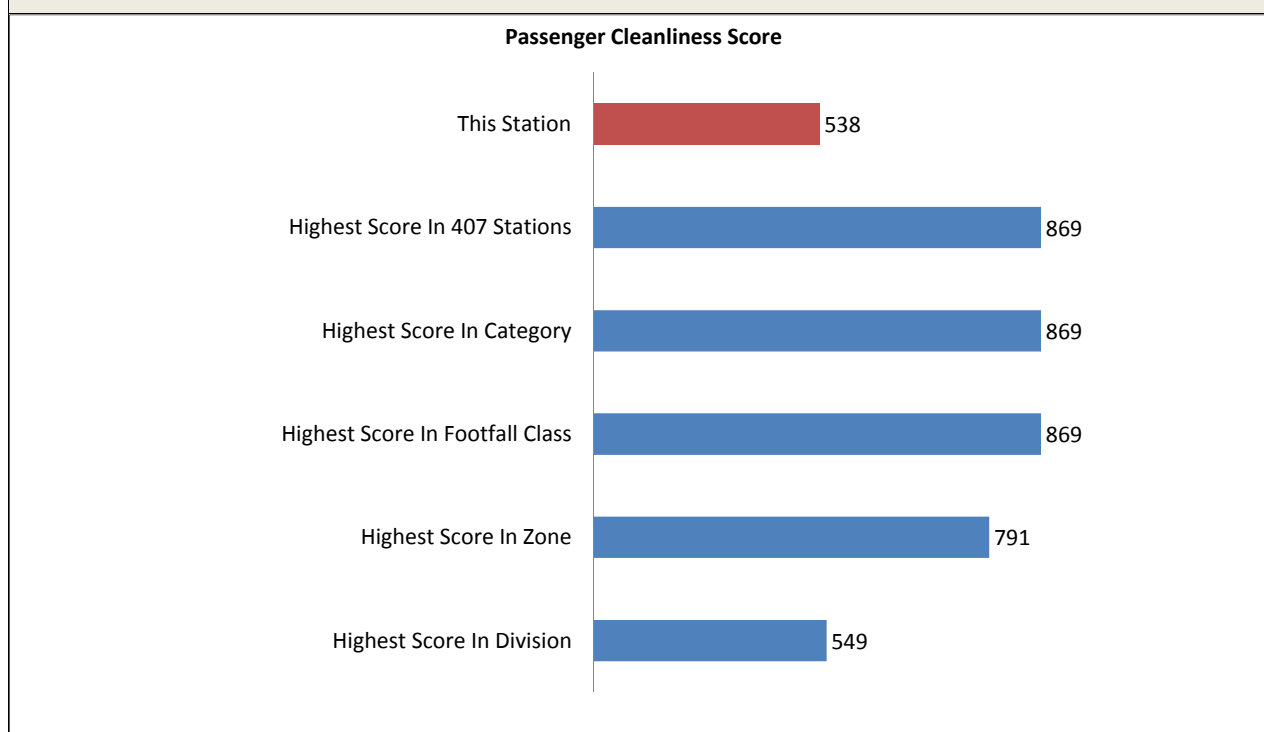
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	88
Observed the enforcement of anti-littering rules	17
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	399	523
	2	Condition of flooring surface at waiting rooms	1%	397	339
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	370	517
	4	Condition of water booths and water coolers	2%	397	443
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	378	402
	6	Condition of vending stalls including arrangements for waste disposal	2%	385	455
	7	Proper dressing of Electric cables	2%	384	415
	8	Proper dressing of Telecom cables	2%	386	380
	9	Absence of stench in the station premises	12%	380	398
	10	Control of pest and rodent	2%	356	389
	11	Control of flies and mosquitoes	3%	353	302
	12	Stagnation of water in movement areas and non-movement areas	2%	366	426
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	377	320
	14	Cleanliness and hygiene around vending stalls	3%	372	411
	15	Cleanliness of platform areas	5%	381	352
	16	Cleanliness of advertisement hoardings/signages	3%	384	359
	17	Cleanliness of tracks between platforms	1%	388	359
	18	Cleanliness of foot over bridges	1%	393	302
	19	Cleanliness of track area up to home signal beyond platform	1%	366	398
	20	Functioning of cross and longitudinal waste water drains	2%	361	398
Waste Management	21	Adequate availability of dustbins	10%	380	491
	22	Proper system for collection and disposal of solid waste from trains	0%	378	426
	23	Proper system for collection and disposal of solid waste from stations	0%	373	436
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	362	288
	25	Promptness in removal and disbursement of garbage	3%	384	391
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	380	415
	27	Presence/clearance of unwanted posters/notices	0%	375	311
	28	Storage of scrap items & their prompt disposal	3%	377	322
Toilets	29	Adequate availability of toilet in General	4%	365	480
	30	Adequate availability of toilets in pay and use	0%	377	423
	31	Adequate availability of toilets in Waiting rooms	3%	397	485
	32	Adequate availability of toilets in Circulating area	0%	389	514
	33	Condition of toilets in General	3%	381	515
	34	Condition of toilets in pay and use	0%	394	502
	35	Condition of toilets in Waiting rooms	2%	405	511
	36	Condition of toilets in circulating area	0%	388	464
	37	Availability of water in toilets and in other places for cleaning	4%	384	486
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	388	402
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	382	415
	40	Cleanliness of concourse and circulating area	0%	367	307
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			500
	3	Adequate supervision for monitoring cleanliness			500
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			400
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			500
	8	Condition of carriage watering hydrants including their leakage			500
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			500
	10	Final disposal of waste water from the trackside drains			300
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			500
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			500

Name of Station	Division
WARDHA	NAGPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	538
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	215
Cleanliness Rank of the Station (in Category)	168
Cleanliness Rank of the Station (in Footfall Class)	95
Cleanliness Rank of the Station (in Zone)	20
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	NA
Non-Passenger Cleanliness Level	NA
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	488
Infrastructure Adequacy Level	Level 4
Process Compliance Score	500
Process Compliance Level	Level 4



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	86
Observed the enforcement of anti-littering rules	17
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

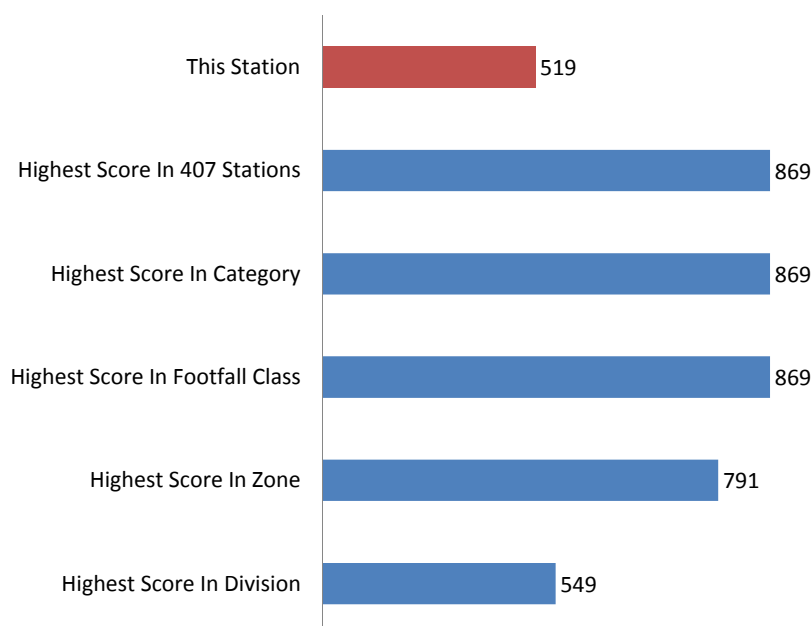
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	559	525
	2	Condition of flooring surface at waiting rooms	1%	569	608
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	525	475
	4	Condition of water booths and water coolers	2%	531	517
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	517	483
	6	Condition of vending stalls including arrangements for waste disposal	2%	526	483
	7	Proper dressing of Electric cables	2%	567	500
	8	Proper dressing of Telecom cables	2%	569	492
	9	Absence of stench in the station premises	12%	579	460
	10	Control of pest and rodent	2%	526	360
	11	Control of flies and mosquitoes	3%	522	467
	12	Stagnation of water in movement areas and non-movement areas	2%	534	475
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	535	575
	14	Cleanliness and hygiene around vending stalls	3%	565	533
	15	Cleanliness of platform areas	5%	557	558
	16	Cleanliness of advertisement hoardings/signages	3%	550	555
	17	Cleanliness of tracks between platforms	1%	488	542
	18	Cleanliness of foot over bridges	1%	540	542
	19	Cleanliness of track area up to home signal beyond platform	1%	540	483
	20	Functioning of cross and longitudinal waste water drains	2%	523	492
Waste Management	21	Adequate availability of dustbins	10%	575	600
	22	Proper system for collection and disposal of solid waste from trains	0%	540	475
	23	Proper system for collection and disposal of solid waste from stations	0%	546	485
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	535	458
	25	Promptness in removal and disbursement of garbage	3%	533	517
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	519	442
	27	Presence/clearance of unwanted posters/notices	0%	543	440
	28	Storage of scrap items & their prompt disposal	3%	549	525
Toilets	29	Adequate availability of toilet in General	4%	510	492
	30	Adequate availability of toilets in pay and use	0%	482	NA
	31	Adequate availability of toilets in Waiting rooms	3%	509	600
	32	Adequate availability of toilets in Circulating area	0%	477	492
	33	Condition of toilets in General	3%	434	483
	34	Condition of toilets in pay and use	0%	495	400
	35	Condition of toilets in Waiting rooms	2%	518	592
	36	Condition of toilets in circulating area	0%	473	450
	37	Availability of water in toilets and in other places for cleaning	4%	497	550
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	518	558
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	489	530
	40	Cleanliness of concourse and circulating area	0%	533	525
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		467	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		500	
	3	Adequate supervision for monitoring cleanliness		567	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		500	
	5	Performance of service improvement groups (SIG) and their effectiveness		567	
	6	Usage of recycled water for non potable uses		400	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		480	
	8	Condition of carriage watering hydrants including their leakage		480	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		500	
	10	Final disposal of waste water from the trackside drains		533	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		500	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		520	
	13	Condition of Washable CC Apron over tracks at station		400	

Name of Station	Division
BETUL	NAGPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	519
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	244
Cleanliness Rank of the Station (in Category)	190
Cleanliness Rank of the Station (in Footfall Class)	108
Cleanliness Rank of the Station (in Zone)	23
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	678
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	679
Infrastructure Adequacy Level	Level 2
Process Compliance Score	755
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	71
Observed the enforcement of anti-littering rules	48
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	86
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	14

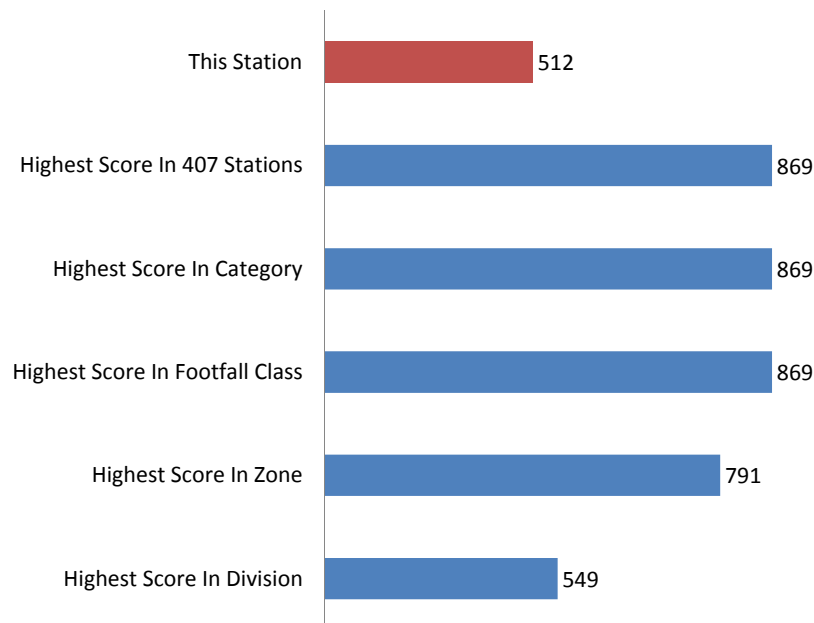
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	511	675
	2	Condition of flooring surface at waiting rooms	1%	520	696
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	499	661
	4	Condition of water booths and water coolers	2%	531	704
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	525	668
	6	Condition of vending stalls including arrangements for waste disposal	2%	501	686
	7	Proper dressing of Electric cables	2%	491	667
	8	Proper dressing of Telecom cables	2%	487	658
	9	Absence of stench in the station premises	12%	538	729
	10	Control of pest and rodent	2%	546	600
	11	Control of flies and mosquitoes	3%	523	661
	12	Stagnation of water in movement areas and non-movement areas	2%	494	611
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	490	658
	14	Cleanliness and hygiene around vending stalls	3%	495	696
	15	Cleanliness of platform areas	5%	499	754
	16	Cleanliness of advertisement hoardings/signages	3%	496	614
	17	Cleanliness of tracks between platforms	1%	484	704
	18	Cleanliness of foot over bridges	1%	503	700
	19	Cleanliness of track area up to home signal beyond platform	1%	507	661
	20	Functioning of cross and longitudinal waste water drains	2%	504	636
Waste Management	21	Adequate availability of dustbins	10%	570	743
	22	Proper system for collection and disposal of solid waste from trains	0%	498	490
	23	Proper system for collection and disposal of solid waste from stations	0%	505	700
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	502	661
	25	Promptness in removal and disbursement of garbage	3%	523	750
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	503	704
	27	Presence/clearance of unwanted posters/notices	0%	491	646
	28	Storage of scrap items & their prompt disposal	3%	493	643
Toilets	29	Adequate availability of toilet in General	4%	527	514
	30	Adequate availability of toilets in pay and use	0%	518	633
	31	Adequate availability of toilets in Waiting rooms	3%	530	664
	32	Adequate availability of toilets in Circulating area	0%	511	442
	33	Condition of toilets in General	3%	512	508
	34	Condition of toilets in pay and use	0%	516	567
	35	Condition of toilets in Waiting rooms	2%	511	657
	36	Condition of toilets in circulating area	0%	530	425
	37	Availability of water in toilets and in other places for cleaning	4%	515	679
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	504	675
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	498	675
	40	Cleanliness of concourse and circulating area	0%	485	661
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			771
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			857
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			743
	5	Performance of service improvement groups (SIG) and their effectiveness			857
	6	Usage of recycled water for non potable uses			500
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			743
	8	Condition of carriage watering hydrants including their leakage			650
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			657
	10	Final disposal of waste water from the trackside drains			633
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			743
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			829
	13	Condition of Washable CC Apron over tracks at station			500

Name of Station	Division
BALLARSHAH	NAGPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	512
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	251
Cleanliness Rank of the Station (in Category)	196
Cleanliness Rank of the Station (in Footfall Class)	114
Cleanliness Rank of the Station (in Zone)	24
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	NA
Non-Passenger Cleanliness Level	NA
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	488
Infrastructure Adequacy Level	Level 4
Process Compliance Score	463
Process Compliance Level	Level 4

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	83
Observed the enforcement of anti-littering rules	18
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

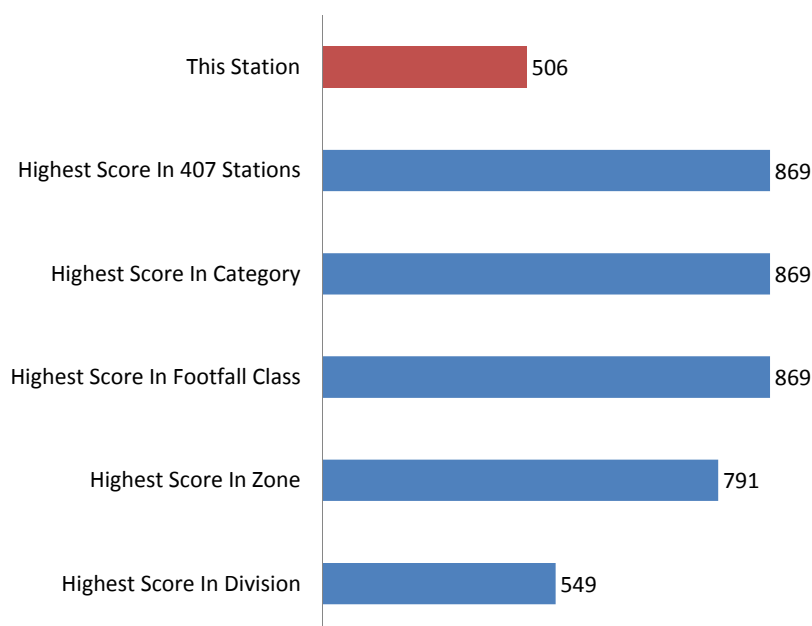
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	545	625
	2	Condition of flooring surface at waiting rooms	1%	561	688
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	523	538
	4	Condition of water booths and water coolers	2%	497	571
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	482	488
	6	Condition of vending stalls including arrangements for waste disposal	2%	522	550
	7	Proper dressing of Electric cables	2%	538	538
	8	Proper dressing of Telecom cables	2%	549	529
	9	Absence of stench in the station premises	12%	575	638
	10	Control of pest and rodent	2%	418	275
	11	Control of flies and mosquitoes	3%	415	388
	12	Stagnation of water in movement areas and non-movement areas	2%	486	450
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	489	538
	14	Cleanliness and hygiene around vending stalls	3%	517	538
	15	Cleanliness of platform areas	5%	554	638
	16	Cleanliness of advertisement hoardings/signages	3%	512	513
	17	Cleanliness of tracks between platforms	1%	517	575
	18	Cleanliness of foot over bridges	1%	525	588
	19	Cleanliness of track area up to home signal beyond platform	1%	513	550
	20	Functioning of cross and longitudinal waste water drains	2%	476	475
Waste Management	21	Adequate availability of dustbins	10%	542	650
	22	Proper system for collection and disposal of solid waste from trains	0%	512	583
	23	Proper system for collection and disposal of solid waste from stations	0%	509	538
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	506	550
	25	Promptness in removal and disbursement of garbage	3%	492	538
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	483	550
	27	Presence/clearance of unwanted posters/notices	0%	492	550
	28	Storage of scrap items & their prompt disposal	3%	497	525
Toilets	29	Adequate availability of toilet in General	4%	483	650
	30	Adequate availability of toilets in pay and use	0%	480	NA
	31	Adequate availability of toilets in Waiting rooms	3%	491	638
	32	Adequate availability of toilets in Circulating area	0%	458	613
	33	Condition of toilets in General	3%	446	621
	34	Condition of toilets in pay and use	0%	485	NA
	35	Condition of toilets in Waiting rooms	2%	480	813
	36	Condition of toilets in circulating area	0%	446	567
	37	Availability of water in toilets and in other places for cleaning	4%	501	625
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	502	550
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	473	579
	40	Cleanliness of concourse and circulating area	0%	516	575
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			400
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			450
	3	Adequate supervision for monitoring cleanliness			450
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			500
	5	Performance of service improvement groups (SIG) and their effectiveness			575
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			571
	8	Condition of carriage watering hydrants including their leakage			429
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			514
	10	Final disposal of waste water from the trackside drains			457
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			457
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			486
	13	Condition of Washable CC Apron over tracks at station			500

Name of Station	Division
CHANDRAPUR	NAGPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	506
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	260
Cleanliness Rank of the Station (in Category)	205
Cleanliness Rank of the Station (in Footfall Class)	118
Cleanliness Rank of the Station (in Zone)	25
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	601
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	535
Infrastructure Adequacy Level	Level 3
Process Compliance Score	544
Process Compliance Level	Level 3

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	83
Observed the enforcement of anti-littering rules	15
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

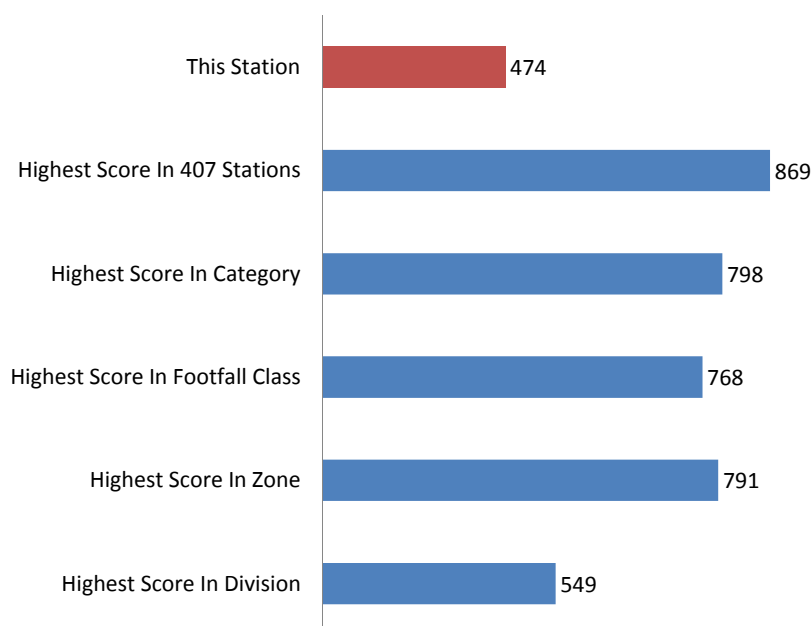
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	532	658
	2	Condition of flooring surface at waiting rooms	1%	534	683
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	483	490
	4	Condition of water booths and water coolers	2%	491	617
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	465	420
	6	Condition of vending stalls including arrangements for waste disposal	2%	508	583
	7	Proper dressing of Electric cables	2%	514	633
	8	Proper dressing of Telecom cables	2%	520	630
	9	Absence of stench in the station premises	12%	541	650
	10	Control of pest and rodent	2%	467	433
	11	Control of flies and mosquitoes	3%	447	442
	12	Stagnation of water in movement areas and non-movement areas	2%	500	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	499	550
	14	Cleanliness and hygiene around vending stalls	3%	517	633
	15	Cleanliness of platform areas	5%	546	633
	16	Cleanliness of advertisement hoardings/signages	3%	505	592
	17	Cleanliness of tracks between platforms	1%	490	533
	18	Cleanliness of foot over bridges	1%	525	558
	19	Cleanliness of track area up to home signal beyond platform	1%	502	567
	20	Functioning of cross and longitudinal waste water drains	2%	484	567
Waste Management	21	Adequate availability of dustbins	10%	542	708
	22	Proper system for collection and disposal of solid waste from trains	0%	505	500
	23	Proper system for collection and disposal of solid waste from stations	0%	510	567
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	499	567
	25	Promptness in removal and disbursement of garbage	3%	496	583
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	486	542
	27	Presence/clearance of unwanted posters/notices	0%	517	580
	28	Storage of scrap items & their prompt disposal	3%	496	567
Toilets	29	Adequate availability of toilet in General	4%	486	567
	30	Adequate availability of toilets in pay and use	0%	523	400
	31	Adequate availability of toilets in Waiting rooms	3%	474	625
	32	Adequate availability of toilets in Circulating area	0%	450	383
	33	Condition of toilets in General	3%	431	583
	34	Condition of toilets in pay and use	0%	505	600
	35	Condition of toilets in Waiting rooms	2%	474	642
	36	Condition of toilets in circulating area	0%	470	467
	37	Availability of water in toilets and in other places for cleaning	4%	495	650
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	505	592
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	487	525
	40	Cleanliness of concourse and circulating area	0%	506	508
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			533
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			567
	3	Adequate supervision for monitoring cleanliness			567
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			560
	8	Condition of carriage watering hydrants including their leakage			500
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			560
	10	Final disposal of waste water from the trackside drains			520
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			520
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			550
	13	Condition of Washable CC Apron over tracks at station			533

Name of Station	Division
NAGPUR	NAGPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	474
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	310
Cleanliness Rank of the Station (in Category)	62
Cleanliness Rank of the Station (in Footfall Class)	42
Cleanliness Rank of the Station (in Zone)	26
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	689
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	613
Infrastructure Adequacy Level	Level 2
Process Compliance Score	733
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	63
Observed the enforcement of anti-littering rules	77
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	45
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	55
Availability of Washable CC Apron over tracks at station	64

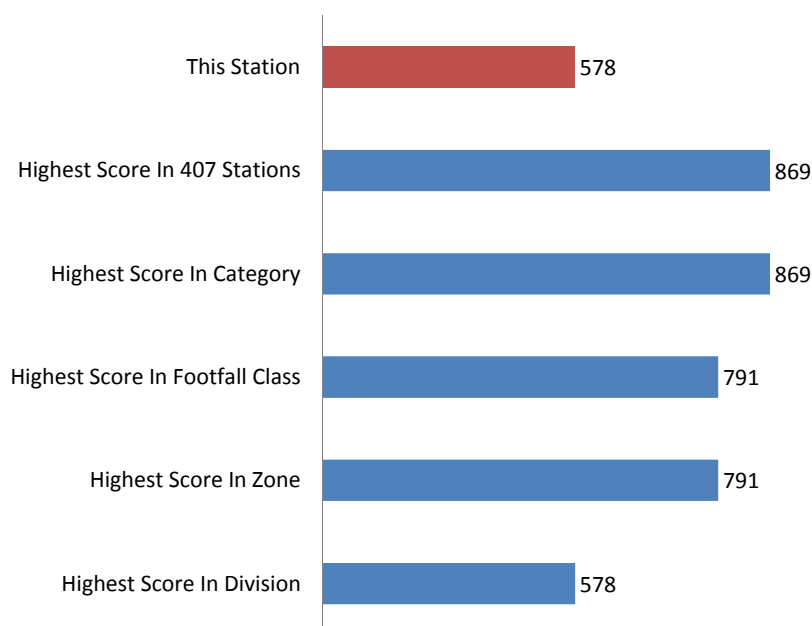
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	513	764
	2	Condition of flooring surface at waiting rooms	1%	552	800
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	450	618
	4	Condition of water booths and water coolers	2%	480	727
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	458	455
	6	Condition of vending stalls including arrangements for waste disposal	2%	483	545
	7	Proper dressing of Electric cables	2%	534	560
	8	Proper dressing of Telecom cables	2%	542	667
	9	Absence of stench in the station premises	12%	466	691
	10	Control of pest and rodent	2%	407	582
	11	Control of flies and mosquitoes	3%	458	673
	12	Stagnation of water in movement areas and non-movement areas	2%	466	560
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	466	673
	14	Cleanliness and hygiene around vending stalls	3%	512	709
	15	Cleanliness of platform areas	5%	494	745
	16	Cleanliness of advertisement hoardings/signages	3%	482	636
	17	Cleanliness of tracks between platforms	1%	439	673
	18	Cleanliness of foot over bridges	1%	538	782
	19	Cleanliness of track area up to home signal beyond platform	1%	465	691
	20	Functioning of cross and longitudinal waste water drains	2%	419	564
Waste Management	21	Adequate availability of dustbins	10%	496	836
	22	Proper system for collection and disposal of solid waste from trains	0%	456	620
	23	Proper system for collection and disposal of solid waste from stations	0%	471	700
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	453	764
	25	Promptness in removal and disbursement of garbage	3%	461	691
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	425	691
	27	Presence/clearance of unwanted posters/notices	0%	474	618
	28	Storage of scrap items & their prompt disposal	3%	491	691
Toilets	29	Adequate availability of toilet in General	4%	444	680
	30	Adequate availability of toilets in pay and use	0%	446	600
	31	Adequate availability of toilets in Waiting rooms	3%	507	764
	32	Adequate availability of toilets in Circulating area	0%	420	636
	33	Condition of toilets in General	3%	413	527
	34	Condition of toilets in pay and use	0%	448	700
	35	Condition of toilets in Waiting rooms	2%	492	745
	36	Condition of toilets in circulating area	0%	406	540
	37	Availability of water in toilets and in other places for cleaning	4%	500	709
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	436	709
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	417	600
	40	Cleanliness of concourse and circulating area	0%	456	709
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			709
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			764
	3	Adequate supervision for monitoring cleanliness			764
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			727
	5	Performance of service improvement groups (SIG) and their effectiveness			709
	6	Usage of recycled water for non potable uses			727
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			564
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			636
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			527
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			727
	13	Condition of Washable CC Apron over tracks at station			636

Name of Station	Division
MIRAJ	PUNE
Passenger Cleanliness Score	
Passenger Cleanliness Score	578
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	143
Cleanliness Rank of the Station (in Category)	109
Cleanliness Rank of the Station (in Footfall Class)	43
Cleanliness Rank of the Station (in Zone)	16
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	564
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	571
Infrastructure Adequacy Level	Level 3
Process Compliance Score	613
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	91
Observed the enforcement of anti-littering rules	50
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	10
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	60
Availability of Washable CC Apron over tracks at station	80

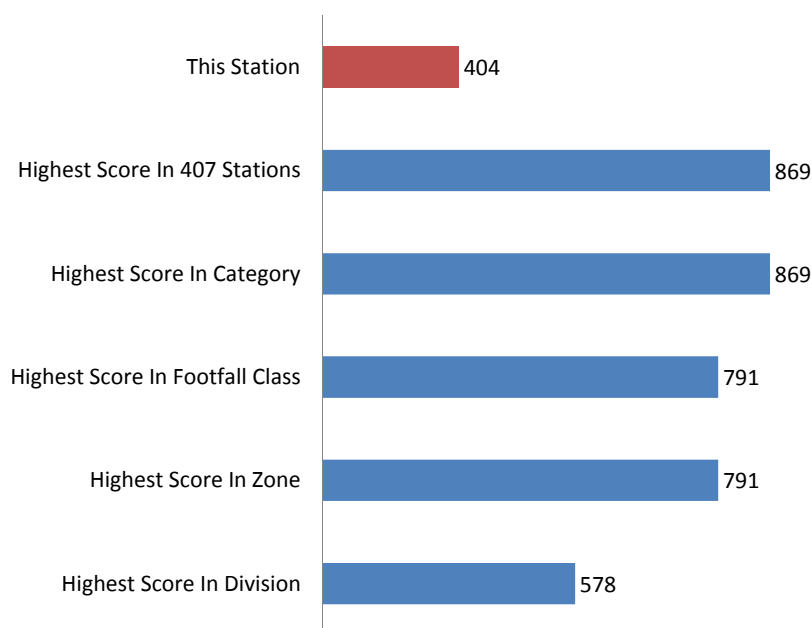
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	560	570
	2	Condition of flooring surface at waiting rooms	1%	563	590
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	566	600
	4	Condition of water booths and water coolers	2%	547	590
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	586	520
	6	Condition of vending stalls including arrangements for waste disposal	2%	566	550
	7	Proper dressing of Electric cables	2%	589	590
	8	Proper dressing of Telecom cables	2%	576	550
	9	Absence of stench in the station premises	12%	605	600
	10	Control of pest and rodent	2%	547	467
	11	Control of flies and mosquitoes	3%	572	560
	12	Stagnation of water in movement areas and non-movement areas	2%	571	530
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	570	610
	14	Cleanliness and hygiene around vending stalls	3%	576	550
	15	Cleanliness of platform areas	5%	581	580
	16	Cleanliness of advertisement hoardings/signages	3%	566	600
	17	Cleanliness of tracks between platforms	1%	562	580
	18	Cleanliness of foot over bridges	1%	586	550
	19	Cleanliness of track area up to home signal beyond platform	1%	584	560
	20	Functioning of cross and longitudinal waste water drains	2%	579	560
Waste Management	21	Adequate availability of dustbins	10%	612	590
	22	Proper system for collection and disposal of solid waste from trains	0%	563	540
	23	Proper system for collection and disposal of solid waste from stations	0%	570	530
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	580	520
	25	Promptness in removal and disbursement of garbage	3%	568	560
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	567	570
	27	Presence/clearance of unwanted posters/notices	0%	572	560
	28	Storage of scrap items & their prompt disposal	3%	582	590
Toilets	29	Adequate availability of toilet in General	4%	535	500
	30	Adequate availability of toilets in pay and use	0%	529	490
	31	Adequate availability of toilets in Waiting rooms	3%	586	620
	32	Adequate availability of toilets in Circulating area	0%	569	400
	33	Condition of toilets in General	3%	567	450
	34	Condition of toilets in pay and use	0%	519	470
	35	Condition of toilets in Waiting rooms	2%	568	600
	36	Condition of toilets in circulating area	0%	570	467
	37	Availability of water in toilets and in other places for cleaning	4%	561	570
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	577	560
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	560	480
	40	Cleanliness of concourse and circulating area	0%	564	590
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			560
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			580
	3	Adequate supervision for monitoring cleanliness			660
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			680
	5	Performance of service improvement groups (SIG) and their effectiveness			700
	6	Usage of recycled water for non potable uses			500
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			500
	8	Condition of carriage watering hydrants including their leakage			560
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			620
	10	Final disposal of waste water from the trackside drains			540
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			580
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
KOLHAPUR	PUNE
Passenger Cleanliness Score	
Passenger Cleanliness Score	404
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	376
Cleanliness Rank of the Station (in Category)	302
Cleanliness Rank of the Station (in Footfall Class)	126
Cleanliness Rank of the Station (in Zone)	32
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	674
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	619
Infrastructure Adequacy Level	Level 2
Process Compliance Score	687
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	78
Observed the enforcement of anti-littering rules	23
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	75
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

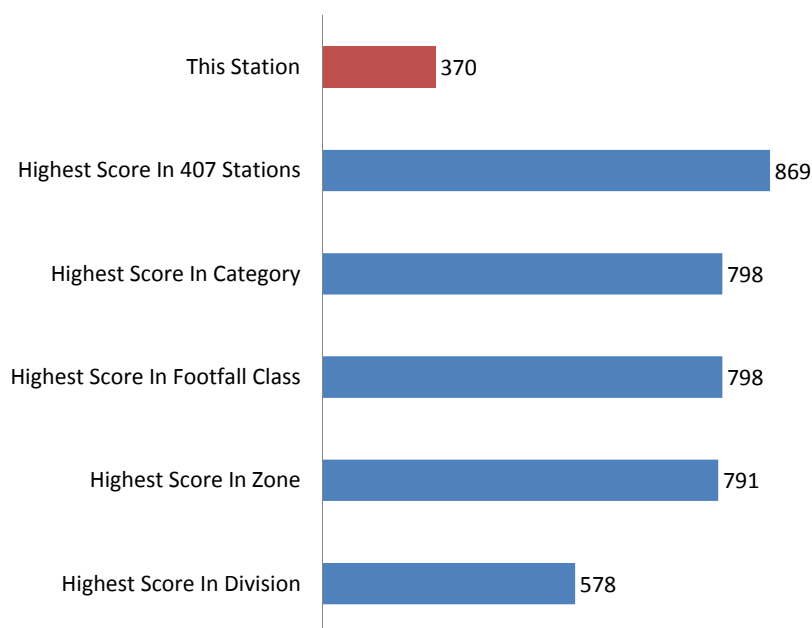
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	410	730
	2	Condition of flooring surface at waiting rooms	1%	423	740
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	426	588
	4	Condition of water booths and water coolers	2%	411	690
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	404	653
	6	Condition of vending stalls including arrangements for waste disposal	2%	420	710
	7	Proper dressing of Electric cables	2%	413	683
	8	Proper dressing of Telecom cables	2%	408	703
	9	Absence of stench in the station premises	12%	389	645
	10	Control of pest and rodent	2%	410	705
	11	Control of flies and mosquitoes	3%	392	683
	12	Stagnation of water in movement areas and non-movement areas	2%	401	660
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	409	710
	14	Cleanliness and hygiene around vending stalls	3%	421	690
	15	Cleanliness of platform areas	5%	383	695
	16	Cleanliness of advertisement hoardings/signages	3%	391	705
	17	Cleanliness of tracks between platforms	1%	417	685
	18	Cleanliness of foot over bridges	1%	397	693
	19	Cleanliness of track area up to home signal beyond platform	1%	409	615
	20	Functioning of cross and longitudinal waste water drains	2%	387	603
Waste Management	21	Adequate availability of dustbins	10%	405	683
	22	Proper system for collection and disposal of solid waste from trains	0%	409	648
	23	Proper system for collection and disposal of solid waste from stations	0%	426	665
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	401	615
	25	Promptness in removal and disbursement of garbage	3%	395	738
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	396	628
	27	Presence/clearance of unwanted posters/notices	0%	406	674
	28	Storage of scrap items & their prompt disposal	3%	386	685
Toilets	29	Adequate availability of toilet in General	4%	425	640
	30	Adequate availability of toilets in pay and use	0%	412	645
	31	Adequate availability of toilets in Waiting rooms	3%	414	700
	32	Adequate availability of toilets in Circulating area	0%	410	500
	33	Condition of toilets in General	3%	414	657
	34	Condition of toilets in pay and use	0%	409	718
	35	Condition of toilets in Waiting rooms	2%	421	740
	36	Condition of toilets in circulating area	0%	404	400
	37	Availability of water in toilets and in other places for cleaning	4%	422	650
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	414	625
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	425	665
	40	Cleanliness of concourse and circulating area	0%	413	723
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			725
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			675
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			714
	5	Performance of service improvement groups (SIG) and their effectiveness			650
	6	Usage of recycled water for non potable uses			560
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			567
	8	Condition of carriage watering hydrants including their leakage			675
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			650
	10	Final disposal of waste water from the trackside drains			633
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			625
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			633
	13	Condition of Washable CC Apron over tracks at station			550

Name of Station	Division
PUNE	PUNE
Passenger Cleanliness Score	
Passenger Cleanliness Score	370
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	391
Cleanliness Rank of the Station (in Category)	75
Cleanliness Rank of the Station (in Footfall Class)	32
Cleanliness Rank of the Station (in Zone)	34
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	428
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	436
Infrastructure Adequacy Level	Level 4
Process Compliance Score	
Process Compliance Score	445
Process Compliance Level	Level 4

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	71
Observed the enforcement of anti-littering rules	13
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	55
Sensitized cleaning staff about correct practices	82
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	9

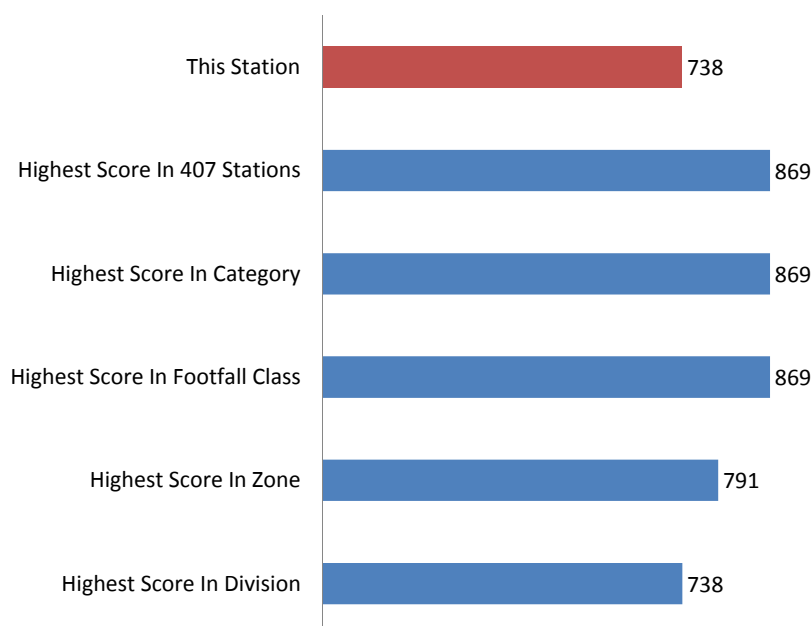
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	382	449
	2	Condition of flooring surface at waiting rooms	1%	399	391
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	374	424
	4	Condition of water booths and water coolers	2%	385	388
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	372	449
	6	Condition of vending stalls including arrangements for waste disposal	2%	373	443
	7	Proper dressing of Electric cables	2%	365	400
	8	Proper dressing of Telecom cables	2%	346	363
	9	Absence of stench in the station premises	12%	357	442
	10	Control of pest and rodent	2%	345	397
	11	Control of flies and mosquitoes	3%	339	376
	12	Stagnation of water in movement areas and non-movement areas	2%	373	424
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	378	443
	14	Cleanliness and hygiene around vending stalls	3%	379	418
	15	Cleanliness of platform areas	5%	377	410
	16	Cleanliness of advertisement hoardings/signages	3%	361	390
	17	Cleanliness of tracks between platforms	1%	368	388
	18	Cleanliness of foot over bridges	1%	379	394
	19	Cleanliness of track area up to home signal beyond platform	1%	362	473
	20	Functioning of cross and longitudinal waste water drains	2%	356	431
Waste Management	21	Adequate availability of dustbins	10%	379	479
	22	Proper system for collection and disposal of solid waste from trains	0%	368	403
	23	Proper system for collection and disposal of solid waste from stations	0%	367	428
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	363	422
	25	Promptness in removal and disbursement of garbage	3%	380	422
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	370	421
	27	Presence/clearance of unwanted posters/notices	0%	370	446
	28	Storage of scrap items & their prompt disposal	3%	350	369
Toilets	29	Adequate availability of toilet in General	4%	361	409
	30	Adequate availability of toilets in pay and use	0%	373	413
	31	Adequate availability of toilets in Waiting rooms	3%	381	440
	32	Adequate availability of toilets in Circulating area	0%	363	431
	33	Condition of toilets in General	3%	379	461
	34	Condition of toilets in pay and use	0%	381	409
	35	Condition of toilets in Waiting rooms	2%	387	415
	36	Condition of toilets in circulating area	0%	379	424
	37	Availability of water in toilets and in other places for cleaning	4%	381	452
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	366	443
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	376	413
	40	Cleanliness of concourse and circulating area	0%	372	443
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		455	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		418	
	3	Adequate supervision for monitoring cleanliness		509	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		473	
	5	Performance of service improvement groups (SIG) and their effectiveness		400	
	6	Usage of recycled water for non potable uses		418	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		491	
	8	Condition of carriage watering hydrants including their leakage		364	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		473	
	10	Final disposal of waste water from the trackside drains		418	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		455	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		473	
	13	Condition of Washable CC Apron over tracks at station		382	

Name of Station	Division
SAINAGAR SHIRDI	SOLAPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	738
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	17
Cleanliness Rank of the Station (in Category)	14
Cleanliness Rank of the Station (in Footfall Class)	8
Cleanliness Rank of the Station (in Zone)	2
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	733
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	771
Infrastructure Adequacy Level	Level 1
Process Compliance Score	800
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	66
Observed the enforcement of anti-littering rules	90
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	75

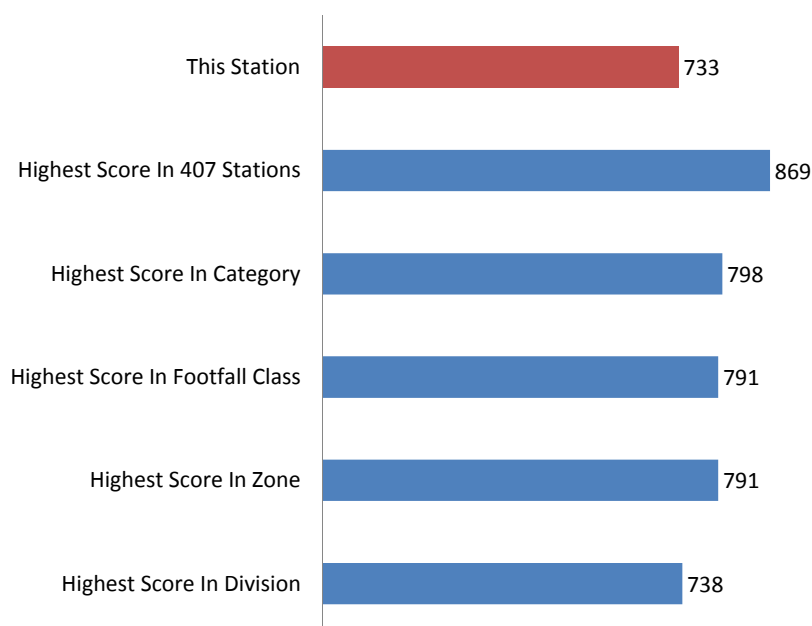
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	727	746
	2	Condition of flooring surface at waiting rooms	1%	722	757
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	732	743
	4	Condition of water booths and water coolers	2%	719	696
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	726	757
	6	Condition of vending stalls including arrangements for waste disposal	2%	740	661
	7	Proper dressing of Electric cables	2%	761	771
	8	Proper dressing of Telecom cables	2%	686	707
	9	Absence of stench in the station premises	12%	753	729
	10	Control of pest and rodent	2%	740	743
	11	Control of flies and mosquitoes	3%	731	693
	12	Stagnation of water in movement areas and non-movement areas	2%	747	679
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	738	746
	14	Cleanliness and hygiene around vending stalls	3%	742	754
	15	Cleanliness of platform areas	5%	735	757
	16	Cleanliness of advertisement hoardings/signages	3%	766	786
	17	Cleanliness of tracks between platforms	1%	725	757
	18	Cleanliness of foot over bridges	1%	713	757
	19	Cleanliness of track area up to home signal beyond platform	1%	751	718
	20	Functioning of cross and longitudinal waste water drains	2%	733	736
Waste Management	21	Adequate availability of dustbins	10%	767	714
	22	Proper system for collection and disposal of solid waste from trains	0%	729	786
	23	Proper system for collection and disposal of solid waste from stations	0%	722	750
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	752	754
	25	Promptness in removal and disbursement of garbage	3%	720	721
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	725	693
	27	Presence/clearance of unwanted posters/notices	0%	726	707
	28	Storage of scrap items & their prompt disposal	3%	723	679
Toilets	29	Adequate availability of toilet in General	4%	709	782
	30	Adequate availability of toilets in pay and use	0%	768	750
	31	Adequate availability of toilets in Waiting rooms	3%	724	782
	32	Adequate availability of toilets in Circulating area	0%	737	718
	33	Condition of toilets in General	3%	741	664
	34	Condition of toilets in pay and use	0%	723	757
	35	Condition of toilets in Waiting rooms	2%	737	736
	36	Condition of toilets in circulating area	0%	716	718
	37	Availability of water in toilets and in other places for cleaning	4%	735	796
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	739	736
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	740	786
	40	Cleanliness of concourse and circulating area	0%	726	718
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			850
	3	Adequate supervision for monitoring cleanliness			700
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			850
	5	Performance of service improvement groups (SIG) and their effectiveness			750
	6	Usage of recycled water for non potable uses			950
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			950
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			750
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			650
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			750

Name of Station	Division
SOLAPUR	SOLAPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	733
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	18
Cleanliness Rank of the Station (in Category)	4
Cleanliness Rank of the Station (in Footfall Class)	8
Cleanliness Rank of the Station (in Zone)	3
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	516
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	632
Infrastructure Adequacy Level	Level 2
Process Compliance Score	650
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	13
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	13
Sensitized cleaning staff about correct practices	88
Observed the use of CCTVs for monitoring cleanliness at stations	25
Availability of Washable CC Apron over tracks at station	13

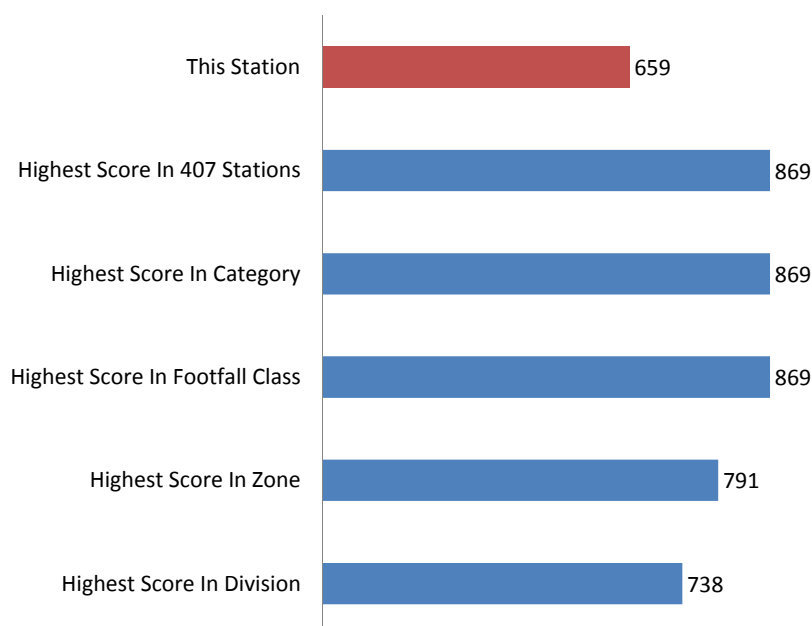
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	721	504
	2	Condition of flooring surface at waiting rooms	1%	736	504
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	702	513
	4	Condition of water booths and water coolers	2%	732	446
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	716	433
	6	Condition of vending stalls including arrangements for waste disposal	2%	722	467
	7	Proper dressing of Electric cables	2%	718	538
	8	Proper dressing of Telecom cables	2%	713	492
	9	Absence of stench in the station premises	12%	752	600
	10	Control of pest and rodent	2%	737	533
	11	Control of flies and mosquitoes	3%	699	454
	12	Stagnation of water in movement areas and non-movement areas	2%	726	479
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	735	421
	14	Cleanliness and hygiene around vending stalls	3%	735	492
	15	Cleanliness of platform areas	5%	730	563
	16	Cleanliness of advertisement hoardings/signages	3%	720	479
	17	Cleanliness of tracks between platforms	1%	722	525
	18	Cleanliness of foot over bridges	1%	731	446
	19	Cleanliness of track area up to home signal beyond platform	1%	716	525
	20	Functioning of cross and longitudinal waste water drains	2%	717	446
Waste Management	21	Adequate availability of dustbins	10%	770	600
	22	Proper system for collection and disposal of solid waste from trains	0%	713	446
	23	Proper system for collection and disposal of solid waste from stations	0%	714	483
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	722	479
	25	Promptness in removal and disbursement of garbage	3%	721	500
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	719	483
	27	Presence/clearance of unwanted posters/notices	0%	718	492
	28	Storage of scrap items & their prompt disposal	3%	717	446
Toilets	29	Adequate availability of toilet in General	4%	741	513
	30	Adequate availability of toilets in pay and use	0%	724	500
	31	Adequate availability of toilets in Waiting rooms	3%	743	492
	32	Adequate availability of toilets in Circulating area	0%	740	571
	33	Condition of toilets in General	3%	731	542
	34	Condition of toilets in pay and use	0%	736	558
	35	Condition of toilets in Waiting rooms	2%	743	421
	36	Condition of toilets in circulating area	0%	720	467
	37	Availability of water in toilets and in other places for cleaning	4%	736	517
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	713	525
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	716	488
	40	Cleanliness of concourse and circulating area	0%	720	479
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			650
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			675
	3	Adequate supervision for monitoring cleanliness			675
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			650
	5	Performance of service improvement groups (SIG) and their effectiveness			625
	6	Usage of recycled water for non potable uses			625
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			650
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			500
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			625
	13	Condition of Washable CC Apron over tracks at station			650

Name of Station	Division
AHMEDNAGAR	SOLAPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	659
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	48
Cleanliness Rank of the Station (in Category)	39
Cleanliness Rank of the Station (in Footfall Class)	23
Cleanliness Rank of the Station (in Zone)	7
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	718
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	658
Infrastructure Adequacy Level	Level 2
Process Compliance Score	767
Process Compliance Level	Level 1

Passenger Cleanliness Score



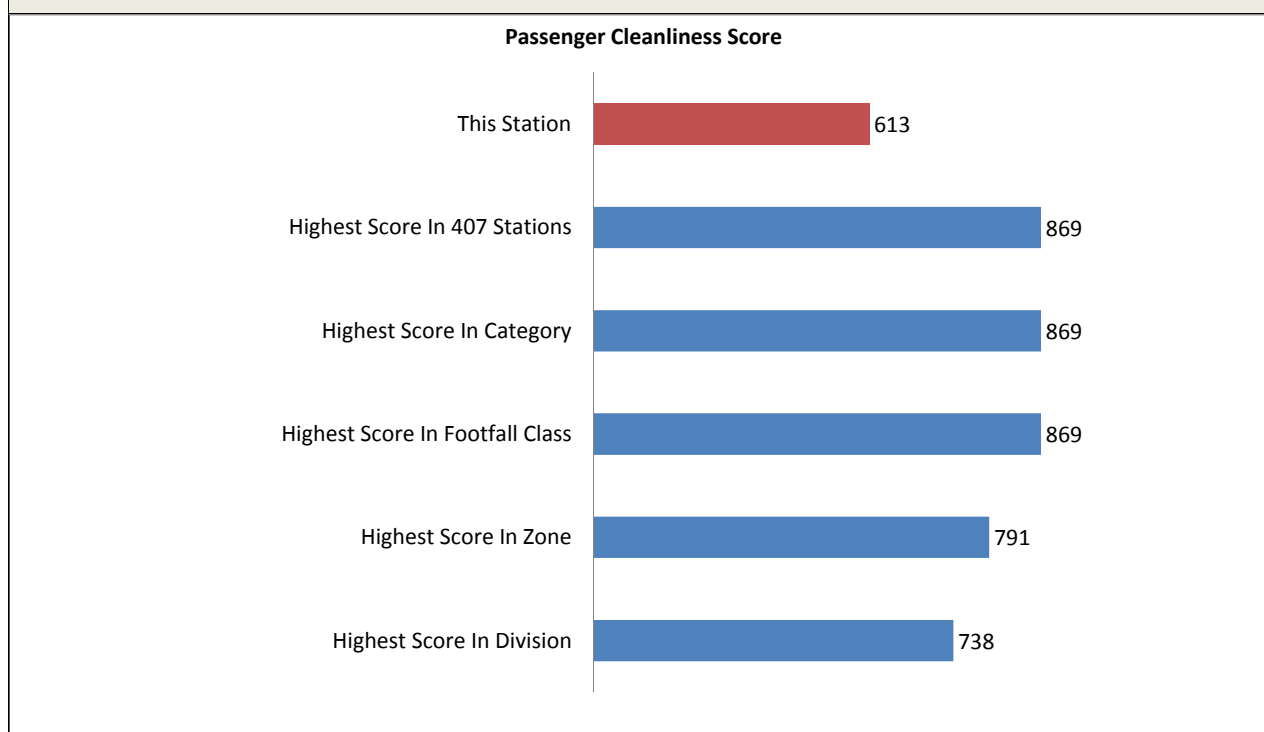
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	98
Observed the enforcement of anti-littering rules	95
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	670	749
	2	Condition of flooring surface at waiting rooms	1%	668	771
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	663	721
	4	Condition of water booths and water coolers	2%	669	698
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	655	702
	6	Condition of vending stalls including arrangements for waste disposal	2%	663	693
	7	Proper dressing of Electric cables	2%	680	707
	8	Proper dressing of Telecom cables	2%	665	654
	9	Absence of stench in the station premises	12%	663	717
	10	Control of pest and rodent	2%	636	730
	11	Control of flies and mosquitoes	3%	664	724
	12	Stagnation of water in movement areas and non-movement areas	2%	655	729
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	679	665
	14	Cleanliness and hygiene around vending stalls	3%	657	713
	15	Cleanliness of platform areas	5%	667	743
	16	Cleanliness of advertisement hoardings/signages	3%	663	682
	17	Cleanliness of tracks between platforms	1%	660	738
	18	Cleanliness of foot over bridges	1%	642	717
	19	Cleanliness of track area up to home signal beyond platform	1%	662	720
	20	Functioning of cross and longitudinal waste water drains	2%	663	693
Waste Management	21	Adequate availability of dustbins	10%	655	732
	22	Proper system for collection and disposal of solid waste from trains	0%	659	707
	23	Proper system for collection and disposal of solid waste from stations	0%	637	771
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	646	713
	25	Promptness in removal and disbursement of garbage	3%	654	759
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	662	736
	27	Presence/clearance of unwanted posters/notices	0%	622	729
	28	Storage of scrap items & their prompt disposal	3%	687	629
Toilets	29	Adequate availability of toilet in General	4%	634	749
	30	Adequate availability of toilets in pay and use	0%	633	705
	31	Adequate availability of toilets in Waiting rooms	3%	651	757
	32	Adequate availability of toilets in Circulating area	0%	658	735
	33	Condition of toilets in General	3%	648	743
	34	Condition of toilets in pay and use	0%	638	740
	35	Condition of toilets in Waiting rooms	2%	650	732
	36	Condition of toilets in circulating area	0%	647	693
	37	Availability of water in toilets and in other places for cleaning	4%	666	678
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	650	700
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	641	727
	40	Cleanliness of concourse and circulating area	0%	671	724
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			756
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			725
	3	Adequate supervision for monitoring cleanliness			822
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			778
	5	Performance of service improvement groups (SIG) and their effectiveness			756
	6	Usage of recycled water for non potable uses			0
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			689
	8	Condition of carriage watering hydrants including their leakage			533
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			689
	10	Final disposal of waste water from the trackside drains			725
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			711
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			0
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
LATUR	SOLAPUR
Passenger Cleanliness Score	613
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	86
Cleanliness Rank of the Station (in Category)	64
Cleanliness Rank of the Station (in Footfall Class)	37
Cleanliness Rank of the Station (in Zone)	10
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	NA
Non-Passenger Cleanliness Level	NA
Infrastructure Adequacy Score	625
Infrastructure Adequacy Level	Level 2
Process Compliance Score	611
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	95
Observed the enforcement of anti-littering rules	19
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

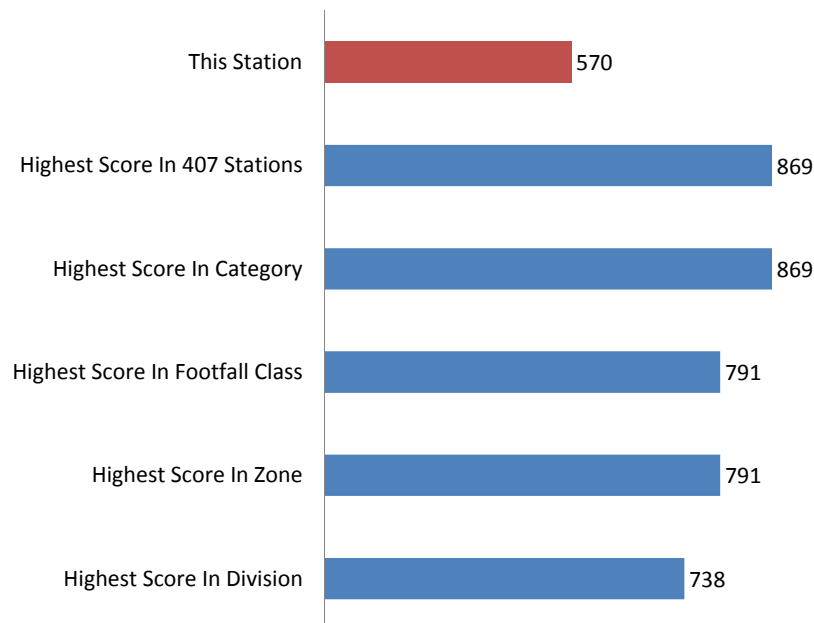
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	599	611
	2	Condition of flooring surface at waiting rooms	1%	605	522
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	599	625
	4	Condition of water booths and water coolers	2%	604	611
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	603	500
	6	Condition of vending stalls including arrangements for waste disposal	2%	604	600
	7	Proper dressing of Electric cables	2%	592	600
	8	Proper dressing of Telecom cables	2%	635	611
	9	Absence of stench in the station premises	12%	707	600
	10	Control of pest and rodent	2%	638	511
	11	Control of flies and mosquitoes	3%	538	611
	12	Stagnation of water in movement areas and non-movement areas	2%	632	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	561	600
	14	Cleanliness and hygiene around vending stalls	3%	592	500
	15	Cleanliness of platform areas	5%	596	622
	16	Cleanliness of advertisement hoardings/signages	3%	592	600
	17	Cleanliness of tracks between platforms	1%	596	700
	18	Cleanliness of foot over bridges	1%	608	600
	19	Cleanliness of track area up to home signal beyond platform	1%	615	600
	20	Functioning of cross and longitudinal waste water drains	2%	596	600
Waste Management	21	Adequate availability of dustbins	10%	606	611
	22	Proper system for collection and disposal of solid waste from trains	0%	607	611
	23	Proper system for collection and disposal of solid waste from stations	0%	610	600
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	598	689
	25	Promptness in removal and disbursement of garbage	3%	568	633
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	603	500
	27	Presence/clearance of unwanted posters/notices	0%	596	611
	28	Storage of scrap items & their prompt disposal	3%	636	611
Toilets	29	Adequate availability of toilet in General	4%	613	500
	30	Adequate availability of toilets in pay and use	0%	643	500
	31	Adequate availability of toilets in Waiting rooms	3%	594	611
	32	Adequate availability of toilets in Circulating area	0%	430	NA
	33	Condition of toilets in General	3%	615	600
	34	Condition of toilets in pay and use	0%	640	667
	35	Condition of toilets in Waiting rooms	2%	615	622
	36	Condition of toilets in circulating area	0%	431	600
	37	Availability of water in toilets and in other places for cleaning	4%	589	611
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	596	600
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	589	622
	40	Cleanliness of concourse and circulating area	0%	597	611
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		600	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		600	
	3	Adequate supervision for monitoring cleanliness		600	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		622	
	5	Performance of service improvement groups (SIG) and their effectiveness		644	
	6	Usage of recycled water for non potable uses		600	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		600	
	8	Condition of carriage watering hydrants including their leakage		600	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		667	
	10	Final disposal of waste water from the trackside drains		644	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		667	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		600	
	13	Condition of Washable CC Apron over tracks at station		600	

Name of Station	Division
DAUND	SOLAPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	570
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	156
Cleanliness Rank of the Station (in Category)	119
Cleanliness Rank of the Station (in Footfall Class)	45
Cleanliness Rank of the Station (in Zone)	18
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	578
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	641
Infrastructure Adequacy Level	Level 2
Process Compliance Score	652
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	97
Observed the enforcement of anti-littering rules	26
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	56
Sensitized cleaning staff about correct practices	78
Observed the use of CCTVs for monitoring cleanliness at stations	11
Availability of Washable CC Apron over tracks at station	11

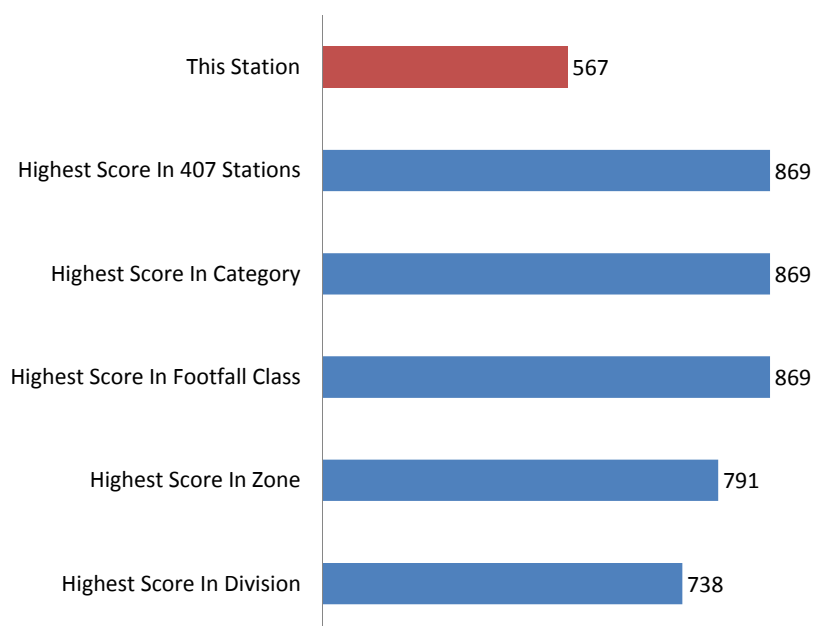
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	575	551
	2	Condition of flooring surface at waiting rooms	1%	592	520
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	558	478
	4	Condition of water booths and water coolers	2%	556	531
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	559	562
	6	Condition of vending stalls including arrangements for waste disposal	2%	561	498
	7	Proper dressing of Electric cables	2%	564	562
	8	Proper dressing of Telecom cables	2%	557	518
	9	Absence of stench in the station premises	12%	570	680
	10	Control of pest and rodent	2%	552	593
	11	Control of flies and mosquitoes	3%	542	538
	12	Stagnation of water in movement areas and non-movement areas	2%	583	478
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	585	560
	14	Cleanliness and hygiene around vending stalls	3%	586	562
	15	Cleanliness of platform areas	5%	583	564
	16	Cleanliness of advertisement hoardings/signages	3%	560	571
	17	Cleanliness of tracks between platforms	1%	573	551
	18	Cleanliness of foot over bridges	1%	574	582
	19	Cleanliness of track area up to home signal beyond platform	1%	560	564
	20	Functioning of cross and longitudinal waste water drains	2%	560	527
Waste Management	21	Adequate availability of dustbins	10%	575	660
	22	Proper system for collection and disposal of solid waste from trains	0%	576	518
	23	Proper system for collection and disposal of solid waste from stations	0%	563	564
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	582	613
	25	Promptness in removal and disbursement of garbage	3%	575	527
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	563	553
	27	Presence/clearance of unwanted posters/notices	0%	557	593
	28	Storage of scrap items & their prompt disposal	3%	553	569
Toilets	29	Adequate availability of toilet in General	4%	565	622
	30	Adequate availability of toilets in pay and use	0%	556	516
	31	Adequate availability of toilets in Waiting rooms	3%	591	538
	32	Adequate availability of toilets in Circulating area	0%	589	516
	33	Condition of toilets in General	3%	587	520
	34	Condition of toilets in pay and use	0%	604	531
	35	Condition of toilets in Waiting rooms	2%	582	584
	36	Condition of toilets in circulating area	0%	588	604
	37	Availability of water in toilets and in other places for cleaning	4%	567	509
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	557	547
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	570	582
	40	Cleanliness of concourse and circulating area	0%	579	533
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			667
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			733
	3	Adequate supervision for monitoring cleanliness			622
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			667
	5	Performance of service improvement groups (SIG) and their effectiveness			622
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			778
	8	Condition of carriage watering hydrants including their leakage			622
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			644
	10	Final disposal of waste water from the trackside drains			533
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			622
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			667
	13	Condition of Washable CC Apron over tracks at station			622

Name of Station	Division
KOPARGAON	SOLAPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	567
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	162
Cleanliness Rank of the Station (in Category)	125
Cleanliness Rank of the Station (in Footfall Class)	77
Cleanliness Rank of the Station (in Zone)	19
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	765
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	790
Infrastructure Adequacy Level	Level 1
Process Compliance Score	789
Process Compliance Level	Level 1

Passenger Cleanliness Score



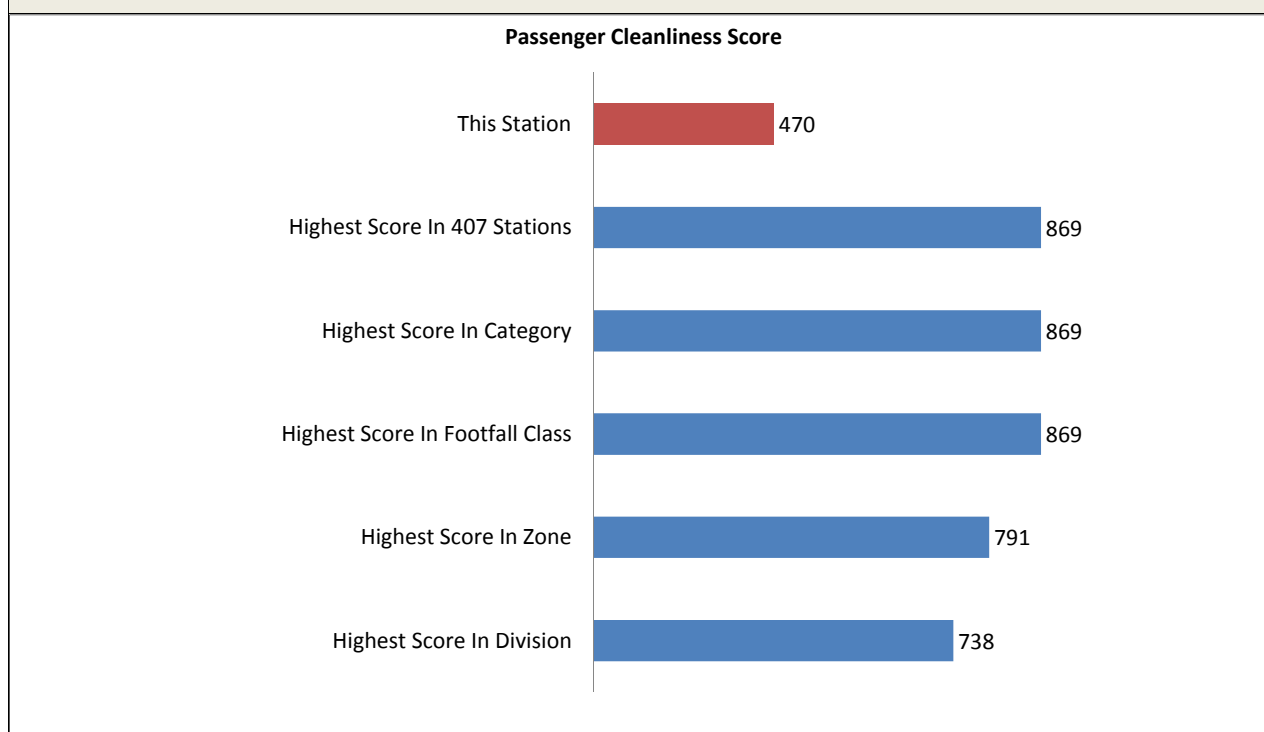
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	78
Observed the enforcement of anti-littering rules	43
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	33
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	67
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	556	767
	2	Condition of flooring surface at waiting rooms	1%	537	767
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	510	811
	4	Condition of water booths and water coolers	2%	544	767
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	540	689
	6	Condition of vending stalls including arrangements for waste disposal	2%	558	733
	7	Proper dressing of Electric cables	2%	546	722
	8	Proper dressing of Telecom cables	2%	519	822
	9	Absence of stench in the station premises	12%	646	744
	10	Control of pest and rodent	2%	532	800
	11	Control of flies and mosquitoes	3%	499	778
	12	Stagnation of water in movement areas and non-movement areas	2%	567	778
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	561	756
	14	Cleanliness and hygiene around vending stalls	3%	542	822
	15	Cleanliness of platform areas	5%	580	789
	16	Cleanliness of advertisement hoardings/signages	3%	558	767
	17	Cleanliness of tracks between platforms	1%	536	800
	18	Cleanliness of foot over bridges	1%	561	778
	19	Cleanliness of track area up to home signal beyond platform	1%	549	756
	20	Functioning of cross and longitudinal waste water drains	2%	575	789
Waste Management	21	Adequate availability of dustbins	10%	622	789
	22	Proper system for collection and disposal of solid waste from trains	0%	554	800
	23	Proper system for collection and disposal of solid waste from stations	0%	538	767
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	549	756
	25	Promptness in removal and disbursement of garbage	3%	554	756
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	558	767
	27	Presence/clearance of unwanted posters/notices	0%	556	833
	28	Storage of scrap items & their prompt disposal	3%	550	722
Toilets	29	Adequate availability of toilet in General	4%	511	767
	30	Adequate availability of toilets in pay and use	0%	501	678
	31	Adequate availability of toilets in Waiting rooms	3%	580	767
	32	Adequate availability of toilets in Circulating area	0%	547	789
	33	Condition of toilets in General	3%	511	756
	34	Condition of toilets in pay and use	0%	553	800
	35	Condition of toilets in Waiting rooms	2%	553	844
	36	Condition of toilets in circulating area	0%	518	778
	37	Availability of water in toilets and in other places for cleaning	4%	549	733
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	559	767
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	539	756
	40	Cleanliness of concourse and circulating area	0%	548	767
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			733
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			867
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			733
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			867
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			867
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			667
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			733

Name of Station	Division
KURDUWADI	SOLAPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	470
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	314
Cleanliness Rank of the Station (in Category)	249
Cleanliness Rank of the Station (in Footfall Class)	139
Cleanliness Rank of the Station (in Zone)	27
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	473
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	457
Infrastructure Adequacy Level	Level 4
Process Compliance Score	500
Process Compliance Level	Level 3



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	97
Observed the enforcement of anti-littering rules	1
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	0
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

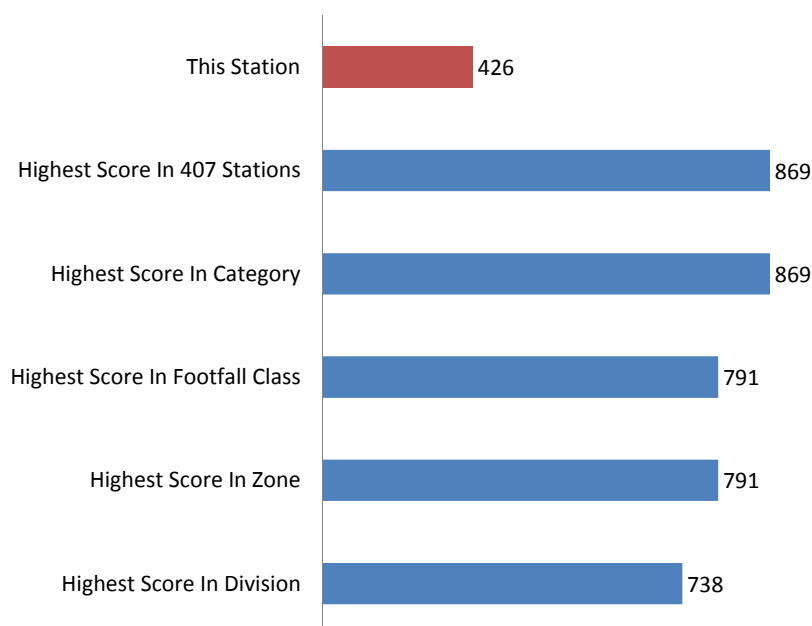
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	475	425
	2	Condition of flooring surface at waiting rooms	1%	495	425
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	449	442
	4	Condition of water booths and water coolers	2%	491	533
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	463	533
	6	Condition of vending stalls including arrangements for waste disposal	2%	460	442
	7	Proper dressing of Electric cables	2%	467	425
	8	Proper dressing of Telecom cables	2%	462	425
	9	Absence of stench in the station premises	12%	461	450
	10	Control of pest and rodent	2%	445	483
	11	Control of flies and mosquitoes	3%	462	408
	12	Stagnation of water in movement areas and non-movement areas	2%	469	450
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	498	433
	14	Cleanliness and hygiene around vending stalls	3%	494	442
	15	Cleanliness of platform areas	5%	496	517
	16	Cleanliness of advertisement hoardings/signages	3%	465	442
	17	Cleanliness of tracks between platforms	1%	489	433
	18	Cleanliness of foot over bridges	1%	498	425
	19	Cleanliness of track area up to home signal beyond platform	1%	466	442
	20	Functioning of cross and longitudinal waste water drains	2%	446	417
Waste Management	21	Adequate availability of dustbins	10%	460	467
	22	Proper system for collection and disposal of solid waste from trains	0%	472	517
	23	Proper system for collection and disposal of solid waste from stations	0%	465	533
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	475	525
	25	Promptness in removal and disbursement of garbage	3%	496	550
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	457	525
	27	Presence/clearance of unwanted posters/notices	0%	470	517
	28	Storage of scrap items & their prompt disposal	3%	455	442
Toilets	29	Adequate availability of toilet in General	4%	447	475
	30	Adequate availability of toilets in pay and use	0%	477	400
	31	Adequate availability of toilets in Waiting rooms	3%	488	533
	32	Adequate availability of toilets in Circulating area	0%	482	442
	33	Condition of toilets in General	3%	454	525
	34	Condition of toilets in pay and use	0%	489	442
	35	Condition of toilets in Waiting rooms	2%	498	425
	36	Condition of toilets in circulating area	0%	484	558
	37	Availability of water in toilets and in other places for cleaning	4%	483	517
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	472	517
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	479	442
	40	Cleanliness of concourse and circulating area	0%	500	550
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			400
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			400
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			400
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			400
	8	Condition of carriage watering hydrants including their leakage			400
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			400
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			400

Name of Station	Division
GULBARGA	SOLAPUR
Passenger Cleanliness Score	426
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	360
Cleanliness Rank of the Station (in Category)	287
Cleanliness Rank of the Station (in Footfall Class)	118
Cleanliness Rank of the Station (in Zone)	31
Cleanliness Rank of the Station (in Division)	8
Non-Passenger Cleanliness Score	700
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	759
Infrastructure Adequacy Level	Level 1
Process Compliance Score	757
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	93
Observed the enforcement of anti-littering rules	44
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	86
Availability of Washable CC Apron over tracks at station	14

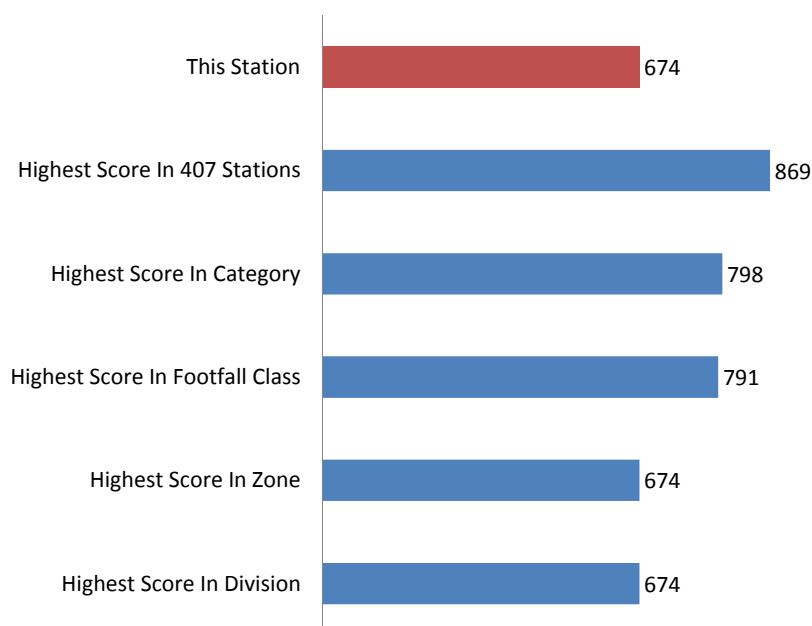
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
CR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	487	736
	2	Condition of flooring surface at waiting rooms	1%	529	736
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	484	746
	4	Condition of water booths and water coolers	2%	408	696
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	439	686
	6	Condition of vending stalls including arrangements for waste disposal	2%	463	736
	7	Proper dressing of Electric cables	2%	443	736
	8	Proper dressing of Telecom cables	2%	442	736
	9	Absence of stench in the station premises	12%	371	711
	10	Control of pest and rodent	2%	365	646
	11	Control of flies and mosquitoes	3%	364	579
	12	Stagnation of water in movement areas and non-movement areas	2%	397	711
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	427	736
	14	Cleanliness and hygiene around vending stalls	3%	436	736
	15	Cleanliness of platform areas	5%	432	736
	16	Cleanliness of advertisement hoardings/signages	3%	426	736
	17	Cleanliness of tracks between platforms	1%	419	721
	18	Cleanliness of foot over bridges	1%	435	736
	19	Cleanliness of track area up to home signal beyond platform	1%	431	721
	20	Functioning of cross and longitudinal waste water drains	2%	408	736
Waste Management	21	Adequate availability of dustbins	10%	406	629
	22	Proper system for collection and disposal of solid waste from trains	0%	435	750
	23	Proper system for collection and disposal of solid waste from stations	0%	441	736
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	421	736
	25	Promptness in removal and disbursement of garbage	3%	441	736
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	439	721
	27	Presence/clearance of unwanted posters/notices	0%	443	736
	28	Storage of scrap items & their prompt disposal	3%	437	719
Toilets	29	Adequate availability of toilet in General	4%	397	667
	30	Adequate availability of toilets in pay and use	0%	454	671
	31	Adequate availability of toilets in Waiting rooms	3%	500	696
	32	Adequate availability of toilets in Circulating area	0%	401	683
	33	Condition of toilets in General	3%	429	683
	34	Condition of toilets in pay and use	0%	470	696
	35	Condition of toilets in Waiting rooms	2%	510	696
	36	Condition of toilets in circulating area	0%	406	683
	37	Availability of water in toilets and in other places for cleaning	4%	408	618
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	509	761
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	437	736
	40	Cleanliness of concourse and circulating area	0%	445	736
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			743
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			771
	3	Adequate supervision for monitoring cleanliness			743
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			771
	5	Performance of service improvement groups (SIG) and their effectiveness			771
	6	Usage of recycled water for non potable uses			743
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			771
	8	Condition of carriage watering hydrants including their leakage			771
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			771
	10	Final disposal of waste water from the trackside drains			771
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			743
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			743
	13	Condition of Washable CC Apron over tracks at station			743

Name of Station	Division
BHUBANESWAR	KHURDA ROAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	674
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	38
Cleanliness Rank of the Station (in Category)	7
Cleanliness Rank of the Station (in Footfall Class)	13
Cleanliness Rank of the Station (in Zone)	1
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	785
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	646
Infrastructure Adequacy Level	Level 2
Process Compliance Score	740
Process Compliance Level	Level 2

Passenger Cleanliness Score



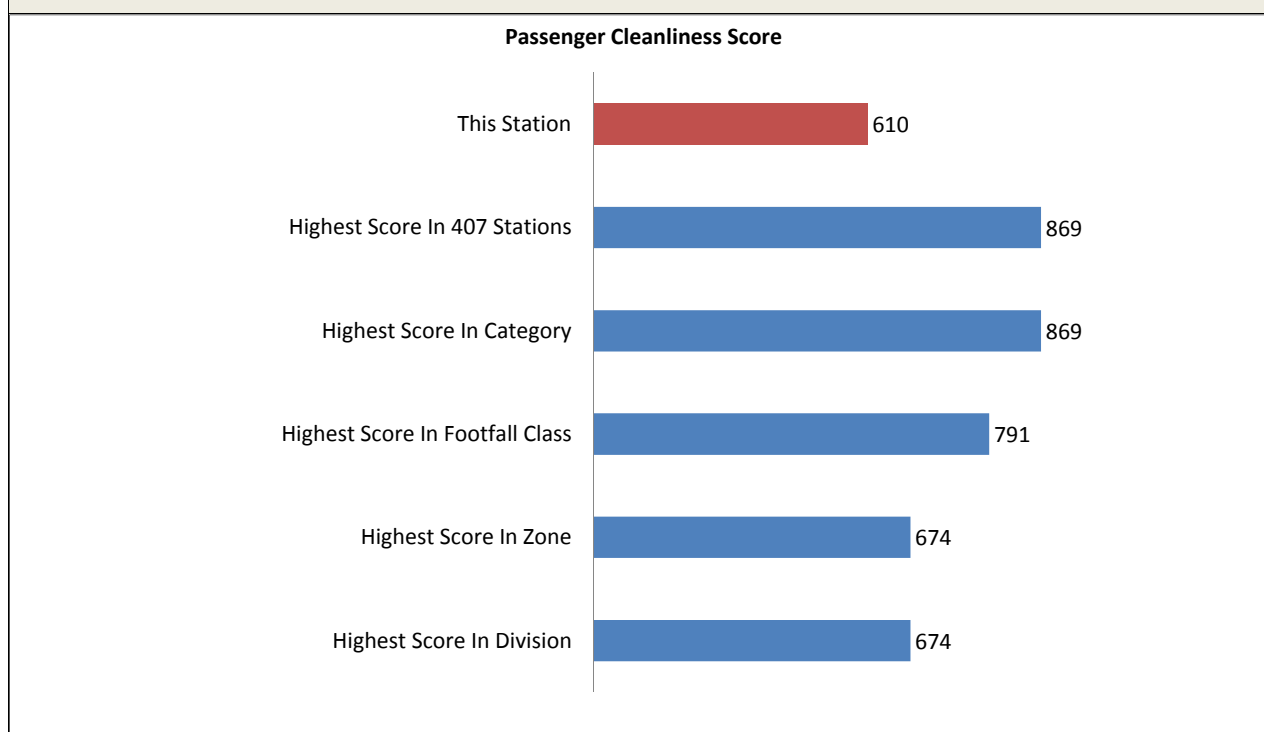
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	92
Observed the enforcement of anti-littering rules	56
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	80
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECoR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	680	823
	2	Condition of flooring surface at waiting rooms	1%	668	810
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	683	672
	4	Condition of water booths and water coolers	2%	676	746
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	671	794
	6	Condition of vending stalls including arrangements for waste disposal	2%	681	789
	7	Proper dressing of Electric cables	2%	677	712
	8	Proper dressing of Telecom cables	2%	671	701
	9	Absence of stench in the station premises	12%	667	754
	10	Control of pest and rodent	2%	674	694
	11	Control of flies and mosquitoes	3%	664	734
	12	Stagnation of water in movement areas and non-movement areas	2%	669	734
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	677	727
	14	Cleanliness and hygiene around vending stalls	3%	678	692
	15	Cleanliness of platform areas	5%	667	798
	16	Cleanliness of advertisement hoardings/signages	3%	673	754
	17	Cleanliness of tracks between platforms	1%	667	763
	18	Cleanliness of foot over bridges	1%	663	780
	19	Cleanliness of track area up to home signal beyond platform	1%	669	741
	20	Functioning of cross and longitudinal waste water drains	2%	670	780
Waste Management	21	Adequate availability of dustbins	10%	705	871
	22	Proper system for collection and disposal of solid waste from trains	0%	681	780
	23	Proper system for collection and disposal of solid waste from stations	0%	669	812
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	670	769
	25	Promptness in removal and disbursement of garbage	3%	679	761
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	668	792
	27	Presence/clearance of unwanted posters/notices	0%	659	786
	28	Storage of scrap items & their prompt disposal	3%	669	792
Toilets	29	Adequate availability of toilet in General	4%	685	752
	30	Adequate availability of toilets in pay and use	0%	672	766
	31	Adequate availability of toilets in Waiting rooms	3%	665	871
	32	Adequate availability of toilets in Circulating area	0%	662	743
	33	Condition of toilets in General	3%	656	829
	34	Condition of toilets in pay and use	0%	665	763
	35	Condition of toilets in Waiting rooms	2%	669	792
	36	Condition of toilets in circulating area	0%	654	687
	37	Availability of water in toilets and in other places for cleaning	4%	668	874
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	668	803
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	664	727
	40	Cleanliness of concourse and circulating area	0%	665	758
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			880
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			880
	3	Adequate supervision for monitoring cleanliness			840
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			240
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			720
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			640
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			680
	13	Condition of Washable CC Apron over tracks at station			680

Name of Station	Division
CUTTACK	KHURDA ROAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	610
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	89
Cleanliness Rank of the Station (in Category)	67
Cleanliness Rank of the Station (in Footfall Class)	29
Cleanliness Rank of the Station (in Zone)	2
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	792
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	719
Infrastructure Adequacy Level	Level 2
Process Compliance Score	717
Process Compliance Level	Level 2



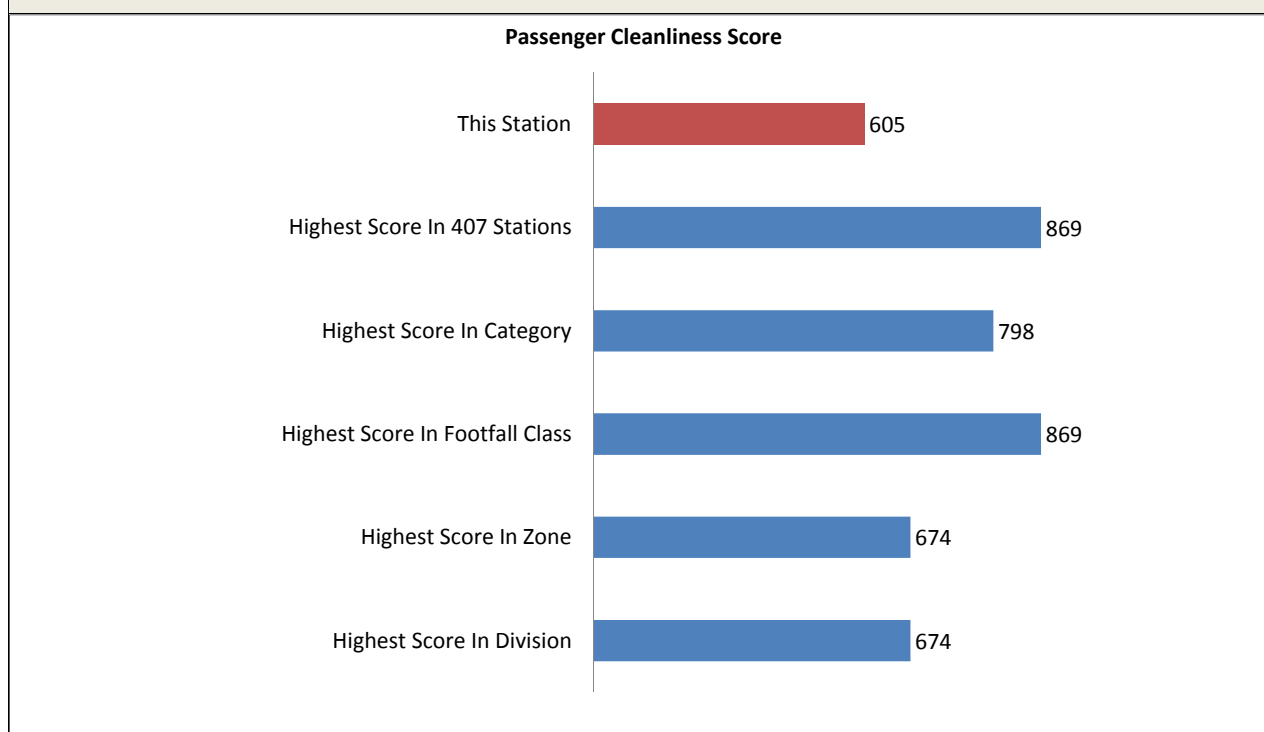
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	100
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	67
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECoR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	601	833
	2	Condition of flooring surface at waiting rooms	1%	597	733
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	603	800
	4	Condition of water booths and water coolers	2%	605	783
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	609	800
	6	Condition of vending stalls including arrangements for waste disposal	2%	607	800
	7	Proper dressing of Electric cables	2%	602	817
	8	Proper dressing of Telecom cables	2%	604	850
	9	Absence of stench in the station premises	12%	624	833
	10	Control of pest and rodent	2%	619	633
	11	Control of flies and mosquitoes	3%	615	767
	12	Stagnation of water in movement areas and non-movement areas	2%	612	683
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	608	700
	14	Cleanliness and hygiene around vending stalls	3%	603	733
	15	Cleanliness of platform areas	5%	604	767
	16	Cleanliness of advertisement hoardings/signages	3%	603	750
	17	Cleanliness of tracks between platforms	1%	607	783
	18	Cleanliness of foot over bridges	1%	608	767
	19	Cleanliness of track area up to home signal beyond platform	1%	609	700
	20	Functioning of cross and longitudinal waste water drains	2%	613	783
Waste Management	21	Adequate availability of dustbins	10%	623	917
	22	Proper system for collection and disposal of solid waste from trains	0%	605	850
	23	Proper system for collection and disposal of solid waste from stations	0%	605	783
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	608	733
	25	Promptness in removal and disbursement of garbage	3%	605	733
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	609	733
	27	Presence/clearance of unwanted posters/notices	0%	603	717
	28	Storage of scrap items & their prompt disposal	3%	601	800
Toilets	29	Adequate availability of toilet in General	4%	618	750
	30	Adequate availability of toilets in pay and use	0%	612	850
	31	Adequate availability of toilets in Waiting rooms	3%	611	850
	32	Adequate availability of toilets in Circulating area	0%	612	817
	33	Condition of toilets in General	3%	611	800
	34	Condition of toilets in pay and use	0%	605	800
	35	Condition of toilets in Waiting rooms	2%	605	783
	36	Condition of toilets in circulating area	0%	601	800
	37	Availability of water in toilets and in other places for cleaning	4%	599	783
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	598	750
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	607	783
	40	Cleanliness of concourse and circulating area	0%	605	700
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			733
	3	Adequate supervision for monitoring cleanliness			733
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			700
	5	Performance of service improvement groups (SIG) and their effectiveness			700
	6	Usage of recycled water for non potable uses			733
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			667
	10	Final disposal of waste water from the trackside drains			633
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			733
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			733
	13	Condition of Washable CC Apron over tracks at station			767

Name of Station	Division
PURI	KHURDA ROAD
Passenger Cleanliness Score	605
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	97
Cleanliness Rank of the Station (in Category)	24
Cleanliness Rank of the Station (in Footfall Class)	44
Cleanliness Rank of the Station (in Zone)	3
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	822
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	700
Infrastructure Adequacy Level	Level 2
Process Compliance Score	783
Process Compliance Level	Level 1



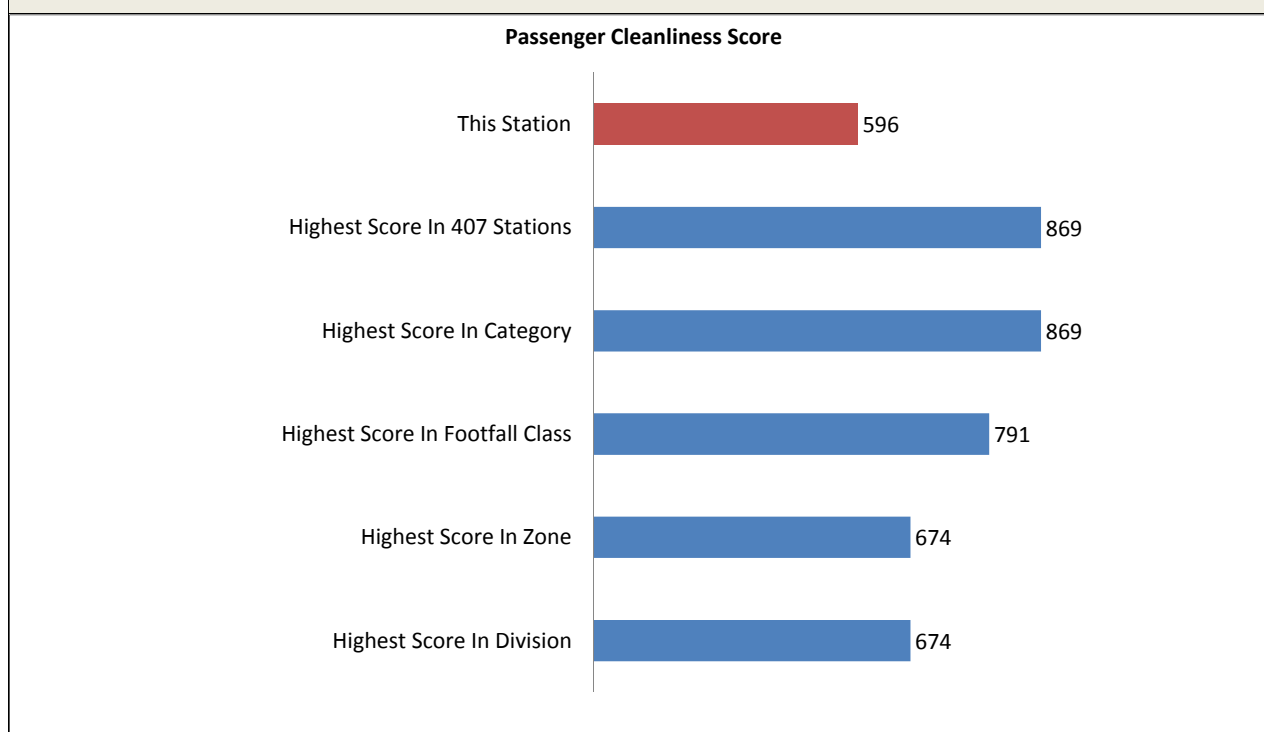
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	79
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	50

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECoR	A1		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	619	788
	2	Condition of flooring surface at waiting rooms	1%	622	863
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	600	800
	4	Condition of water booths and water coolers	2%	614	800
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	616	850
	6	Condition of vending stalls including arrangements for waste disposal	2%	615	788
	7	Proper dressing of Electric cables	2%	616	750
	8	Proper dressing of Telecom cables	2%	623	775
	9	Absence of stench in the station premises	12%	594	863
	10	Control of pest and rodent	2%	597	775
	11	Control of flies and mosquitoes	3%	569	788
	12	Stagnation of water in movement areas and non-movement areas	2%	597	750
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	609	863
	14	Cleanliness and hygiene around vending stalls	3%	610	800
	15	Cleanliness of platform areas	5%	617	838
	16	Cleanliness of advertisement hoardings/signages	3%	613	788
	17	Cleanliness of tracks between platforms	1%	605	850
	18	Cleanliness of foot over bridges	1%	590	950
	19	Cleanliness of track area up to home signal beyond platform	1%	604	838
	20	Functioning of cross and longitudinal waste water drains	2%	594	813
Waste Management	21	Adequate availability of dustbins	10%	621	863
	22	Proper system for collection and disposal of solid waste from trains	0%	602	888
	23	Proper system for collection and disposal of solid waste from stations	0%	603	813
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	598	788
	25	Promptness in removal and disbursement of garbage	3%	600	838
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	600	763
	27	Presence/clearance of unwanted posters/notices	0%	603	850
	28	Storage of scrap items & their prompt disposal	3%	606	788
Toilets	29	Adequate availability of toilet in General	4%	592	875
	30	Adequate availability of toilets in pay and use	0%	597	763
	31	Adequate availability of toilets in Waiting rooms	3%	595	850
	32	Adequate availability of toilets in Circulating area	0%	598	813
	33	Condition of toilets in General	3%	583	800
	34	Condition of toilets in pay and use	0%	600	875
	35	Condition of toilets in Waiting rooms	2%	606	850
	36	Condition of toilets in circulating area	0%	596	825
	37	Availability of water in toilets and in other places for cleaning	4%	603	775
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	613	800
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	613	850
	40	Cleanliness of concourse and circulating area	0%	605	788
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			900
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			900
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
KHURDA ROAD	KHURDA ROAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	596
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	110
Cleanliness Rank of the Station (in Category)	83
Cleanliness Rank of the Station (in Footfall Class)	33
Cleanliness Rank of the Station (in Zone)	4
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	789
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	724
Infrastructure Adequacy Level	Level 2
Process Compliance Score	756
Process Compliance Level	Level 1



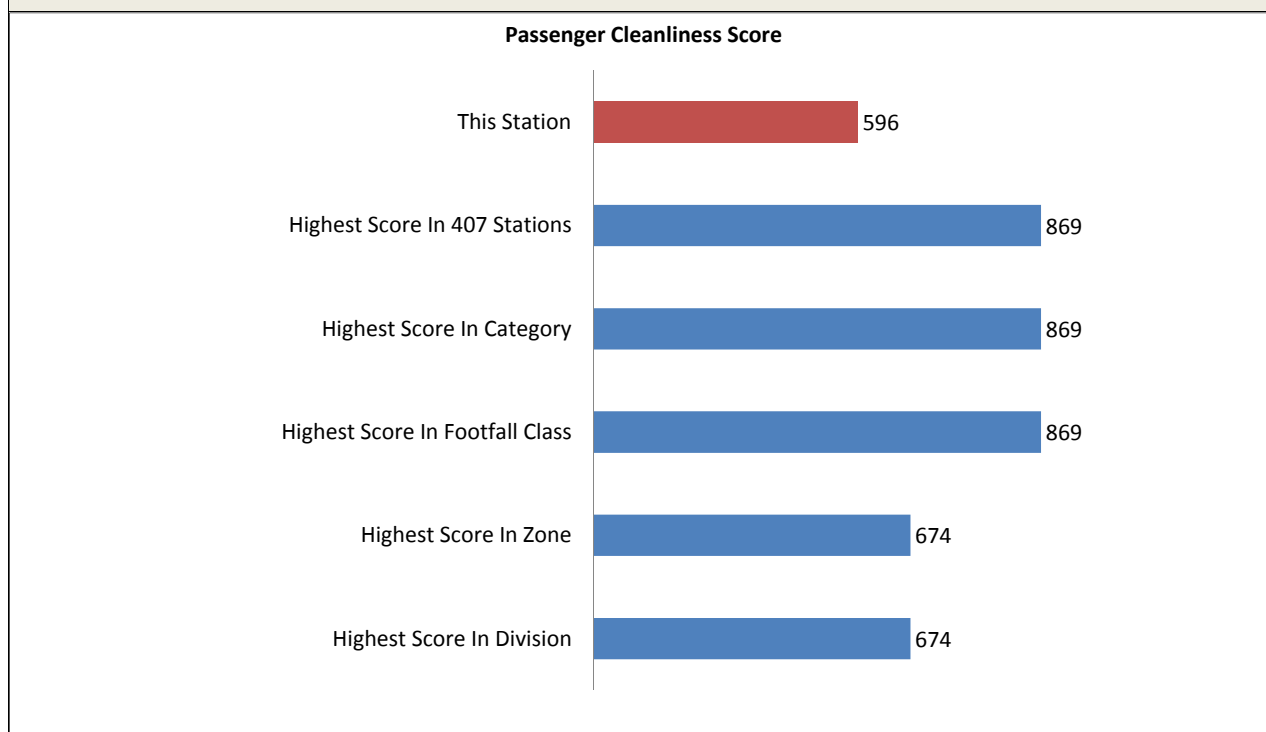
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	96
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	17
Sensitized cleaning staff about correct practices	83
Observed the use of CCTVs for monitoring cleanliness at stations	83
Availability of Washable CC Apron over tracks at station	83

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECoR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	607	863
	2	Condition of flooring surface at waiting rooms	1%	570	813
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	577	767
	4	Condition of water booths and water coolers	2%	609	825
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	598	808
	6	Condition of vending stalls including arrangements for waste disposal	2%	587	796
	7	Proper dressing of Electric cables	2%	607	796
	8	Proper dressing of Telecom cables	2%	614	771
	9	Absence of stench in the station premises	12%	628	850
	10	Control of pest and rodent	2%	504	625
	11	Control of flies and mosquitoes	3%	553	675
	12	Stagnation of water in movement areas and non-movement areas	2%	602	746
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	601	813
	14	Cleanliness and hygiene around vending stalls	3%	606	796
	15	Cleanliness of platform areas	5%	575	871
	16	Cleanliness of advertisement hoardings/signages	3%	614	746
	17	Cleanliness of tracks between platforms	1%	594	738
	18	Cleanliness of foot over bridges	1%	606	833
	19	Cleanliness of track area up to home signal beyond platform	1%	582	767
	20	Functioning of cross and longitudinal waste water drains	2%	518	733
Waste Management	21	Adequate availability of dustbins	10%	665	896
	22	Proper system for collection and disposal of solid waste from trains	0%	594	838
	23	Proper system for collection and disposal of solid waste from stations	0%	582	800
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	556	825
	25	Promptness in removal and disbursement of garbage	3%	564	800
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	600	767
	27	Presence/clearance of unwanted posters/notices	0%	582	783
	28	Storage of scrap items & their prompt disposal	3%	595	850
Toilets	29	Adequate availability of toilet in General	4%	541	479
	30	Adequate availability of toilets in pay and use	0%	599	829
	31	Adequate availability of toilets in Waiting rooms	3%	543	808
	32	Adequate availability of toilets in Circulating area	0%	594	554
	33	Condition of toilets in General	3%	562	492
	34	Condition of toilets in pay and use	0%	604	800
	35	Condition of toilets in Waiting rooms	2%	556	767
	36	Condition of toilets in circulating area	0%	605	571
	37	Availability of water in toilets and in other places for cleaning	4%	578	800
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	601	838
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	567	783
	40	Cleanliness of concourse and circulating area	0%	576	846
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			767
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			767
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			633
	8	Condition of carriage watering hydrants including their leakage			667
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			767
	10	Final disposal of waste water from the trackside drains			767
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			767
	13	Condition of Washable CC Apron over tracks at station			767

Name of Station	Division
BHADRAK	KHURDA ROAD
Passenger Cleanliness Score	596
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	113
Cleanliness Rank of the Station (in Category)	86
Cleanliness Rank of the Station (in Footfall Class)	54
Cleanliness Rank of the Station (in Zone)	5
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	782
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	726
Infrastructure Adequacy Level	Level 2
Process Compliance Score	913
Process Compliance Level	Level 1



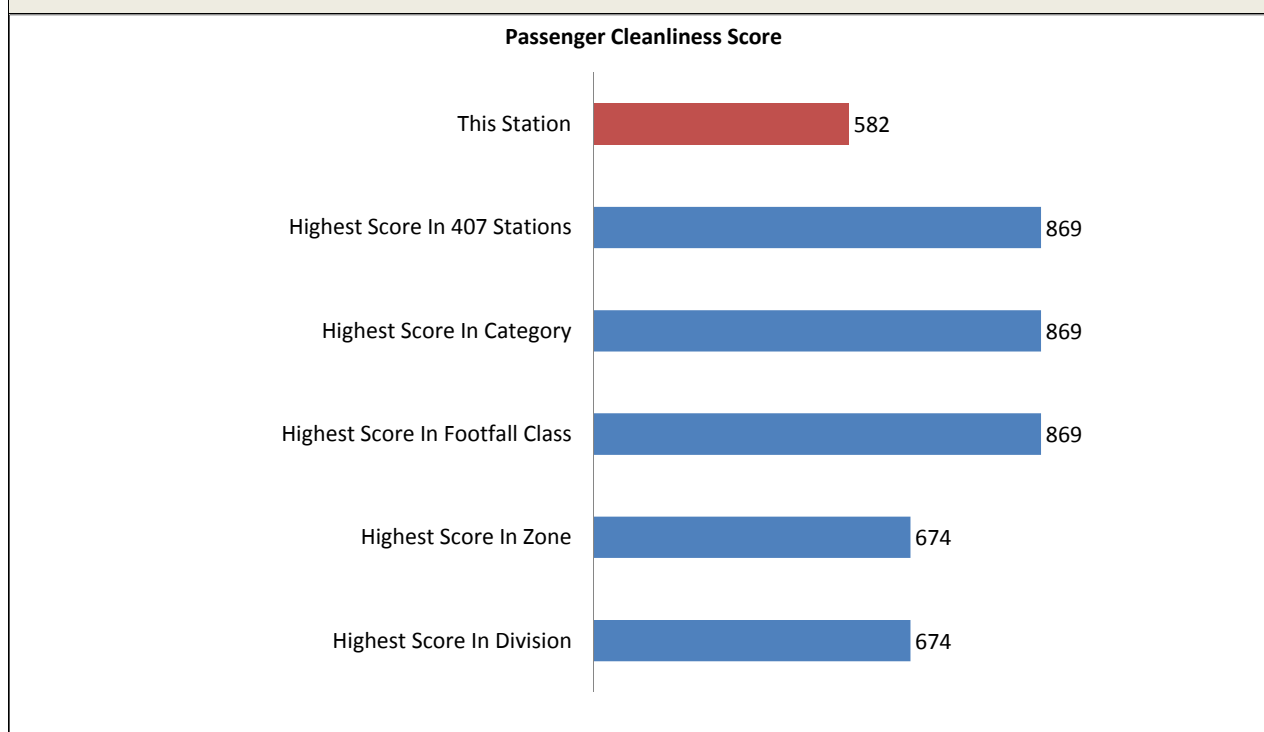
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	99
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	17
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	83
Availability of Washable CC Apron over tracks at station	17

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECoR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	598	717
	2	Condition of flooring surface at waiting rooms	1%	593	750
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	601	733
	4	Condition of water booths and water coolers	2%	605	783
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	606	717
	6	Condition of vending stalls including arrangements for waste disposal	2%	596	800
	7	Proper dressing of Electric cables	2%	610	767
	8	Proper dressing of Telecom cables	2%	606	783
	9	Absence of stench in the station premises	12%	602	850
	10	Control of pest and rodent	2%	555	733
	11	Control of flies and mosquitoes	3%	530	783
	12	Stagnation of water in movement areas and non-movement areas	2%	597	783
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	589	800
	14	Cleanliness and hygiene around vending stalls	3%	604	817
	15	Cleanliness of platform areas	5%	601	817
	16	Cleanliness of advertisement hoardings/signages	3%	599	767
	17	Cleanliness of tracks between platforms	1%	592	833
	18	Cleanliness of foot over bridges	1%	593	817
	19	Cleanliness of track area up to home signal beyond platform	1%	599	783
	20	Functioning of cross and longitudinal waste water drains	2%	558	783
Waste Management	21	Adequate availability of dustbins	10%	616	800
	22	Proper system for collection and disposal of solid waste from trains	0%	595	783
	23	Proper system for collection and disposal of solid waste from stations	0%	595	783
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	607	800
	25	Promptness in removal and disbursement of garbage	3%	593	783
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	600	800
	27	Presence/clearance of unwanted posters/notices	0%	597	750
	28	Storage of scrap items & their prompt disposal	3%	600	750
Toilets	29	Adequate availability of toilet in General	4%	592	617
	30	Adequate availability of toilets in pay and use	0%	563	717
	31	Adequate availability of toilets in Waiting rooms	3%	557	817
	32	Adequate availability of toilets in Circulating area	0%	574	650
	33	Condition of toilets in General	3%	589	717
	34	Condition of toilets in pay and use	0%	579	750
	35	Condition of toilets in Waiting rooms	2%	573	900
	36	Condition of toilets in circulating area	0%	590	717
	37	Availability of water in toilets and in other places for cleaning	4%	598	750
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	602	817
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	593	767
	40	Cleanliness of concourse and circulating area	0%	591	767
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			833
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			900
	3	Adequate supervision for monitoring cleanliness			967
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			967
	5	Performance of service improvement groups (SIG) and their effectiveness			900
	6	Usage of recycled water for non potable uses			0
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			750
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			733
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			900
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
JAJPUR-KEONJHAR ROAD	KHURDA ROAD
Passenger Cleanliness Score	582
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	135
Cleanliness Rank of the Station (in Category)	104
Cleanliness Rank of the Station (in Footfall Class)	63
Cleanliness Rank of the Station (in Zone)	7
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	707
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	664
Infrastructure Adequacy Level	Level 2
Process Compliance Score	725
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	99
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	0

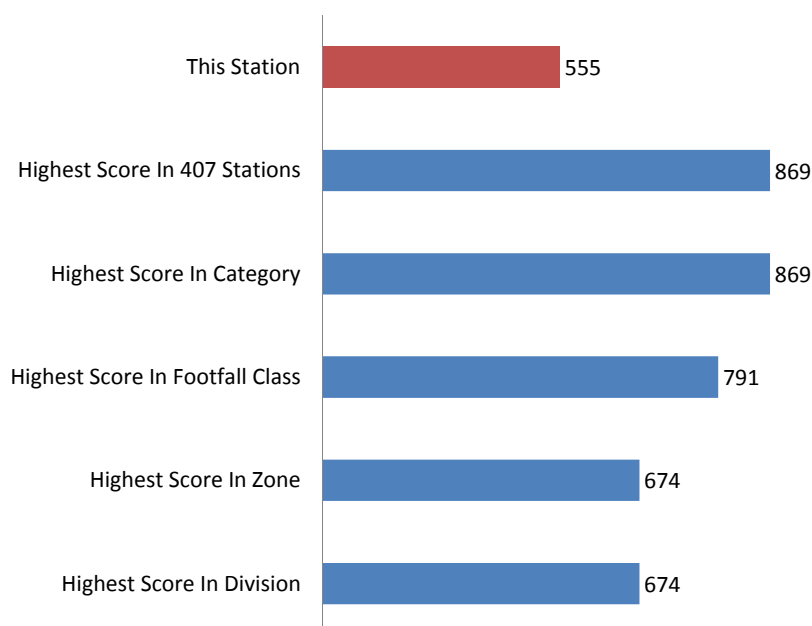
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECoR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	571	706
	2	Condition of flooring surface at waiting rooms	1%	578	728
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	580	664
	4	Condition of water booths and water coolers	2%	583	714
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	585	728
	6	Condition of vending stalls including arrangements for waste disposal	2%	584	761
	7	Proper dressing of Electric cables	2%	591	736
	8	Proper dressing of Telecom cables	2%	593	728
	9	Absence of stench in the station premises	12%	611	722
	10	Control of pest and rodent	2%	562	642
	11	Control of flies and mosquitoes	3%	536	631
	12	Stagnation of water in movement areas and non-movement areas	2%	563	653
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	565	656
	14	Cleanliness and hygiene around vending stalls	3%	570	561
	15	Cleanliness of platform areas	5%	573	681
	16	Cleanliness of advertisement hoardings/signages	3%	584	694
	17	Cleanliness of tracks between platforms	1%	562	606
	18	Cleanliness of foot over bridges	1%	577	706
	19	Cleanliness of track area up to home signal beyond platform	1%	574	594
	20	Functioning of cross and longitudinal waste water drains	2%	539	583
Waste Management	21	Adequate availability of dustbins	10%	619	867
	22	Proper system for collection and disposal of solid waste from trains	0%	568	714
	23	Proper system for collection and disposal of solid waste from stations	0%	578	678
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	563	644
	25	Promptness in removal and disbursement of garbage	3%	564	606
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	576	658
	27	Presence/clearance of unwanted posters/notices	0%	580	569
	28	Storage of scrap items & their prompt disposal	3%	585	656
Toilets	29	Adequate availability of toilet in General	4%	589	667
	30	Adequate availability of toilets in pay and use	0%	571	786
	31	Adequate availability of toilets in Waiting rooms	3%	548	722
	32	Adequate availability of toilets in Circulating area	0%	562	678
	33	Condition of toilets in General	3%	566	714
	34	Condition of toilets in pay and use	0%	564	711
	35	Condition of toilets in Waiting rooms	2%	571	714
	36	Condition of toilets in circulating area	0%	569	714
	37	Availability of water in toilets and in other places for cleaning	4%	574	761
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	577	750
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	584	656
	40	Cleanliness of concourse and circulating area	0%	574	569
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			750
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			650
	5	Performance of service improvement groups (SIG) and their effectiveness			750
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			750
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			400

Name of Station	Division
BRAHMAPUR	KHURDA ROAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	555
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	180
Cleanliness Rank of the Station (in Category)	141
Cleanliness Rank of the Station (in Footfall Class)	55
Cleanliness Rank of the Station (in Zone)	9
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	690
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	713
Infrastructure Adequacy Level	Level 2
Process Compliance Score	830
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	97
Observed the enforcement of anti-littering rules	46
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	0

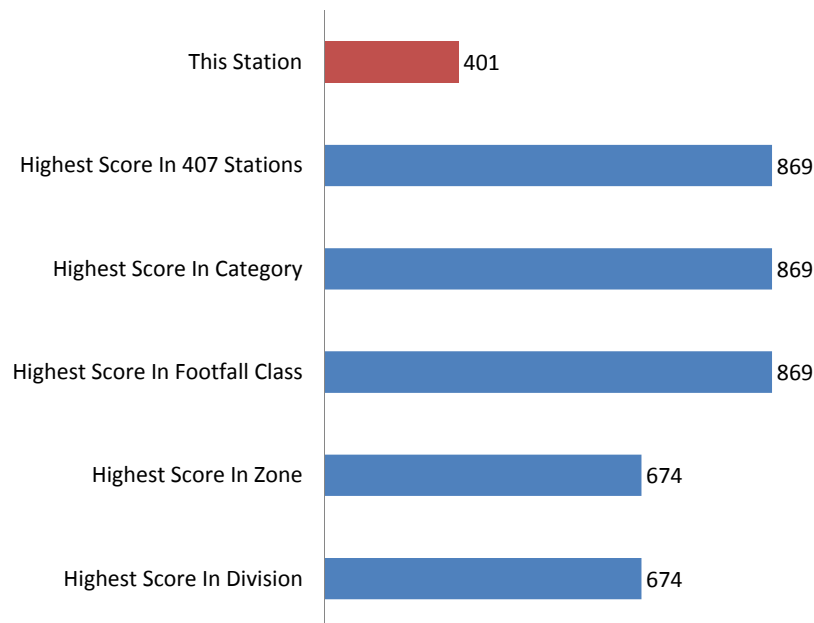
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECoR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	588	753
	2	Condition of flooring surface at waiting rooms	1%	591	760
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	578	673
	4	Condition of water booths and water coolers	2%	579	720
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	608	693
	6	Condition of vending stalls including arrangements for waste disposal	2%	571	653
	7	Proper dressing of Electric cables	2%	603	678
	8	Proper dressing of Telecom cables	2%	599	653
	9	Absence of stench in the station premises	12%	528	643
	10	Control of pest and rodent	2%	462	550
	11	Control of flies and mosquitoes	3%	485	575
	12	Stagnation of water in movement areas and non-movement areas	2%	552	680
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	592	635
	14	Cleanliness and hygiene around vending stalls	3%	587	693
	15	Cleanliness of platform areas	5%	586	740
	16	Cleanliness of advertisement hoardings/signages	3%	603	700
	17	Cleanliness of tracks between platforms	1%	559	650
	18	Cleanliness of foot over bridges	1%	606	753
	19	Cleanliness of track area up to home signal beyond platform	1%	569	673
	20	Functioning of cross and longitudinal waste water drains	2%	522	608
Waste Management	21	Adequate availability of dustbins	10%	575	760
	22	Proper system for collection and disposal of solid waste from trains	0%	551	593
	23	Proper system for collection and disposal of solid waste from stations	0%	541	733
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	545	670
	25	Promptness in removal and disbursement of garbage	3%	538	693
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	551	648
	27	Presence/clearance of unwanted posters/notices	0%	566	700
	28	Storage of scrap items & their prompt disposal	3%	593	725
Toilets	29	Adequate availability of toilet in General	4%	484	630
	30	Adequate availability of toilets in pay and use	0%	517	693
	31	Adequate availability of toilets in Waiting rooms	3%	510	765
	32	Adequate availability of toilets in Circulating area	0%	510	660
	33	Condition of toilets in General	3%	475	628
	34	Condition of toilets in pay and use	0%	545	693
	35	Condition of toilets in Waiting rooms	2%	549	735
	36	Condition of toilets in circulating area	0%	505	620
	37	Availability of water in toilets and in other places for cleaning	4%	526	720
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	601	728
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	551	733
	40	Cleanliness of concourse and circulating area	0%	560	753
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			760
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			840
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			0
	5	Performance of service improvement groups (SIG) and their effectiveness			920
	6	Usage of recycled water for non potable uses			0
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			720
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			640
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			720
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
PALASA	KHURDA ROAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	401
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	379
Cleanliness Rank of the Station (in Category)	305
Cleanliness Rank of the Station (in Footfall Class)	168
Cleanliness Rank of the Station (in Zone)	13
Cleanliness Rank of the Station (in Division)	8
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	509
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	637
Infrastructure Adequacy Level	Level 2
Process Compliance Score	629
Process Compliance Level	Level 2

Passenger Cleanliness Score



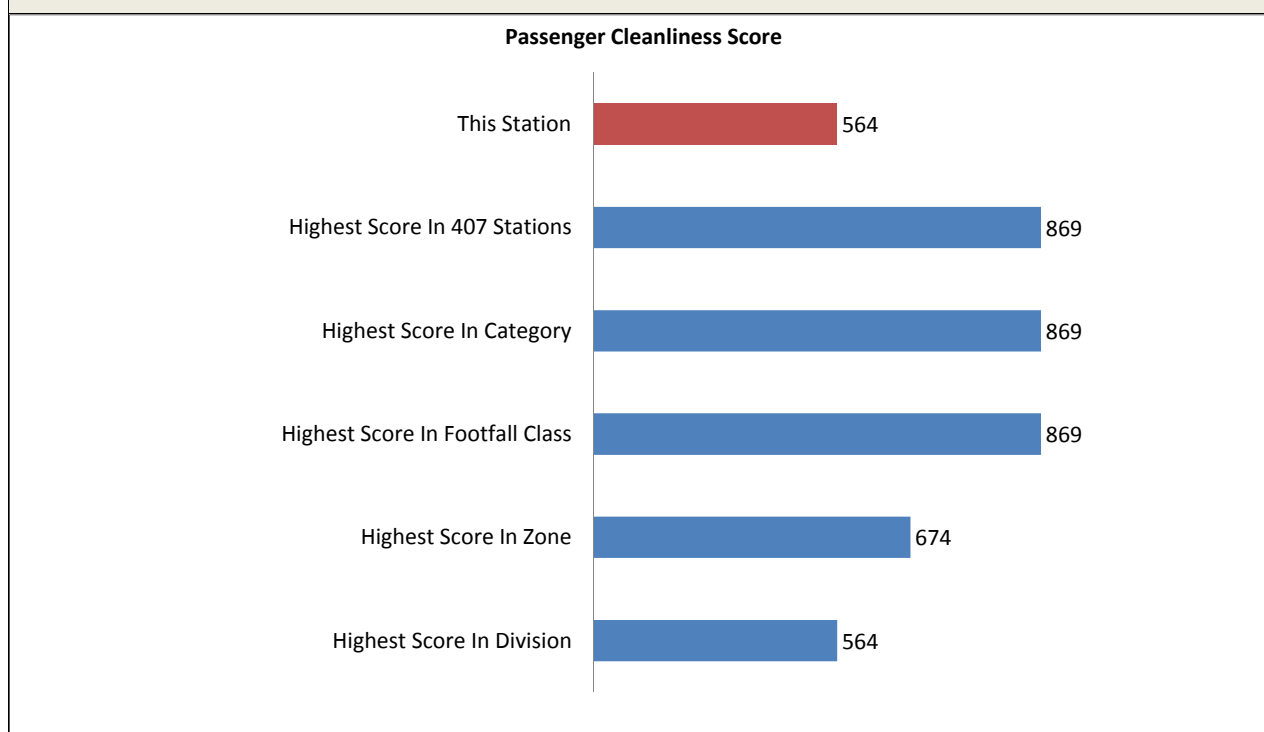
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	89
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	14
Sensitized cleaning staff about correct practices	86
Observed the use of CCTVs for monitoring cleanliness at stations	14
Availability of Washable CC Apron over tracks at station	29

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECoR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	370	486
	2	Condition of flooring surface at waiting rooms	1%	384	464
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	393	527
	4	Condition of water booths and water coolers	2%	370	464
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	409	475
	6	Condition of vending stalls including arrangements for waste disposal	2%	387	489
	7	Proper dressing of Electric cables	2%	400	464
	8	Proper dressing of Telecom cables	2%	395	514
	9	Absence of stench in the station premises	12%	437	516
	10	Control of pest and rodent	2%	395	514
	11	Control of flies and mosquitoes	3%	410	527
	12	Stagnation of water in movement areas and non-movement areas	2%	405	502
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	367	514
	14	Cleanliness and hygiene around vending stalls	3%	402	514
	15	Cleanliness of platform areas	5%	388	475
	16	Cleanliness of advertisement hoardings/signages	3%	396	489
	17	Cleanliness of tracks between platforms	1%	384	500
	18	Cleanliness of foot over bridges	1%	405	516
	19	Cleanliness of track area up to home signal beyond platform	1%	381	514
	20	Functioning of cross and longitudinal waste water drains	2%	395	500
Waste Management	21	Adequate availability of dustbins	10%	440	564
	22	Proper system for collection and disposal of solid waste from trains	0%	357	514
	23	Proper system for collection and disposal of solid waste from stations	0%	399	477
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	374	500
	25	Promptness in removal and disbursement of garbage	3%	386	539
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	376	543
	27	Presence/clearance of unwanted posters/notices	0%	385	502
	28	Storage of scrap items & their prompt disposal	3%	394	500
Toilets	29	Adequate availability of toilet in General	4%	407	529
	30	Adequate availability of toilets in pay and use	0%	414	464
	31	Adequate availability of toilets in Waiting rooms	3%	408	502
	32	Adequate availability of toilets in Circulating area	0%	415	514
	33	Condition of toilets in General	3%	376	488
	34	Condition of toilets in pay and use	0%	355	486
	35	Condition of toilets in Waiting rooms	2%	376	477
	36	Condition of toilets in circulating area	0%	409	502
	37	Availability of water in toilets and in other places for cleaning	4%	384	516
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	404	475
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	389	500
	40	Cleanliness of concourse and circulating area	0%	386	529
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			629
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			629
	3	Adequate supervision for monitoring cleanliness			629
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			629
	5	Performance of service improvement groups (SIG) and their effectiveness			629
	6	Usage of recycled water for non potable uses			629
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			629
	8	Condition of carriage watering hydrants including their leakage			629
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			629
	10	Final disposal of waste water from the trackside drains			629
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			657
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			657
	13	Condition of Washable CC Apron over tracks at station			629

Name of Station	Division
SAMBALPUR	SAMBALPUR
Passenger Cleanliness Score	564
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	167
Cleanliness Rank of the Station (in Category)	130
Cleanliness Rank of the Station (in Footfall Class)	78
Cleanliness Rank of the Station (in Zone)	8
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	655
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	743
Infrastructure Adequacy Level	Level 2
Process Compliance Score	789
Process Compliance Level	Level 1



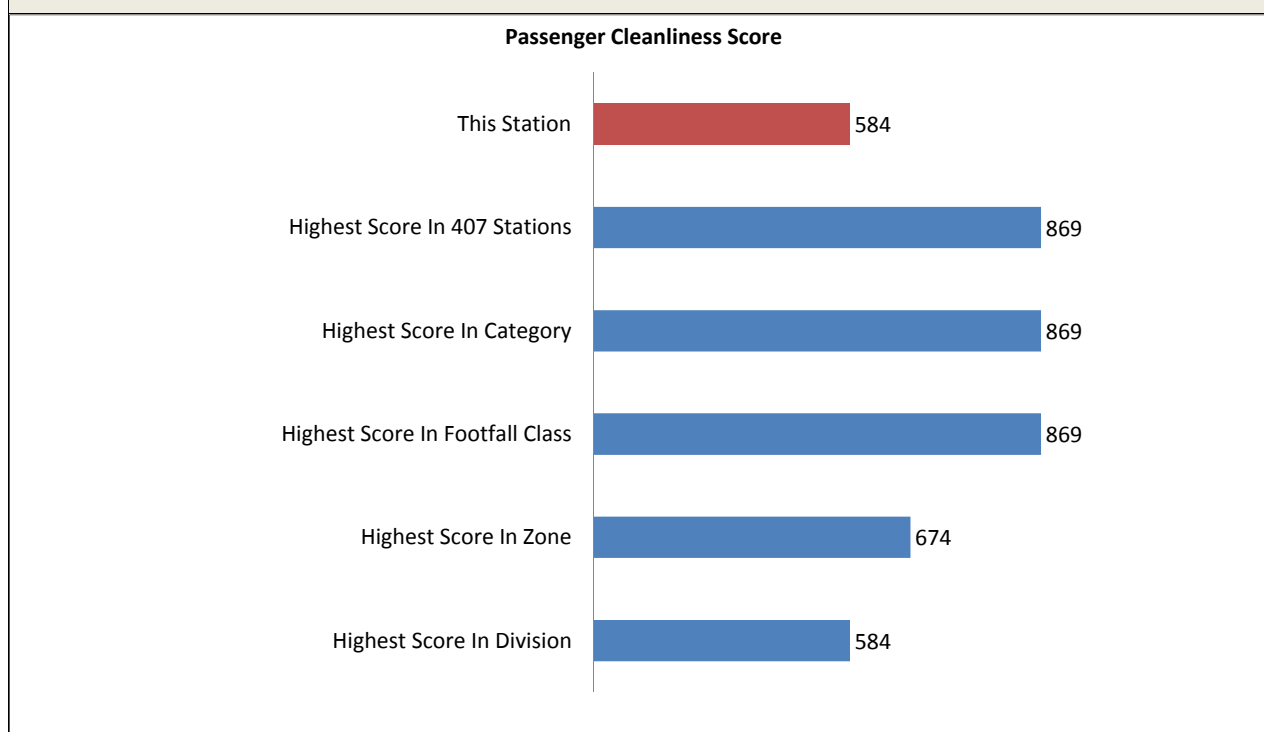
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	91
Observed the enforcement of anti-littering rules	56
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECoR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	588	633
	2	Condition of flooring surface at waiting rooms	1%	593	667
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	569	622
	4	Condition of water booths and water coolers	2%	569	667
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	573	567
	6	Condition of vending stalls including arrangements for waste disposal	2%	594	689
	7	Proper dressing of Electric cables	2%	646	622
	8	Proper dressing of Telecom cables	2%	654	667
	9	Absence of stench in the station premises	12%	563	622
	10	Control of pest and rodent	2%	491	489
	11	Control of flies and mosquitoes	3%	526	533
	12	Stagnation of water in movement areas and non-movement areas	2%	583	644
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	604	656
	14	Cleanliness and hygiene around vending stalls	3%	585	711
	15	Cleanliness of platform areas	5%	603	733
	16	Cleanliness of advertisement hoardings/signages	3%	610	700
	17	Cleanliness of tracks between platforms	1%	506	622
	18	Cleanliness of foot over bridges	1%	606	700
	19	Cleanliness of track area up to home signal beyond platform	1%	554	600
	20	Functioning of cross and longitudinal waste water drains	2%	543	678
Waste Management	21	Adequate availability of dustbins	10%	560	756
	22	Proper system for collection and disposal of solid waste from trains	0%	508	600
	23	Proper system for collection and disposal of solid waste from stations	0%	565	656
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	572	700
	25	Promptness in removal and disbursement of garbage	3%	567	667
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	574	678
	27	Presence/clearance of unwanted posters/notices	0%	589	700
	28	Storage of scrap items & their prompt disposal	3%	610	700
Toilets	29	Adequate availability of toilet in General	4%	455	611
	30	Adequate availability of toilets in pay and use	0%	514	656
	31	Adequate availability of toilets in Waiting rooms	3%	503	644
	32	Adequate availability of toilets in Circulating area	0%	463	456
	33	Condition of toilets in General	3%	467	611
	34	Condition of toilets in pay and use	0%	526	600
	35	Condition of toilets in Waiting rooms	2%	523	578
	36	Condition of toilets in circulating area	0%	476	433
	37	Availability of water in toilets and in other places for cleaning	4%	547	578
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	592	667
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	561	689
	40	Cleanliness of concourse and circulating area	0%	572	633
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			733
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			733
	8	Condition of carriage watering hydrants including their leakage			667
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			733
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			667
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
RAYAGADA	WALTAIR
Passenger Cleanliness Score	
Passenger Cleanliness Score	584
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	133
Cleanliness Rank of the Station (in Category)	102
Cleanliness Rank of the Station (in Footfall Class)	62
Cleanliness Rank of the Station (in Zone)	6
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	680
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	650
Infrastructure Adequacy Level	Level 2
Process Compliance Score	700
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	98
Observed the enforcement of anti-littering rules	65
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

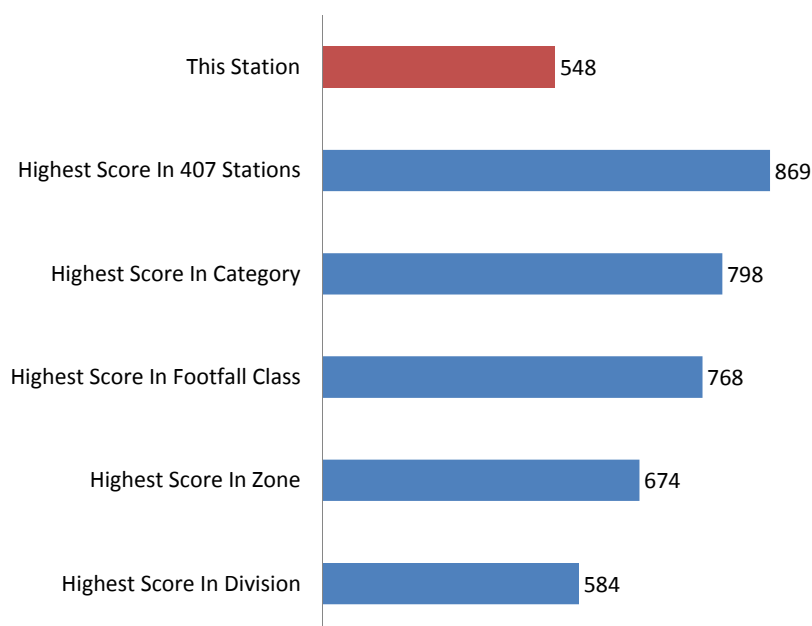
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECoR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	630	725
	2	Condition of flooring surface at waiting rooms	1%	624	713
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	584	600
	4	Condition of water booths and water coolers	2%	601	663
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	602	700
	6	Condition of vending stalls including arrangements for waste disposal	2%	592	675
	7	Proper dressing of Electric cables	2%	650	638
	8	Proper dressing of Telecom cables	2%	641	650
	9	Absence of stench in the station premises	12%	545	663
	10	Control of pest and rodent	2%	516	575
	11	Control of flies and mosquitoes	3%	530	588
	12	Stagnation of water in movement areas and non-movement areas	2%	601	700
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	614	625
	14	Cleanliness and hygiene around vending stalls	3%	610	688
	15	Cleanliness of platform areas	5%	623	738
	16	Cleanliness of advertisement hoardings/signages	3%	620	663
	17	Cleanliness of tracks between platforms	1%	581	713
	18	Cleanliness of foot over bridges	1%	616	700
	19	Cleanliness of track area up to home signal beyond platform	1%	592	625
	20	Functioning of cross and longitudinal waste water drains	2%	588	638
Waste Management	21	Adequate availability of dustbins	10%	575	700
	22	Proper system for collection and disposal of solid waste from trains	0%	569	713
	23	Proper system for collection and disposal of solid waste from stations	0%	569	650
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	598	650
	25	Promptness in removal and disbursement of garbage	3%	586	688
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	582	650
	27	Presence/clearance of unwanted posters/notices	0%	605	663
	28	Storage of scrap items & their prompt disposal	3%	614	650
Toilets	29	Adequate availability of toilet in General	4%	502	638
	30	Adequate availability of toilets in pay and use	0%	564	650
	31	Adequate availability of toilets in Waiting rooms	3%	551	763
	32	Adequate availability of toilets in Circulating area	0%	515	425
	33	Condition of toilets in General	3%	519	650
	34	Condition of toilets in pay and use	0%	573	613
	35	Condition of toilets in Waiting rooms	2%	588	713
	36	Condition of toilets in circulating area	0%	520	425
	37	Availability of water in toilets and in other places for cleaning	4%	587	738
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	625	713
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	579	725
	40	Cleanliness of concourse and circulating area	0%	612	738
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			750
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			0
	5	Performance of service improvement groups (SIG) and their effectiveness			650
	6	Usage of recycled water for non potable uses			0
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			650
	8	Condition of carriage watering hydrants including their leakage			650
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			700
	10	Final disposal of waste water from the trackside drains			650
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			550
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			650

Name of Station	Division
VISAKHAPATNAM	WALTAIR
Passenger Cleanliness Score	
Passenger Cleanliness Score	548
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	191
Cleanliness Rank of the Station (in Category)	42
Cleanliness Rank of the Station (in Footfall Class)	26
Cleanliness Rank of the Station (in Zone)	10
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	580
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	589
Infrastructure Adequacy Level	Level 3
Process Compliance Score	608
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	100
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	25
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	25
Availability of Washable CC Apron over tracks at station	100

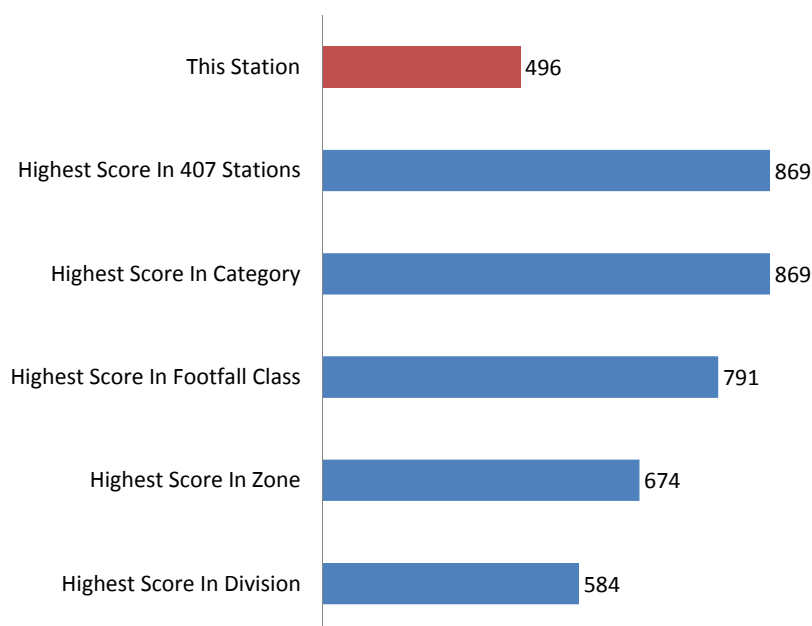
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECoR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	533	583
	2	Condition of flooring surface at waiting rooms	1%	516	563
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	524	550
	4	Condition of water booths and water coolers	2%	539	558
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	530	567
	6	Condition of vending stalls including arrangements for waste disposal	2%	524	567
	7	Proper dressing of Electric cables	2%	566	575
	8	Proper dressing of Telecom cables	2%	558	600
	9	Absence of stench in the station premises	12%	591	600
	10	Control of pest and rodent	2%	556	613
	11	Control of flies and mosquitoes	3%	578	613
	12	Stagnation of water in movement areas and non-movement areas	2%	524	583
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	524	554
	14	Cleanliness and hygiene around vending stalls	3%	550	583
	15	Cleanliness of platform areas	5%	520	571
	16	Cleanliness of advertisement hoardings/signages	3%	566	600
	17	Cleanliness of tracks between platforms	1%	523	571
	18	Cleanliness of foot over bridges	1%	539	563
	19	Cleanliness of track area up to home signal beyond platform	1%	530	567
	20	Functioning of cross and longitudinal waste water drains	2%	519	583
Waste Management	21	Adequate availability of dustbins	10%	600	588
	22	Proper system for collection and disposal of solid waste from trains	0%	533	567
	23	Proper system for collection and disposal of solid waste from stations	0%	540	613
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	495	525
	25	Promptness in removal and disbursement of garbage	3%	512	538
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	529	583
	27	Presence/clearance of unwanted posters/notices	0%	528	571
	28	Storage of scrap items & their prompt disposal	3%	560	588
Toilets	29	Adequate availability of toilet in General	4%	563	613
	30	Adequate availability of toilets in pay and use	0%	581	600
	31	Adequate availability of toilets in Waiting rooms	3%	528	613
	32	Adequate availability of toilets in Circulating area	0%	530	542
	33	Condition of toilets in General	3%	500	538
	34	Condition of toilets in pay and use	0%	517	538
	35	Condition of toilets in Waiting rooms	2%	523	521
	36	Condition of toilets in circulating area	0%	547	554
	37	Availability of water in toilets and in other places for cleaning	4%	527	579
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	531	550
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	522	583
	40	Cleanliness of concourse and circulating area	0%	510	542
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			625
	5	Performance of service improvement groups (SIG) and their effectiveness			625
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			575
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			575
	10	Final disposal of waste water from the trackside drains			550
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			575
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			625
	13	Condition of Washable CC Apron over tracks at station			625

Name of Station	Division
VIZIANAGARAM	WALTAIR
Passenger Cleanliness Score	
Passenger Cleanliness Score	496
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	280
Cleanliness Rank of the Station (in Category)	221
Cleanliness Rank of the Station (in Footfall Class)	89
Cleanliness Rank of the Station (in Zone)	11
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	647
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	674
Infrastructure Adequacy Level	Level 2
Process Compliance Score	660
Process Compliance Level	Level 2

Passenger Cleanliness Score



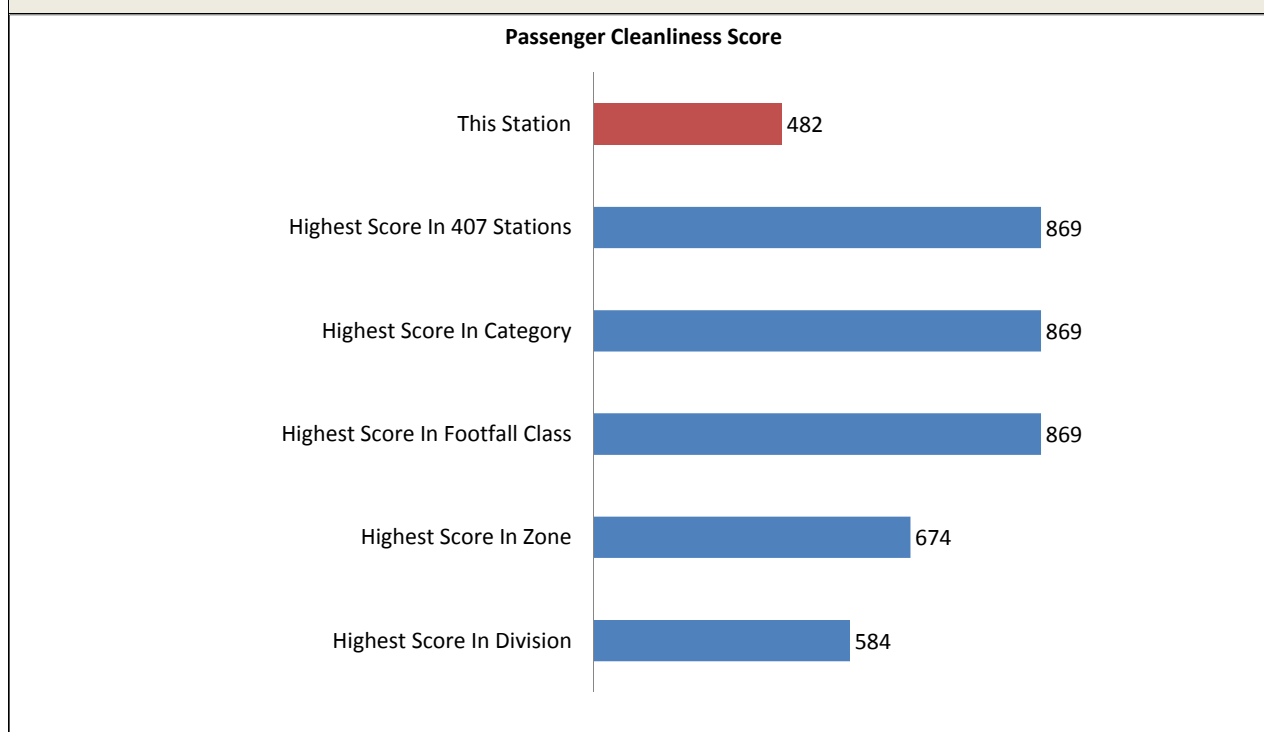
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	91
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	40
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECoR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	462	666
	2	Condition of flooring surface at waiting rooms	1%	464	640
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	491	620
	4	Condition of water booths and water coolers	2%	458	666
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	492	626
	6	Condition of vending stalls including arrangements for waste disposal	2%	494	626
	7	Proper dressing of Electric cables	2%	522	654
	8	Proper dressing of Telecom cables	2%	515	649
	9	Absence of stench in the station premises	12%	531	703
	10	Control of pest and rodent	2%	518	629
	11	Control of flies and mosquitoes	3%	463	640
	12	Stagnation of water in movement areas and non-movement areas	2%	492	631
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	457	626
	14	Cleanliness and hygiene around vending stalls	3%	495	631
	15	Cleanliness of platform areas	5%	483	586
	16	Cleanliness of advertisement hoardings/signages	3%	502	660
	17	Cleanliness of tracks between platforms	1%	452	654
	18	Cleanliness of foot over bridges	1%	493	660
	19	Cleanliness of track area up to home signal beyond platform	1%	492	620
	20	Functioning of cross and longitudinal waste water drains	2%	465	649
Waste Management	21	Adequate availability of dustbins	10%	540	689
	22	Proper system for collection and disposal of solid waste from trains	0%	466	640
	23	Proper system for collection and disposal of solid waste from stations	0%	488	606
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	480	614
	25	Promptness in removal and disbursement of garbage	3%	468	606
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	464	640
	27	Presence/clearance of unwanted posters/notices	0%	472	614
	28	Storage of scrap items & their prompt disposal	3%	515	586
Toilets	29	Adequate availability of toilet in General	4%	532	634
	30	Adequate availability of toilets in pay and use	0%	471	660
	31	Adequate availability of toilets in Waiting rooms	3%	464	634
	32	Adequate availability of toilets in Circulating area	0%	478	640
	33	Condition of toilets in General	3%	492	606
	34	Condition of toilets in pay and use	0%	459	674
	35	Condition of toilets in Waiting rooms	2%	478	654
	36	Condition of toilets in circulating area	0%	482	646
	37	Availability of water in toilets and in other places for cleaning	4%	478	640
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	498	674
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	468	620
	40	Cleanliness of concourse and circulating area	0%	466	543
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			640
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			680
	3	Adequate supervision for monitoring cleanliness			640
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			680
	5	Performance of service improvement groups (SIG) and their effectiveness			640
	6	Usage of recycled water for non potable uses			680
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			680
	8	Condition of carriage watering hydrants including their leakage			640
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			680
	10	Final disposal of waste water from the trackside drains			680
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			640
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			680
	13	Condition of Washable CC Apron over tracks at station			720

Name of Station	Division
SRIKAKULAM ROAD	WALTAIR
Passenger Cleanliness Score	
Passenger Cleanliness Score	482
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	299
Cleanliness Rank of the Station (in Category)	239
Cleanliness Rank of the Station (in Footfall Class)	136
Cleanliness Rank of the Station (in Zone)	12
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	587
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	623
Infrastructure Adequacy Level	Level 2
Process Compliance Score	613
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	89
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

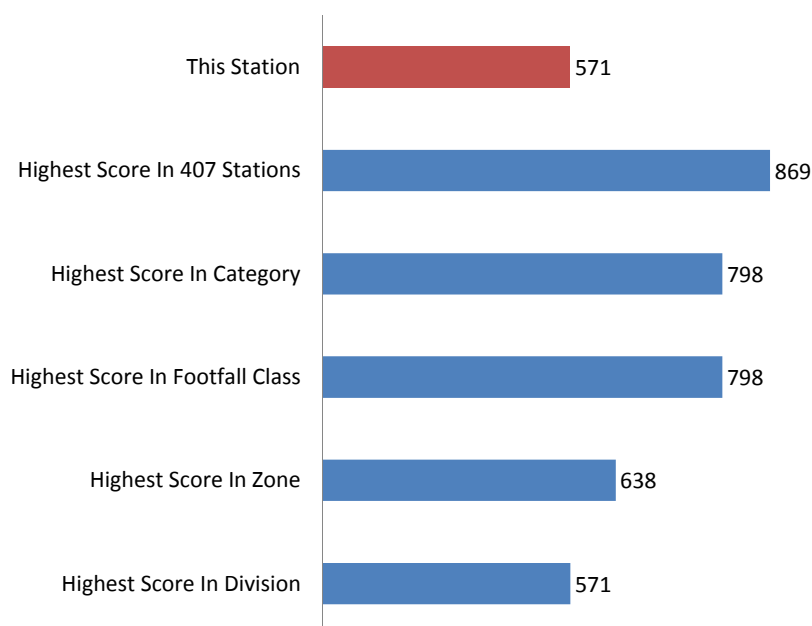
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECoR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	487	570
	2	Condition of flooring surface at waiting rooms	1%	454	570
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	454	590
	4	Condition of water booths and water coolers	2%	481	603
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	485	545
	6	Condition of vending stalls including arrangements for waste disposal	2%	462	553
	7	Proper dressing of Electric cables	2%	492	610
	8	Proper dressing of Telecom cables	2%	491	593
	9	Absence of stench in the station premises	12%	531	608
	10	Control of pest and rodent	2%	434	525
	11	Control of flies and mosquitoes	3%	491	550
	12	Stagnation of water in movement areas and non-movement areas	2%	496	538
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	496	615
	14	Cleanliness and hygiene around vending stalls	3%	489	610
	15	Cleanliness of platform areas	5%	449	648
	16	Cleanliness of advertisement hoardings/signages	3%	487	565
	17	Cleanliness of tracks between platforms	1%	487	618
	18	Cleanliness of foot over bridges	1%	480	643
	19	Cleanliness of track area up to home signal beyond platform	1%	458	590
	20	Functioning of cross and longitudinal waste water drains	2%	431	525
Waste Management	21	Adequate availability of dustbins	10%	533	588
	22	Proper system for collection and disposal of solid waste from trains	0%	498	668
	23	Proper system for collection and disposal of solid waste from stations	0%	471	598
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	445	513
	25	Promptness in removal and disbursement of garbage	3%	443	545
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	486	603
	27	Presence/clearance of unwanted posters/notices	0%	475	578
	28	Storage of scrap items & their prompt disposal	3%	491	590
Toilets	29	Adequate availability of toilet in General	4%	436	570
	30	Adequate availability of toilets in pay and use	0%	505	545
	31	Adequate availability of toilets in Waiting rooms	3%	437	578
	32	Adequate availability of toilets in Circulating area	0%	487	538
	33	Condition of toilets in General	3%	439	635
	34	Condition of toilets in pay and use	0%	495	583
	35	Condition of toilets in Waiting rooms	2%	445	578
	36	Condition of toilets in circulating area	0%	492	590
	37	Availability of water in toilets and in other places for cleaning	4%	442	610
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	492	565
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	453	583
	40	Cleanliness of concourse and circulating area	0%	460	590
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			640
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			640
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			680
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			640
	13	Condition of Washable CC Apron over tracks at station			640

Name of Station	Division
PATNA JN.	DANAPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	571
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	154
Cleanliness Rank of the Station (in Category)	37
Cleanliness Rank of the Station (in Footfall Class)	15
Cleanliness Rank of the Station (in Zone)	5
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	819
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	857
Infrastructure Adequacy Level	Level 1
Process Compliance Score	833
Process Compliance Level	Level 1

Passenger Cleanliness Score



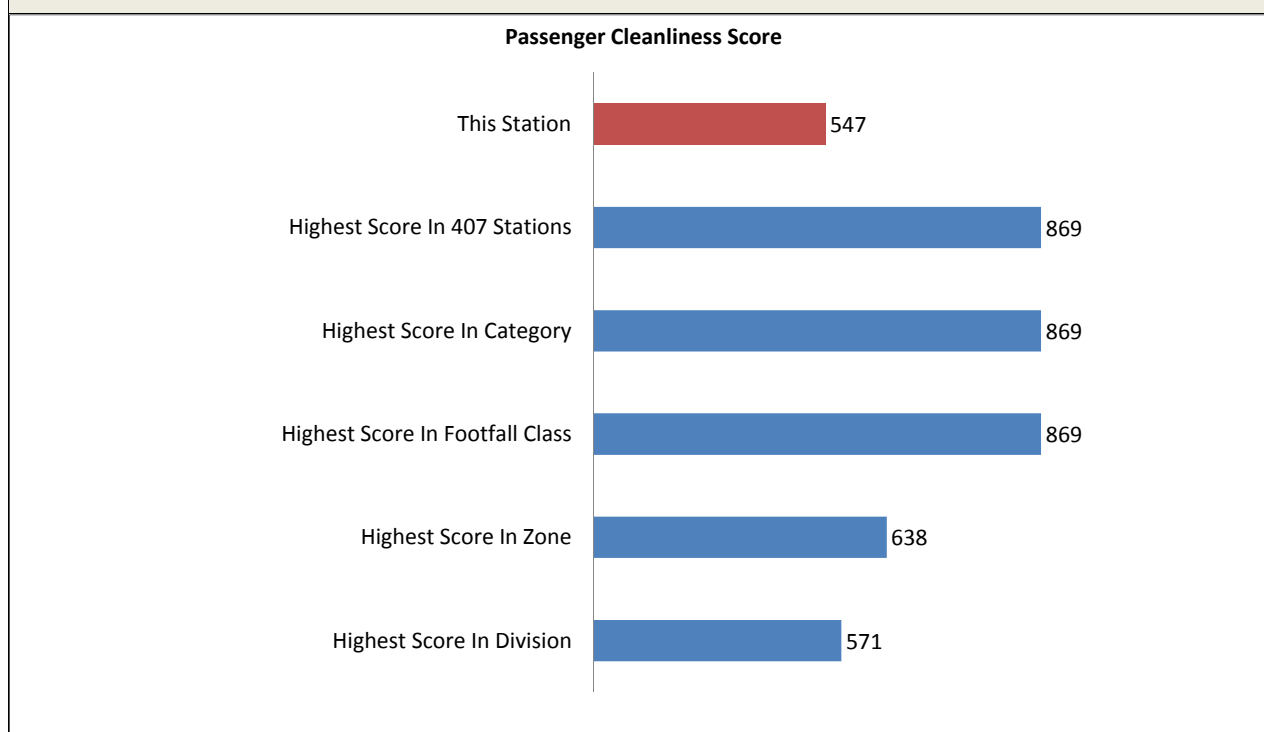
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	66
Observed the enforcement of anti-littering rules	53
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	601	722
	2	Condition of flooring surface at waiting rooms	1%	640	800
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	530	900
	4	Condition of water booths and water coolers	2%	523	800
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	584	800
	6	Condition of vending stalls including arrangements for waste disposal	2%	563	767
	7	Proper dressing of Electric cables	2%	656	886
	8	Proper dressing of Telecom cables	2%	686	786
	9	Absence of stench in the station premises	12%	589	878
	10	Control of pest and rodent	2%	567	756
	11	Control of flies and mosquitoes	3%	579	744
	12	Stagnation of water in movement areas and non-movement areas	2%	559	878
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	556	844
	14	Cleanliness and hygiene around vending stalls	3%	558	900
	15	Cleanliness of platform areas	5%	578	800
	16	Cleanliness of advertisement hoardings/signages	3%	574	900
	17	Cleanliness of tracks between platforms	1%	556	789
	18	Cleanliness of foot over bridges	1%	559	900
	19	Cleanliness of track area up to home signal beyond platform	1%	543	800
	20	Functioning of cross and longitudinal waste water drains	2%	548	800
Waste Management	21	Adequate availability of dustbins	10%	596	889
	22	Proper system for collection and disposal of solid waste from trains	0%	533	900
	23	Proper system for collection and disposal of solid waste from stations	0%	557	867
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	545	778
	25	Promptness in removal and disbursement of garbage	3%	537	767
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	529	844
	27	Presence/clearance of unwanted posters/notices	0%	551	789
	28	Storage of scrap items & their prompt disposal	3%	593	744
Toilets	29	Adequate availability of toilet in General	4%	522	833
	30	Adequate availability of toilets in pay and use	0%	556	856
	31	Adequate availability of toilets in Waiting rooms	3%	561	867
	32	Adequate availability of toilets in Circulating area	0%	496	822
	33	Condition of toilets in General	3%	497	678
	34	Condition of toilets in pay and use	0%	559	689
	35	Condition of toilets in Waiting rooms	2%	540	800
	36	Condition of toilets in circulating area	0%	509	711
	37	Availability of water in toilets and in other places for cleaning	4%	566	800
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	575	700
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	530	878
	40	Cleanliness of concourse and circulating area	0%	548	856
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			1000
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			1000
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			1000
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			1000
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			1000
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
MOKAMA	DANAPUR
Passenger Cleanliness Score	547
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	196
Cleanliness Rank of the Station (in Category)	154
Cleanliness Rank of the Station (in Footfall Class)	89
Cleanliness Rank of the Station (in Zone)	6
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	692
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	72
Observed the enforcement of anti-littering rules	50
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

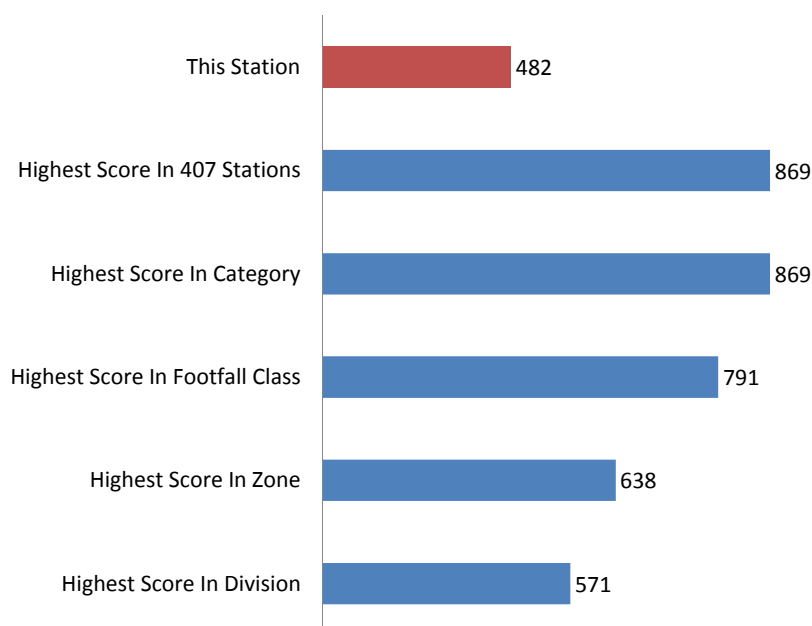
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	543	764
	2	Condition of flooring surface at waiting rooms	1%	567	655
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	533	709
	4	Condition of water booths and water coolers	2%	521	764
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	502	673
	6	Condition of vending stalls including arrangements for waste disposal	2%	536	709
	7	Proper dressing of Electric cables	2%	584	673
	8	Proper dressing of Telecom cables	2%	608	745
	9	Absence of stench in the station premises	12%	565	636
	10	Control of pest and rodent	2%	456	527
	11	Control of flies and mosquitoes	3%	539	673
	12	Stagnation of water in movement areas and non-movement areas	2%	556	709
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	561	655
	14	Cleanliness and hygiene around vending stalls	3%	581	745
	15	Cleanliness of platform areas	5%	571	636
	16	Cleanliness of advertisement hoardings/signages	3%	548	691
	17	Cleanliness of tracks between platforms	1%	558	673
	18	Cleanliness of foot over bridges	1%	552	709
	19	Cleanliness of track area up to home signal beyond platform	1%	557	636
	20	Functioning of cross and longitudinal waste water drains	2%	550	636
Waste Management	21	Adequate availability of dustbins	10%	548	709
	22	Proper system for collection and disposal of solid waste from trains	0%	521	709
	23	Proper system for collection and disposal of solid waste from stations	0%	537	618
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	559	764
	25	Promptness in removal and disbursement of garbage	3%	554	655
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	560	745
	27	Presence/clearance of unwanted posters/notices	0%	567	745
	28	Storage of scrap items & their prompt disposal	3%	577	745
Toilets	29	Adequate availability of toilet in General	4%	478	673
	30	Adequate availability of toilets in pay and use	0%	514	727
	31	Adequate availability of toilets in Waiting rooms	3%	528	691
	32	Adequate availability of toilets in Circulating area	0%	450	727
	33	Condition of toilets in General	3%	486	745
	34	Condition of toilets in pay and use	0%	487	782
	35	Condition of toilets in Waiting rooms	2%	514	727
	36	Condition of toilets in circulating area	0%	500	745
	37	Availability of water in toilets and in other places for cleaning	4%	597	745
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	533	655
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	527	655
	40	Cleanliness of concourse and circulating area	0%	567	727
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
BUXAR	DANAPUR
Passenger Cleanliness Score	482
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	300
Cleanliness Rank of the Station (in Category)	240
Cleanliness Rank of the Station (in Footfall Class)	97
Cleanliness Rank of the Station (in Zone)	14
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	557
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	529
Infrastructure Adequacy Level	Level 3
Process Compliance Score	492
Process Compliance Level	Level 4

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	60
Observed the enforcement of anti-littering rules	39
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	75
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	25

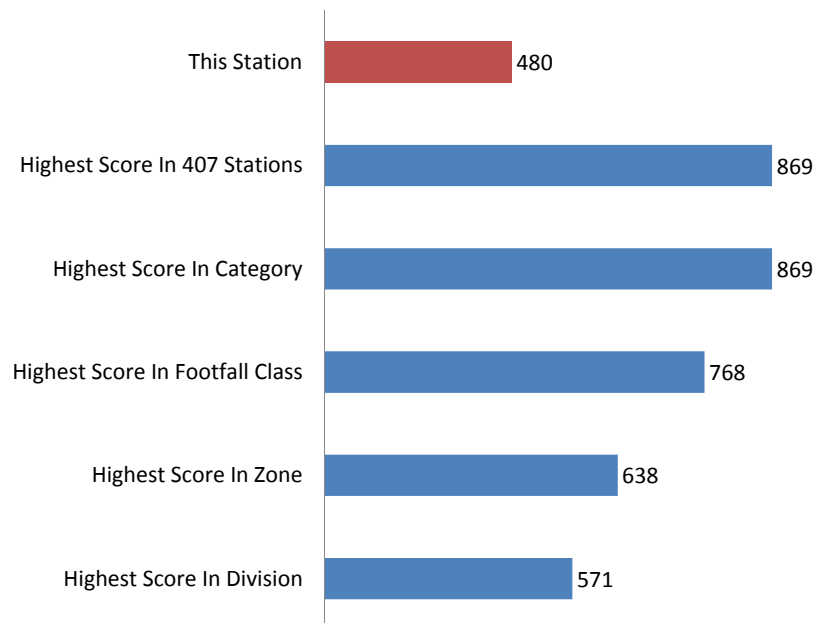
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	516	585
	2	Condition of flooring surface at waiting rooms	1%	517	515
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	465	570
	4	Condition of water booths and water coolers	2%	499	505
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	504	550
	6	Condition of vending stalls including arrangements for waste disposal	2%	480	550
	7	Proper dressing of Electric cables	2%	520	530
	8	Proper dressing of Telecom cables	2%	531	580
	9	Absence of stench in the station premises	12%	465	535
	10	Control of pest and rodent	2%	466	575
	11	Control of flies and mosquitoes	3%	463	605
	12	Stagnation of water in movement areas and non-movement areas	2%	471	550
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	466	445
	14	Cleanliness and hygiene around vending stalls	3%	501	500
	15	Cleanliness of platform areas	5%	486	455
	16	Cleanliness of advertisement hoardings/signages	3%	488	495
	17	Cleanliness of tracks between platforms	1%	456	615
	18	Cleanliness of foot over bridges	1%	464	525
	19	Cleanliness of track area up to home signal beyond platform	1%	469	525
	20	Functioning of cross and longitudinal waste water drains	2%	477	530
Waste Management	21	Adequate availability of dustbins	10%	471	660
	22	Proper system for collection and disposal of solid waste from trains	0%	457	590
	23	Proper system for collection and disposal of solid waste from stations	0%	482	595
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	459	555
	25	Promptness in removal and disbursement of garbage	3%	515	575
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	495	545
	27	Presence/clearance of unwanted posters/notices	0%	513	550
	28	Storage of scrap items & their prompt disposal	3%	474	520
Toilets	29	Adequate availability of toilet in General	4%	449	580
	30	Adequate availability of toilets in pay and use	0%	520	605
	31	Adequate availability of toilets in Waiting rooms	3%	473	640
	32	Adequate availability of toilets in Circulating area	0%	477	535
	33	Condition of toilets in General	3%	482	535
	34	Condition of toilets in pay and use	0%	502	535
	35	Condition of toilets in Waiting rooms	2%	462	565
	36	Condition of toilets in circulating area	0%	470	485
	37	Availability of water in toilets and in other places for cleaning	4%	508	635
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	491	500
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	465	575
	40	Cleanliness of concourse and circulating area	0%	469	525
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			500
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			500
	3	Adequate supervision for monitoring cleanliness			500
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			500
	5	Performance of service improvement groups (SIG) and their effectiveness			450
	6	Usage of recycled water for non potable uses			500
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			550
	8	Condition of carriage watering hydrants including their leakage			450
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			550
	10	Final disposal of waste water from the trackside drains			550
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			500
	13	Condition of Washable CC Apron over tracks at station			500

Name of Station	Division
RAJENDRA NAGAR	DANAPUR
Passenger Cleanliness Score	480
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	303
Cleanliness Rank of the Station (in Category)	243
Cleanliness Rank of the Station (in Footfall Class)	39
Cleanliness Rank of the Station (in Zone)	15
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	749
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA

Passenger Cleanliness Score



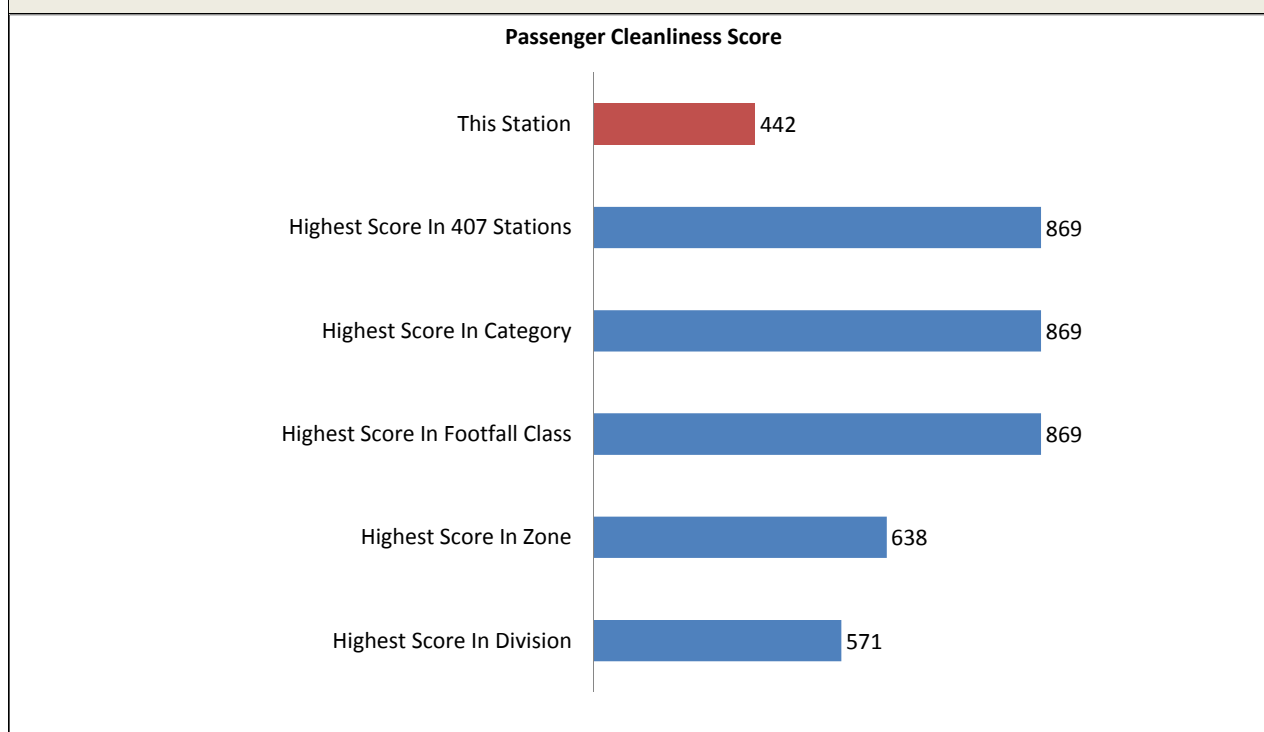
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	84
Observed the enforcement of anti-littering rules	53
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	485	722
	2	Condition of flooring surface at waiting rooms	1%	498	748
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	463	722
	4	Condition of water booths and water coolers	2%	440	722
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	490	739
	6	Condition of vending stalls including arrangements for waste disposal	2%	482	704
	7	Proper dressing of Electric cables	2%	506	704
	8	Proper dressing of Telecom cables	2%	527	687
	9	Absence of stench in the station premises	12%	513	843
	10	Control of pest and rodent	2%	464	774
	11	Control of flies and mosquitoes	3%	475	704
	12	Stagnation of water in movement areas and non-movement areas	2%	491	817
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	476	722
	14	Cleanliness and hygiene around vending stalls	3%	509	748
	15	Cleanliness of platform areas	5%	508	730
	16	Cleanliness of advertisement hoardings/signages	3%	492	696
	17	Cleanliness of tracks between platforms	1%	483	626
	18	Cleanliness of foot over bridges	1%	490	730
	19	Cleanliness of track area up to home signal beyond platform	1%	467	704
	20	Functioning of cross and longitudinal waste water drains	2%	481	748
Waste Management	21	Adequate availability of dustbins	10%	489	826
	22	Proper system for collection and disposal of solid waste from trains	0%	474	730
	23	Proper system for collection and disposal of solid waste from stations	0%	486	652
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	493	800
	25	Promptness in removal and disbursement of garbage	3%	480	704
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	455	713
	27	Presence/clearance of unwanted posters/notices	0%	483	696
	28	Storage of scrap items & their prompt disposal	3%	458	670
Toilets	29	Adequate availability of toilet in General	4%	412	687
	30	Adequate availability of toilets in pay and use	0%	458	748
	31	Adequate availability of toilets in Waiting rooms	3%	472	748
	32	Adequate availability of toilets in Circulating area	0%	433	643
	33	Condition of toilets in General	3%	415	774
	34	Condition of toilets in pay and use	0%	456	774
	35	Condition of toilets in Waiting rooms	2%	477	783
	36	Condition of toilets in circulating area	0%	445	757
	37	Availability of water in toilets and in other places for cleaning	4%	475	765
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	457	643
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	466	730
	40	Cleanliness of concourse and circulating area	0%	472	635
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
KIUL JN.	DANAPUR
Passenger Cleanliness Score	442
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	343
Cleanliness Rank of the Station (in Category)	274
Cleanliness Rank of the Station (in Footfall Class)	157
Cleanliness Rank of the Station (in Zone)	21
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	563
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



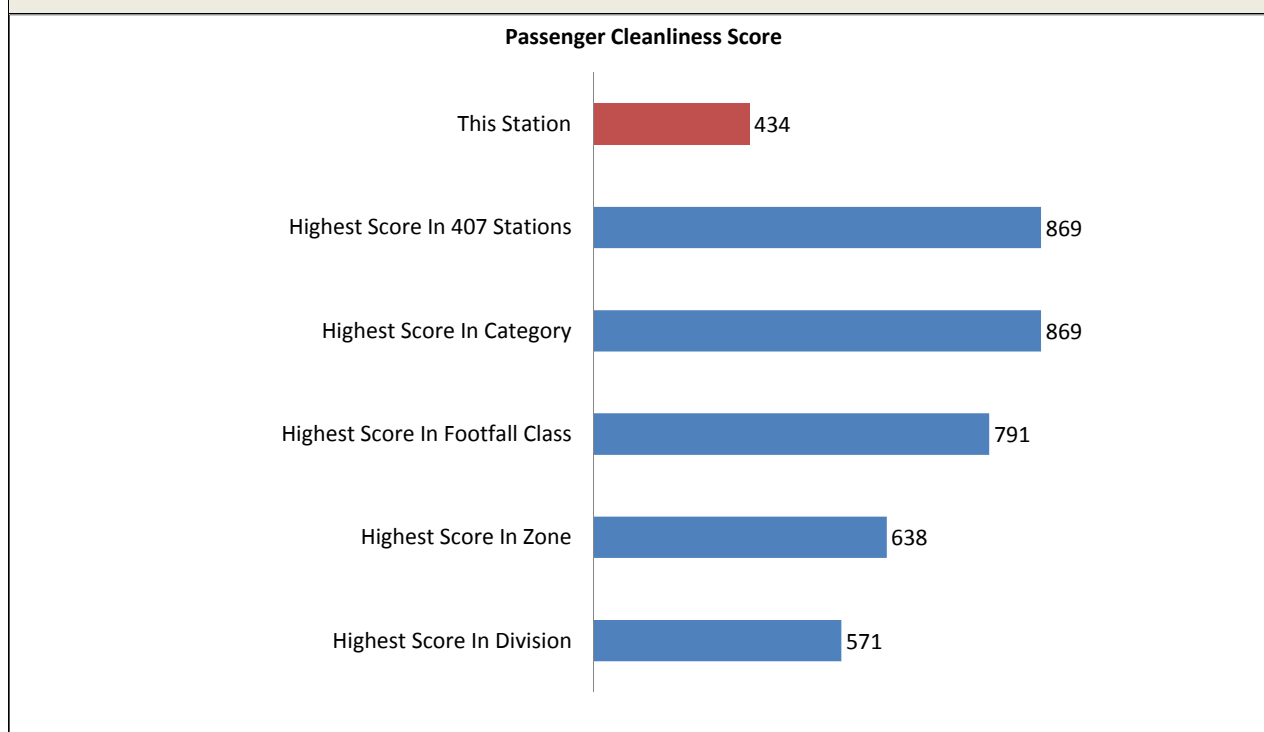
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	47
Observed the enforcement of anti-littering rules	87
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	429	533
	2	Condition of flooring surface at waiting rooms	1%	490	600
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	446	567
	4	Condition of water booths and water coolers	2%	419	500
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	410	533
	6	Condition of vending stalls including arrangements for waste disposal	2%	426	567
	7	Proper dressing of Electric cables	2%	528	633
	8	Proper dressing of Telecom cables	2%	520	556
	9	Absence of stench in the station premises	12%	437	567
	10	Control of pest and rodent	2%	449	550
	11	Control of flies and mosquitoes	3%	477	517
	12	Stagnation of water in movement areas and non-movement areas	2%	478	633
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	483	533
	14	Cleanliness and hygiene around vending stalls	3%	490	600
	15	Cleanliness of platform areas	5%	441	567
	16	Cleanliness of advertisement hoardings/signages	3%	480	583
	17	Cleanliness of tracks between platforms	1%	344	483
	18	Cleanliness of foot over bridges	1%	468	550
	19	Cleanliness of track area up to home signal beyond platform	1%	368	509
	20	Functioning of cross and longitudinal waste water drains	2%	423	583
Waste Management	21	Adequate availability of dustbins	10%	432	583
	22	Proper system for collection and disposal of solid waste from trains	0%	394	509
	23	Proper system for collection and disposal of solid waste from stations	0%	401	618
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	434	633
	25	Promptness in removal and disbursement of garbage	3%	453	633
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	394	517
	27	Presence/clearance of unwanted posters/notices	0%	446	583
	28	Storage of scrap items & their prompt disposal	3%	518	617
Toilets	29	Adequate availability of toilet in General	4%	394	467
	30	Adequate availability of toilets in pay and use	0%	434	483
	31	Adequate availability of toilets in Waiting rooms	3%	458	545
	32	Adequate availability of toilets in Circulating area	0%	361	450
	33	Condition of toilets in General	3%	393	600
	34	Condition of toilets in pay and use	0%	437	633
	35	Condition of toilets in Waiting rooms	2%	467	500
	36	Condition of toilets in circulating area	0%	378	467
	37	Availability of water in toilets and in other places for cleaning	4%	481	617
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	438	533
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	373	564
	40	Cleanliness of concourse and circulating area	0%	434	567
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
DANAPUR	DANAPUR
Passenger Cleanliness Score	434
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	350
Cleanliness Rank of the Station (in Category)	278
Cleanliness Rank of the Station (in Footfall Class)	113
Cleanliness Rank of the Station (in Zone)	22
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	521
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	556
Infrastructure Adequacy Level	Level 3
Process Compliance Score	552
Process Compliance Level	Level 3



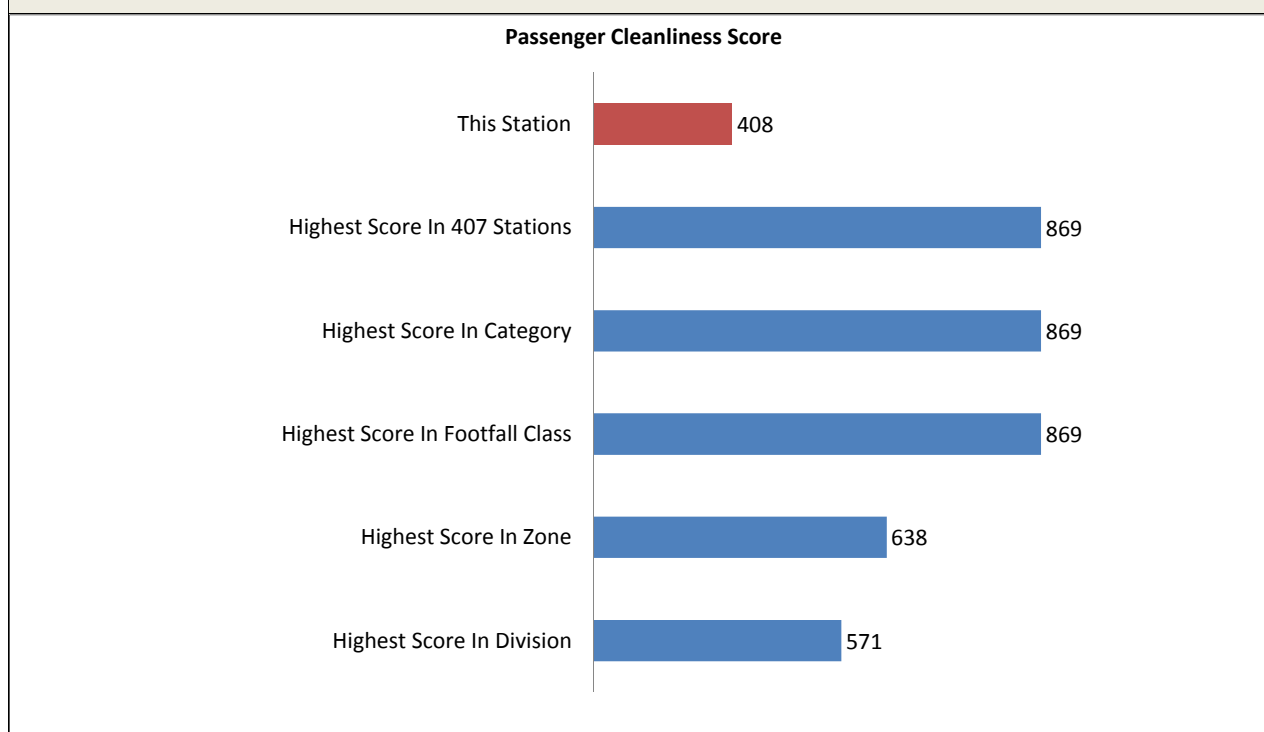
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	62
Observed the enforcement of anti-littering rules	62
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	438	544
	2	Condition of flooring surface at waiting rooms	1%	452	578
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	403	472
	4	Condition of water booths and water coolers	2%	423	489
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	396	491
	6	Condition of vending stalls including arrangements for waste disposal	2%	417	489
	7	Proper dressing of Electric cables	2%	490	611
	8	Proper dressing of Telecom cables	2%	487	522
	9	Absence of stench in the station premises	12%	446	547
	10	Control of pest and rodent	2%	408	508
	11	Control of flies and mosquitoes	3%	464	522
	12	Stagnation of water in movement areas and non-movement areas	2%	428	500
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	387	542
	14	Cleanliness and hygiene around vending stalls	3%	496	550
	15	Cleanliness of platform areas	5%	490	531
	16	Cleanliness of advertisement hoardings/signages	3%	451	533
	17	Cleanliness of tracks between platforms	1%	440	569
	18	Cleanliness of foot over bridges	1%	473	536
	19	Cleanliness of track area up to home signal beyond platform	1%	425	539
	20	Functioning of cross and longitudinal waste water drains	2%	421	500
Waste Management	21	Adequate availability of dustbins	10%	433	486
	22	Proper system for collection and disposal of solid waste from trains	0%	420	503
	23	Proper system for collection and disposal of solid waste from stations	0%	432	531
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	433	497
	25	Promptness in removal and disbursement of garbage	3%	445	572
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	414	503
	27	Presence/clearance of unwanted posters/notices	0%	447	519
	28	Storage of scrap items & their prompt disposal	3%	439	542
Toilets	29	Adequate availability of toilet in General	4%	362	436
	30	Adequate availability of toilets in pay and use	0%	396	489
	31	Adequate availability of toilets in Waiting rooms	3%	424	511
	32	Adequate availability of toilets in Circulating area	0%	385	503
	33	Condition of toilets in General	3%	384	458
	34	Condition of toilets in pay and use	0%	413	581
	35	Condition of toilets in Waiting rooms	2%	406	611
	36	Condition of toilets in circulating area	0%	397	503
	37	Availability of water in toilets and in other places for cleaning	4%	436	558
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	411	525
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	416	530
	40	Cleanliness of concourse and circulating area	0%	433	550
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			511
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			578
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			511
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			511
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			578
	8	Condition of carriage watering hydrants including their leakage			578
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			511
	10	Final disposal of waste water from the trackside drains			556
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			511
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			533
	13	Condition of Washable CC Apron over tracks at station			622

Name of Station	Division
JAMUI	DANAPUR
Passenger Cleanliness Score	408
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	374
Cleanliness Rank of the Station (in Category)	300
Cleanliness Rank of the Station (in Footfall Class)	165
Cleanliness Rank of the Station (in Zone)	25
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	374
Non-Passenger Cleanliness Level	Level 5
Infrastructure Adequacy Score	343
Infrastructure Adequacy Level	Level 5
Process Compliance Score	467
Process Compliance Level	Level 4



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	27
Observed the enforcement of anti-littering rules	69
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

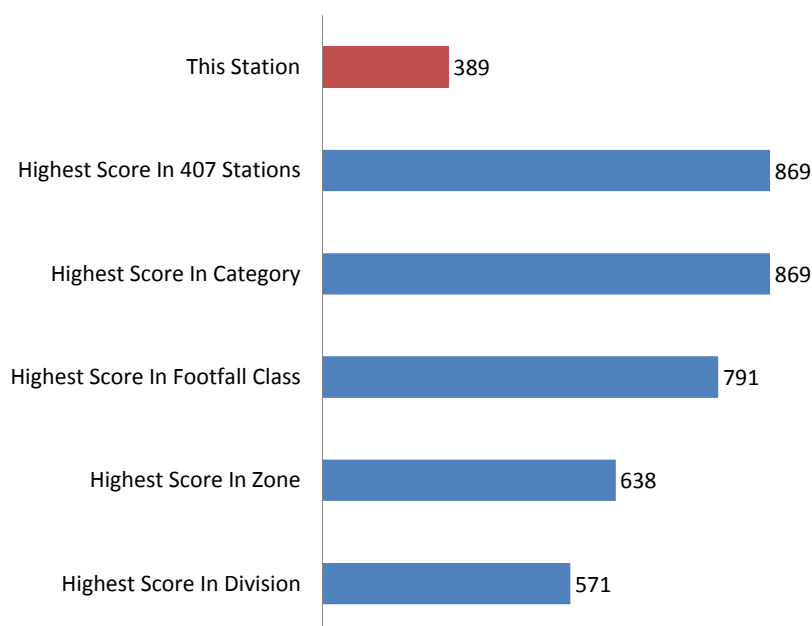
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	426	310
	2	Condition of flooring surface at waiting rooms	1%	426	330
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	455	330
	4	Condition of water booths and water coolers	2%	431	420
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	422	310
	6	Condition of vending stalls including arrangements for waste disposal	2%	447	400
	7	Proper dressing of Electric cables	2%	428	470
	8	Proper dressing of Telecom cables	2%	446	590
	9	Absence of stench in the station premises	12%	362	330
	10	Control of pest and rodent	2%	401	360
	11	Control of flies and mosquitoes	3%	415	390
	12	Stagnation of water in movement areas and non-movement areas	2%	423	450
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	450	560
	14	Cleanliness and hygiene around vending stalls	3%	441	430
	15	Cleanliness of platform areas	5%	439	310
	16	Cleanliness of advertisement hoardings/signages	3%	445	350
	17	Cleanliness of tracks between platforms	1%	439	400
	18	Cleanliness of foot over bridges	1%	426	430
	19	Cleanliness of track area up to home signal beyond platform	1%	452	225
	20	Functioning of cross and longitudinal waste water drains	2%	426	300
Waste Management	21	Adequate availability of dustbins	10%	323	350
	22	Proper system for collection and disposal of solid waste from trains	0%	433	330
	23	Proper system for collection and disposal of solid waste from stations	0%	412	380
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	434	450
	25	Promptness in removal and disbursement of garbage	3%	426	380
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	426	380
	27	Presence/clearance of unwanted posters/notices	0%	421	480
	28	Storage of scrap items & their prompt disposal	3%	434	450
Toilets	29	Adequate availability of toilet in General	4%	377	320
	30	Adequate availability of toilets in pay and use	0%	397	400
	31	Adequate availability of toilets in Waiting rooms	3%	407	270
	32	Adequate availability of toilets in Circulating area	0%	423	320
	33	Condition of toilets in General	3%	403	250
	34	Condition of toilets in pay and use	0%	412	370
	35	Condition of toilets in Waiting rooms	2%	416	320
	36	Condition of toilets in circulating area	0%	433	270
	37	Availability of water in toilets and in other places for cleaning	4%	443	540
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	431	360
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	422	490
	40	Cleanliness of concourse and circulating area	0%	427	430
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			200
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			500
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			200
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			300
	8	Condition of carriage watering hydrants including their leakage			400
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			400
	10	Final disposal of waste water from the trackside drains			200
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			300

Name of Station	Division
PATNA SAHIB JN.	DANAPUR
Passenger Cleanliness Score	389
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	382
Cleanliness Rank of the Station (in Category)	308
Cleanliness Rank of the Station (in Footfall Class)	127
Cleanliness Rank of the Station (in Zone)	28
Cleanliness Rank of the Station (in Division)	8
Non-Passenger Cleanliness Score	376
Non-Passenger Cleanliness Level	Level 5
Infrastructure Adequacy Score	404
Infrastructure Adequacy Level	Level 4
Process Compliance Score	381
Process Compliance Level	Level 5

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	36
Observed the enforcement of anti-littering rules	25
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	43
Sensitized cleaning staff about correct practices	0
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	0

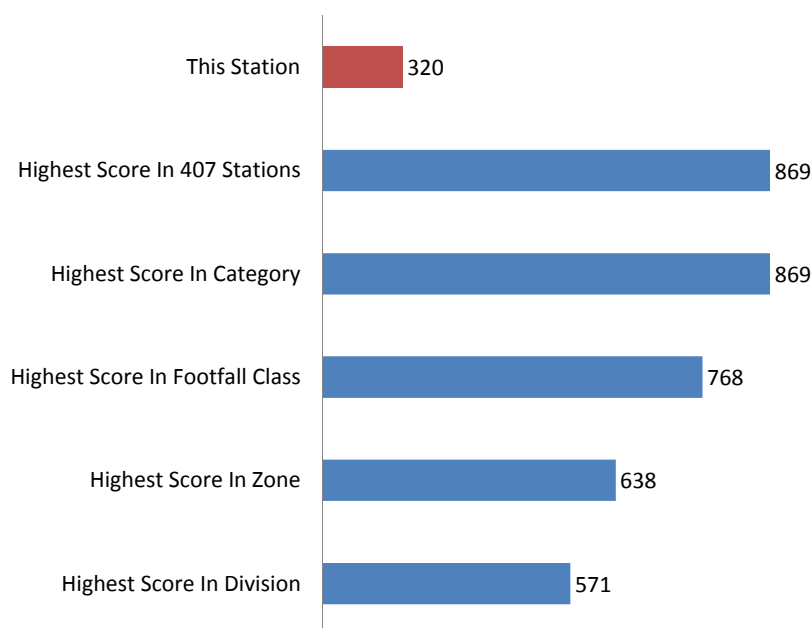
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	401	443
	2	Condition of flooring surface at waiting rooms	1%	391	383
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	374	341
	4	Condition of water booths and water coolers	2%	367	305
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	385	356
	6	Condition of vending stalls including arrangements for waste disposal	2%	399	359
	7	Proper dressing of Electric cables	2%	425	468
	8	Proper dressing of Telecom cables	2%	434	500
	9	Absence of stench in the station premises	12%	418	410
	10	Control of pest and rodent	2%	414	349
	11	Control of flies and mosquitoes	3%	402	335
	12	Stagnation of water in movement areas and non-movement areas	2%	389	392
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	416	359
	14	Cleanliness and hygiene around vending stalls	3%	411	446
	15	Cleanliness of platform areas	5%	389	310
	16	Cleanliness of advertisement hoardings/signages	3%	392	392
	17	Cleanliness of tracks between platforms	1%	353	352
	18	Cleanliness of foot over bridges	1%	403	389
	19	Cleanliness of track area up to home signal beyond platform	1%	368	335
	20	Functioning of cross and longitudinal waste water drains	2%	383	406
Waste Management	21	Adequate availability of dustbins	10%	384	348
	22	Proper system for collection and disposal of solid waste from trains	0%	378	333
	23	Proper system for collection and disposal of solid waste from stations	0%	383	376
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	394	354
	25	Promptness in removal and disbursement of garbage	3%	410	406
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	359	379
	27	Presence/clearance of unwanted posters/notices	0%	416	406
	28	Storage of scrap items & their prompt disposal	3%	368	351
Toilets	29	Adequate availability of toilet in General	4%	367	381
	30	Adequate availability of toilets in pay and use	0%	394	421
	31	Adequate availability of toilets in Waiting rooms	3%	354	405
	32	Adequate availability of toilets in Circulating area	0%	337	370
	33	Condition of toilets in General	3%	329	310
	34	Condition of toilets in pay and use	0%	374	350
	35	Condition of toilets in Waiting rooms	2%	370	411
	36	Condition of toilets in circulating area	0%	342	350
	37	Availability of water in toilets and in other places for cleaning	4%	398	322
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	389	424
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	355	322
	40	Cleanliness of concourse and circulating area	0%	406	392
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			343
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			400
	3	Adequate supervision for monitoring cleanliness			429
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			400
	5	Performance of service improvement groups (SIG) and their effectiveness			371
	6	Usage of recycled water for non potable uses			343
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			400
	8	Condition of carriage watering hydrants including their leakage			457
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			457
	10	Final disposal of waste water from the trackside drains			371
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			486
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			343
	13	Condition of Washable CC Apron over tracks at station			314

Name of Station	Division
ARA JN.	DANAPUR
Passenger Cleanliness Score	320
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	399
Cleanliness Rank of the Station (in Category)	324
Cleanliness Rank of the Station (in Footfall Class)	52
Cleanliness Rank of the Station (in Zone)	31
Cleanliness Rank of the Station (in Division)	9
Non-Passenger Cleanliness Score	393
Non-Passenger Cleanliness Level	Level 5
Infrastructure Adequacy Score	370
Infrastructure Adequacy Level	Level 5
Process Compliance Score	339
Process Compliance Level	Level 5

Passenger Cleanliness Score



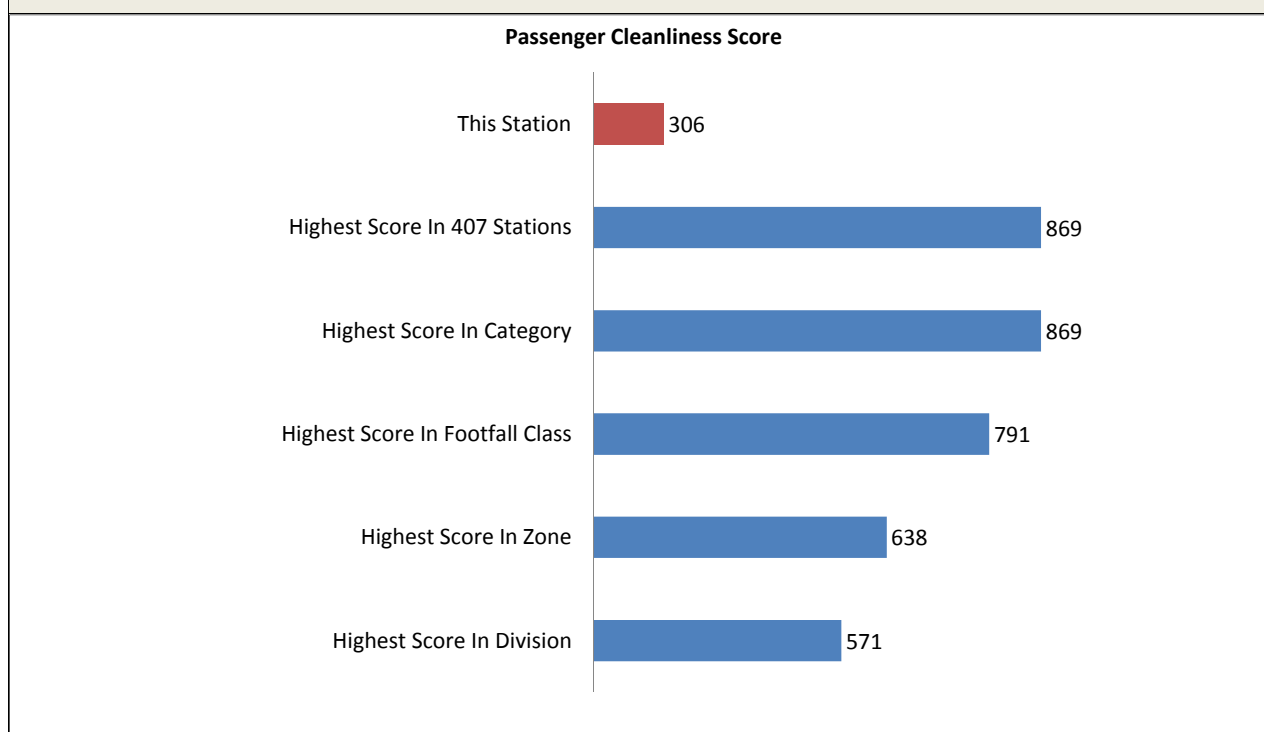
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	45
Observed the enforcement of anti-littering rules	29
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	50
Observed the use of CCTVs for monitoring cleanliness at stations	33
Availability of Washable CC Apron over tracks at station	17

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	358	417
	2	Condition of flooring surface at waiting rooms	1%	359	450
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	301	337
	4	Condition of water booths and water coolers	2%	319	450
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	303	427
	6	Condition of vending stalls including arrangements for waste disposal	2%	311	423
	7	Proper dressing of Electric cables	2%	388	567
	8	Proper dressing of Telecom cables	2%	410	533
	9	Absence of stench in the station premises	12%	302	383
	10	Control of pest and rodent	2%	303	317
	11	Control of flies and mosquitoes	3%	299	333
	12	Stagnation of water in movement areas and non-movement areas	2%	316	450
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	295	383
	14	Cleanliness and hygiene around vending stalls	3%	314	450
	15	Cleanliness of platform areas	5%	346	400
	16	Cleanliness of advertisement hoardings/signages	3%	367	450
	17	Cleanliness of tracks between platforms	1%	333	383
	18	Cleanliness of foot over bridges	1%	329	433
	19	Cleanliness of track area up to home signal beyond platform	1%	290	300
	20	Functioning of cross and longitudinal waste water drains	2%	293	300
Waste Management	21	Adequate availability of dustbins	10%	322	350
	22	Proper system for collection and disposal of solid waste from trains	0%	301	370
	23	Proper system for collection and disposal of solid waste from stations	0%	304	358
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	290	383
	25	Promptness in removal and disbursement of garbage	3%	289	317
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	289	317
	27	Presence/clearance of unwanted posters/notices	0%	337	450
	28	Storage of scrap items & their prompt disposal	3%	325	397
Toilets	29	Adequate availability of toilet in General	4%	316	333
	30	Adequate availability of toilets in pay and use	0%	320	387
	31	Adequate availability of toilets in Waiting rooms	3%	319	383
	32	Adequate availability of toilets in Circulating area	0%	299	300
	33	Condition of toilets in General	3%	306	333
	34	Condition of toilets in pay and use	0%	331	433
	35	Condition of toilets in Waiting rooms	2%	297	367
	36	Condition of toilets in circulating area	0%	287	317
	37	Availability of water in toilets and in other places for cleaning	4%	339	500
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	334	467
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	300	357
	40	Cleanliness of concourse and circulating area	0%	329	433
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			333
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			333
	3	Adequate supervision for monitoring cleanliness			333
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			333
	5	Performance of service improvement groups (SIG) and their effectiveness			333
	6	Usage of recycled water for non potable uses			367
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			333
	8	Condition of carriage watering hydrants including their leakage			360
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			400
	10	Final disposal of waste water from the trackside drains			367
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			333
	13	Condition of Washable CC Apron over tracks at station			400

Name of Station	Division
BAKHTIYARPUR JN.	DANAPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	306
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	405
Cleanliness Rank of the Station (in Category)	330
Cleanliness Rank of the Station (in Footfall Class)	132
Cleanliness Rank of the Station (in Zone)	34
Cleanliness Rank of the Station (in Division)	10
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	283
Non-Passenger Cleanliness Level	Level 5
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	229
Infrastructure Adequacy Level	Level 5
Process Compliance Score	200
Process Compliance Level	Level 5



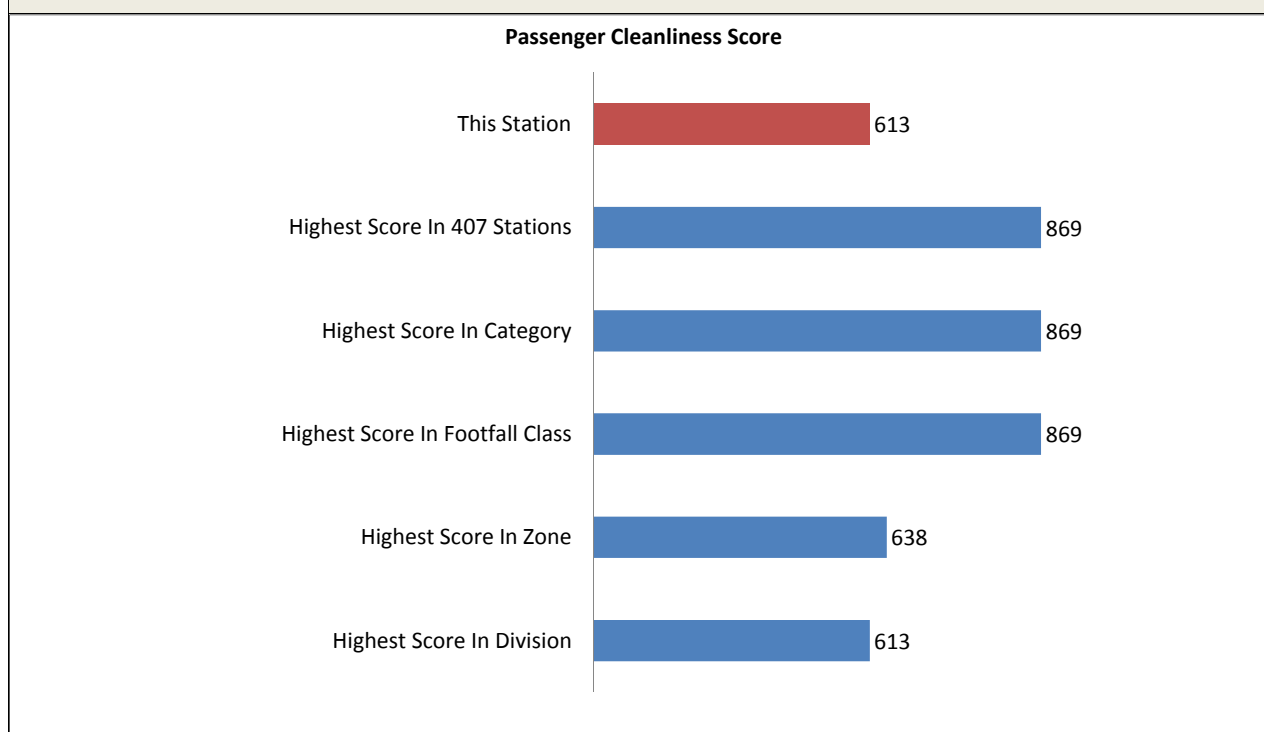
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	37
Observed the enforcement of anti-littering rules	59
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	320	355
	2	Condition of flooring surface at waiting rooms	1%	328	236
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	299	282
	4	Condition of water booths and water coolers	2%	283	255
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	285	282
	6	Condition of vending stalls including arrangements for waste disposal	2%	279	273
	7	Proper dressing of Electric cables	2%	360	300
	8	Proper dressing of Telecom cables	2%	361	282
	9	Absence of stench in the station premises	12%	311	345
	10	Control of pest and rodent	2%	311	255
	11	Control of flies and mosquitoes	3%	288	264
	12	Stagnation of water in movement areas and non-movement areas	2%	314	264
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	297	264
	14	Cleanliness and hygiene around vending stalls	3%	323	245
	15	Cleanliness of platform areas	5%	319	355
	16	Cleanliness of advertisement hoardings/signages	3%	324	245
	17	Cleanliness of tracks between platforms	1%	320	264
	18	Cleanliness of foot over bridges	1%	328	245
	19	Cleanliness of track area up to home signal beyond platform	1%	292	245
	20	Functioning of cross and longitudinal waste water drains	2%	286	345
Waste Management	21	Adequate availability of dustbins	10%	306	245
	22	Proper system for collection and disposal of solid waste from trains	0%	283	255
	23	Proper system for collection and disposal of solid waste from stations	0%	292	264
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	295	264
	25	Promptness in removal and disbursement of garbage	3%	300	255
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	283	255
	27	Presence/clearance of unwanted posters/notices	0%	317	336
	28	Storage of scrap items & their prompt disposal	3%	304	236
Toilets	29	Adequate availability of toilet in General	4%	276	245
	30	Adequate availability of toilets in pay and use	0%	315	391
	31	Adequate availability of toilets in Waiting rooms	3%	276	236
	32	Adequate availability of toilets in Circulating area	0%	260	245
	33	Condition of toilets in General	3%	282	264
	34	Condition of toilets in pay and use	0%	307	236
	35	Condition of toilets in Waiting rooms	2%	289	245
	36	Condition of toilets in circulating area	0%	286	236
	37	Availability of water in toilets and in other places for cleaning	4%	327	400
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	316	245
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	307	255
	40	Cleanliness of concourse and circulating area	0%	318	264
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			200
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			200
	3	Adequate supervision for monitoring cleanliness			200
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			200
	5	Performance of service improvement groups (SIG) and their effectiveness			200
	6	Usage of recycled water for non potable uses			200
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			200
	8	Condition of carriage watering hydrants including their leakage			200
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			400
	10	Final disposal of waste water from the trackside drains			200
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			200
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			200
	13	Condition of Washable CC Apron over tracks at station			200

Name of Station	Division
PARASHNATH	DHANBAD JN.
Passenger Cleanliness Score	613
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	84
Cleanliness Rank of the Station (in Category)	63
Cleanliness Rank of the Station (in Footfall Class)	36
Cleanliness Rank of the Station (in Zone)	2
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	631
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	706
Infrastructure Adequacy Level	Level 2
Process Compliance Score	656
Process Compliance Level	Level 2



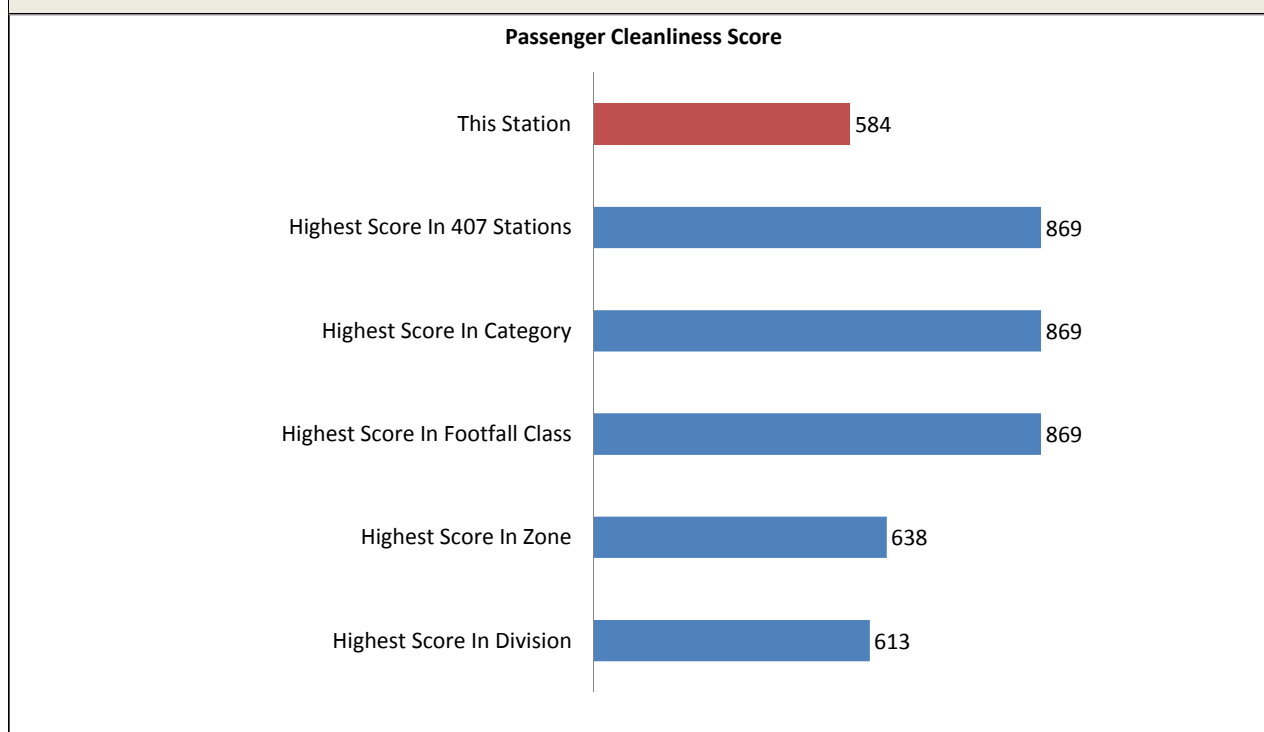
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	62
Observed the enforcement of anti-littering rules	100
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	59
Sensitized cleaning staff about correct practices	65
Observed the use of CCTVs for monitoring cleanliness at stations	21
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	618	632
	2	Condition of flooring surface at waiting rooms	1%	626	657
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	609	649
	4	Condition of water booths and water coolers	2%	603	646
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	619	609
	6	Condition of vending stalls including arrangements for waste disposal	2%	612	635
	7	Proper dressing of Electric cables	2%	671	694
	8	Proper dressing of Telecom cables	2%	626	646
	9	Absence of stench in the station premises	12%	642	668
	10	Control of pest and rodent	2%	613	659
	11	Control of flies and mosquitoes	3%	546	576
	12	Stagnation of water in movement areas and non-movement areas	2%	594	629
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	591	595
	14	Cleanliness and hygiene around vending stalls	3%	617	610
	15	Cleanliness of platform areas	5%	609	602
	16	Cleanliness of advertisement hoardings/signages	3%	628	624
	17	Cleanliness of tracks between platforms	1%	596	607
	18	Cleanliness of foot over bridges	1%	607	645
	19	Cleanliness of track area up to home signal beyond platform	1%	599	563
	20	Functioning of cross and longitudinal waste water drains	2%	550	608
Waste Management	21	Adequate availability of dustbins	10%	658	661
	22	Proper system for collection and disposal of solid waste from trains	0%	613	644
	23	Proper system for collection and disposal of solid waste from stations	0%	622	635
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	613	639
	25	Promptness in removal and disbursement of garbage	3%	604	644
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	595	556
	27	Presence/clearance of unwanted posters/notices	0%	615	587
	28	Storage of scrap items & their prompt disposal	3%	621	649
Toilets	29	Adequate availability of toilet in General	4%	551	641
	30	Adequate availability of toilets in pay and use	0%	557	605
	31	Adequate availability of toilets in Waiting rooms	3%	601	618
	32	Adequate availability of toilets in Circulating area	0%	607	672
	33	Condition of toilets in General	3%	572	593
	34	Condition of toilets in pay and use	0%	574	596
	35	Condition of toilets in Waiting rooms	2%	600	615
	36	Condition of toilets in circulating area	0%	602	613
	37	Availability of water in toilets and in other places for cleaning	4%	606	641
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	615	669
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	609	605
	40	Cleanliness of concourse and circulating area	0%	615	625
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			684
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			647
	3	Adequate supervision for monitoring cleanliness			655
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			655
	5	Performance of service improvement groups (SIG) and their effectiveness			650
	6	Usage of recycled water for non potable uses			644
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			792
	8	Condition of carriage watering hydrants including their leakage			760
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			679
	10	Final disposal of waste water from the trackside drains			731
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			689
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			671
	13	Condition of Washable CC Apron over tracks at station			624

Name of Station	Division
KODERMA	DHANBAD JN.
Passenger Cleanliness Score	584
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	130
Cleanliness Rank of the Station (in Category)	100
Cleanliness Rank of the Station (in Footfall Class)	60
Cleanliness Rank of the Station (in Zone)	3
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	749
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



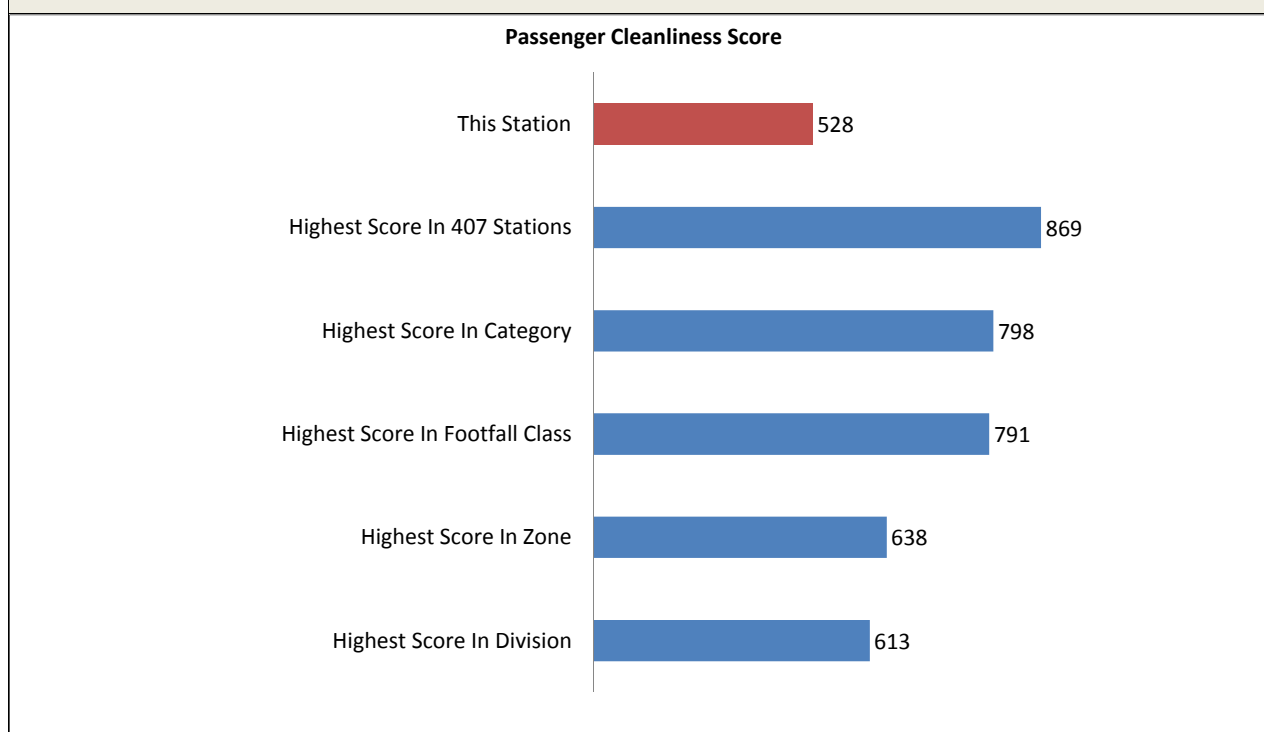
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	50
Observed the enforcement of anti-littering rules	72
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	591	709
	2	Condition of flooring surface at waiting rooms	1%	620	709
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	585	745
	4	Condition of water booths and water coolers	2%	586	709
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	576	636
	6	Condition of vending stalls including arrangements for waste disposal	2%	577	691
	7	Proper dressing of Electric cables	2%	565	782
	8	Proper dressing of Telecom cables	2%	560	727
	9	Absence of stench in the station premises	12%	629	836
	10	Control of pest and rodent	2%	595	891
	11	Control of flies and mosquitoes	3%	570	800
	12	Stagnation of water in movement areas and non-movement areas	2%	563	745
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	578	745
	14	Cleanliness and hygiene around vending stalls	3%	578	709
	15	Cleanliness of platform areas	5%	570	782
	16	Cleanliness of advertisement hoardings/signages	3%	557	660
	17	Cleanliness of tracks between platforms	1%	568	800
	18	Cleanliness of foot over bridges	1%	572	600
	19	Cleanliness of track area up to home signal beyond platform	1%	562	600
	20	Functioning of cross and longitudinal waste water drains	2%	607	836
Waste Management	21	Adequate availability of dustbins	10%	611	818
	22	Proper system for collection and disposal of solid waste from trains	0%	584	691
	23	Proper system for collection and disposal of solid waste from stations	0%	571	760
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	598	764
	25	Promptness in removal and disbursement of garbage	3%	546	709
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	569	636
	27	Presence/clearance of unwanted posters/notices	0%	553	640
	28	Storage of scrap items & their prompt disposal	3%	535	720
Toilets	29	Adequate availability of toilet in General	4%	589	836
	30	Adequate availability of toilets in pay and use	0%	591	836
	31	Adequate availability of toilets in Waiting rooms	3%	597	782
	32	Adequate availability of toilets in Circulating area	0%	523	709
	33	Condition of toilets in General	3%	535	782
	34	Condition of toilets in pay and use	0%	555	782
	35	Condition of toilets in Waiting rooms	2%	575	764
	36	Condition of toilets in circulating area	0%	529	745
	37	Availability of water in toilets and in other places for cleaning	4%	603	709
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	555	691
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	580	618
	40	Cleanliness of concourse and circulating area	0%	569	709
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
DHANBAD JN.	DHANBAD JN.
Passenger Cleanliness Score	528
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	227
Cleanliness Rank of the Station (in Category)	52
Cleanliness Rank of the Station (in Footfall Class)	74
Cleanliness Rank of the Station (in Zone)	9
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	580
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	629
Infrastructure Adequacy Level	Level 2
Process Compliance Score	578
Process Compliance Level	Level 3



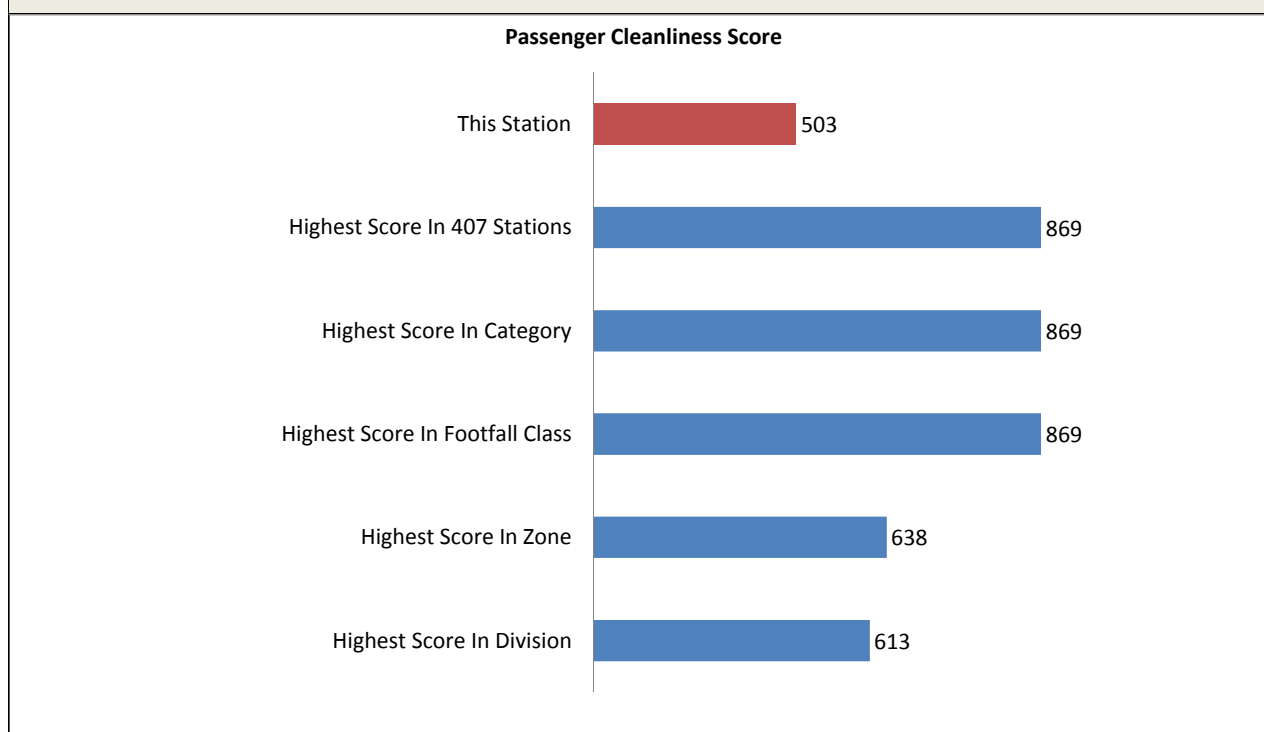
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	81
Observed the enforcement of anti-littering rules	63
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	33
Sensitized cleaning staff about correct practices	33
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	67

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	532	594
	2	Condition of flooring surface at waiting rooms	1%	567	594
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	527	608
	4	Condition of water booths and water coolers	2%	533	608
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	535	642
	6	Condition of vending stalls including arrangements for waste disposal	2%	524	575
	7	Proper dressing of Electric cables	2%	542	563
	8	Proper dressing of Telecom cables	2%	524	560
	9	Absence of stench in the station premises	12%	534	606
	10	Control of pest and rodent	2%	516	556
	11	Control of flies and mosquitoes	3%	523	535
	12	Stagnation of water in movement areas and non-movement areas	2%	535	613
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	518	619
	14	Cleanliness and hygiene around vending stalls	3%	533	600
	15	Cleanliness of platform areas	5%	529	600
	16	Cleanliness of advertisement hoardings/signages	3%	540	627
	17	Cleanliness of tracks between platforms	1%	501	556
	18	Cleanliness of foot over bridges	1%	554	646
	19	Cleanliness of track area up to home signal beyond platform	1%	520	573
	20	Functioning of cross and longitudinal waste water drains	2%	524	567
Waste Management	21	Adequate availability of dustbins	10%	558	554
	22	Proper system for collection and disposal of solid waste from trains	0%	511	567
	23	Proper system for collection and disposal of solid waste from stations	0%	525	608
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	547	586
	25	Promptness in removal and disbursement of garbage	3%	531	535
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	535	615
	27	Presence/clearance of unwanted posters/notices	0%	525	588
	28	Storage of scrap items & their prompt disposal	3%	528	608
Toilets	29	Adequate availability of toilet in General	4%	465	513
	30	Adequate availability of toilets in pay and use	0%	527	569
	31	Adequate availability of toilets in Waiting rooms	3%	522	496
	32	Adequate availability of toilets in Circulating area	0%	470	493
	33	Condition of toilets in General	3%	464	485
	34	Condition of toilets in pay and use	0%	540	608
	35	Condition of toilets in Waiting rooms	2%	529	515
	36	Condition of toilets in circulating area	0%	468	493
	37	Availability of water in toilets and in other places for cleaning	4%	530	627
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	508	583
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	516	535
	40	Cleanliness of concourse and circulating area	0%	507	523
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		467	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		600	
	3	Adequate supervision for monitoring cleanliness		667	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		600	
	5	Performance of service improvement groups (SIG) and their effectiveness		600	
	6	Usage of recycled water for non potable uses		533	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		600	
	8	Condition of carriage watering hydrants including their leakage		600	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		667	
	10	Final disposal of waste water from the trackside drains		733	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		533	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		667	
	13	Condition of Washable CC Apron over tracks at station		600	

Name of Station	Division
GOMOH JN.	DHANBAD JN.
Passenger Cleanliness Score	503
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	268
Cleanliness Rank of the Station (in Category)	212
Cleanliness Rank of the Station (in Footfall Class)	125
Cleanliness Rank of the Station (in Zone)	11
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	585
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	660
Infrastructure Adequacy Level	Level 2
Process Compliance Score	644
Process Compliance Level	Level 2



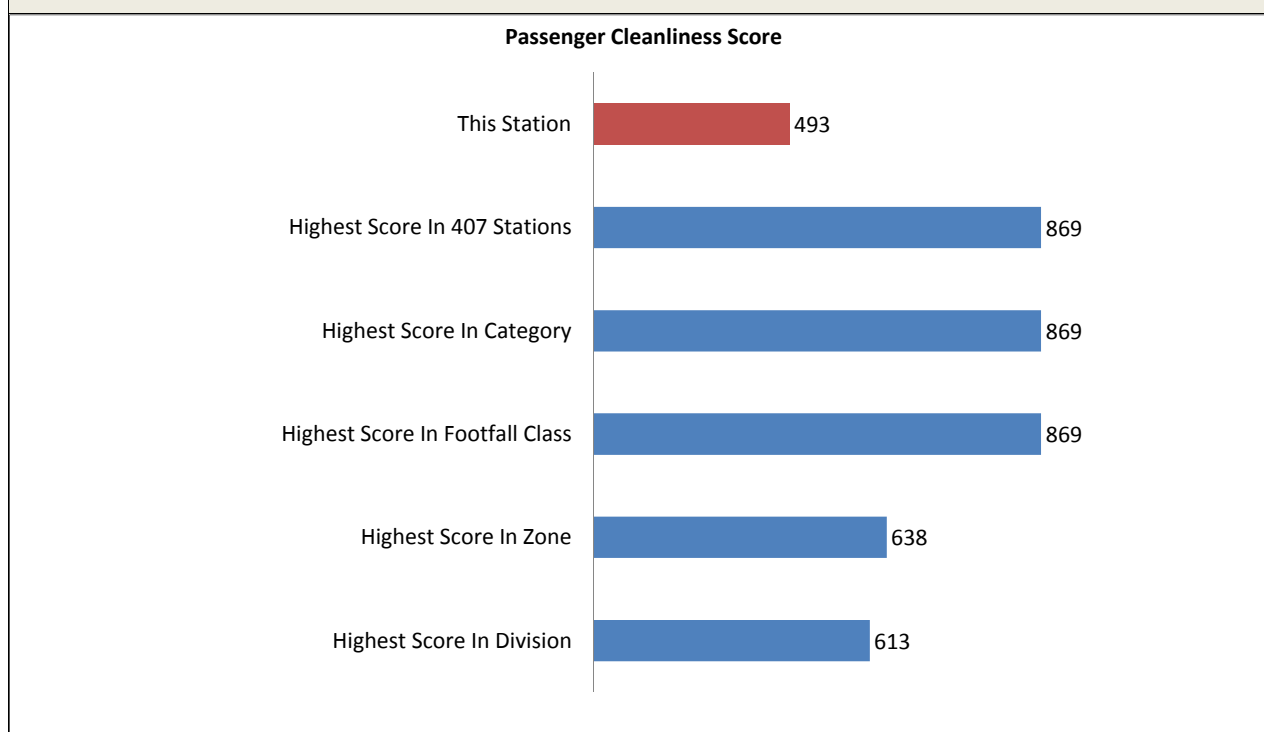
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	51
Observed the enforcement of anti-littering rules	69
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	75
Sensitized cleaning staff about correct practices	75
Observed the use of CCTVs for monitoring cleanliness at stations	17
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	508	527
	2	Condition of flooring surface at waiting rooms	1%	499	567
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	500	605
	4	Condition of water booths and water coolers	2%	481	563
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	506	538
	6	Condition of vending stalls including arrangements for waste disposal	2%	505	610
	7	Proper dressing of Electric cables	2%	529	555
	8	Proper dressing of Telecom cables	2%	521	547
	9	Absence of stench in the station premises	12%	553	663
	10	Control of pest and rodent	2%	444	507
	11	Control of flies and mosquitoes	3%	448	545
	12	Stagnation of water in movement areas and non-movement areas	2%	491	610
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	474	610
	14	Cleanliness and hygiene around vending stalls	3%	507	573
	15	Cleanliness of platform areas	5%	495	583
	16	Cleanliness of advertisement hoardings/signages	3%	531	602
	17	Cleanliness of tracks between platforms	1%	490	565
	18	Cleanliness of foot over bridges	1%	504	592
	19	Cleanliness of track area up to home signal beyond platform	1%	491	563
	20	Functioning of cross and longitudinal waste water drains	2%	470	555
Waste Management	21	Adequate availability of dustbins	10%	560	683
	22	Proper system for collection and disposal of solid waste from trains	0%	498	553
	23	Proper system for collection and disposal of solid waste from stations	0%	501	560
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	490	532
	25	Promptness in removal and disbursement of garbage	3%	473	547
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	493	567
	27	Presence/clearance of unwanted posters/notices	0%	509	592
	28	Storage of scrap items & their prompt disposal	3%	510	573
Toilets	29	Adequate availability of toilet in General	4%	421	490
	30	Adequate availability of toilets in pay and use	0%	450	567
	31	Adequate availability of toilets in Waiting rooms	3%	463	575
	32	Adequate availability of toilets in Circulating area	0%	454	580
	33	Condition of toilets in General	3%	450	563
	34	Condition of toilets in pay and use	0%	468	563
	35	Condition of toilets in Waiting rooms	2%	476	610
	36	Condition of toilets in circulating area	0%	464	575
	37	Availability of water in toilets and in other places for cleaning	4%	479	535
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	505	572
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	515	555
	40	Cleanliness of concourse and circulating area	0%	495	628
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			667
	3	Adequate supervision for monitoring cleanliness			667
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			667
	5	Performance of service improvement groups (SIG) and their effectiveness			583
	6	Usage of recycled water for non potable uses			583
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			783
	8	Condition of carriage watering hydrants including their leakage			733
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			633
	10	Final disposal of waste water from the trackside drains			667
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			633
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			567
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
DALTONGANJ	DHANBAD JN.
Passenger Cleanliness Score	493
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	285
Cleanliness Rank of the Station (in Category)	226
Cleanliness Rank of the Station (in Footfall Class)	130
Cleanliness Rank of the Station (in Zone)	13
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	465
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	400
Infrastructure Adequacy Level	Level 4
Process Compliance Score	442
Process Compliance Level	Level 4



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	38
Observed the enforcement of anti-littering rules	80
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	25

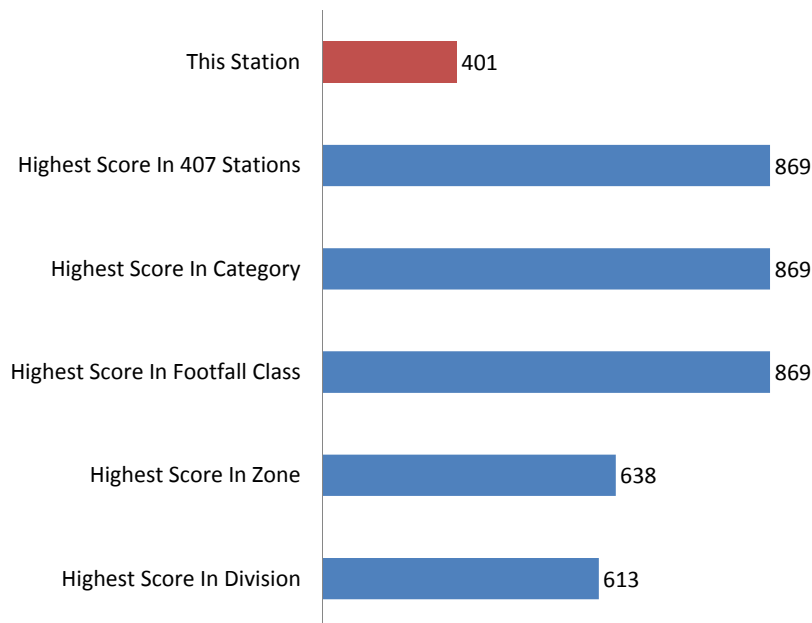
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	504	475
	2	Condition of flooring surface at waiting rooms	1%	494	525
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	481	492
	4	Condition of water booths and water coolers	2%	480	458
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	501	442
	6	Condition of vending stalls including arrangements for waste disposal	2%	505	458
	7	Proper dressing of Electric cables	2%	492	467
	8	Proper dressing of Telecom cables	2%	480	392
	9	Absence of stench in the station premises	12%	556	492
	10	Control of pest and rodent	2%	442	433
	11	Control of flies and mosquitoes	3%	427	433
	12	Stagnation of water in movement areas and non-movement areas	2%	474	408
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	478	442
	14	Cleanliness and hygiene around vending stalls	3%	499	433
	15	Cleanliness of platform areas	5%	488	483
	16	Cleanliness of advertisement hoardings/signages	3%	490	408
	17	Cleanliness of tracks between platforms	1%	493	500
	18	Cleanliness of foot over bridges	1%	499	508
	19	Cleanliness of track area up to home signal beyond platform	1%	491	425
	20	Functioning of cross and longitudinal waste water drains	2%	486	408
Waste Management	21	Adequate availability of dustbins	10%	580	583
	22	Proper system for collection and disposal of solid waste from trains	0%	479	458
	23	Proper system for collection and disposal of solid waste from stations	0%	492	500
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	467	583
	25	Promptness in removal and disbursement of garbage	3%	489	400
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	478	408
	27	Presence/clearance of unwanted posters/notices	0%	488	467
	28	Storage of scrap items & their prompt disposal	3%	487	433
Toilets	29	Adequate availability of toilet in General	4%	389	433
	30	Adequate availability of toilets in pay and use	0%	378	408
	31	Adequate availability of toilets in Waiting rooms	3%	415	383
	32	Adequate availability of toilets in Circulating area	0%	408	533
	33	Condition of toilets in General	3%	404	383
	34	Condition of toilets in pay and use	0%	428	475
	35	Condition of toilets in Waiting rooms	2%	444	442
	36	Condition of toilets in circulating area	0%	434	467
	37	Availability of water in toilets and in other places for cleaning	4%	457	400
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	492	525
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	499	533
	40	Cleanliness of concourse and circulating area	0%	496	458
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			400
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			500
	3	Adequate supervision for monitoring cleanliness			500
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			400
	5	Performance of service improvement groups (SIG) and their effectiveness			400
	6	Usage of recycled water for non potable uses			450
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			450
	8	Condition of carriage watering hydrants including their leakage			400
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			350
	10	Final disposal of waste water from the trackside drains			400
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			350
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			500
	13	Condition of Washable CC Apron over tracks at station			350

Name of Station	Division
SINGRAULI	DHANBAD JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	401
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	378
Cleanliness Rank of the Station (in Category)	304
Cleanliness Rank of the Station (in Footfall Class)	167
Cleanliness Rank of the Station (in Zone)	27
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	436
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	389
Infrastructure Adequacy Level	Level 5
Process Compliance Score	447
Process Compliance Level	Level 4

Passenger Cleanliness Score



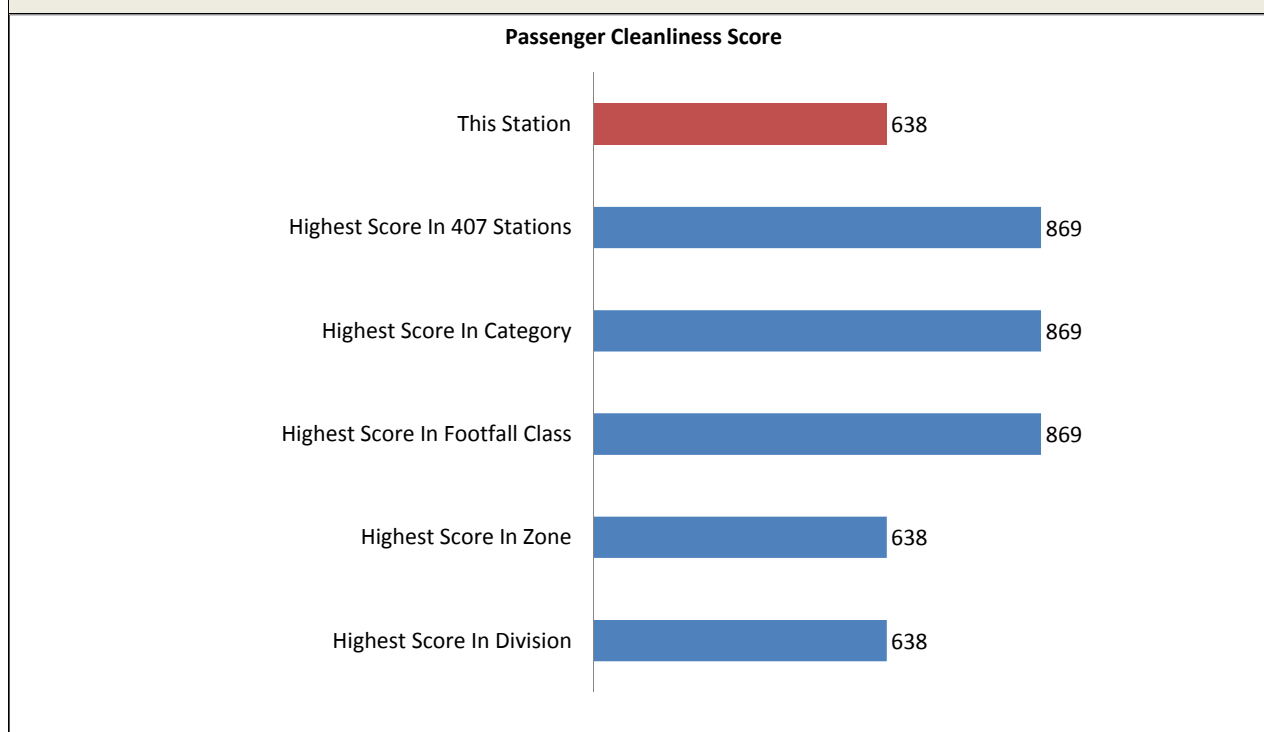
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	73
Observed the enforcement of anti-littering rules	83
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	80
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	20
Availability of Washable CC Apron over tracks at station	20

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	408	400
	2	Condition of flooring surface at waiting rooms	1%	421	495
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	389	453
	4	Condition of water booths and water coolers	2%	406	425
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	401	400
	6	Condition of vending stalls including arrangements for waste disposal	2%	389	440
	7	Proper dressing of Electric cables	2%	423	400
	8	Proper dressing of Telecom cables	2%	417	395
	9	Absence of stench in the station premises	12%	408	415
	10	Control of pest and rodent	2%	399	460
	11	Control of flies and mosquitoes	3%	388	415
	12	Stagnation of water in movement areas and non-movement areas	2%	402	460
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	398	435
	14	Cleanliness and hygiene around vending stalls	3%	384	375
	15	Cleanliness of platform areas	5%	390	400
	16	Cleanliness of advertisement hoardings/signages	3%	406	375
	17	Cleanliness of tracks between platforms	1%	372	395
	18	Cleanliness of foot over bridges	1%	401	420
	19	Cleanliness of track area up to home signal beyond platform	1%	377	395
	20	Functioning of cross and longitudinal waste water drains	2%	389	435
Waste Management	21	Adequate availability of dustbins	10%	454	515
	22	Proper system for collection and disposal of solid waste from trains	0%	382	465
	23	Proper system for collection and disposal of solid waste from stations	0%	393	425
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	385	365
	25	Promptness in removal and disbursement of garbage	3%	393	450
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	367	395
	27	Presence/clearance of unwanted posters/notices	0%	404	400
	28	Storage of scrap items & their prompt disposal	3%	397	395
Toilets	29	Adequate availability of toilet in General	4%	382	495
	30	Adequate availability of toilets in pay and use	0%	327	375
	31	Adequate availability of toilets in Waiting rooms	3%	397	525
	32	Adequate availability of toilets in Circulating area	0%	354	470
	33	Condition of toilets in General	3%	349	475
	34	Condition of toilets in pay and use	0%	334	390
	35	Condition of toilets in Waiting rooms	2%	394	455
	36	Condition of toilets in circulating area	0%	365	385
	37	Availability of water in toilets and in other places for cleaning	4%	414	450
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	389	465
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	388	450
	40	Cleanliness of concourse and circulating area	0%	387	395
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			440
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			520
	3	Adequate supervision for monitoring cleanliness			480
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			400
	5	Performance of service improvement groups (SIG) and their effectiveness			440
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			360
	8	Condition of carriage watering hydrants including their leakage			400
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			360
	10	Final disposal of waste water from the trackside drains			400
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			440
	13	Condition of Washable CC Apron over tracks at station			360

Name of Station	Division
DEHRI-ON-SONE	MUGHALSARAI JN.
Passenger Cleanliness Score	638
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	59
Cleanliness Rank of the Station (in Category)	48
Cleanliness Rank of the Station (in Footfall Class)	29
Cleanliness Rank of the Station (in Zone)	1
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	735
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



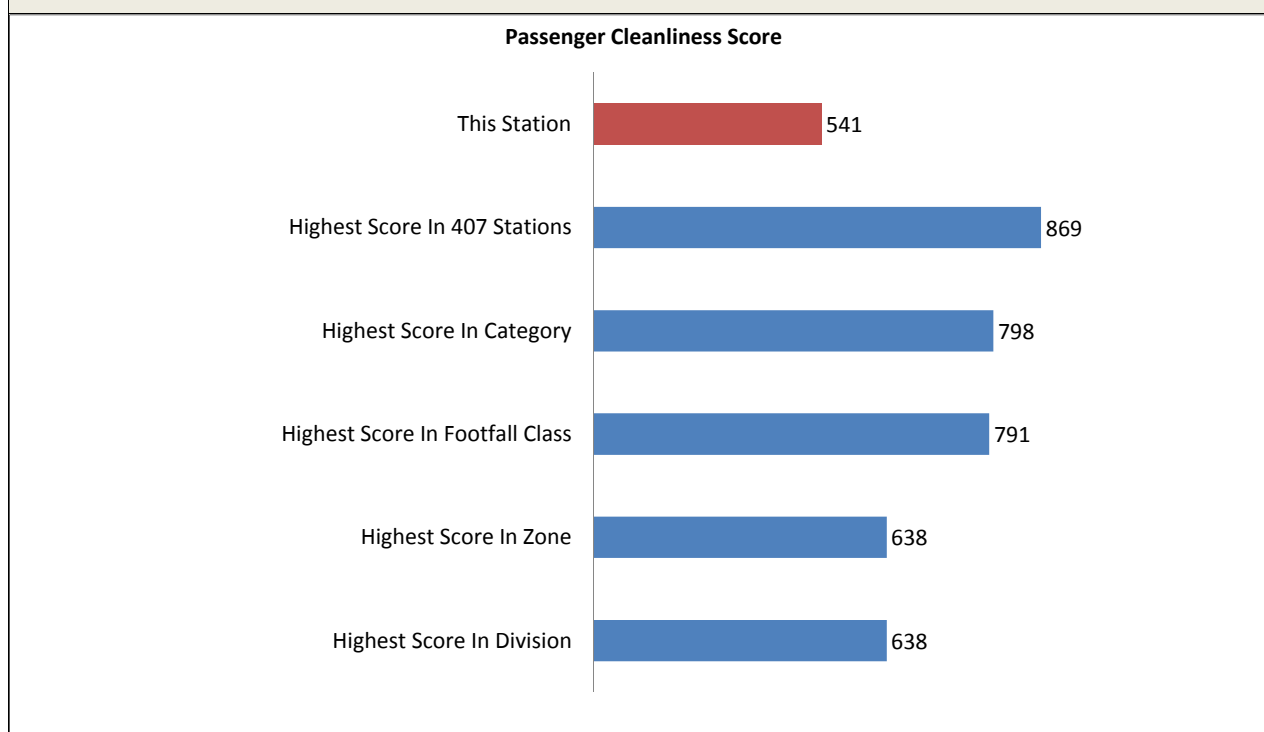
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	46
Observed the enforcement of anti-littering rules	74
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	647	673
	2	Condition of flooring surface at waiting rooms	1%	637	673
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	610	673
	4	Condition of water booths and water coolers	2%	616	709
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	614	782
	6	Condition of vending stalls including arrangements for waste disposal	2%	603	800
	7	Proper dressing of Electric cables	2%	621	709
	8	Proper dressing of Telecom cables	2%	627	709
	9	Absence of stench in the station premises	12%	664	727
	10	Control of pest and rodent	2%	667	782
	11	Control of flies and mosquitoes	3%	628	745
	12	Stagnation of water in movement areas and non-movement areas	2%	614	727
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	623	745
	14	Cleanliness and hygiene around vending stalls	3%	615	655
	15	Cleanliness of platform areas	5%	593	709
	16	Cleanliness of advertisement hoardings/signages	3%	595	691
	17	Cleanliness of tracks between platforms	1%	595	745
	18	Cleanliness of foot over bridges	1%	634	680
	19	Cleanliness of track area up to home signal beyond platform	1%	643	740
	20	Functioning of cross and longitudinal waste water drains	2%	626	709
Waste Management	21	Adequate availability of dustbins	10%	728	818
	22	Proper system for collection and disposal of solid waste from trains	0%	609	745
	23	Proper system for collection and disposal of solid waste from stations	0%	635	745
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	613	782
	25	Promptness in removal and disbursement of garbage	3%	629	673
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	612	709
	27	Presence/clearance of unwanted posters/notices	0%	610	782
	28	Storage of scrap items & their prompt disposal	3%	610	636
Toilets	29	Adequate availability of toilet in General	4%	688	855
	30	Adequate availability of toilets in pay and use	0%	666	855
	31	Adequate availability of toilets in Waiting rooms	3%	627	782
	32	Adequate availability of toilets in Circulating area	0%	624	745
	33	Condition of toilets in General	3%	614	764
	34	Condition of toilets in pay and use	0%	620	836
	35	Condition of toilets in Waiting rooms	2%	626	727
	36	Condition of toilets in circulating area	0%	627	800
	37	Availability of water in toilets and in other places for cleaning	4%	647	709
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	601	640
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	596	800
	40	Cleanliness of concourse and circulating area	0%	612	709
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
GAYA JN.	MUGHALSARAI JN.
Passenger Cleanliness Score	541
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	211
Cleanliness Rank of the Station (in Category)	47
Cleanliness Rank of the Station (in Footfall Class)	68
Cleanliness Rank of the Station (in Zone)	8
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	815
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



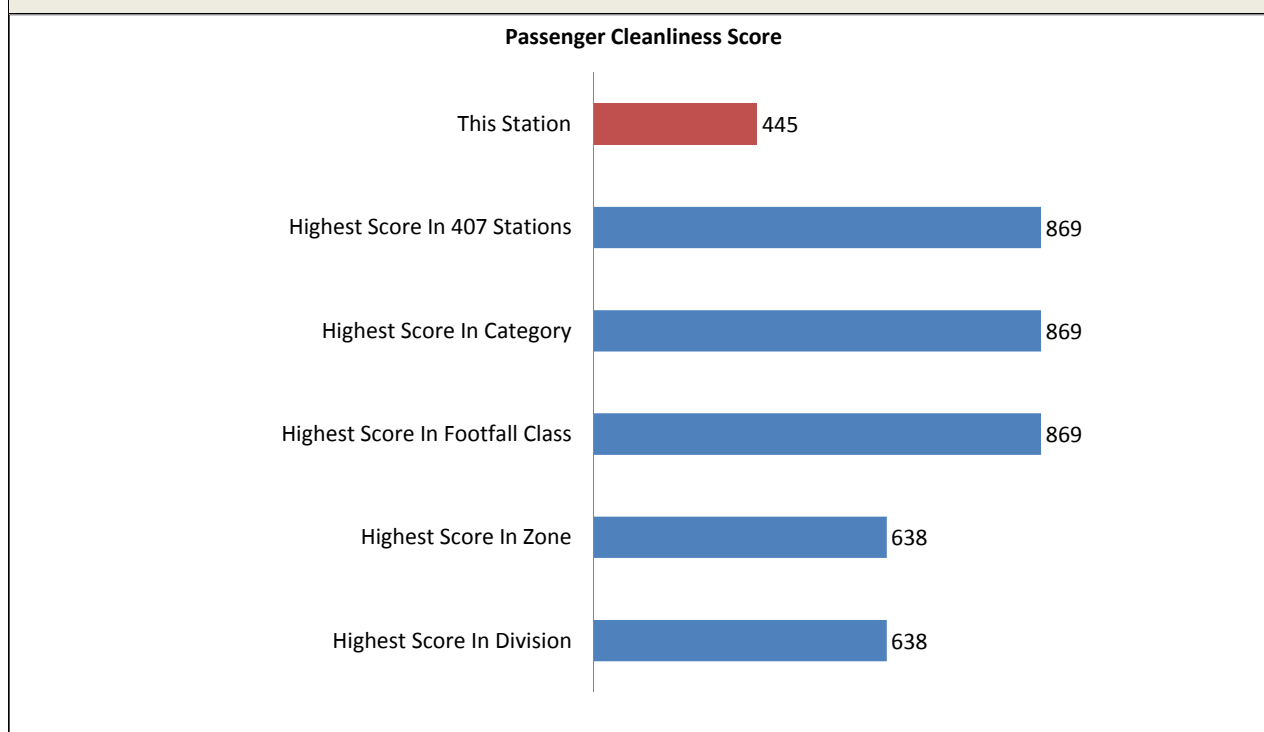
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	58
Observed the enforcement of anti-littering rules	65
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	538	700
	2	Condition of flooring surface at waiting rooms	1%	532	660
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	520	640
	4	Condition of water booths and water coolers	2%	531	700
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	548	780
	6	Condition of vending stalls including arrangements for waste disposal	2%	539	820
	7	Proper dressing of Electric cables	2%	589	680
	8	Proper dressing of Telecom cables	2%	568	820
	9	Absence of stench in the station premises	12%	565	980
	10	Control of pest and rodent	2%	549	880
	11	Control of flies and mosquitoes	3%	539	840
	12	Stagnation of water in movement areas and non-movement areas	2%	538	800
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	534	880
	14	Cleanliness and hygiene around vending stalls	3%	535	780
	15	Cleanliness of platform areas	5%	526	680
	16	Cleanliness of advertisement hoardings/signages	3%	554	780
	17	Cleanliness of tracks between platforms	1%	546	660
	18	Cleanliness of foot over bridges	1%	547	660
	19	Cleanliness of track area up to home signal beyond platform	1%	521	720
	20	Functioning of cross and longitudinal waste water drains	2%	521	800
Waste Management	21	Adequate availability of dustbins	10%	563	980
	22	Proper system for collection and disposal of solid waste from trains	0%	538	780
	23	Proper system for collection and disposal of solid waste from stations	0%	548	680
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	527	840
	25	Promptness in removal and disbursement of garbage	3%	522	720
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	532	720
	27	Presence/clearance of unwanted posters/notices	0%	548	680
	28	Storage of scrap items & their prompt disposal	3%	552	800
Toilets	29	Adequate availability of toilet in General	4%	520	900
	30	Adequate availability of toilets in pay and use	0%	518	900
	31	Adequate availability of toilets in Waiting rooms	3%	545	920
	32	Adequate availability of toilets in Circulating area	0%	527	800
	33	Condition of toilets in General	3%	506	860
	34	Condition of toilets in pay and use	0%	512	840
	35	Condition of toilets in Waiting rooms	2%	532	720
	36	Condition of toilets in circulating area	0%	509	740
	37	Availability of water in toilets and in other places for cleaning	4%	523	700
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	524	700
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	526	740
	40	Cleanliness of concourse and circulating area	0%	555	680
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
SASARAM JN.	MUGHALSARAI JN.
Passenger Cleanliness Score	445
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	341
Cleanliness Rank of the Station (in Category)	272
Cleanliness Rank of the Station (in Footfall Class)	155
Cleanliness Rank of the Station (in Zone)	20
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	394
Non-Passenger Cleanliness Level	Level 5
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	37
Observed the enforcement of anti-littering rules	45
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

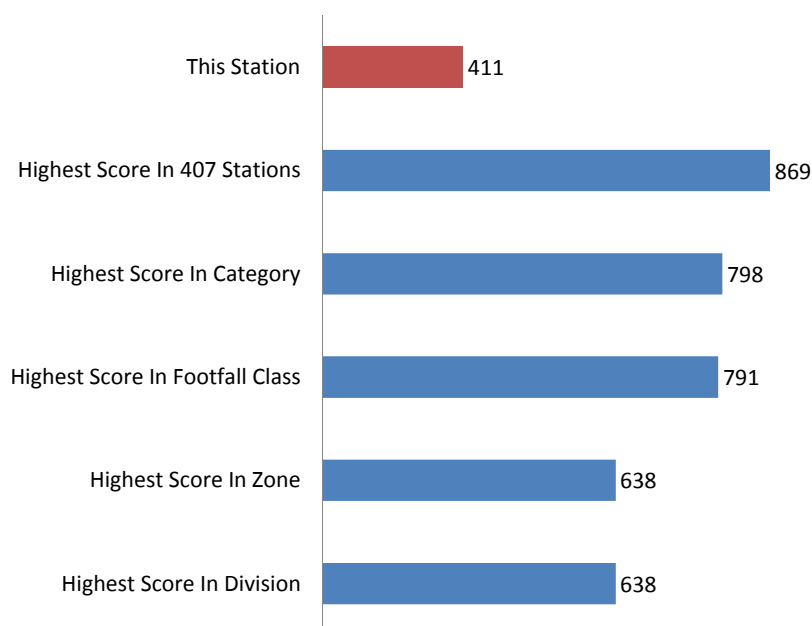
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	458	527
	2	Condition of flooring surface at waiting rooms	1%	452	473
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	436	436
	4	Condition of water booths and water coolers	2%	443	418
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	418	345
	6	Condition of vending stalls including arrangements for waste disposal	2%	434	400
	7	Proper dressing of Electric cables	2%	464	418
	8	Proper dressing of Telecom cables	2%	474	400
	9	Absence of stench in the station premises	12%	464	418
	10	Control of pest and rodent	2%	444	382
	11	Control of flies and mosquitoes	3%	411	345
	12	Stagnation of water in movement areas and non-movement areas	2%	435	364
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	445	400
	14	Cleanliness and hygiene around vending stalls	3%	448	436
	15	Cleanliness of platform areas	5%	439	400
	16	Cleanliness of advertisement hoardings/signages	3%	419	418
	17	Cleanliness of tracks between platforms	1%	425	418
	18	Cleanliness of foot over bridges	1%	427	418
	19	Cleanliness of track area up to home signal beyond platform	1%	422	400
	20	Functioning of cross and longitudinal waste water drains	2%	421	382
Waste Management	21	Adequate availability of dustbins	10%	487	345
	22	Proper system for collection and disposal of solid waste from trains	0%	437	327
	23	Proper system for collection and disposal of solid waste from stations	0%	447	364
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	447	382
	25	Promptness in removal and disbursement of garbage	3%	434	364
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	435	418
	27	Presence/clearance of unwanted posters/notices	0%	415	400
	28	Storage of scrap items & their prompt disposal	3%	409	382
Toilets	29	Adequate availability of toilet in General	4%	443	345
	30	Adequate availability of toilets in pay and use	0%	433	364
	31	Adequate availability of toilets in Waiting rooms	3%	422	364
	32	Adequate availability of toilets in Circulating area	0%	434	364
	33	Condition of toilets in General	3%	431	345
	34	Condition of toilets in pay and use	0%	444	345
	35	Condition of toilets in Waiting rooms	2%	442	345
	36	Condition of toilets in circulating area	0%	432	309
	37	Availability of water in toilets and in other places for cleaning	4%	433	327
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	449	473
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	436	400
	40	Cleanliness of concourse and circulating area	0%	443	364
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
MUGHALSARAI JN.	MUGHALSARAI JN.
Passenger Cleanliness Score	411
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	373
Cleanliness Rank of the Station (in Category)	74
Cleanliness Rank of the Station (in Footfall Class)	124
Cleanliness Rank of the Station (in Zone)	24
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	466
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	351
Infrastructure Adequacy Level	Level 5
Process Compliance Score	515
Process Compliance Level	Level 3

Passenger Cleanliness Score



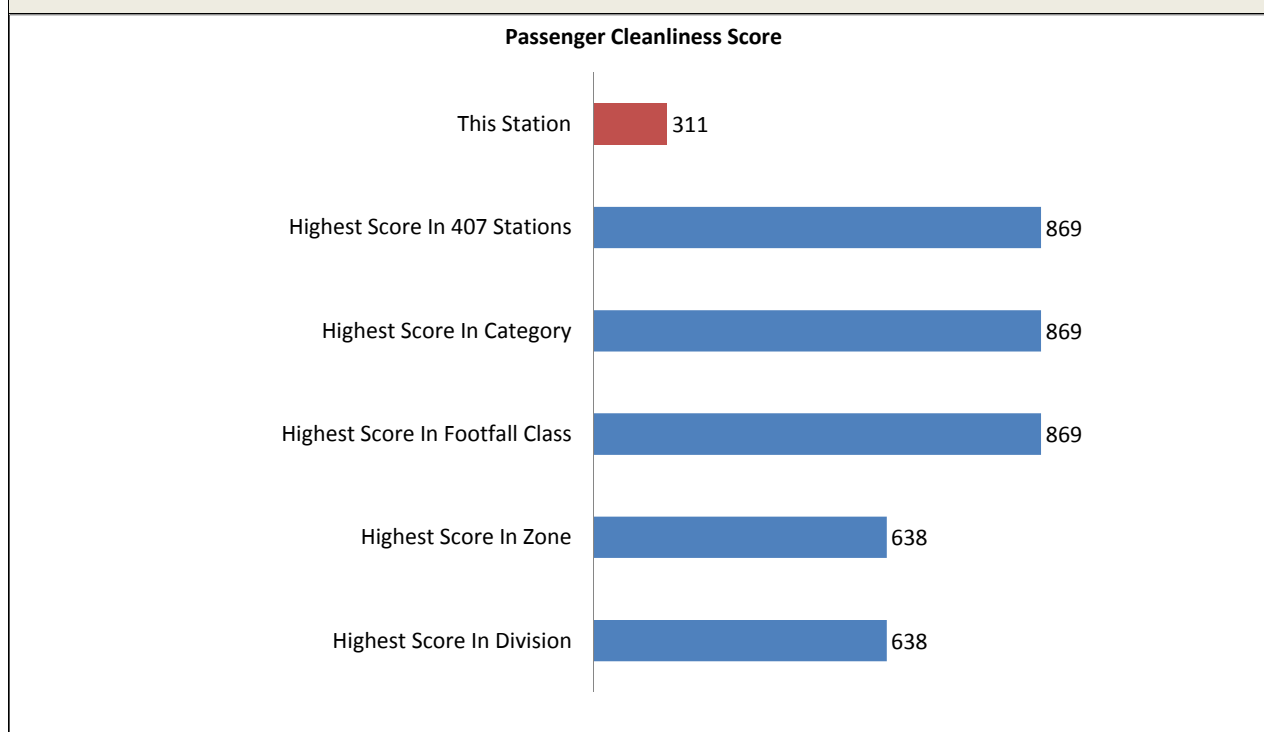
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	50
Observed the enforcement of anti-littering rules	60
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	67
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	22
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	431	456
	2	Condition of flooring surface at waiting rooms	1%	436	611
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	413	450
	4	Condition of water booths and water coolers	2%	424	511
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	404	522
	6	Condition of vending stalls including arrangements for waste disposal	2%	407	500
	7	Proper dressing of Electric cables	2%	438	452
	8	Proper dressing of Telecom cables	2%	406	421
	9	Absence of stench in the station premises	12%	411	467
	10	Control of pest and rodent	2%	403	267
	11	Control of flies and mosquitoes	3%	393	267
	12	Stagnation of water in movement areas and non-movement areas	2%	392	422
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	408	475
	14	Cleanliness and hygiene around vending stalls	3%	419	511
	15	Cleanliness of platform areas	5%	402	500
	16	Cleanliness of advertisement hoardings/signages	3%	382	444
	17	Cleanliness of tracks between platforms	1%	378	456
	18	Cleanliness of foot over bridges	1%	408	500
	19	Cleanliness of track area up to home signal beyond platform	1%	404	429
	20	Functioning of cross and longitudinal waste water drains	2%	397	333
Waste Management	21	Adequate availability of dustbins	10%	438	589
	22	Proper system for collection and disposal of solid waste from trains	0%	392	467
	23	Proper system for collection and disposal of solid waste from stations	0%	399	511
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	405	467
	25	Promptness in removal and disbursement of garbage	3%	400	444
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	394	456
	27	Presence/clearance of unwanted posters/notices	0%	391	411
	28	Storage of scrap items & their prompt disposal	3%	373	438
Toilets	29	Adequate availability of toilet in General	4%	411	256
	30	Adequate availability of toilets in pay and use	0%	409	522
	31	Adequate availability of toilets in Waiting rooms	3%	410	589
	32	Adequate availability of toilets in Circulating area	0%	405	256
	33	Condition of toilets in General	3%	397	396
	34	Condition of toilets in pay and use	0%	400	500
	35	Condition of toilets in Waiting rooms	2%	402	600
	36	Condition of toilets in circulating area	0%	397	296
	37	Availability of water in toilets and in other places for cleaning	4%	434	511
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	422	489
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	407	433
	40	Cleanliness of concourse and circulating area	0%	392	489
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		511	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		511	
	3	Adequate supervision for monitoring cleanliness		556	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		467	
	5	Performance of service improvement groups (SIG) and their effectiveness		556	
	6	Usage of recycled water for non potable uses		489	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		250	
	8	Condition of carriage watering hydrants including their leakage		275	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		489	
	10	Final disposal of waste water from the trackside drains		289	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		289	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		422	
	13	Condition of Washable CC Apron over tracks at station		444	

Name of Station	Division
ANUGRAHA NARAYAN ROAD	MUGHALSARAI JN.
Passenger Cleanliness Score	311
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	401
Cleanliness Rank of the Station (in Category)	326
Cleanliness Rank of the Station (in Footfall Class)	8
Cleanliness Rank of the Station (in Zone)	33
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	309
Non-Passenger Cleanliness Level	Level 5
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



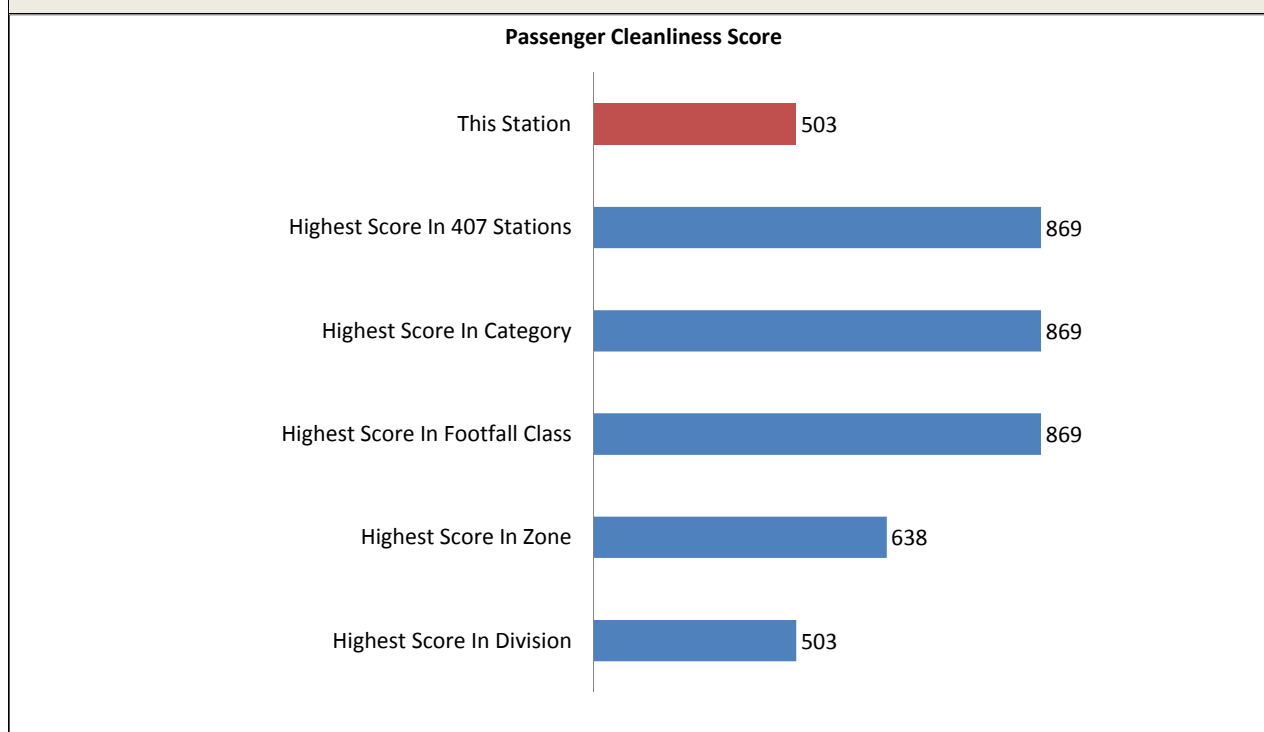
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	52
Observed the enforcement of anti-littering rules	46
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	330	267
	2	Condition of flooring surface at waiting rooms	1%	326	283
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	306	283
	4	Condition of water booths and water coolers	2%	307	300
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	301	333
	6	Condition of vending stalls including arrangements for waste disposal	2%	299	267
	7	Proper dressing of Electric cables	2%	353	283
	8	Proper dressing of Telecom cables	2%	360	300
	9	Absence of stench in the station premises	12%	316	417
	10	Control of pest and rodent	2%	319	333
	11	Control of flies and mosquitoes	3%	314	267
	12	Stagnation of water in movement areas and non-movement areas	2%	310	383
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	315	267
	14	Cleanliness and hygiene around vending stalls	3%	323	300
	15	Cleanliness of platform areas	5%	333	333
	16	Cleanliness of advertisement hoardings/signages	3%	324	233
	17	Cleanliness of tracks between platforms	1%	334	400
	18	Cleanliness of foot over bridges	1%	332	300
	19	Cleanliness of track area up to home signal beyond platform	1%	331	250
	20	Functioning of cross and longitudinal waste water drains	2%	322	333
Waste Management	21	Adequate availability of dustbins	10%	299	333
	22	Proper system for collection and disposal of solid waste from trains	0%	307	283
	23	Proper system for collection and disposal of solid waste from stations	0%	312	267
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	313	350
	25	Promptness in removal and disbursement of garbage	3%	320	300
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	311	317
	27	Presence/clearance of unwanted posters/notices	0%	322	333
	28	Storage of scrap items & their prompt disposal	3%	314	333
Toilets	29	Adequate availability of toilet in General	4%	279	217
	30	Adequate availability of toilets in pay and use	0%	273	200
	31	Adequate availability of toilets in Waiting rooms	3%	277	250
	32	Adequate availability of toilets in Circulating area	0%	280	217
	33	Condition of toilets in General	3%	268	217
	34	Condition of toilets in pay and use	0%	270	200
	35	Condition of toilets in Waiting rooms	2%	271	217
	36	Condition of toilets in circulating area	0%	272	267
	37	Availability of water in toilets and in other places for cleaning	4%	276	267
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	327	300
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	304	283
	40	Cleanliness of concourse and circulating area	0%	332	300
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
SAHARSA JN.	SAMASTIPUR JN.
Passenger Cleanliness Score	503
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	266
Cleanliness Rank of the Station (in Category)	210
Cleanliness Rank of the Station (in Footfall Class)	123
Cleanliness Rank of the Station (in Zone)	10
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	631
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	65
Observed the enforcement of anti-littering rules	64
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

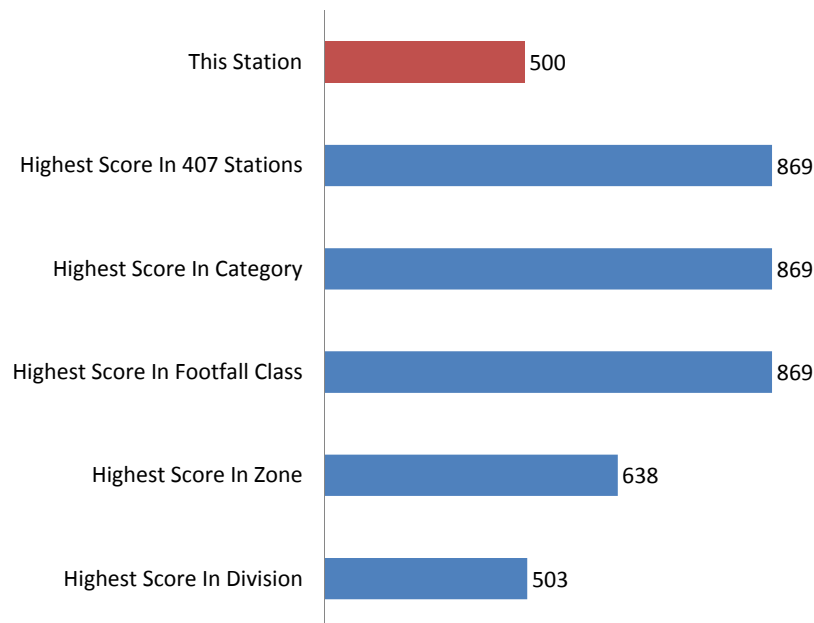
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	560	667
	2	Condition of flooring surface at waiting rooms	1%	617	617
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	550	683
	4	Condition of water booths and water coolers	2%	572	667
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	458	617
	6	Condition of vending stalls including arrangements for waste disposal	2%	503	600
	7	Proper dressing of Electric cables	2%	572	667
	8	Proper dressing of Telecom cables	2%	529	667
	9	Absence of stench in the station premises	12%	537	617
	10	Control of pest and rodent	2%	396	564
	11	Control of flies and mosquitoes	3%	496	655
	12	Stagnation of water in movement areas and non-movement areas	2%	507	650
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	514	650
	14	Cleanliness and hygiene around vending stalls	3%	578	617
	15	Cleanliness of platform areas	5%	534	650
	16	Cleanliness of advertisement hoardings/signages	3%	514	600
	17	Cleanliness of tracks between platforms	1%	464	600
	18	Cleanliness of foot over bridges	1%	496	583
	19	Cleanliness of track area up to home signal beyond platform	1%	510	600
	20	Functioning of cross and longitudinal waste water drains	2%	495	655
Waste Management	21	Adequate availability of dustbins	10%	515	650
	22	Proper system for collection and disposal of solid waste from trains	0%	527	617
	23	Proper system for collection and disposal of solid waste from stations	0%	478	650
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	497	633
	25	Promptness in removal and disbursement of garbage	3%	472	650
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	429	650
	27	Presence/clearance of unwanted posters/notices	0%	501	617
	28	Storage of scrap items & their prompt disposal	3%	434	600
Toilets	29	Adequate availability of toilet in General	4%	330	517
	30	Adequate availability of toilets in pay and use	0%	453	600
	31	Adequate availability of toilets in Waiting rooms	3%	547	667
	32	Adequate availability of toilets in Circulating area	0%	337	600
	33	Condition of toilets in General	3%	349	600
	34	Condition of toilets in pay and use	0%	447	633
	35	Condition of toilets in Waiting rooms	2%	555	683
	36	Condition of toilets in circulating area	0%	354	680
	37	Availability of water in toilets and in other places for cleaning	4%	567	633
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	499	633
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	556	650
	40	Cleanliness of concourse and circulating area	0%	476	683
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
BAPUDHAM MOTIHARI	SAMASTIPUR JN.
Passenger Cleanliness Score	500
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	271
Cleanliness Rank of the Station (in Category)	215
Cleanliness Rank of the Station (in Footfall Class)	5
Cleanliness Rank of the Station (in Zone)	12
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	358
Non-Passenger Cleanliness Level	Level 5
Infrastructure Adequacy Score	324
Infrastructure Adequacy Level	Level 5
Process Compliance Score	367
Process Compliance Level	Level 5

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	36
Observed the enforcement of anti-littering rules	92
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	20
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	80

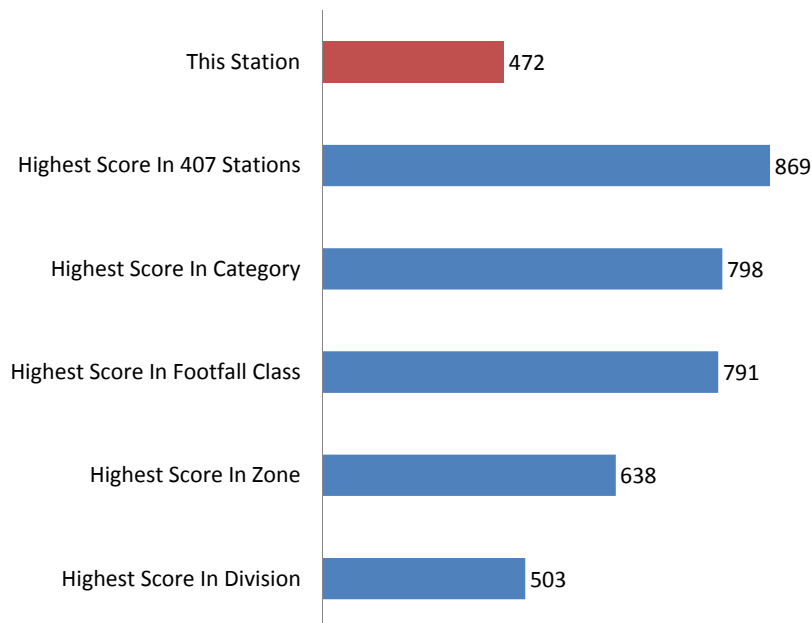
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	515	327
	2	Condition of flooring surface at waiting rooms	1%	545	400
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	476	313
	4	Condition of water booths and water coolers	2%	457	400
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	510	324
	6	Condition of vending stalls including arrangements for waste disposal	2%	531	327
	7	Proper dressing of Electric cables	2%	534	378
	8	Proper dressing of Telecom cables	2%	540	360
	9	Absence of stench in the station premises	12%	509	347
	10	Control of pest and rodent	2%	448	242
	11	Control of flies and mosquitoes	3%	443	298
	12	Stagnation of water in movement areas and non-movement areas	2%	488	340
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	539	449
	14	Cleanliness and hygiene around vending stalls	3%	531	316
	15	Cleanliness of platform areas	5%	520	360
	16	Cleanliness of advertisement hoardings/signages	3%	511	380
	17	Cleanliness of tracks between platforms	1%	464	340
	18	Cleanliness of foot over bridges	1%	487	411
	19	Cleanliness of track area up to home signal beyond platform	1%	470	378
	20	Functioning of cross and longitudinal waste water drains	2%	475	393
Waste Management	21	Adequate availability of dustbins	10%	522	378
	22	Proper system for collection and disposal of solid waste from trains	0%	468	307
	23	Proper system for collection and disposal of solid waste from stations	0%	479	316
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	480	329
	25	Promptness in removal and disbursement of garbage	3%	488	349
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	461	324
	27	Presence/clearance of unwanted posters/notices	0%	543	413
	28	Storage of scrap items & their prompt disposal	3%	482	375
Toilets	29	Adequate availability of toilet in General	4%	461	358
	30	Adequate availability of toilets in pay and use	0%	531	360
	31	Adequate availability of toilets in Waiting rooms	3%	557	371
	32	Adequate availability of toilets in Circulating area	0%	449	298
	33	Condition of toilets in General	3%	448	358
	34	Condition of toilets in pay and use	0%	462	293
	35	Condition of toilets in Waiting rooms	2%	469	331
	36	Condition of toilets in circulating area	0%	428	311
	37	Availability of water in toilets and in other places for cleaning	4%	532	389
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	505	422
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	465	400
	40	Cleanliness of concourse and circulating area	0%	473	329
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			440
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			400
	3	Adequate supervision for monitoring cleanliness			280
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			400
	5	Performance of service improvement groups (SIG) and their effectiveness			360
	6	Usage of recycled water for non potable uses			320
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			350
	8	Condition of carriage watering hydrants including their leakage			280
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			360
	10	Final disposal of waste water from the trackside drains			360
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			240
	13	Condition of Washable CC Apron over tracks at station			280

Name of Station	Division
DARBHANGA JN.	SAMASTIPUR JN.
Passenger Cleanliness Score	472
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	311
Cleanliness Rank of the Station (in Category)	63
Cleanliness Rank of the Station (in Footfall Class)	102
Cleanliness Rank of the Station (in Zone)	16
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	656
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	41
Observed the enforcement of anti-littering rules	84
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

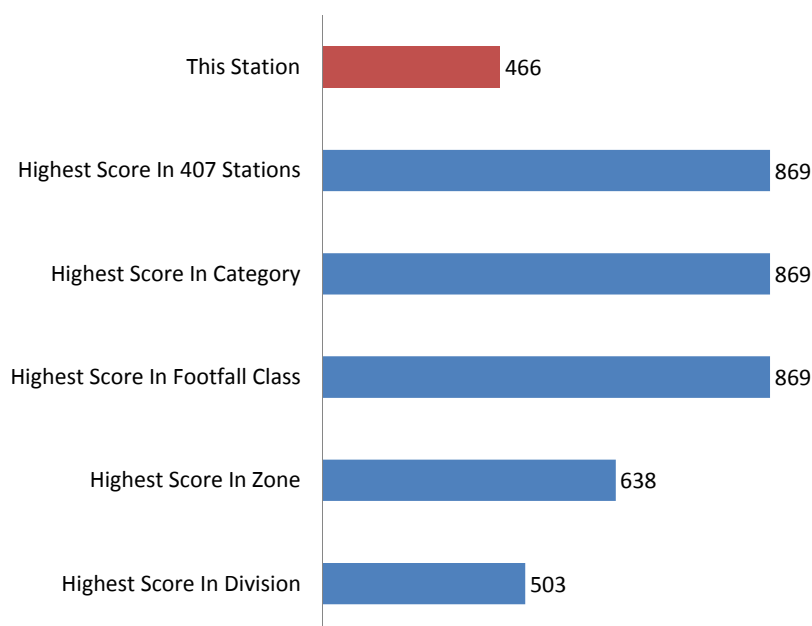
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	482	617
	2	Condition of flooring surface at waiting rooms	1%	485	600
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	467	517
	4	Condition of water booths and water coolers	2%	471	617
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	474	717
	6	Condition of vending stalls including arrangements for waste disposal	2%	467	633
	7	Proper dressing of Electric cables	2%	458	767
	8	Proper dressing of Telecom cables	2%	456	700
	9	Absence of stench in the station premises	12%	467	817
	10	Control of pest and rodent	2%	452	617
	11	Control of flies and mosquitoes	3%	464	650
	12	Stagnation of water in movement areas and non-movement areas	2%	462	583
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	469	700
	14	Cleanliness and hygiene around vending stalls	3%	486	800
	15	Cleanliness of platform areas	5%	485	767
	16	Cleanliness of advertisement hoardings/signages	3%	465	600
	17	Cleanliness of tracks between platforms	1%	472	733
	18	Cleanliness of foot over bridges	1%	484	667
	19	Cleanliness of track area up to home signal beyond platform	1%	459	833
	20	Functioning of cross and longitudinal waste water drains	2%	450	617
Waste Management	21	Adequate availability of dustbins	10%	494	533
	22	Proper system for collection and disposal of solid waste from trains	0%	460	667
	23	Proper system for collection and disposal of solid waste from stations	0%	479	700
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	464	550
	25	Promptness in removal and disbursement of garbage	3%	471	683
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	467	700
	27	Presence/clearance of unwanted posters/notices	0%	472	700
	28	Storage of scrap items & their prompt disposal	3%	464	509
Toilets	29	Adequate availability of toilet in General	4%	467	450
	30	Adequate availability of toilets in pay and use	0%	470	417
	31	Adequate availability of toilets in Waiting rooms	3%	461	533
	32	Adequate availability of toilets in Circulating area	0%	456	327
	33	Condition of toilets in General	3%	463	583
	34	Condition of toilets in pay and use	0%	464	500
	35	Condition of toilets in Waiting rooms	2%	467	567
	36	Condition of toilets in circulating area	0%	458	617
	37	Availability of water in toilets and in other places for cleaning	4%	479	833
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	466	583
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	466	617
	40	Cleanliness of concourse and circulating area	0%	481	733
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
RAUXAUL JN.	SAMASTIPUR JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	466
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	318
Cleanliness Rank of the Station (in Category)	253
Cleanliness Rank of the Station (in Footfall Class)	143
Cleanliness Rank of the Station (in Zone)	17
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	594
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	695
Infrastructure Adequacy Level	Level 2
Process Compliance Score	633
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	45
Observed the enforcement of anti-littering rules	77
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	75
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	0

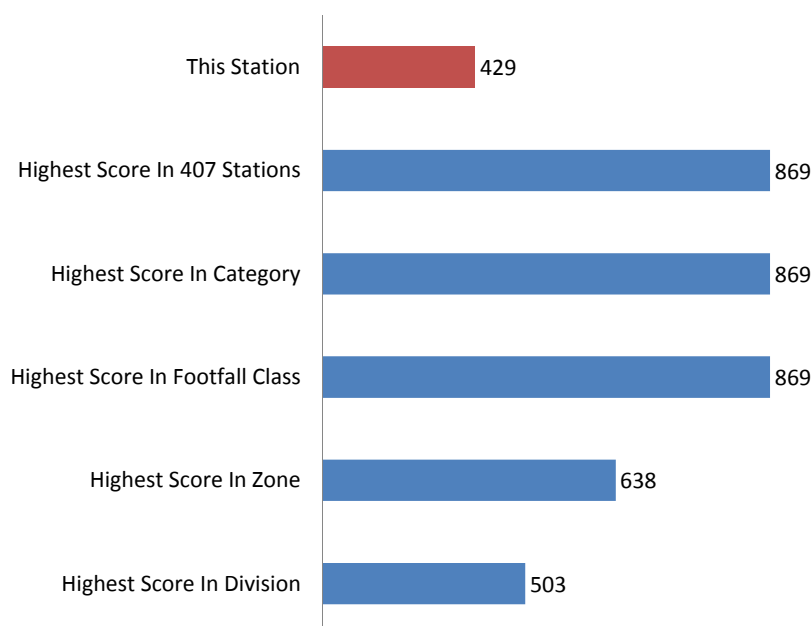
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	479	672
	2	Condition of flooring surface at waiting rooms	1%	511	717
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	454	642
	4	Condition of water booths and water coolers	2%	468	713
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	484	700
	6	Condition of vending stalls including arrangements for waste disposal	2%	464	683
	7	Proper dressing of Electric cables	2%	505	717
	8	Proper dressing of Telecom cables	2%	519	763
	9	Absence of stench in the station premises	12%	456	597
	10	Control of pest and rodent	2%	420	225
	11	Control of flies and mosquitoes	3%	409	469
	12	Stagnation of water in movement areas and non-movement areas	2%	458	625
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	478	614
	14	Cleanliness and hygiene around vending stalls	3%	491	644
	15	Cleanliness of platform areas	5%	474	597
	16	Cleanliness of advertisement hoardings/signages	3%	491	517
	17	Cleanliness of tracks between platforms	1%	429	467
	18	Cleanliness of foot over bridges	1%	444	300
	19	Cleanliness of track area up to home signal beyond platform	1%	438	344
	20	Functioning of cross and longitudinal waste water drains	2%	438	400
Waste Management	21	Adequate availability of dustbins	10%	514	614
	22	Proper system for collection and disposal of solid waste from trains	0%	460	583
	23	Proper system for collection and disposal of solid waste from stations	0%	460	600
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	448	613
	25	Promptness in removal and disbursement of garbage	3%	465	625
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	413	494
	27	Presence/clearance of unwanted posters/notices	0%	498	522
	28	Storage of scrap items & their prompt disposal	3%	459	722
Toilets	29	Adequate availability of toilet in General	4%	398	463
	30	Adequate availability of toilets in pay and use	0%	517	500
	31	Adequate availability of toilets in Waiting rooms	3%	511	678
	32	Adequate availability of toilets in Circulating area	0%	428	300
	33	Condition of toilets in General	3%	427	364
	34	Condition of toilets in pay and use	0%	472	463
	35	Condition of toilets in Waiting rooms	2%	486	667
	36	Condition of toilets in circulating area	0%	428	450
	37	Availability of water in toilets and in other places for cleaning	4%	489	688
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	476	700
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	440	594
	40	Cleanliness of concourse and circulating area	0%	431	608
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			400
	5	Performance of service improvement groups (SIG) and their effectiveness			500
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			867
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			750
	10	Final disposal of waste water from the trackside drains			750
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			200

Name of Station	Division
JAYNAGAR	SAMASTIPUR JN.
Passenger Cleanliness Score	429
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	357
Cleanliness Rank of the Station (in Category)	284
Cleanliness Rank of the Station (in Footfall Class)	161
Cleanliness Rank of the Station (in Zone)	23
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	440
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	50
Observed the enforcement of anti-littering rules	90
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

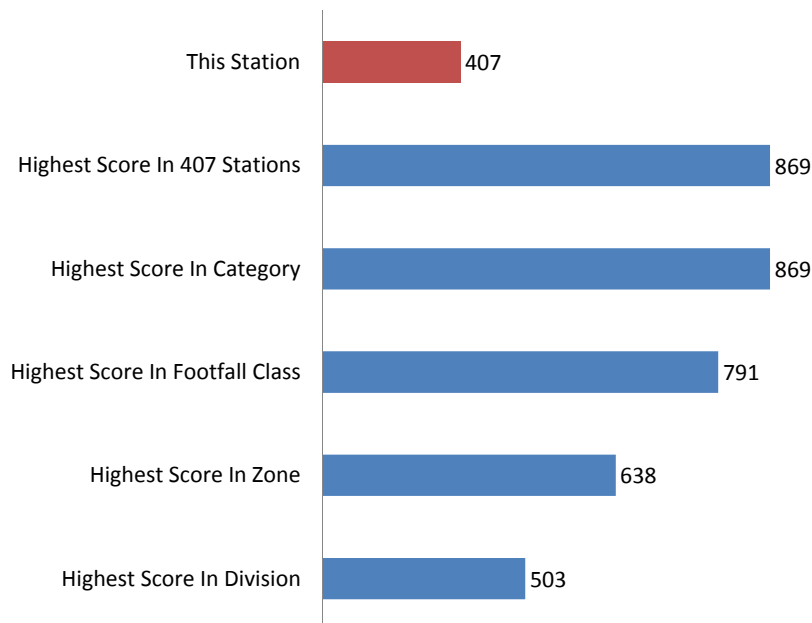
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	467	354
	2	Condition of flooring surface at waiting rooms	1%	461	477
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	446	262
	4	Condition of water booths and water coolers	2%	433	538
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	487	677
	6	Condition of vending stalls including arrangements for waste disposal	2%	487	692
	7	Proper dressing of Electric cables	2%	389	354
	8	Proper dressing of Telecom cables	2%	399	333
	9	Absence of stench in the station premises	12%	403	415
	10	Control of pest and rodent	2%	394	308
	11	Control of flies and mosquitoes	3%	413	323
	12	Stagnation of water in movement areas and non-movement areas	2%	414	523
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	422	378
	14	Cleanliness and hygiene around vending stalls	3%	495	600
	15	Cleanliness of platform areas	5%	501	554
	16	Cleanliness of advertisement hoardings/signages	3%	460	508
	17	Cleanliness of tracks between platforms	1%	488	508
	18	Cleanliness of foot over bridges	1%	471	483
	19	Cleanliness of track area up to home signal beyond platform	1%	440	462
	20	Functioning of cross and longitudinal waste water drains	2%	391	277
Waste Management	21	Adequate availability of dustbins	10%	434	446
	22	Proper system for collection and disposal of solid waste from trains	0%	441	569
	23	Proper system for collection and disposal of solid waste from stations	0%	436	431
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	440	683
	25	Promptness in removal and disbursement of garbage	3%	445	538
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	395	308
	27	Presence/clearance of unwanted posters/notices	0%	394	554
	28	Storage of scrap items & their prompt disposal	3%	383	283
Toilets	29	Adequate availability of toilet in General	4%	388	257
	30	Adequate availability of toilets in pay and use	0%	450	538
	31	Adequate availability of toilets in Waiting rooms	3%	325	500
	32	Adequate availability of toilets in Circulating area	0%	362	200
	33	Condition of toilets in General	3%	374	338
	34	Condition of toilets in pay and use	0%	403	538
	35	Condition of toilets in Waiting rooms	2%	413	600
	36	Condition of toilets in circulating area	0%	401	200
	37	Availability of water in toilets and in other places for cleaning	4%	430	477
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	448	354
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	452	477
	40	Cleanliness of concourse and circulating area	0%	474	400
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
SAMASTIPUR JN.	SAMASTIPUR JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	407
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	375
Cleanliness Rank of the Station (in Category)	301
Cleanliness Rank of the Station (in Footfall Class)	125
Cleanliness Rank of the Station (in Zone)	26
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	736
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	886
Infrastructure Adequacy Level	Level 1
Process Compliance Score	867
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	40
Observed the enforcement of anti-littering rules	59
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

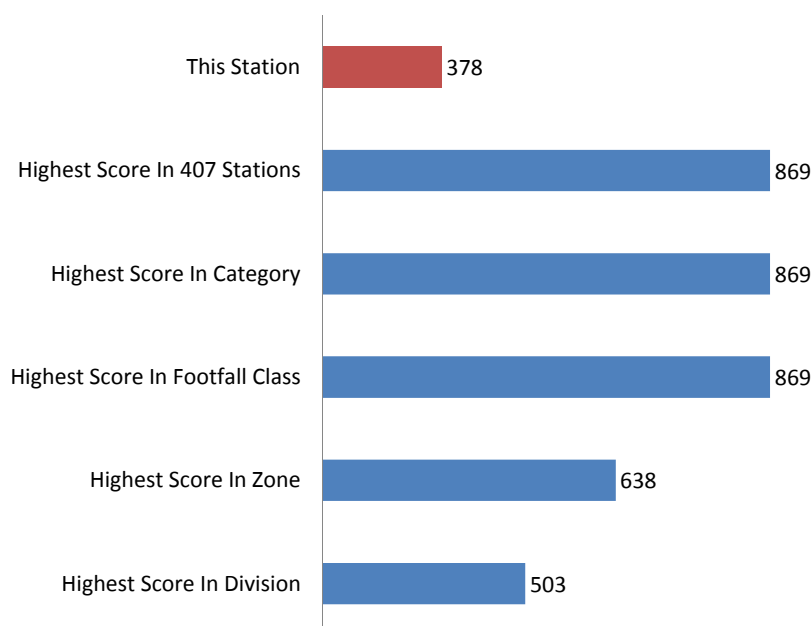
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	396	780
	2	Condition of flooring surface at waiting rooms	1%	452	830
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	381	670
	4	Condition of water booths and water coolers	2%	378	750
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	423	800
	6	Condition of vending stalls including arrangements for waste disposal	2%	406	810
	7	Proper dressing of Electric cables	2%	486	700
	8	Proper dressing of Telecom cables	2%	503	690
	9	Absence of stench in the station premises	12%	422	810
	10	Control of pest and rodent	2%	308	300
	11	Control of flies and mosquitoes	3%	342	400
	12	Stagnation of water in movement areas and non-movement areas	2%	387	640
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	418	800
	14	Cleanliness and hygiene around vending stalls	3%	399	830
	15	Cleanliness of platform areas	5%	399	760
	16	Cleanliness of advertisement hoardings/signages	3%	469	780
	17	Cleanliness of tracks between platforms	1%	381	620
	18	Cleanliness of foot over bridges	1%	410	811
	19	Cleanliness of track area up to home signal beyond platform	1%	398	660
	20	Functioning of cross and longitudinal waste water drains	2%	471	590
Waste Management	21	Adequate availability of dustbins	10%	411	800
	22	Proper system for collection and disposal of solid waste from trains	0%	406	700
	23	Proper system for collection and disposal of solid waste from stations	0%	424	580
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	404	700
	25	Promptness in removal and disbursement of garbage	3%	389	810
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	396	700
	27	Presence/clearance of unwanted posters/notices	0%	430	790
	28	Storage of scrap items & their prompt disposal	3%	445	670
Toilets	29	Adequate availability of toilet in General	4%	348	540
	30	Adequate availability of toilets in pay and use	0%	403	560
	31	Adequate availability of toilets in Waiting rooms	3%	424	820
	32	Adequate availability of toilets in Circulating area	0%	341	460
	33	Condition of toilets in General	3%	342	780
	34	Condition of toilets in pay and use	0%	415	710
	35	Condition of toilets in Waiting rooms	2%	443	810
	36	Condition of toilets in circulating area	0%	346	520
	37	Availability of water in toilets and in other places for cleaning	4%	437	844
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	386	760
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	390	610
	40	Cleanliness of concourse and circulating area	0%	387	680
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			1000
	3	Adequate supervision for monitoring cleanliness			1000
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			1000
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			1000
	10	Final disposal of waste water from the trackside drains			1000
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			1000
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			1000
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
NARKATIAGANJ JN.	SAMASTIPUR JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	378
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	389
Cleanliness Rank of the Station (in Category)	315
Cleanliness Rank of the Station (in Footfall Class)	172
Cleanliness Rank of the Station (in Zone)	29
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	471
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	467
Infrastructure Adequacy Level	Level 4
Process Compliance Score	553
Process Compliance Level	Level 3

Passenger Cleanliness Score



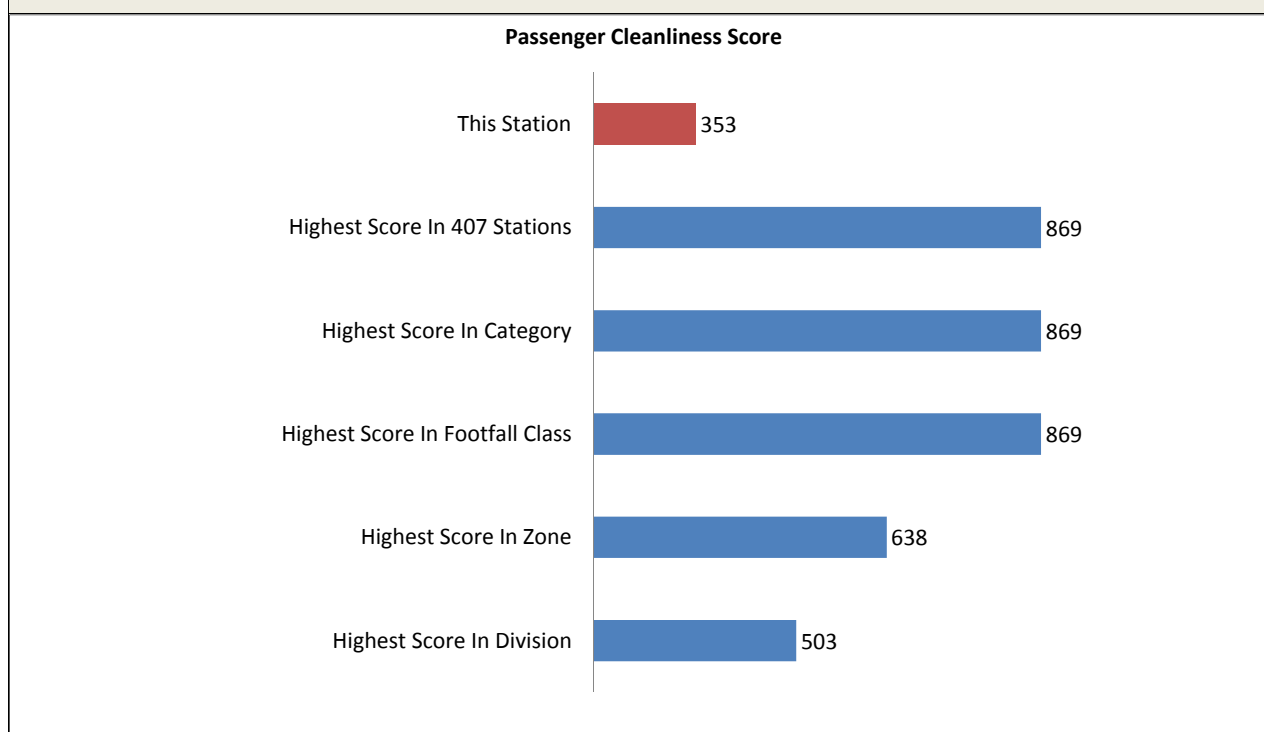
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	49
Observed the enforcement of anti-littering rules	86
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	67
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	67
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	399	571
	2	Condition of flooring surface at waiting rooms	1%	431	624
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	380	371
	4	Condition of water booths and water coolers	2%	370	452
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	387	443
	6	Condition of vending stalls including arrangements for waste disposal	2%	389	436
	7	Proper dressing of Electric cables	2%	445	431
	8	Proper dressing of Telecom cables	2%	439	483
	9	Absence of stench in the station premises	12%	357	505
	10	Control of pest and rodent	2%	346	462
	11	Control of flies and mosquitoes	3%	327	505
	12	Stagnation of water in movement areas and non-movement areas	2%	389	381
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	403	450
	14	Cleanliness and hygiene around vending stalls	3%	411	431
	15	Cleanliness of platform areas	5%	415	462
	16	Cleanliness of advertisement hoardings/signages	3%	413	400
	17	Cleanliness of tracks between platforms	1%	361	371
	18	Cleanliness of foot over bridges	1%	377	433
	19	Cleanliness of track area up to home signal beyond platform	1%	356	367
	20	Functioning of cross and longitudinal waste water drains	2%	385	481
Waste Management	21	Adequate availability of dustbins	10%	365	467
	22	Proper system for collection and disposal of solid waste from trains	0%	379	469
	23	Proper system for collection and disposal of solid waste from stations	0%	385	498
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	384	550
	25	Promptness in removal and disbursement of garbage	3%	384	600
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	348	540
	27	Presence/clearance of unwanted posters/notices	0%	374	419
	28	Storage of scrap items & their prompt disposal	3%	380	414
Toilets	29	Adequate availability of toilet in General	4%	344	387
	30	Adequate availability of toilets in pay and use	0%	374	433
	31	Adequate availability of toilets in Waiting rooms	3%	380	400
	32	Adequate availability of toilets in Circulating area	0%	316	283
	33	Condition of toilets in General	3%	355	314
	34	Condition of toilets in pay and use	0%	359	500
	35	Condition of toilets in Waiting rooms	2%	338	500
	36	Condition of toilets in circulating area	0%	332	433
	37	Availability of water in toilets and in other places for cleaning	4%	417	524
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	389	552
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	365	414
	40	Cleanliness of concourse and circulating area	0%	360	448
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			400
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			533
	3	Adequate supervision for monitoring cleanliness			833
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			567
	5	Performance of service improvement groups (SIG) and their effectiveness			550
	6	Usage of recycled water for non potable uses			433
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			500
	8	Condition of carriage watering hydrants including their leakage			500
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			433
	10	Final disposal of waste water from the trackside drains			433
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			433
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			500
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
BETIAH	SAMASTIPUR JN.
Passenger Cleanliness Score	353
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	395
Cleanliness Rank of the Station (in Category)	320
Cleanliness Rank of the Station (in Footfall Class)	176
Cleanliness Rank of the Station (in Zone)	30
Cleanliness Rank of the Station (in Division)	8
Non-Passenger Cleanliness Score	454
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	590
Infrastructure Adequacy Level	Level 3
Process Compliance Score	639
Process Compliance Level	Level 2



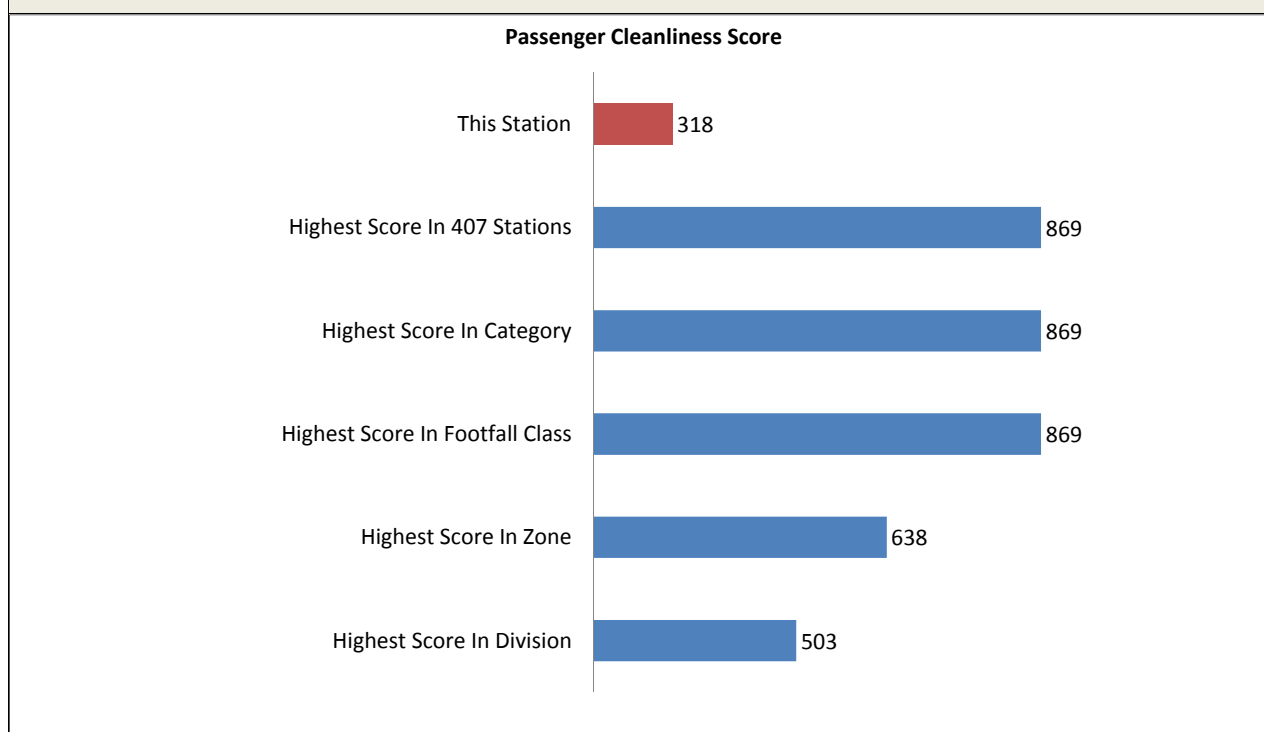
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	27
Observed the enforcement of anti-littering rules	75
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	67
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	17
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	397	543
	2	Condition of flooring surface at waiting rooms	1%	408	600
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	354	333
	4	Condition of water booths and water coolers	2%	342	317
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	370	400
	6	Condition of vending stalls including arrangements for waste disposal	2%	363	500
	7	Proper dressing of Electric cables	2%	397	400
	8	Proper dressing of Telecom cables	2%	383	417
	9	Absence of stench in the station premises	12%	337	367
	10	Control of pest and rodent	2%	312	333
	11	Control of flies and mosquitoes	3%	278	350
	12	Stagnation of water in movement areas and non-movement areas	2%	354	400
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	366	540
	14	Cleanliness and hygiene around vending stalls	3%	379	500
	15	Cleanliness of platform areas	5%	358	467
	16	Cleanliness of advertisement hoardings/signages	3%	362	450
	17	Cleanliness of tracks between platforms	1%	314	503
	18	Cleanliness of foot over bridges	1%	355	500
	19	Cleanliness of track area up to home signal beyond platform	1%	344	483
	20	Functioning of cross and longitudinal waste water drains	2%	351	483
Waste Management	21	Adequate availability of dustbins	10%	360	550
	22	Proper system for collection and disposal of solid waste from trains	0%	343	400
	23	Proper system for collection and disposal of solid waste from stations	0%	357	480
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	355	483
	25	Promptness in removal and disbursement of garbage	3%	359	480
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	310	417
	27	Presence/clearance of unwanted posters/notices	0%	350	503
	28	Storage of scrap items & their prompt disposal	3%	338	393
Toilets	29	Adequate availability of toilet in General	4%	338	467
	30	Adequate availability of toilets in pay and use	0%	339	533
	31	Adequate availability of toilets in Waiting rooms	3%	386	483
	32	Adequate availability of toilets in Circulating area	0%	287	308
	33	Condition of toilets in General	3%	319	450
	34	Condition of toilets in pay and use	0%	370	517
	35	Condition of toilets in Waiting rooms	2%	331	467
	36	Condition of toilets in circulating area	0%	311	325
	37	Availability of water in toilets and in other places for cleaning	4%	387	483
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	386	533
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	348	433
	40	Cleanliness of concourse and circulating area	0%	336	500
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			667
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			633
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			567
	5	Performance of service improvement groups (SIG) and their effectiveness			667
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			533
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			467
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			633

Name of Station	Division
SAGALI JN.	SAMASTIPUR JN.
Passenger Cleanliness Score	318
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	400
Cleanliness Rank of the Station (in Category)	325
Cleanliness Rank of the Station (in Footfall Class)	7
Cleanliness Rank of the Station (in Zone)	32
Cleanliness Rank of the Station (in Division)	9
Non-Passenger Cleanliness Score	365
Non-Passenger Cleanliness Level	Level 5
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	22
Observed the enforcement of anti-littering rules	68
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

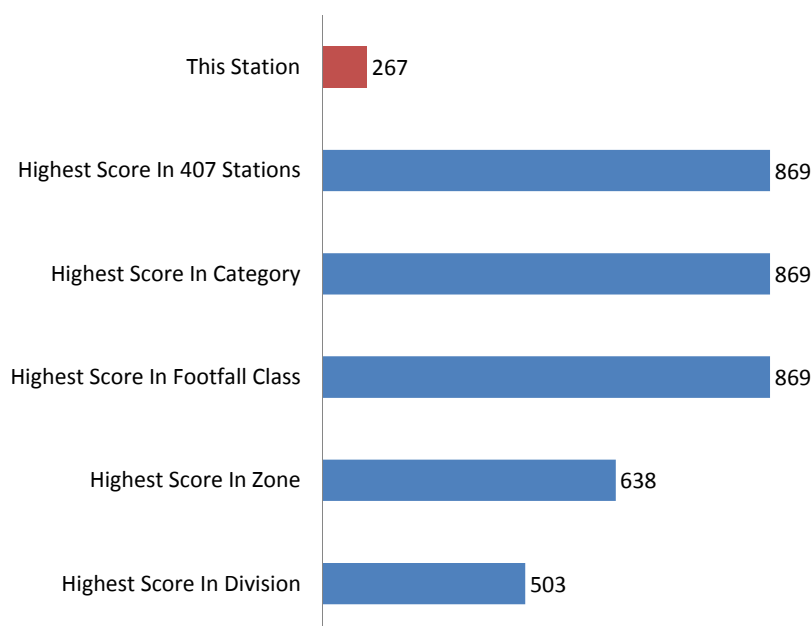
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	354	400
	2	Condition of flooring surface at waiting rooms	1%	358	720
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	325	320
	4	Condition of water booths and water coolers	2%	310	280
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	319	420
	6	Condition of vending stalls including arrangements for waste disposal	2%	330	400
	7	Proper dressing of Electric cables	2%	322	420
	8	Proper dressing of Telecom cables	2%	332	520
	9	Absence of stench in the station premises	12%	304	300
	10	Control of pest and rodent	2%	312	340
	11	Control of flies and mosquitoes	3%	305	220
	12	Stagnation of water in movement areas and non-movement areas	2%	328	400
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	315	540
	14	Cleanliness and hygiene around vending stalls	3%	339	360
	15	Cleanliness of platform areas	5%	327	380
	16	Cleanliness of advertisement hoardings/signages	3%	328	300
	17	Cleanliness of tracks between platforms	1%	308	200
	18	Cleanliness of foot over bridges	1%	322	520
	19	Cleanliness of track area up to home signal beyond platform	1%	320	380
	20	Functioning of cross and longitudinal waste water drains	2%	337	280
Waste Management	21	Adequate availability of dustbins	10%	304	320
	22	Proper system for collection and disposal of solid waste from trains	0%	325	300
	23	Proper system for collection and disposal of solid waste from stations	0%	314	400
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	332	320
	25	Promptness in removal and disbursement of garbage	3%	320	260
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	304	300
	27	Presence/clearance of unwanted posters/notices	0%	327	380
	28	Storage of scrap items & their prompt disposal	3%	328	400
Toilets	29	Adequate availability of toilet in General	4%	308	320
	30	Adequate availability of toilets in pay and use	0%	306	400
	31	Adequate availability of toilets in Waiting rooms	3%	301	420
	32	Adequate availability of toilets in Circulating area	0%	300	200
	33	Condition of toilets in General	3%	285	440
	34	Condition of toilets in pay and use	0%	322	400
	35	Condition of toilets in Waiting rooms	2%	310	420
	36	Condition of toilets in circulating area	0%	306	200
	37	Availability of water in toilets and in other places for cleaning	4%	332	500
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	352	520
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	313	220
	40	Cleanliness of concourse and circulating area	0%	321	340
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
MADHUBANI	SAMASTIPUR JN.
Passenger Cleanliness Score	267
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	407
Cleanliness Rank of the Station (in Category)	332
Cleanliness Rank of the Station (in Footfall Class)	183
Cleanliness Rank of the Station (in Zone)	35
Cleanliness Rank of the Station (in Division)	10
Non-Passenger Cleanliness Score	461
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA

Passenger Cleanliness Score



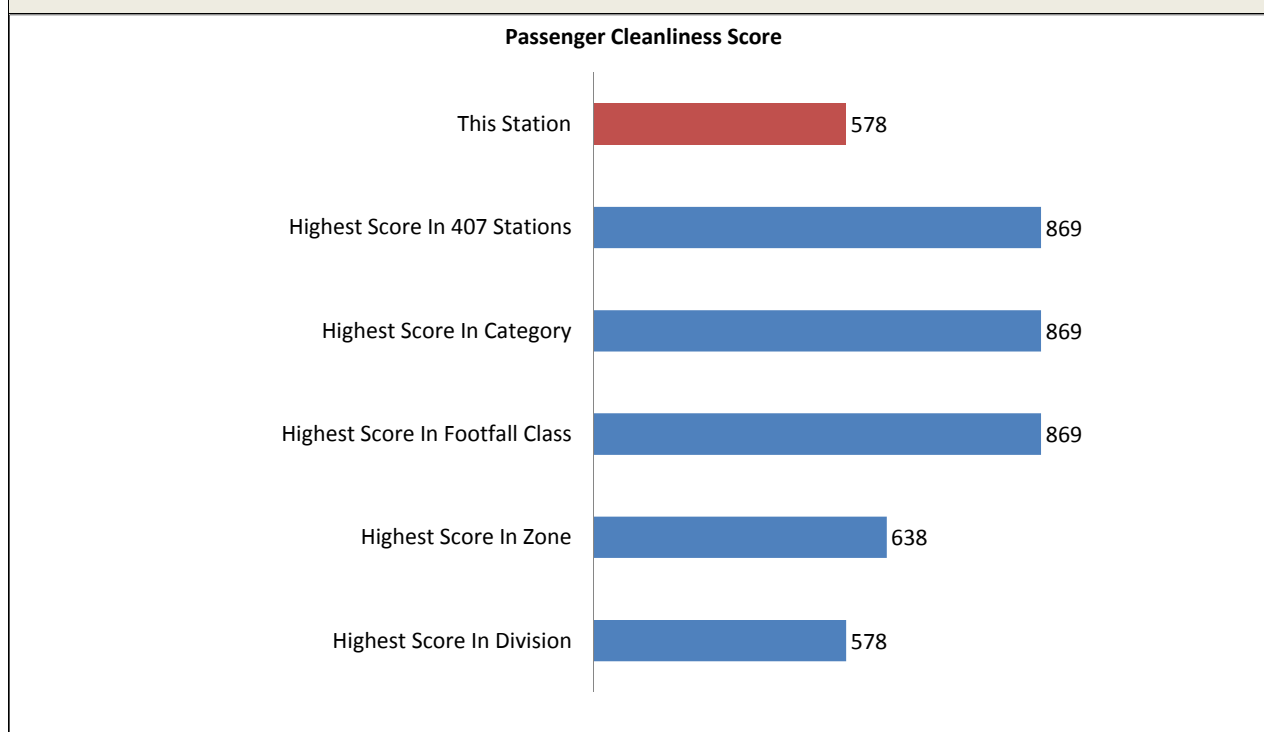
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	14
Observed the enforcement of anti-littering rules	80
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	273	450
	2	Condition of flooring surface at waiting rooms	1%	252	473
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	246	467
	4	Condition of water booths and water coolers	2%	262	433
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	296	500
	6	Condition of vending stalls including arrangements for waste disposal	2%	275	483
	7	Proper dressing of Electric cables	2%	250	433
	8	Proper dressing of Telecom cables	2%	268	433
	9	Absence of stench in the station premises	12%	245	483
	10	Control of pest and rodent	2%	251	633
	11	Control of flies and mosquitoes	3%	233	618
	12	Stagnation of water in movement areas and non-movement areas	2%	244	473
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	258	500
	14	Cleanliness and hygiene around vending stalls	3%	308	550
	15	Cleanliness of platform areas	5%	272	500
	16	Cleanliness of advertisement hoardings/signages	3%	277	433
	17	Cleanliness of tracks between platforms	1%	241	483
	18	Cleanliness of foot over bridges	1%	246	450
	19	Cleanliness of track area up to home signal beyond platform	1%	248	400
	20	Functioning of cross and longitudinal waste water drains	2%	255	582
Waste Management	21	Adequate availability of dustbins	10%	294	383
	22	Proper system for collection and disposal of solid waste from trains	0%	256	500
	23	Proper system for collection and disposal of solid waste from stations	0%	252	533
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	255	417
	25	Promptness in removal and disbursement of garbage	3%	262	517
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	243	433
	27	Presence/clearance of unwanted posters/notices	0%	276	450
	28	Storage of scrap items & their prompt disposal	3%	238	378
Toilets	29	Adequate availability of toilet in General	4%	285	400
	30	Adequate availability of toilets in pay and use	0%	329	450
	31	Adequate availability of toilets in Waiting rooms	3%	275	433
	32	Adequate availability of toilets in Circulating area	0%	277	483
	33	Condition of toilets in General	3%	288	417
	34	Condition of toilets in pay and use	0%	306	517
	35	Condition of toilets in Waiting rooms	2%	292	433
	36	Condition of toilets in circulating area	0%	257	500
	37	Availability of water in toilets and in other places for cleaning	4%	285	483
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	259	517
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	274	333
	40	Cleanliness of concourse and circulating area	0%	242	480
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
BARAUNI JN.	SONEPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	578
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	142
Cleanliness Rank of the Station (in Category)	108
Cleanliness Rank of the Station (in Footfall Class)	66
Cleanliness Rank of the Station (in Zone)	4
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	699
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	
Process Compliance Score	NA
Process Compliance Level	NA



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	56
Observed the enforcement of anti-littering rules	58
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

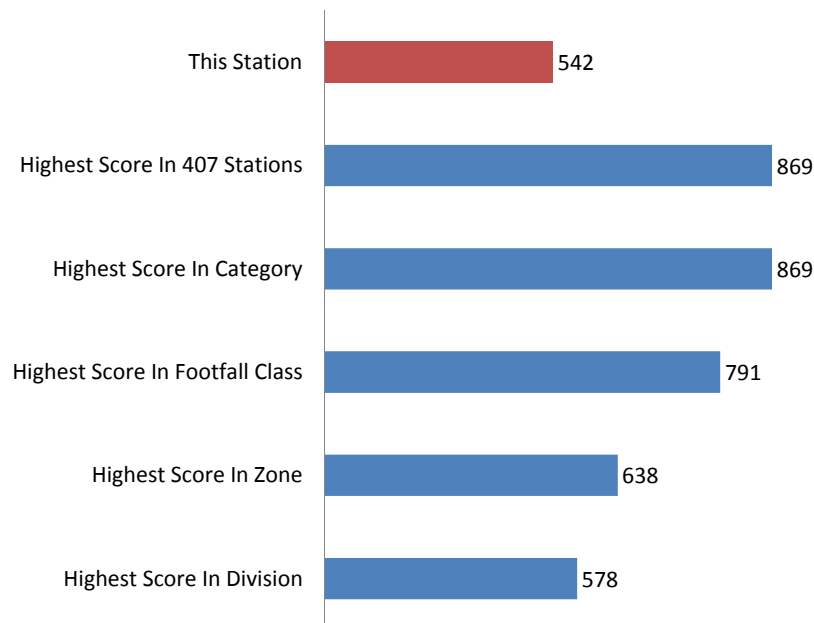
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	591	743
	2	Condition of flooring surface at waiting rooms	1%	601	886
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	565	829
	4	Condition of water booths and water coolers	2%	572	857
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	578	686
	6	Condition of vending stalls including arrangements for waste disposal	2%	581	886
	7	Proper dressing of Electric cables	2%	578	771
	8	Proper dressing of Telecom cables	2%	561	829
	9	Absence of stench in the station premises	12%	623	600
	10	Control of pest and rodent	2%	533	686
	11	Control of flies and mosquitoes	3%	546	600
	12	Stagnation of water in movement areas and non-movement areas	2%	578	743
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	573	743
	14	Cleanliness and hygiene around vending stalls	3%	595	686
	15	Cleanliness of platform areas	5%	547	771
	16	Cleanliness of advertisement hoardings/signages	3%	545	743
	17	Cleanliness of tracks between platforms	1%	555	771
	18	Cleanliness of foot over bridges	1%	566	629
	19	Cleanliness of track area up to home signal beyond platform	1%	563	800
	20	Functioning of cross and longitudinal waste water drains	2%	587	800
Waste Management	21	Adequate availability of dustbins	10%	608	514
	22	Proper system for collection and disposal of solid waste from trains	0%	567	800
	23	Proper system for collection and disposal of solid waste from stations	0%	575	771
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	551	686
	25	Promptness in removal and disbursement of garbage	3%	583	657
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	567	829
	27	Presence/clearance of unwanted posters/notices	0%	570	657
	28	Storage of scrap items & their prompt disposal	3%	545	857
Toilets	29	Adequate availability of toilet in General	4%	521	714
	30	Adequate availability of toilets in pay and use	0%	584	743
	31	Adequate availability of toilets in Waiting rooms	3%	599	714
	32	Adequate availability of toilets in Circulating area	0%	528	771
	33	Condition of toilets in General	3%	543	686
	34	Condition of toilets in pay and use	0%	605	771
	35	Condition of toilets in Waiting rooms	2%	605	829
	36	Condition of toilets in circulating area	0%	564	829
	37	Availability of water in toilets and in other places for cleaning	4%	574	714
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	568	686
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	590	629
	40	Cleanliness of concourse and circulating area	0%	570	657
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
HAJIPUR JN.	SONEPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	542
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	208
Cleanliness Rank of the Station (in Category)	164
Cleanliness Rank of the Station (in Footfall Class)	66
Cleanliness Rank of the Station (in Zone)	7
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	659
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	686
Infrastructure Adequacy Level	Level 2
Process Compliance Score	851
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	69
Observed the enforcement of anti-littering rules	56
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	83
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	67
Availability of Washable CC Apron over tracks at station	100

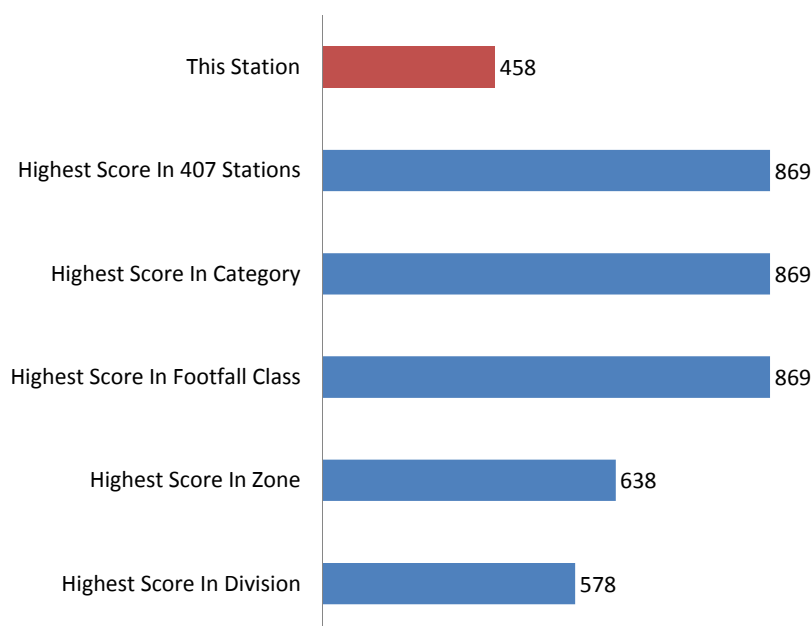
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	553	593
	2	Condition of flooring surface at waiting rooms	1%	555	710
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	540	650
	4	Condition of water booths and water coolers	2%	544	533
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	538	663
	6	Condition of vending stalls including arrangements for waste disposal	2%	546	723
	7	Proper dressing of Electric cables	2%	545	570
	8	Proper dressing of Telecom cables	2%	559	597
	9	Absence of stench in the station premises	12%	558	700
	10	Control of pest and rodent	2%	523	613
	11	Control of flies and mosquitoes	3%	538	620
	12	Stagnation of water in movement areas and non-movement areas	2%	521	637
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	525	717
	14	Cleanliness and hygiene around vending stalls	3%	537	710
	15	Cleanliness of platform areas	5%	537	663
	16	Cleanliness of advertisement hoardings/signages	3%	549	587
	17	Cleanliness of tracks between platforms	1%	529	643
	18	Cleanliness of foot over bridges	1%	537	670
	19	Cleanliness of track area up to home signal beyond platform	1%	537	647
	20	Functioning of cross and longitudinal waste water drains	2%	532	727
Waste Management	21	Adequate availability of dustbins	10%	560	737
	22	Proper system for collection and disposal of solid waste from trains	0%	553	530
	23	Proper system for collection and disposal of solid waste from stations	0%	540	570
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	542	753
	25	Promptness in removal and disbursement of garbage	3%	522	697
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	531	563
	27	Presence/clearance of unwanted posters/notices	0%	537	620
	28	Storage of scrap items & their prompt disposal	3%	529	697
Toilets	29	Adequate availability of toilet in General	4%	521	613
	30	Adequate availability of toilets in pay and use	0%	535	690
	31	Adequate availability of toilets in Waiting rooms	3%	539	700
	32	Adequate availability of toilets in Circulating area	0%	530	703
	33	Condition of toilets in General	3%	530	687
	34	Condition of toilets in pay and use	0%	545	620
	35	Condition of toilets in Waiting rooms	2%	544	620
	36	Condition of toilets in circulating area	0%	538	647
	37	Availability of water in toilets and in other places for cleaning	4%	540	593
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	541	720
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	540	587
	40	Cleanliness of concourse and circulating area	0%	528	677
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			900
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			867
	3	Adequate supervision for monitoring cleanliness			867
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			833
	5	Performance of service improvement groups (SIG) and their effectiveness			840
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			633
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			667
	10	Final disposal of waste water from the trackside drains			633
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			667

Name of Station	Division
KHAGARIA JN.	SONEPUR
Passenger Cleanliness Score	458
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	325
Cleanliness Rank of the Station (in Category)	258
Cleanliness Rank of the Station (in Footfall Class)	145
Cleanliness Rank of the Station (in Zone)	18
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	382
Non-Passenger Cleanliness Level	Level 5
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA

Passenger Cleanliness Score



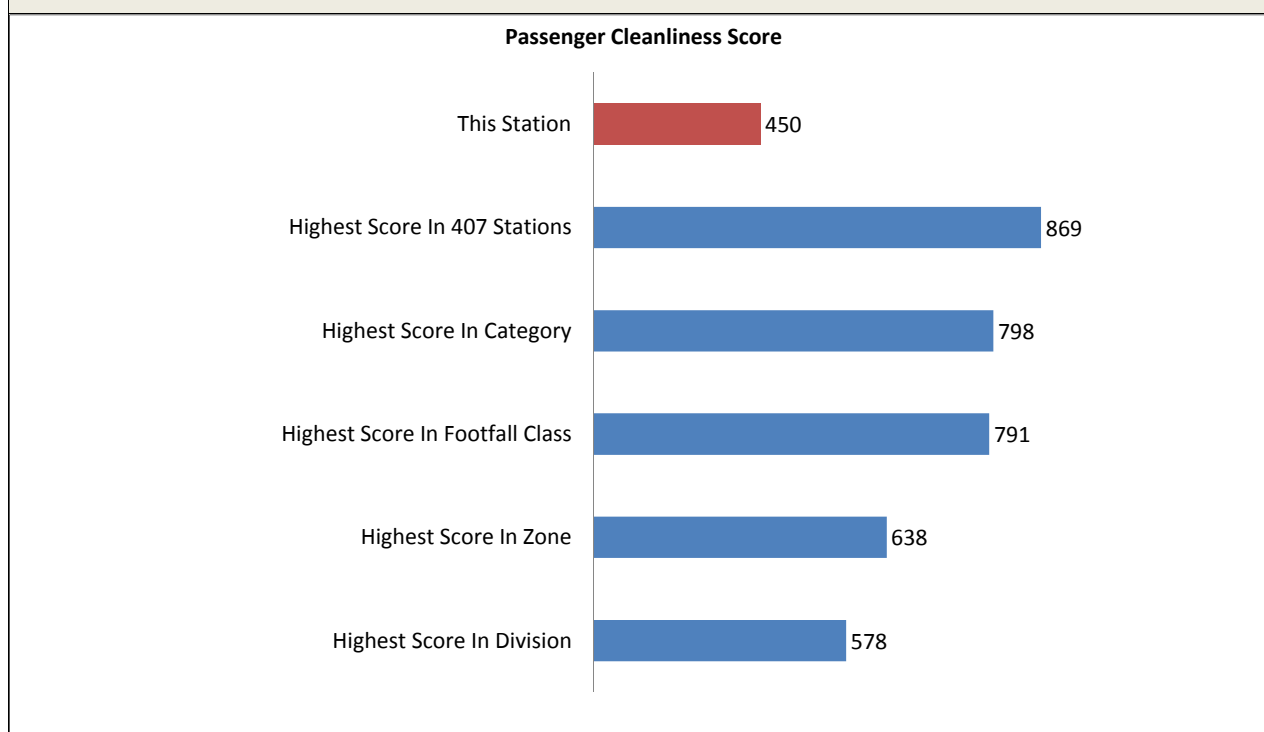
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	52
Observed the enforcement of anti-littering rules	36
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	441	450
	2	Condition of flooring surface at waiting rooms	1%	422	400
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	420	433
	4	Condition of water booths and water coolers	2%	434	433
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	439	450
	6	Condition of vending stalls including arrangements for waste disposal	2%	438	417
	7	Proper dressing of Electric cables	2%	422	350
	8	Proper dressing of Telecom cables	2%	399	333
	9	Absence of stench in the station premises	12%	537	350
	10	Control of pest and rodent	2%	458	317
	11	Control of flies and mosquitoes	3%	465	383
	12	Stagnation of water in movement areas and non-movement areas	2%	436	400
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	425	433
	14	Cleanliness and hygiene around vending stalls	3%	427	400
	15	Cleanliness of platform areas	5%	434	367
	16	Cleanliness of advertisement hoardings/signages	3%	421	367
	17	Cleanliness of tracks between platforms	1%	434	400
	18	Cleanliness of foot over bridges	1%	438	417
	19	Cleanliness of track area up to home signal beyond platform	1%	425	333
	20	Functioning of cross and longitudinal waste water drains	2%	420	333
Waste Management	21	Adequate availability of dustbins	10%	552	383
	22	Proper system for collection and disposal of solid waste from trains	0%	424	400
	23	Proper system for collection and disposal of solid waste from stations	0%	433	300
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	430	367
	25	Promptness in removal and disbursement of garbage	3%	423	367
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	428	417
	27	Presence/clearance of unwanted posters/notices	0%	426	317
	28	Storage of scrap items & their prompt disposal	3%	406	317
Toilets	29	Adequate availability of toilet in General	4%	438	350
	30	Adequate availability of toilets in pay and use	0%	428	383
	31	Adequate availability of toilets in Waiting rooms	3%	397	283
	32	Adequate availability of toilets in Circulating area	0%	402	417
	33	Condition of toilets in General	3%	474	433
	34	Condition of toilets in pay and use	0%	447	467
	35	Condition of toilets in Waiting rooms	2%	463	383
	36	Condition of toilets in circulating area	0%	449	400
	37	Availability of water in toilets and in other places for cleaning	4%	437	383
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	439	383
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	433	417
	40	Cleanliness of concourse and circulating area	0%	428	367
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
MUZAFFARPUR JN.	SONEPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	450
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	334
Cleanliness Rank of the Station (in Category)	68
Cleanliness Rank of the Station (in Footfall Class)	109
Cleanliness Rank of the Station (in Zone)	19
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	591
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	543
Infrastructure Adequacy Level	Level 3
Process Compliance Score	617
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	28
Observed the enforcement of anti-littering rules	29
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

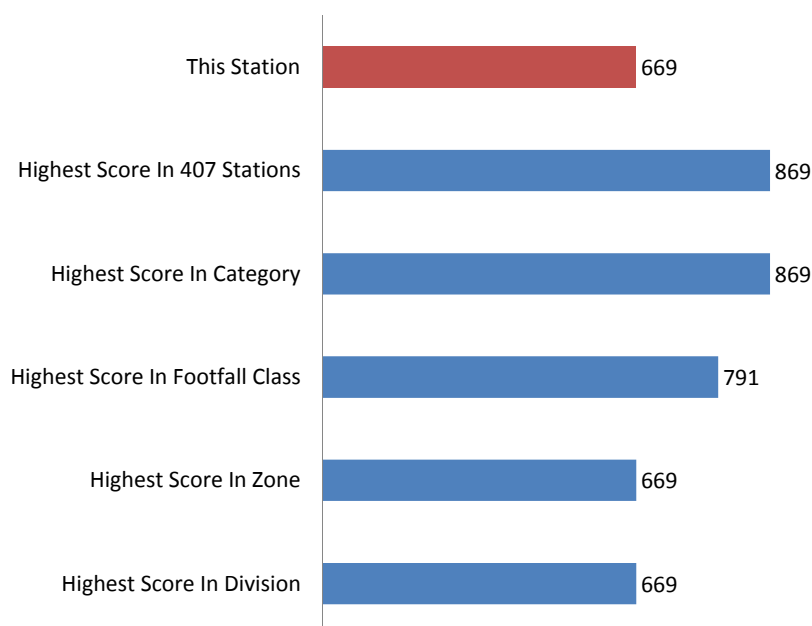
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ECR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	468	595
	2	Condition of flooring surface at waiting rooms	1%	501	618
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	442	745
	4	Condition of water booths and water coolers	2%	435	686
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	481	727
	6	Condition of vending stalls including arrangements for waste disposal	2%	454	618
	7	Proper dressing of Electric cables	2%	508	673
	8	Proper dressing of Telecom cables	2%	512	630
	9	Absence of stench in the station premises	12%	435	605
	10	Control of pest and rodent	2%	393	364
	11	Control of flies and mosquitoes	3%	404	482
	12	Stagnation of water in movement areas and non-movement areas	2%	448	432
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	451	523
	14	Cleanliness and hygiene around vending stalls	3%	447	532
	15	Cleanliness of platform areas	5%	446	532
	16	Cleanliness of advertisement hoardings/signages	3%	484	595
	17	Cleanliness of tracks between platforms	1%	406	541
	18	Cleanliness of foot over bridges	1%	428	609
	19	Cleanliness of track area up to home signal beyond platform	1%	404	600
	20	Functioning of cross and longitudinal waste water drains	2%	468	682
Waste Management	21	Adequate availability of dustbins	10%	485	641
	22	Proper system for collection and disposal of solid waste from trains	0%	431	536
	23	Proper system for collection and disposal of solid waste from stations	0%	450	518
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	437	500
	25	Promptness in removal and disbursement of garbage	3%	420	600
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	404	609
	27	Presence/clearance of unwanted posters/notices	0%	466	709
	28	Storage of scrap items & their prompt disposal	3%	480	727
Toilets	29	Adequate availability of toilet in General	4%	415	473
	30	Adequate availability of toilets in pay and use	0%	472	518
	31	Adequate availability of toilets in Waiting rooms	3%	462	530
	32	Adequate availability of toilets in Circulating area	0%	409	518
	33	Condition of toilets in General	3%	399	509
	34	Condition of toilets in pay and use	0%	460	509
	35	Condition of toilets in Waiting rooms	2%	460	641
	36	Condition of toilets in circulating area	0%	408	618
	37	Availability of water in toilets and in other places for cleaning	4%	500	586
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	449	568
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	423	750
	40	Cleanliness of concourse and circulating area	0%	428	509
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			500
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			700
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			700
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			500
	8	Condition of carriage watering hydrants including their leakage			400
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			500
	10	Final disposal of waste water from the trackside drains			500
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
DURGAPUR	ASANSOL
Passenger Cleanliness Score	
Passenger Cleanliness Score	669
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	44
Cleanliness Rank of the Station (in Category)	35
Cleanliness Rank of the Station (in Footfall Class)	15
Cleanliness Rank of the Station (in Zone)	1
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	788
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	778
Infrastructure Adequacy Level	Level 1
Process Compliance Score	843
Process Compliance Level	Level 1

Passenger Cleanliness Score



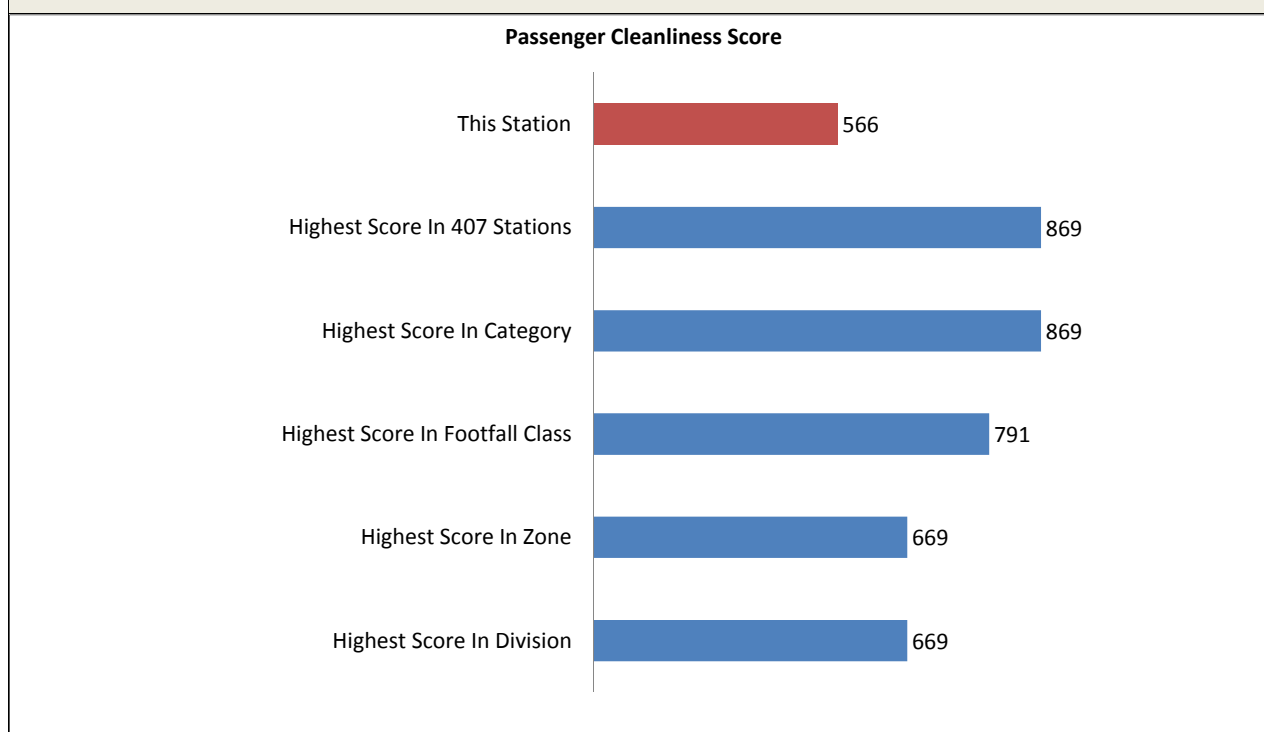
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	90
Observed the enforcement of anti-littering rules	61
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	7
Sensitized cleaning staff about correct practices	93
Observed the use of CCTVs for monitoring cleanliness at stations	7
Availability of Washable CC Apron over tracks at station	14

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ER	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	679	829
	2	Condition of flooring surface at waiting rooms	1%	678	771
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	665	829
	4	Condition of water booths and water coolers	2%	655	757
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	646	708
	6	Condition of vending stalls including arrangements for waste disposal	2%	673	807
	7	Proper dressing of Electric cables	2%	627	807
	8	Proper dressing of Telecom cables	2%	627	750
	9	Absence of stench in the station premises	12%	700	814
	10	Control of pest and rodent	2%	656	671
	11	Control of flies and mosquitoes	3%	607	700
	12	Stagnation of water in movement areas and non-movement areas	2%	668	821
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	665	829
	14	Cleanliness and hygiene around vending stalls	3%	667	836
	15	Cleanliness of platform areas	5%	686	893
	16	Cleanliness of advertisement hoardings/signages	3%	604	593
	17	Cleanliness of tracks between platforms	1%	652	850
	18	Cleanliness of foot over bridges	1%	672	864
	19	Cleanliness of track area up to home signal beyond platform	1%	675	829
	20	Functioning of cross and longitudinal waste water drains	2%	646	793
Waste Management	21	Adequate availability of dustbins	10%	743	771
	22	Proper system for collection and disposal of solid waste from trains	0%	648	762
	23	Proper system for collection and disposal of solid waste from stations	0%	664	736
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	670	821
	25	Promptness in removal and disbursement of garbage	3%	665	836
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	639	821
	27	Presence/clearance of unwanted posters/notices	0%	619	636
	28	Storage of scrap items & their prompt disposal	3%	639	814
Toilets	29	Adequate availability of toilet in General	4%	671	714
	30	Adequate availability of toilets in pay and use	0%	644	779
	31	Adequate availability of toilets in Waiting rooms	3%	645	771
	32	Adequate availability of toilets in Circulating area	0%	625	700
	33	Condition of toilets in General	3%	626	707
	34	Condition of toilets in pay and use	0%	673	786
	35	Condition of toilets in Waiting rooms	2%	666	821
	36	Condition of toilets in circulating area	0%	615	736
	37	Availability of water in toilets and in other places for cleaning	4%	671	814
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	666	814
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	650	786
	40	Cleanliness of concourse and circulating area	0%	645	871
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			900
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			886
	3	Adequate supervision for monitoring cleanliness			914
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			843
	5	Performance of service improvement groups (SIG) and their effectiveness			900
	6	Usage of recycled water for non potable uses			615
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			829
	8	Condition of carriage watering hydrants including their leakage			814
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			829
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			857
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			757
	13	Condition of Washable CC Apron over tracks at station			564

Name of Station	Division
ASANSOL	ASANSOL
Passenger Cleanliness Score	
Passenger Cleanliness Score	566
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	166
Cleanliness Rank of the Station (in Category)	129
Cleanliness Rank of the Station (in Footfall Class)	49
Cleanliness Rank of the Station (in Zone)	2
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	762
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	759
Infrastructure Adequacy Level	Level 1
Process Compliance Score	770
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	82
Observed the enforcement of anti-littering rules	45
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	25
Sensitized cleaning staff about correct practices	85
Observed the use of CCTVs for monitoring cleanliness at stations	85
Availability of Washable CC Apron over tracks at station	80

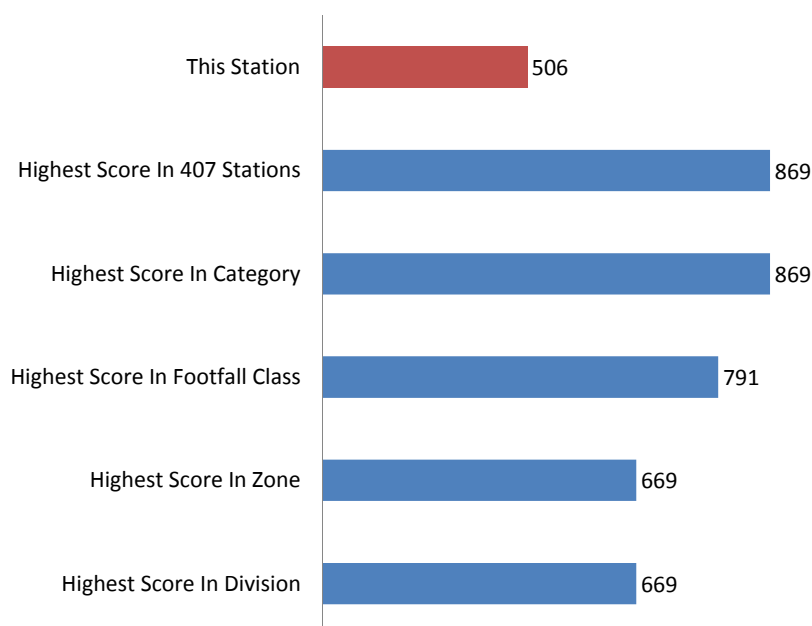
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ER	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	603	740
	2	Condition of flooring surface at waiting rooms	1%	597	780
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	568	740
	4	Condition of water booths and water coolers	2%	563	790
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	574	760
	6	Condition of vending stalls including arrangements for waste disposal	2%	575	770
	7	Proper dressing of Electric cables	2%	546	750
	8	Proper dressing of Telecom cables	2%	537	770
	9	Absence of stench in the station premises	12%	533	720
	10	Control of pest and rodent	2%	470	730
	11	Control of flies and mosquitoes	3%	466	790
	12	Stagnation of water in movement areas and non-movement areas	2%	552	790
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	532	760
	14	Cleanliness and hygiene around vending stalls	3%	584	770
	15	Cleanliness of platform areas	5%	602	750
	16	Cleanliness of advertisement hoardings/signages	3%	538	770
	17	Cleanliness of tracks between platforms	1%	547	790
	18	Cleanliness of foot over bridges	1%	615	790
	19	Cleanliness of track area up to home signal beyond platform	1%	560	780
	20	Functioning of cross and longitudinal waste water drains	2%	501	750
Waste Management	21	Adequate availability of dustbins	10%	647	800
	22	Proper system for collection and disposal of solid waste from trains	0%	550	750
	23	Proper system for collection and disposal of solid waste from stations	0%	533	760
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	559	770
	25	Promptness in removal and disbursement of garbage	3%	542	780
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	541	760
	27	Presence/clearance of unwanted posters/notices	0%	528	750
	28	Storage of scrap items & their prompt disposal	3%	529	760
Toilets	29	Adequate availability of toilet in General	4%	583	730
	30	Adequate availability of toilets in pay and use	0%	581	770
	31	Adequate availability of toilets in Waiting rooms	3%	581	740
	32	Adequate availability of toilets in Circulating area	0%	569	730
	33	Condition of toilets in General	3%	539	760
	34	Condition of toilets in pay and use	0%	608	730
	35	Condition of toilets in Waiting rooms	2%	573	770
	36	Condition of toilets in circulating area	0%	562	740
	37	Availability of water in toilets and in other places for cleaning	4%	575	770
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	595	780
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	557	750
	40	Cleanliness of concourse and circulating area	0%	589	780
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			760
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			820
	3	Adequate supervision for monitoring cleanliness			720
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			820
	5	Performance of service improvement groups (SIG) and their effectiveness			780
	6	Usage of recycled water for non potable uses			720
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			770
	8	Condition of carriage watering hydrants including their leakage			740
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			790
	10	Final disposal of waste water from the trackside drains			750
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			770
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			720
	13	Condition of Washable CC Apron over tracks at station			770

Name of Station	Division
JASIDIH	ASANSOL
Passenger Cleanliness Score	
Passenger Cleanliness Score	506
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	258
Cleanliness Rank of the Station (in Category)	203
Cleanliness Rank of the Station (in Footfall Class)	82
Cleanliness Rank of the Station (in Zone)	7
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	553
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	533
Infrastructure Adequacy Level	Level 3
Process Compliance Score	544
Process Compliance Level	Level 3

Passenger Cleanliness Score



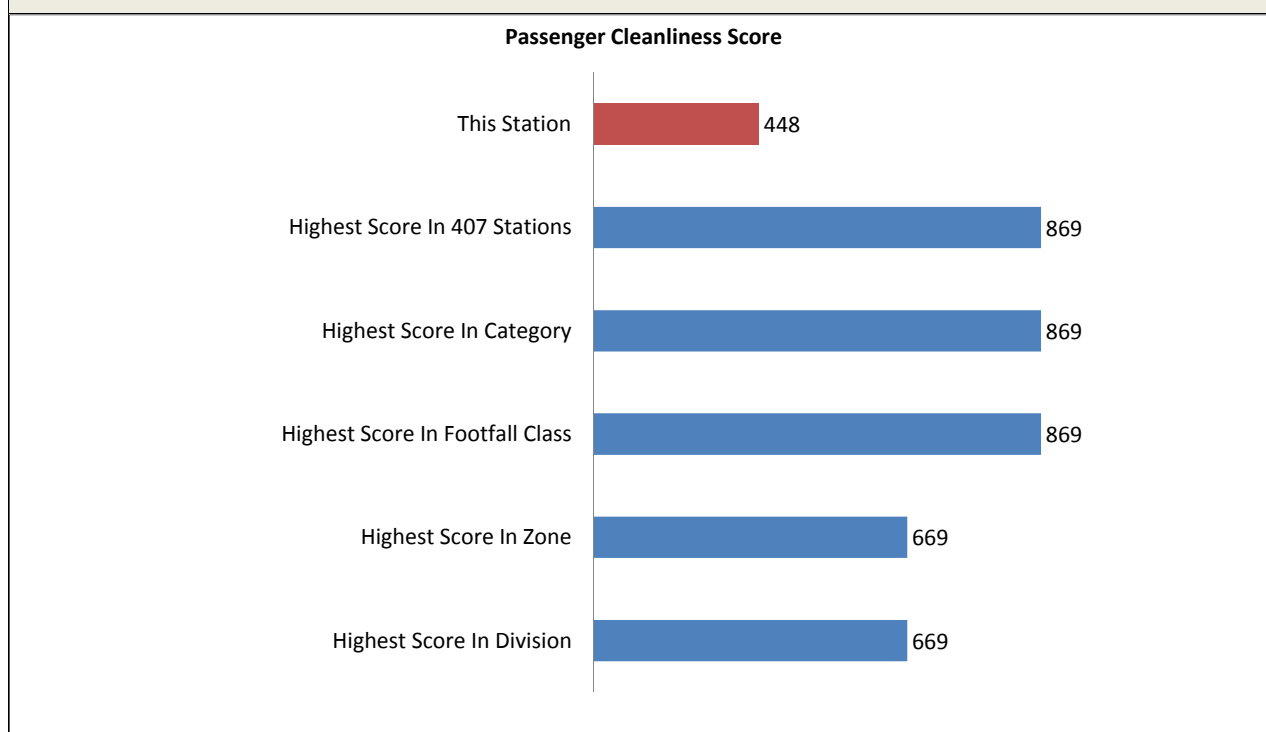
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	83
Observed the enforcement of anti-littering rules	48
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	67
Sensitized cleaning staff about correct practices	33
Observed the use of CCTVs for monitoring cleanliness at stations	67
Availability of Washable CC Apron over tracks at station	33

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ER	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	537	511
	2	Condition of flooring surface at waiting rooms	1%	538	611
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	514	511
	4	Condition of water booths and water coolers	2%	520	550
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	515	600
	6	Condition of vending stalls including arrangements for waste disposal	2%	516	567
	7	Proper dressing of Electric cables	2%	504	600
	8	Proper dressing of Telecom cables	2%	490	517
	9	Absence of stench in the station premises	12%	500	544
	10	Control of pest and rodent	2%	481	556
	11	Control of flies and mosquitoes	3%	512	533
	12	Stagnation of water in movement areas and non-movement areas	2%	522	490
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	529	524
	14	Cleanliness and hygiene around vending stalls	3%	535	511
	15	Cleanliness of platform areas	5%	529	644
	16	Cleanliness of advertisement hoardings/signages	3%	506	589
	17	Cleanliness of tracks between platforms	1%	477	556
	18	Cleanliness of foot over bridges	1%	522	544
	19	Cleanliness of track area up to home signal beyond platform	1%	495	578
	20	Functioning of cross and longitudinal waste water drains	2%	504	524
Waste Management	21	Adequate availability of dustbins	10%	501	589
	22	Proper system for collection and disposal of solid waste from trains	0%	508	586
	23	Proper system for collection and disposal of solid waste from stations	0%	502	550
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	513	529
	25	Promptness in removal and disbursement of garbage	3%	504	533
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	499	550
	27	Presence/clearance of unwanted posters/notices	0%	513	467
	28	Storage of scrap items & their prompt disposal	3%	491	567
Toilets	29	Adequate availability of toilet in General	4%	454	556
	30	Adequate availability of toilets in pay and use	0%	520	667
	31	Adequate availability of toilets in Waiting rooms	3%	508	556
	32	Adequate availability of toilets in Circulating area	0%	502	544
	33	Condition of toilets in General	3%	459	522
	34	Condition of toilets in pay and use	0%	519	533
	35	Condition of toilets in Waiting rooms	2%	520	544
	36	Condition of toilets in circulating area	0%	484	489
	37	Availability of water in toilets and in other places for cleaning	4%	525	556
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	510	556
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	504	433
	40	Cleanliness of concourse and circulating area	0%	504	511
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			533
	3	Adequate supervision for monitoring cleanliness			533
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			533
	5	Performance of service improvement groups (SIG) and their effectiveness			533
	6	Usage of recycled water for non potable uses			533
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			533
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			467
	10	Final disposal of waste water from the trackside drains			533
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			467
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			533

Name of Station	Division
MADHUPUR	ASANSOL
Passenger Cleanliness Score	448
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	340
Cleanliness Rank of the Station (in Category)	271
Cleanliness Rank of the Station (in Footfall Class)	154
Cleanliness Rank of the Station (in Zone)	12
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	517
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



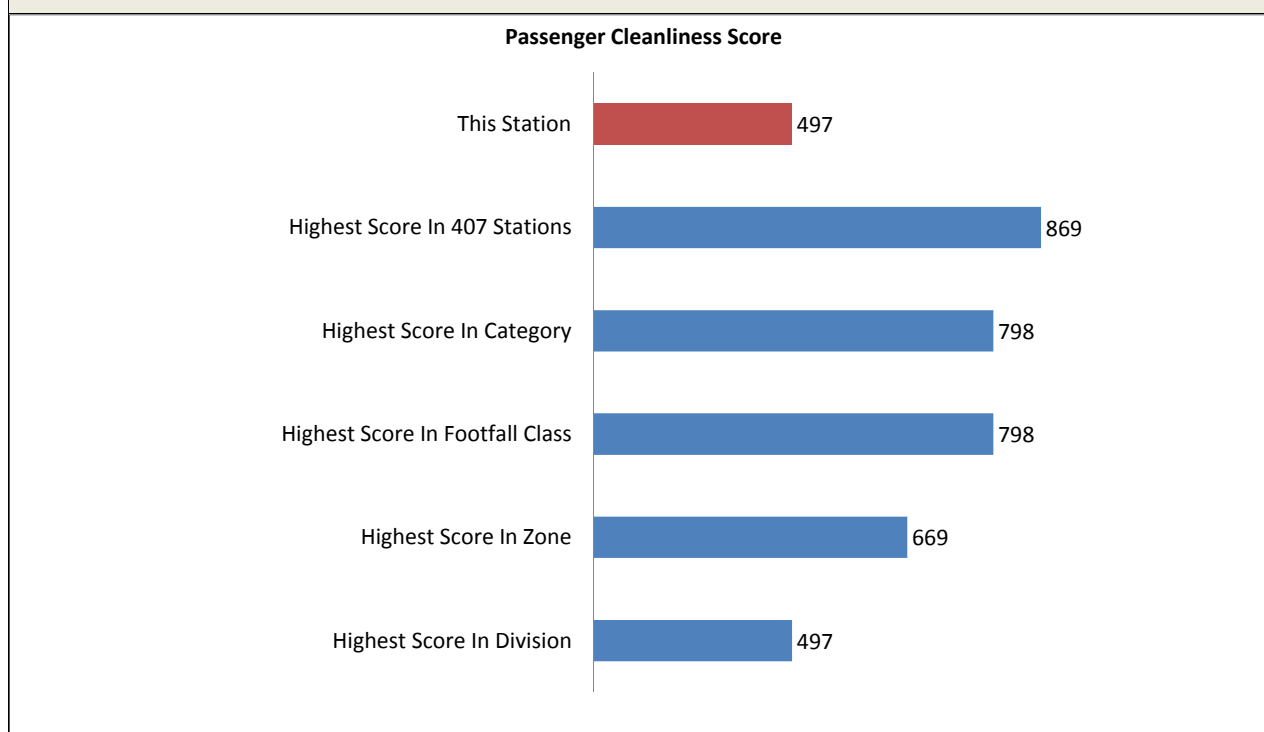
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	83
Observed the enforcement of anti-littering rules	57
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ER	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	459	573
	2	Condition of flooring surface at waiting rooms	1%	487	533
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	455	493
	4	Condition of water booths and water coolers	2%	454	467
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	456	520
	6	Condition of vending stalls including arrangements for waste disposal	2%	462	467
	7	Proper dressing of Electric cables	2%	469	560
	8	Proper dressing of Telecom cables	2%	435	520
	9	Absence of stench in the station premises	12%	454	520
	10	Control of pest and rodent	2%	469	533
	11	Control of flies and mosquitoes	3%	446	520
	12	Stagnation of water in movement areas and non-movement areas	2%	461	520
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	453	533
	14	Cleanliness and hygiene around vending stalls	3%	451	533
	15	Cleanliness of platform areas	5%	448	533
	16	Cleanliness of advertisement hoardings/signages	3%	438	520
	17	Cleanliness of tracks between platforms	1%	434	480
	18	Cleanliness of foot over bridges	1%	424	533
	19	Cleanliness of track area up to home signal beyond platform	1%	447	520
	20	Functioning of cross and longitudinal waste water drains	2%	440	480
Waste Management	21	Adequate availability of dustbins	10%	470	587
	22	Proper system for collection and disposal of solid waste from trains	0%	463	547
	23	Proper system for collection and disposal of solid waste from stations	0%	453	520
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	459	493
	25	Promptness in removal and disbursement of garbage	3%	437	507
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	440	480
	27	Presence/clearance of unwanted posters/notices	0%	451	507
	28	Storage of scrap items & their prompt disposal	3%	423	493
Toilets	29	Adequate availability of toilet in General	4%	390	413
	30	Adequate availability of toilets in pay and use	0%	423	520
	31	Adequate availability of toilets in Waiting rooms	3%	426	453
	32	Adequate availability of toilets in Circulating area	0%	415	520
	33	Condition of toilets in General	3%	411	480
	34	Condition of toilets in pay and use	0%	449	493
	35	Condition of toilets in Waiting rooms	2%	435	547
	36	Condition of toilets in circulating area	0%	425	533
	37	Availability of water in toilets and in other places for cleaning	4%	457	520
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	446	533
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	457	453
	40	Cleanliness of concourse and circulating area	0%	444	507
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
HOWRAH	HOWRAH
Passenger Cleanliness Score	
Passenger Cleanliness Score	497
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	275
Cleanliness Rank of the Station (in Category)	57
Cleanliness Rank of the Station (in Footfall Class)	23
Cleanliness Rank of the Station (in Zone)	9
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	678
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	704
Infrastructure Adequacy Level	Level 2
Process Compliance Score	725
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	67
Observed the enforcement of anti-littering rules	12
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	38
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	88
Availability of Washable CC Apron over tracks at station	100

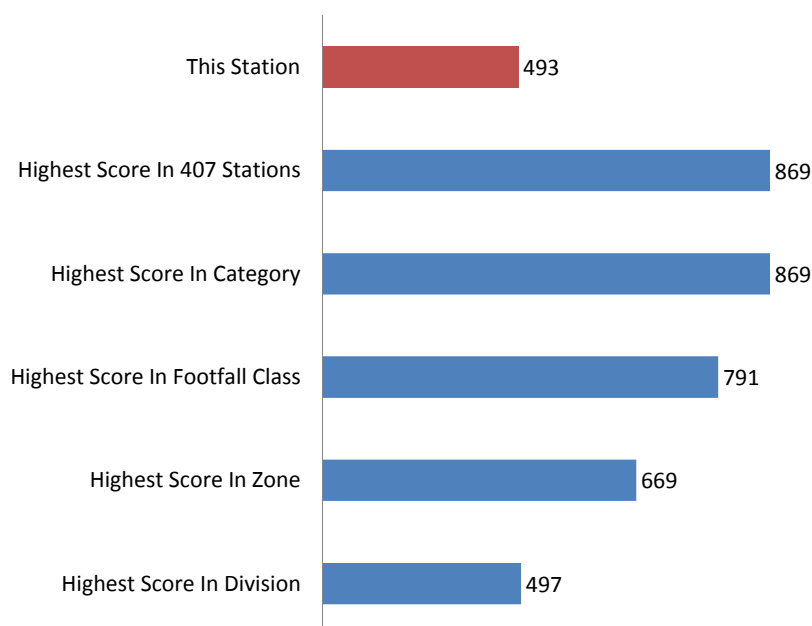
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ER	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	567	720
	2	Condition of flooring surface at waiting rooms	1%	579	725
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	477	630
	4	Condition of water booths and water coolers	2%	522	705
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	457	623
	6	Condition of vending stalls including arrangements for waste disposal	2%	523	683
	7	Proper dressing of Electric cables	2%	501	668
	8	Proper dressing of Telecom cables	2%	501	620
	9	Absence of stench in the station premises	12%	397	629
	10	Control of pest and rodent	2%	430	513
	11	Control of flies and mosquitoes	3%	485	780
	12	Stagnation of water in movement areas and non-movement areas	2%	482	605
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	444	588
	14	Cleanliness and hygiene around vending stalls	3%	562	698
	15	Cleanliness of platform areas	5%	564	740
	16	Cleanliness of advertisement hoardings/signages	3%	495	600
	17	Cleanliness of tracks between platforms	1%	489	695
	18	Cleanliness of foot over bridges	1%	497	688
	19	Cleanliness of track area up to home signal beyond platform	1%	461	675
	20	Functioning of cross and longitudinal waste water drains	2%	452	575
Waste Management	21	Adequate availability of dustbins	10%	559	785
	22	Proper system for collection and disposal of solid waste from trains	0%	414	675
	23	Proper system for collection and disposal of solid waste from stations	0%	478	725
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	502	570
	25	Promptness in removal and disbursement of garbage	3%	507	668
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	456	675
	27	Presence/clearance of unwanted posters/notices	0%	458	655
	28	Storage of scrap items & their prompt disposal	3%	477	650
Toilets	29	Adequate availability of toilet in General	4%	475	568
	30	Adequate availability of toilets in pay and use	0%	492	585
	31	Adequate availability of toilets in Waiting rooms	3%	517	775
	32	Adequate availability of toilets in Circulating area	0%	425	595
	33	Condition of toilets in General	3%	441	680
	34	Condition of toilets in pay and use	0%	515	680
	35	Condition of toilets in Waiting rooms	2%	512	704
	36	Condition of toilets in circulating area	0%	419	655
	37	Availability of water in toilets and in other places for cleaning	4%	541	695
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	540	733
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	515	655
	40	Cleanliness of concourse and circulating area	0%	515	683
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			775
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			750
	5	Performance of service improvement groups (SIG) and their effectiveness			775
	6	Usage of recycled water for non potable uses			650
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			725
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			700
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			675
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			725
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
RAMPURHAT	HOWRAH
Passenger Cleanliness Score	
Passenger Cleanliness Score	493
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	283
Cleanliness Rank of the Station (in Category)	224
Cleanliness Rank of the Station (in Footfall Class)	90
Cleanliness Rank of the Station (in Zone)	10
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	513
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	586
Infrastructure Adequacy Level	Level 3
Process Compliance Score	604
Process Compliance Level	Level 2

Passenger Cleanliness Score



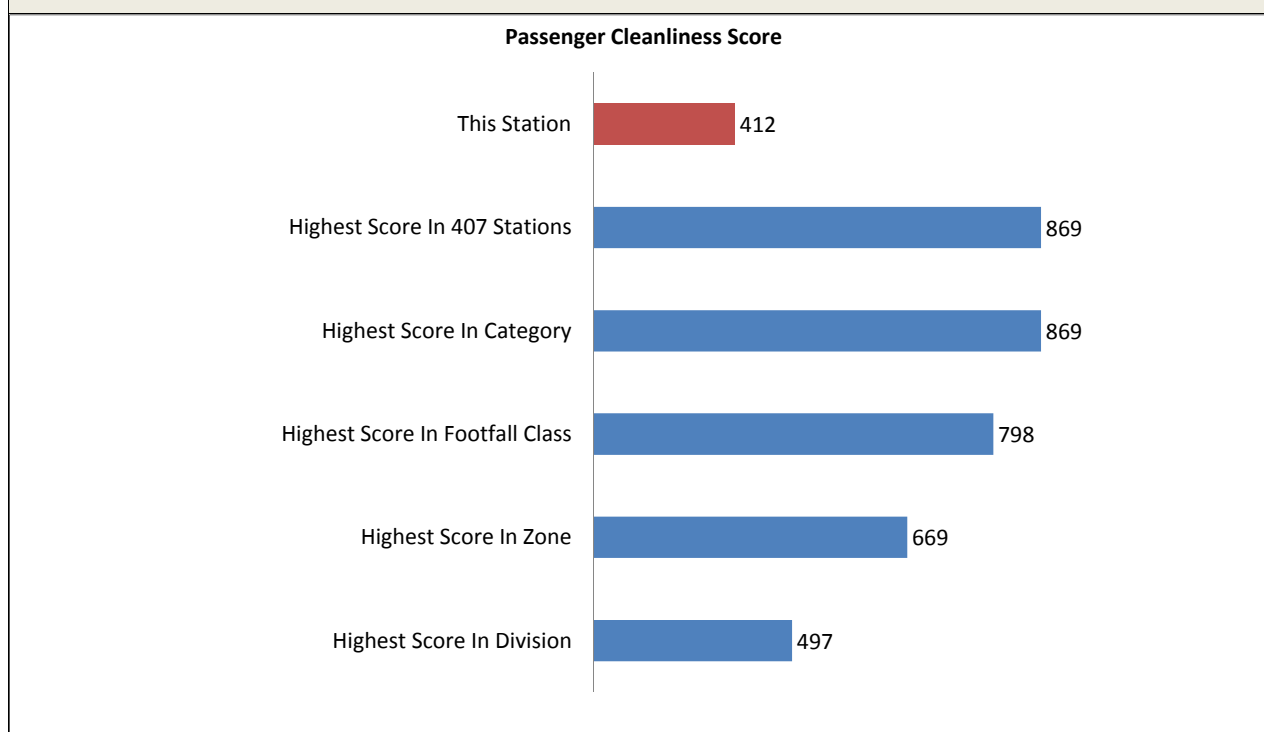
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	38
Observed the enforcement of anti-littering rules	27
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	63
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ER	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	519	525
	2	Condition of flooring surface at waiting rooms	1%	532	538
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	510	463
	4	Condition of water booths and water coolers	2%	506	463
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	466	488
	6	Condition of vending stalls including arrangements for waste disposal	2%	495	525
	7	Proper dressing of Electric cables	2%	518	450
	8	Proper dressing of Telecom cables	2%	500	463
	9	Absence of stench in the station premises	12%	474	513
	10	Control of pest and rodent	2%	482	538
	11	Control of flies and mosquitoes	3%	499	463
	12	Stagnation of water in movement areas and non-movement areas	2%	498	575
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	514	500
	14	Cleanliness and hygiene around vending stalls	3%	506	513
	15	Cleanliness of platform areas	5%	517	538
	16	Cleanliness of advertisement hoardings/signages	3%	504	488
	17	Cleanliness of tracks between platforms	1%	474	600
	18	Cleanliness of foot over bridges	1%	533	525
	19	Cleanliness of track area up to home signal beyond platform	1%	490	513
	20	Functioning of cross and longitudinal waste water drains	2%	481	475
Waste Management	21	Adequate availability of dustbins	10%	541	500
	22	Proper system for collection and disposal of solid waste from trains	0%	458	463
	23	Proper system for collection and disposal of solid waste from stations	0%	498	450
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	485	600
	25	Promptness in removal and disbursement of garbage	3%	512	513
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	475	575
	27	Presence/clearance of unwanted posters/notices	0%	508	563
	28	Storage of scrap items & their prompt disposal	3%	479	488
Toilets	29	Adequate availability of toilet in General	4%	454	475
	30	Adequate availability of toilets in pay and use	0%	493	550
	31	Adequate availability of toilets in Waiting rooms	3%	492	575
	32	Adequate availability of toilets in Circulating area	0%	454	538
	33	Condition of toilets in General	3%	406	550
	34	Condition of toilets in pay and use	0%	473	475
	35	Condition of toilets in Waiting rooms	2%	470	438
	36	Condition of toilets in circulating area	0%	421	438
	37	Availability of water in toilets and in other places for cleaning	4%	470	550
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	511	513
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	473	450
	40	Cleanliness of concourse and circulating area	0%	497	600
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			500
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			675
	6	Usage of recycled water for non potable uses			650
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			575
	8	Condition of carriage watering hydrants including their leakage			575
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			575
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			550
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			625

Name of Station	Division
BANDEL	HOWRAH
Passenger Cleanliness Score	
Passenger Cleanliness Score	412
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	372
Cleanliness Rank of the Station (in Category)	299
Cleanliness Rank of the Station (in Footfall Class)	29
Cleanliness Rank of the Station (in Zone)	14
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	496
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	606
Infrastructure Adequacy Level	Level 2
Process Compliance Score	567
Process Compliance Level	Level 3



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	50
Observed the enforcement of anti-littering rules	9
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

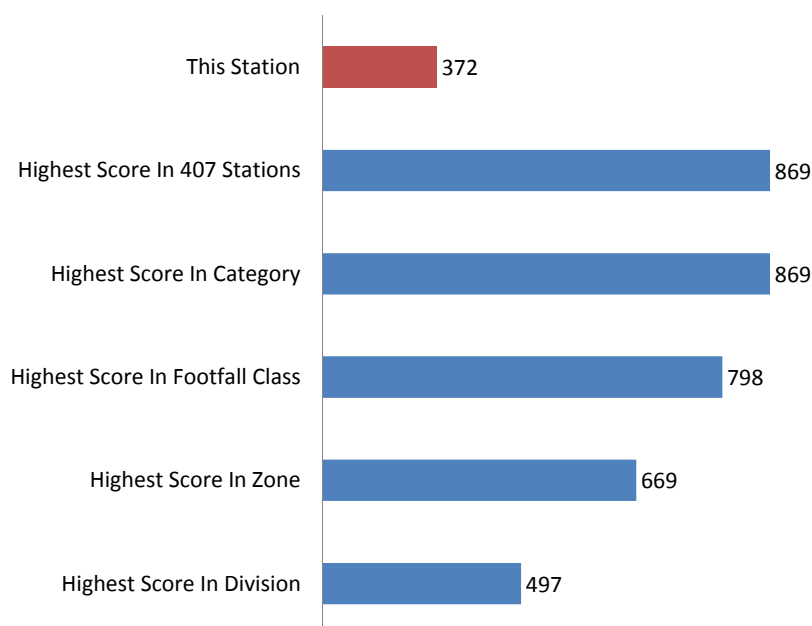
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ER	A		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	454	520
	2	Condition of flooring surface at waiting rooms	1%	475	650
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	432	575
	4	Condition of water booths and water coolers	2%	466	565
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	359	500
	6	Condition of vending stalls including arrangements for waste disposal	2%	461	475
	7	Proper dressing of Electric cables	2%	479	500
	8	Proper dressing of Telecom cables	2%	468	500
	9	Absence of stench in the station premises	12%	384	500
	10	Control of pest and rodent	2%	387	430
	11	Control of flies and mosquitoes	3%	369	430
	12	Stagnation of water in movement areas and non-movement areas	2%	408	460
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	416	500
	14	Cleanliness and hygiene around vending stalls	3%	451	505
	15	Cleanliness of platform areas	5%	451	540
	16	Cleanliness of advertisement hoardings/signages	3%	395	525
	17	Cleanliness of tracks between platforms	1%	372	520
	18	Cleanliness of foot over bridges	1%	467	500
	19	Cleanliness of track area up to home signal beyond platform	1%	380	500
	20	Functioning of cross and longitudinal waste water drains	2%	362	480
Waste Management	21	Adequate availability of dustbins	10%	434	400
	22	Proper system for collection and disposal of solid waste from trains	0%	362	400
	23	Proper system for collection and disposal of solid waste from stations	0%	373	425
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	417	460
	25	Promptness in removal and disbursement of garbage	3%	398	500
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	375	460
	27	Presence/clearance of unwanted posters/notices	0%	381	500
	28	Storage of scrap items & their prompt disposal	3%	380	525
Toilets	29	Adequate availability of toilet in General	4%	382	460
	30	Adequate availability of toilets in pay and use	0%	426	500
	31	Adequate availability of toilets in Waiting rooms	3%	431	525
	32	Adequate availability of toilets in Circulating area	0%	373	400
	33	Condition of toilets in General	3%	318	480
	34	Condition of toilets in pay and use	0%	452	520
	35	Condition of toilets in Waiting rooms	2%	433	550
	36	Condition of toilets in circulating area	0%	333	490
	37	Availability of water in toilets and in other places for cleaning	4%	410	580
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	444	540
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	444	583
	40	Cleanliness of concourse and circulating area	0%	409	500
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			560
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			560
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			560
	5	Performance of service improvement groups (SIG) and their effectiveness			560
	6	Usage of recycled water for non potable uses			560
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			560
	8	Condition of carriage watering hydrants including their leakage			640
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			560
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			640
	13	Condition of Washable CC Apron over tracks at station			640

Name of Station	Division
BARDDHAMAN	HOWRAH
Passenger Cleanliness Score	
Passenger Cleanliness Score	372
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	390
Cleanliness Rank of the Station (in Category)	316
Cleanliness Rank of the Station (in Footfall Class)	31
Cleanliness Rank of the Station (in Zone)	15
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	414
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	527
Infrastructure Adequacy Level	Level 3
Process Compliance Score	481
Process Compliance Level	Level 4

Passenger Cleanliness Score



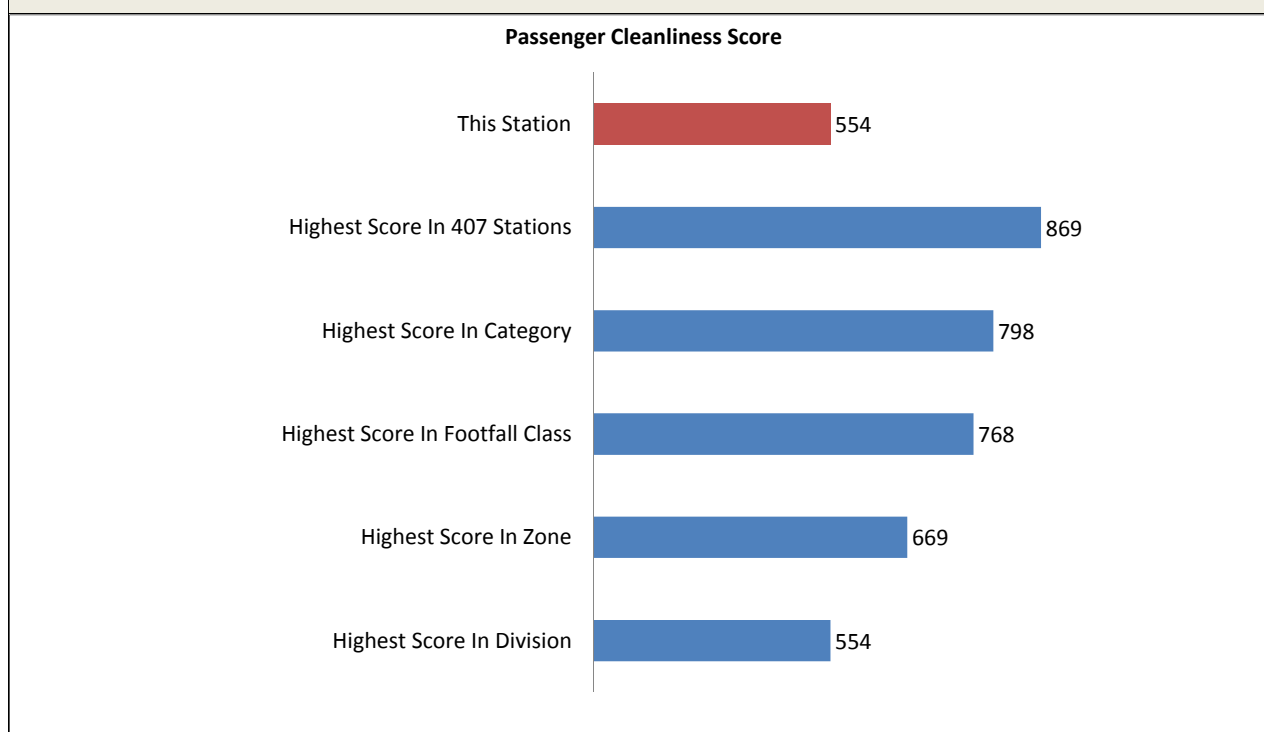
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	49
Observed the enforcement of anti-littering rules	8
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	71
Sensitized cleaning staff about correct practices	86
Observed the use of CCTVs for monitoring cleanliness at stations	43
Availability of Washable CC Apron over tracks at station	29

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ER	A		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	394	424
	2	Condition of flooring surface at waiting rooms	1%	387	467
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	374	393
	4	Condition of water booths and water coolers	2%	368	474
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	335	474
	6	Condition of vending stalls including arrangements for waste disposal	2%	376	410
	7	Proper dressing of Electric cables	2%	371	467
	8	Proper dressing of Telecom cables	2%	355	486
	9	Absence of stench in the station premises	12%	374	383
	10	Control of pest and rodent	2%	362	393
	11	Control of flies and mosquitoes	3%	345	390
	12	Stagnation of water in movement areas and non-movement areas	2%	390	436
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	370	417
	14	Cleanliness and hygiene around vending stalls	3%	374	412
	15	Cleanliness of platform areas	5%	394	395
	16	Cleanliness of advertisement hoardings/signages	3%	323	383
	17	Cleanliness of tracks between platforms	1%	329	403
	18	Cleanliness of foot over bridges	1%	392	410
	19	Cleanliness of track area up to home signal beyond platform	1%	371	412
	20	Functioning of cross and longitudinal waste water drains	2%	368	395
Waste Management	21	Adequate availability of dustbins	10%	400	410
	22	Proper system for collection and disposal of solid waste from trains	0%	357	426
	23	Proper system for collection and disposal of solid waste from stations	0%	378	483
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	367	417
	25	Promptness in removal and disbursement of garbage	3%	370	469
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	351	381
	27	Presence/clearance of unwanted posters/notices	0%	353	412
	28	Storage of scrap items & their prompt disposal	3%	353	410
Toilets	29	Adequate availability of toilet in General	4%	366	362
	30	Adequate availability of toilets in pay and use	0%	390	440
	31	Adequate availability of toilets in Waiting rooms	3%	371	440
	32	Adequate availability of toilets in Circulating area	0%	360	469
	33	Condition of toilets in General	3%	346	467
	34	Condition of toilets in pay and use	0%	399	476
	35	Condition of toilets in Waiting rooms	2%	376	436
	36	Condition of toilets in circulating area	0%	355	467
	37	Availability of water in toilets and in other places for cleaning	4%	387	362
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	383	443
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	359	438
	40	Cleanliness of concourse and circulating area	0%	365	438
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			400
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			571
	3	Adequate supervision for monitoring cleanliness			400
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			571
	5	Performance of service improvement groups (SIG) and their effectiveness			457
	6	Usage of recycled water for non potable uses			486
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			457
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			571
	10	Final disposal of waste water from the trackside drains			514
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			567
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			514
	13	Condition of Washable CC Apron over tracks at station			467

Name of Station	Division
BHAGALPUR	MALDA TOWN
Passenger Cleanliness Score	
Passenger Cleanliness Score	554
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	185
Cleanliness Rank of the Station (in Category)	40
Cleanliness Rank of the Station (in Footfall Class)	25
Cleanliness Rank of the Station (in Zone)	4
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	602
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	
Process Compliance Score	NA
Process Compliance Level	NA



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	70
Observed the enforcement of anti-littering rules	88
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

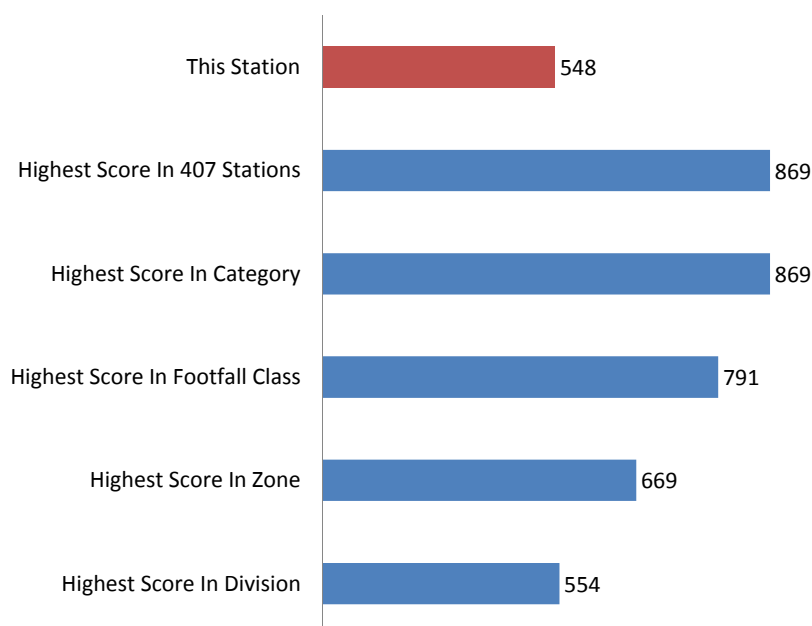
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ER	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	611	633
	2	Condition of flooring surface at waiting rooms	1%	646	650
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	557	673
	4	Condition of water booths and water coolers	2%	586	600
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	536	636
	6	Condition of vending stalls including arrangements for waste disposal	2%	591	583
	7	Proper dressing of Electric cables	2%	623	564
	8	Proper dressing of Telecom cables	2%	585	550
	9	Absence of stench in the station premises	12%	571	617
	10	Control of pest and rodent	2%	500	550
	11	Control of flies and mosquitoes	3%	510	583
	12	Stagnation of water in movement areas and non-movement areas	2%	563	667
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	553	583
	14	Cleanliness and hygiene around vending stalls	3%	602	633
	15	Cleanliness of platform areas	5%	565	567
	16	Cleanliness of advertisement hoardings/signages	3%	570	667
	17	Cleanliness of tracks between platforms	1%	459	433
	18	Cleanliness of foot over bridges	1%	560	650
	19	Cleanliness of track area up to home signal beyond platform	1%	559	520
	20	Functioning of cross and longitudinal waste water drains	2%	550	600
Waste Management	21	Adequate availability of dustbins	10%	554	633
	22	Proper system for collection and disposal of solid waste from trains	0%	591	600
	23	Proper system for collection and disposal of solid waste from stations	0%	541	564
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	549	683
	25	Promptness in removal and disbursement of garbage	3%	544	600
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	523	533
	27	Presence/clearance of unwanted posters/notices	0%	561	509
	28	Storage of scrap items & their prompt disposal	3%	541	617
Toilets	29	Adequate availability of toilet in General	4%	433	483
	30	Adequate availability of toilets in pay and use	0%	534	600
	31	Adequate availability of toilets in Waiting rooms	3%	590	583
	32	Adequate availability of toilets in Circulating area	0%	390	500
	33	Condition of toilets in General	3%	451	633
	34	Condition of toilets in pay and use	0%	542	617
	35	Condition of toilets in Waiting rooms	2%	591	583
	36	Condition of toilets in circulating area	0%	423	617
	37	Availability of water in toilets and in other places for cleaning	4%	590	633
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	538	583
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	572	618
	40	Cleanliness of concourse and circulating area	0%	528	600
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
MALDA TOWN	MALDA TOWN
Passenger Cleanliness Score	
Passenger Cleanliness Score	548
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	192
Cleanliness Rank of the Station (in Category)	150
Cleanliness Rank of the Station (in Footfall Class)	61
Cleanliness Rank of the Station (in Zone)	5
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	665
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	689
Infrastructure Adequacy Level	Level 2
Process Compliance Score	663
Process Compliance Level	Level 2

Passenger Cleanliness Score



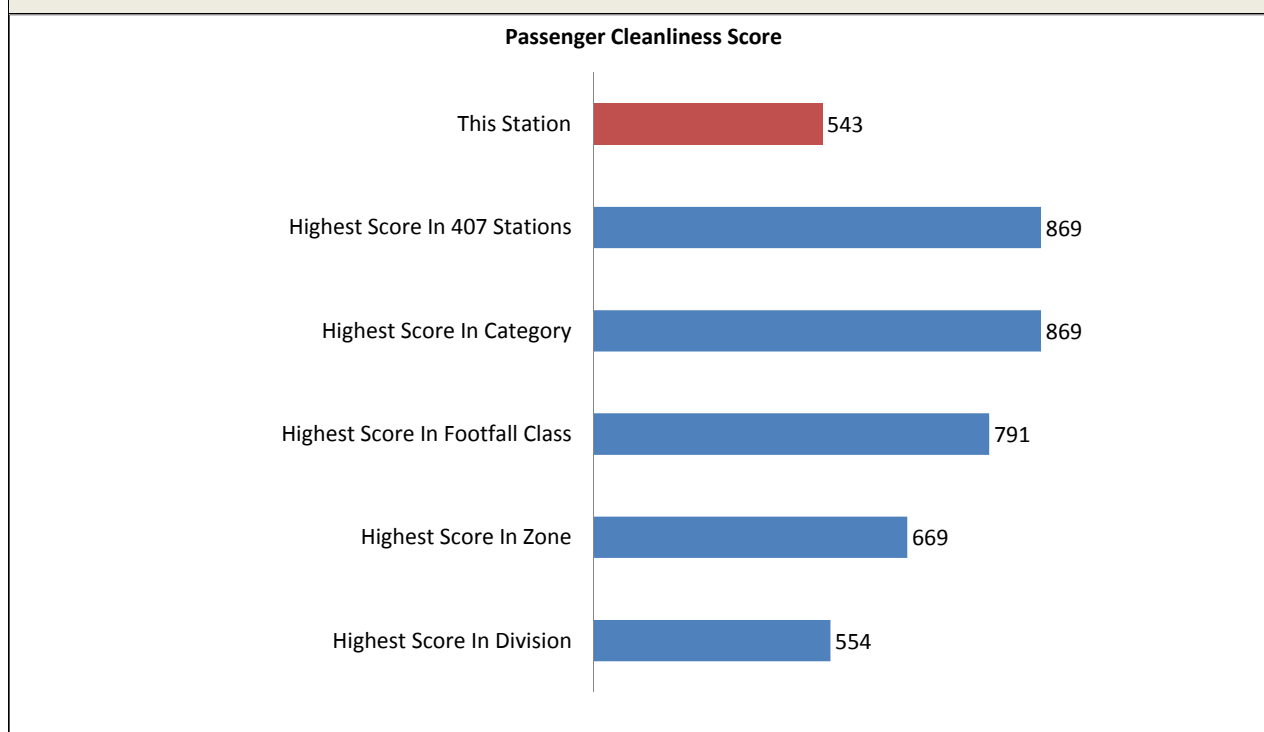
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	91
Observed the enforcement of anti-littering rules	17
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	13
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ER	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	604	700
	2	Condition of flooring surface at waiting rooms	1%	643	700
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	555	700
	4	Condition of water booths and water coolers	2%	546	700
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	571	625
	6	Condition of vending stalls including arrangements for waste disposal	2%	495	600
	7	Proper dressing of Electric cables	2%	572	675
	8	Proper dressing of Telecom cables	2%	527	700
	9	Absence of stench in the station premises	12%	591	650
	10	Control of pest and rodent	2%	463	675
	11	Control of flies and mosquitoes	3%	490	675
	12	Stagnation of water in movement areas and non-movement areas	2%	578	650
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	561	625
	14	Cleanliness and hygiene around vending stalls	3%	561	600
	15	Cleanliness of platform areas	5%	593	650
	16	Cleanliness of advertisement hoardings/signages	3%	554	650
	17	Cleanliness of tracks between platforms	1%	558	600
	18	Cleanliness of foot over bridges	1%	626	725
	19	Cleanliness of track area up to home signal beyond platform	1%	505	675
	20	Functioning of cross and longitudinal waste water drains	2%	539	625
Waste Management	21	Adequate availability of dustbins	10%	595	700
	22	Proper system for collection and disposal of solid waste from trains	0%	511	750
	23	Proper system for collection and disposal of solid waste from stations	0%	552	675
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	530	600
	25	Promptness in removal and disbursement of garbage	3%	554	600
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	484	625
	27	Presence/clearance of unwanted posters/notices	0%	613	675
	28	Storage of scrap items & their prompt disposal	3%	494	675
Toilets	29	Adequate availability of toilet in General	4%	412	650
	30	Adequate availability of toilets in pay and use	0%	504	675
	31	Adequate availability of toilets in Waiting rooms	3%	568	725
	32	Adequate availability of toilets in Circulating area	0%	485	675
	33	Condition of toilets in General	3%	464	625
	34	Condition of toilets in pay and use	0%	553	600
	35	Condition of toilets in Waiting rooms	2%	572	600
	36	Condition of toilets in circulating area	0%	499	700
	37	Availability of water in toilets and in other places for cleaning	4%	540	725
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	551	725
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	489	725
	40	Cleanliness of concourse and circulating area	0%	573	700
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			675
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			675
	3	Adequate supervision for monitoring cleanliness			625
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			625
	5	Performance of service improvement groups (SIG) and their effectiveness			675
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			650
	8	Condition of carriage watering hydrants including their leakage			625
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			725
	10	Final disposal of waste water from the trackside drains			675
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			725
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			675
	13	Condition of Washable CC Apron over tracks at station			750

Name of Station	Division
JAMALPUR	MALDA TOWN
Passenger Cleanliness Score	
Passenger Cleanliness Score	543
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	207
Cleanliness Rank of the Station (in Category)	163
Cleanliness Rank of the Station (in Footfall Class)	65
Cleanliness Rank of the Station (in Zone)	6
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	530
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	486
Infrastructure Adequacy Level	Level 4
Process Compliance Score	500
Process Compliance Level	Level 3



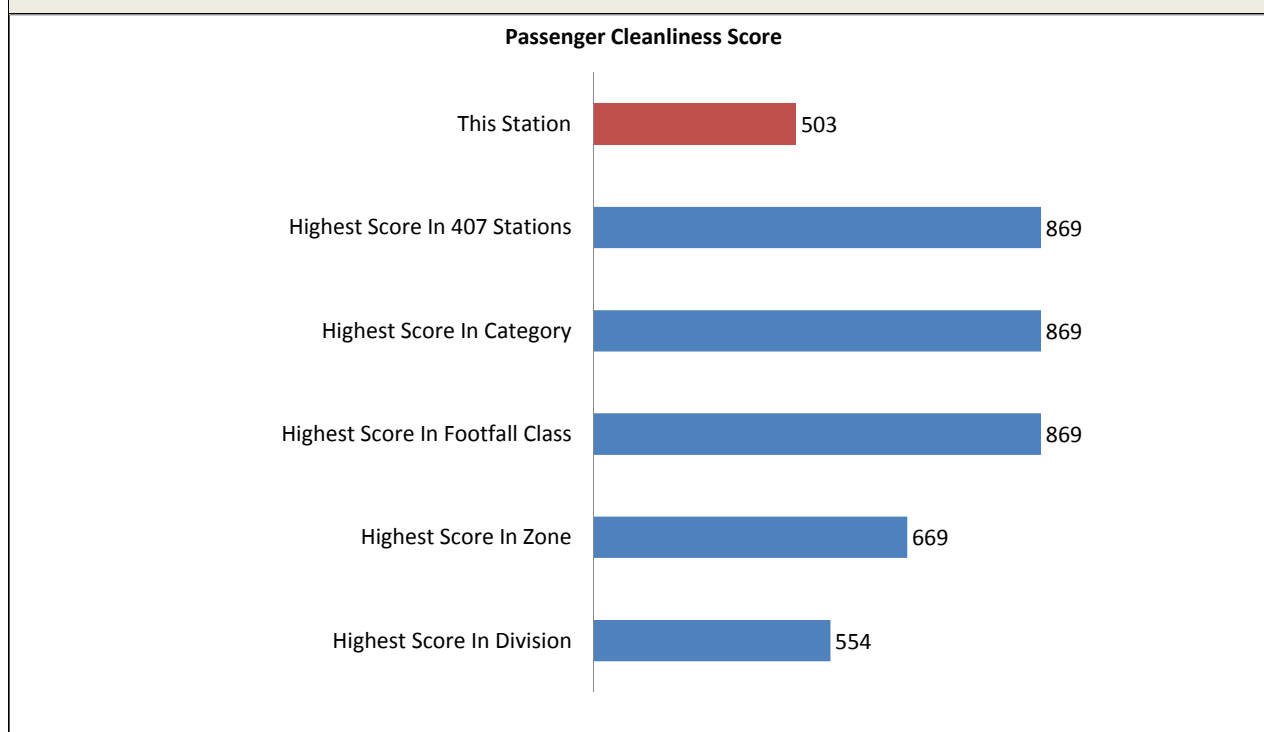
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	51
Observed the enforcement of anti-littering rules	89
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ER	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	540	575
	2	Condition of flooring surface at waiting rooms	1%	572	583
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	513	564
	4	Condition of water booths and water coolers	2%	512	383
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	531	467
	6	Condition of vending stalls including arrangements for waste disposal	2%	528	558
	7	Proper dressing of Electric cables	2%	672	617
	8	Proper dressing of Telecom cables	2%	666	600
	9	Absence of stench in the station premises	12%	558	567
	10	Control of pest and rodent	2%	543	433
	11	Control of flies and mosquitoes	3%	538	375
	12	Stagnation of water in movement areas and non-movement areas	2%	557	517
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	574	483
	14	Cleanliness and hygiene around vending stalls	3%	571	567
	15	Cleanliness of platform areas	5%	548	483
	16	Cleanliness of advertisement hoardings/signages	3%	564	583
	17	Cleanliness of tracks between platforms	1%	445	525
	18	Cleanliness of foot over bridges	1%	566	567
	19	Cleanliness of track area up to home signal beyond platform	1%	390	433
	20	Functioning of cross and longitudinal waste water drains	2%	521	555
Waste Management	21	Adequate availability of dustbins	10%	547	550
	22	Proper system for collection and disposal of solid waste from trains	0%	482	667
	23	Proper system for collection and disposal of solid waste from stations	0%	499	642
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	533	600
	25	Promptness in removal and disbursement of garbage	3%	542	358
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	512	558
	27	Presence/clearance of unwanted posters/notices	0%	557	675
	28	Storage of scrap items & their prompt disposal	3%	578	483
Toilets	29	Adequate availability of toilet in General	4%	490	550
	30	Adequate availability of toilets in pay and use	0%	519	550
	31	Adequate availability of toilets in Waiting rooms	3%	507	573
	32	Adequate availability of toilets in Circulating area	0%	382	533
	33	Condition of toilets in General	3%	499	550
	34	Condition of toilets in pay and use	0%	542	533
	35	Condition of toilets in Waiting rooms	2%	538	575
	36	Condition of toilets in circulating area	0%	406	550
	37	Availability of water in toilets and in other places for cleaning	4%	581	600
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	529	450
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	470	575
	40	Cleanliness of concourse and circulating area	0%	530	308
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			400
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			400
	3	Adequate supervision for monitoring cleanliness			400
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			400
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			200
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			200
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
NEW FARAKKA	MALDA TOWN
Passenger Cleanliness Score	
Passenger Cleanliness Score	503
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	267
Cleanliness Rank of the Station (in Category)	211
Cleanliness Rank of the Station (in Footfall Class)	124
Cleanliness Rank of the Station (in Zone)	8
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	583
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	562
Infrastructure Adequacy Level	Level 3
Process Compliance Score	556
Process Compliance Level	Level 3



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	21
Observed the enforcement of anti-littering rules	17
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

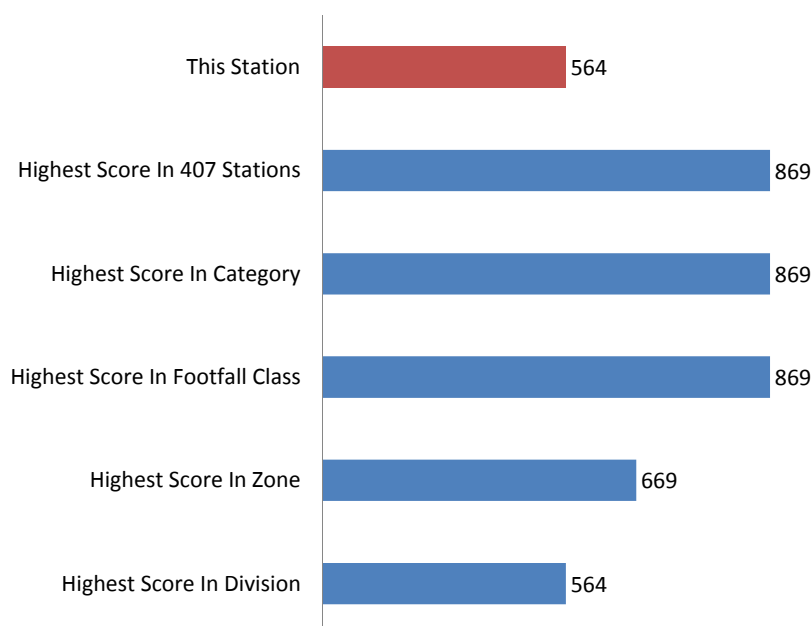
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ER	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	566	600
	2	Condition of flooring surface at waiting rooms	1%	593	733
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	543	600
	4	Condition of water booths and water coolers	2%	515	600
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	438	600
	6	Condition of vending stalls including arrangements for waste disposal	2%	495	667
	7	Proper dressing of Electric cables	2%	553	600
	8	Proper dressing of Telecom cables	2%	526	667
	9	Absence of stench in the station premises	12%	514	467
	10	Control of pest and rodent	2%	470	467
	11	Control of flies and mosquitoes	3%	474	467
	12	Stagnation of water in movement areas and non-movement areas	2%	557	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	543	533
	14	Cleanliness and hygiene around vending stalls	3%	558	533
	15	Cleanliness of platform areas	5%	579	667
	16	Cleanliness of advertisement hoardings/signages	3%	535	600
	17	Cleanliness of tracks between platforms	1%	569	667
	18	Cleanliness of foot over bridges	1%	581	600
	19	Cleanliness of track area up to home signal beyond platform	1%	519	667
	20	Functioning of cross and longitudinal waste water drains	2%	522	533
Waste Management	21	Adequate availability of dustbins	10%	491	600
	22	Proper system for collection and disposal of solid waste from trains	0%	440	667
	23	Proper system for collection and disposal of solid waste from stations	0%	513	667
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	533	600
	25	Promptness in removal and disbursement of garbage	3%	525	467
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	491	600
	27	Presence/clearance of unwanted posters/notices	0%	573	533
	28	Storage of scrap items & their prompt disposal	3%	496	600
Toilets	29	Adequate availability of toilet in General	4%	393	600
	30	Adequate availability of toilets in pay and use	0%	459	667
	31	Adequate availability of toilets in Waiting rooms	3%	465	667
	32	Adequate availability of toilets in Circulating area	0%	416	600
	33	Condition of toilets in General	3%	343	600
	34	Condition of toilets in pay and use	0%	494	600
	35	Condition of toilets in Waiting rooms	2%	468	600
	36	Condition of toilets in circulating area	0%	376	667
	37	Availability of water in toilets and in other places for cleaning	4%	430	600
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	559	667
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	496	600
	40	Cleanliness of concourse and circulating area	0%	567	667
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			667
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			533
	3	Adequate supervision for monitoring cleanliness			467
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			533
	5	Performance of service improvement groups (SIG) and their effectiveness			533
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			533
	8	Condition of carriage watering hydrants including their leakage			533
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			667
	10	Final disposal of waste water from the trackside drains			533
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			533
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			533

Name of Station	Division
KOLKATA TERMINAL	SEALDAH
Passenger Cleanliness Score	
Passenger Cleanliness Score	564
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	169
Cleanliness Rank of the Station (in Category)	131
Cleanliness Rank of the Station (in Footfall Class)	79
Cleanliness Rank of the Station (in Zone)	3
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	696
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	697
Infrastructure Adequacy Level	Level 2
Process Compliance Score	690
Process Compliance Level	Level 2

Passenger Cleanliness Score



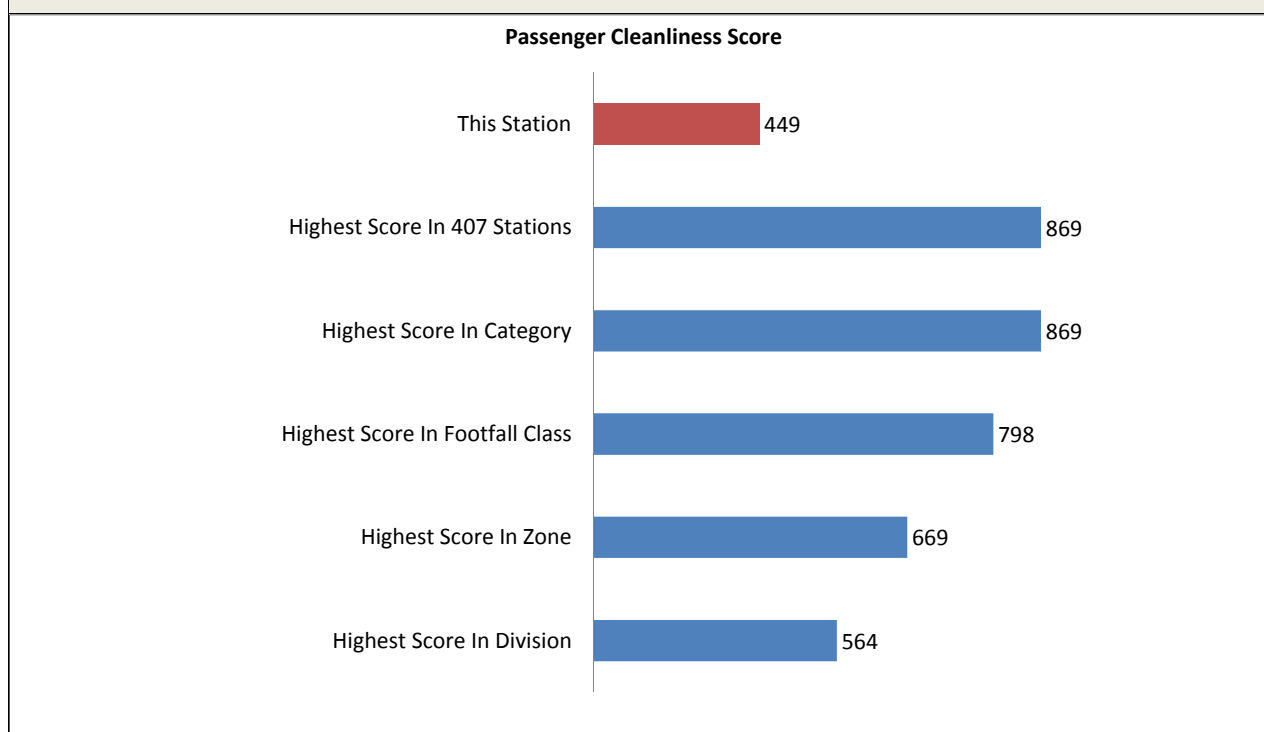
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	65
Observed the enforcement of anti-littering rules	5
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	70
Observed the use of CCTVs for monitoring cleanliness at stations	20
Availability of Washable CC Apron over tracks at station	40

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ER	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	618	820
	2	Condition of flooring surface at waiting rooms	1%	610	760
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	550	720
	4	Condition of water booths and water coolers	2%	568	700
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	540	620
	6	Condition of vending stalls including arrangements for waste disposal	2%	560	700
	7	Proper dressing of Electric cables	2%	542	640
	8	Proper dressing of Telecom cables	2%	526	620
	9	Absence of stench in the station premises	12%	524	720
	10	Control of pest and rodent	2%	514	675
	11	Control of flies and mosquitoes	3%	553	578
	12	Stagnation of water in movement areas and non-movement areas	2%	549	680
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	550	700
	14	Cleanliness and hygiene around vending stalls	3%	573	680
	15	Cleanliness of platform areas	5%	608	760
	16	Cleanliness of advertisement hoardings/signages	3%	529	660
	17	Cleanliness of tracks between platforms	1%	561	720
	18	Cleanliness of foot over bridges	1%	597	740
	19	Cleanliness of track area up to home signal beyond platform	1%	567	620
	20	Functioning of cross and longitudinal waste water drains	2%	519	740
Waste Management	21	Adequate availability of dustbins	10%	618	740
	22	Proper system for collection and disposal of solid waste from trains	0%	530	675
	23	Proper system for collection and disposal of solid waste from stations	0%	530	680
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	540	700
	25	Promptness in removal and disbursement of garbage	3%	547	680
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	548	660
	27	Presence/clearance of unwanted posters/notices	0%	537	733
	28	Storage of scrap items & their prompt disposal	3%	524	625
Toilets	29	Adequate availability of toilet in General	4%	537	620
	30	Adequate availability of toilets in pay and use	0%	543	660
	31	Adequate availability of toilets in Waiting rooms	3%	596	660
	32	Adequate availability of toilets in Circulating area	0%	540	578
	33	Condition of toilets in General	3%	546	580
	34	Condition of toilets in pay and use	0%	570	620
	35	Condition of toilets in Waiting rooms	2%	602	700
	36	Condition of toilets in circulating area	0%	548	578
	37	Availability of water in toilets and in other places for cleaning	4%	588	780
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	573	720
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	574	700
	40	Cleanliness of concourse and circulating area	0%	566	720
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		660	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		720	
	3	Adequate supervision for monitoring cleanliness		720	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		760	
	5	Performance of service improvement groups (SIG) and their effectiveness		680	
	6	Usage of recycled water for non potable uses		600	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		680	
	8	Condition of carriage watering hydrants including their leakage		667	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		700	
	10	Final disposal of waste water from the trackside drains		733	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		667	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		720	
	13	Condition of Washable CC Apron over tracks at station		711	

Name of Station	Division
NAIHATI JN.	SEALDAH
Passenger Cleanliness Score	
Passenger Cleanliness Score	449
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	339
Cleanliness Rank of the Station (in Category)	270
Cleanliness Rank of the Station (in Footfall Class)	26
Cleanliness Rank of the Station (in Zone)	11
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	668
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	616
Infrastructure Adequacy Level	Level 2
Process Compliance Score	689
Process Compliance Level	Level 2



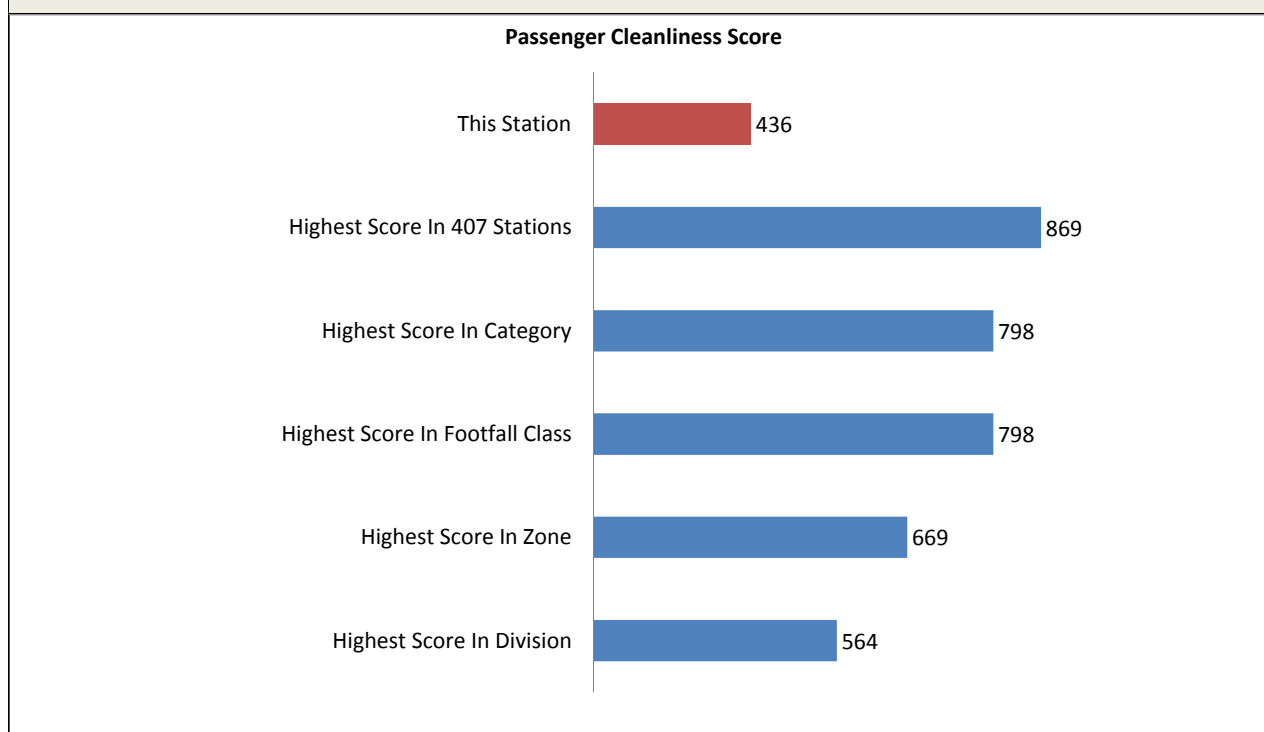
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	81
Observed the enforcement of anti-littering rules	9
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ER	A		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	515	620
	2	Condition of flooring surface at waiting rooms	1%	487	640
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	463	533
	4	Condition of water booths and water coolers	2%	443	520
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	414	422
	6	Condition of vending stalls including arrangements for waste disposal	2%	451	525
	7	Proper dressing of Electric cables	2%	486	700
	8	Proper dressing of Telecom cables	2%	476	700
	9	Absence of stench in the station premises	12%	400	540
	10	Control of pest and rodent	2%	438	800
	11	Control of flies and mosquitoes	3%	428	640
	12	Stagnation of water in movement areas and non-movement areas	2%	469	740
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	450	720
	14	Cleanliness and hygiene around vending stalls	3%	468	700
	15	Cleanliness of platform areas	5%	506	860
	16	Cleanliness of advertisement hoardings/signages	3%	438	600
	17	Cleanliness of tracks between platforms	1%	472	780
	18	Cleanliness of foot over bridges	1%	518	840
	19	Cleanliness of track area up to home signal beyond platform	1%	467	800
	20	Functioning of cross and longitudinal waste water drains	2%	402	620
Waste Management	21	Adequate availability of dustbins	10%	468	820
	22	Proper system for collection and disposal of solid waste from trains	0%	399	500
	23	Proper system for collection and disposal of solid waste from stations	0%	433	660
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	452	760
	25	Promptness in removal and disbursement of garbage	3%	480	800
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	435	820
	27	Presence/clearance of unwanted posters/notices	0%	396	720
	28	Storage of scrap items & their prompt disposal	3%	423	733
Toilets	29	Adequate availability of toilet in General	4%	415	620
	30	Adequate availability of toilets in pay and use	0%	389	467
	31	Adequate availability of toilets in Waiting rooms	3%	390	644
	32	Adequate availability of toilets in Circulating area	0%	401	500
	33	Condition of toilets in General	3%	399	600
	34	Condition of toilets in pay and use	0%	433	533
	35	Condition of toilets in Waiting rooms	2%	400	600
	36	Condition of toilets in circulating area	0%	405	429
	37	Availability of water in toilets and in other places for cleaning	4%	429	444
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	502	660
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	489	675
	40	Cleanliness of concourse and circulating area	0%	498	780
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			720
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			740
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			760
	6	Usage of recycled water for non potable uses			311
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			660
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			580
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			680
	13	Condition of Washable CC Apron over tracks at station			289

Name of Station	Division
SEALDAH	SEALDAH
Passenger Cleanliness Score	
Passenger Cleanliness Score	436
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	346
Cleanliness Rank of the Station (in Category)	71
Cleanliness Rank of the Station (in Footfall Class)	27
Cleanliness Rank of the Station (in Zone)	13
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	581
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	631
Infrastructure Adequacy Level	Level 2
Process Compliance Score	650
Process Compliance Level	Level 2



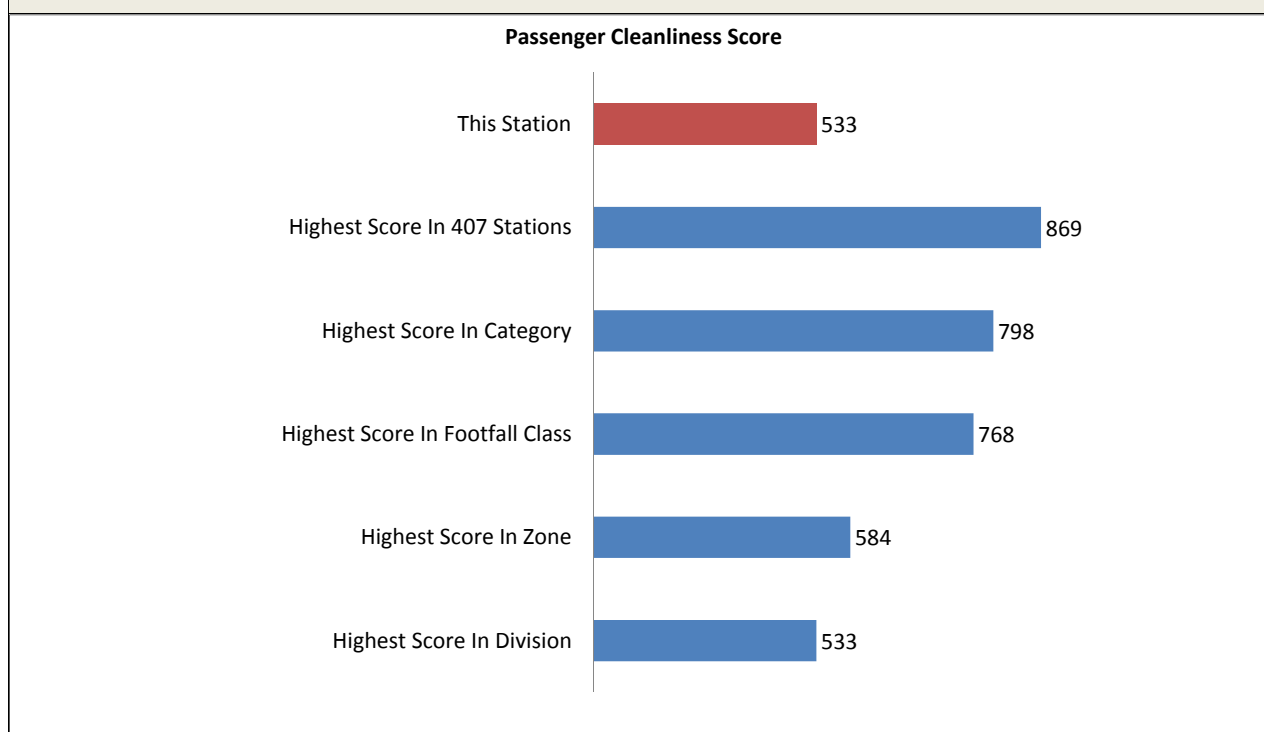
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	71
Observed the enforcement of anti-littering rules	12
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	15
Sensitized cleaning staff about correct practices	85
Observed the use of CCTVs for monitoring cleanliness at stations	62
Availability of Washable CC Apron over tracks at station	77

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
ER	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	481	633
	2	Condition of flooring surface at waiting rooms	1%	497	723
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	434	541
	4	Condition of water booths and water coolers	2%	455	681
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	430	573
	6	Condition of vending stalls including arrangements for waste disposal	2%	439	633
	7	Proper dressing of Electric cables	2%	451	542
	8	Proper dressing of Telecom cables	2%	452	514
	9	Absence of stench in the station premises	12%	399	510
	10	Control of pest and rodent	2%	359	409
	11	Control of flies and mosquitoes	3%	413	492
	12	Stagnation of water in movement areas and non-movement areas	2%	427	570
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	416	475
	14	Cleanliness and hygiene around vending stalls	3%	437	633
	15	Cleanliness of platform areas	5%	473	638
	16	Cleanliness of advertisement hoardings/signages	3%	431	608
	17	Cleanliness of tracks between platforms	1%	444	600
	18	Cleanliness of foot over bridges	1%	448	645
	19	Cleanliness of track area up to home signal beyond platform	1%	428	550
	20	Functioning of cross and longitudinal waste water drains	2%	411	518
Waste Management	21	Adequate availability of dustbins	10%	441	595
	22	Proper system for collection and disposal of solid waste from trains	0%	415	650
	23	Proper system for collection and disposal of solid waste from stations	0%	436	592
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	412	588
	25	Promptness in removal and disbursement of garbage	3%	430	573
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	416	550
	27	Presence/clearance of unwanted posters/notices	0%	419	558
	28	Storage of scrap items & their prompt disposal	3%	438	567
Toilets	29	Adequate availability of toilet in General	4%	434	532
	30	Adequate availability of toilets in pay and use	0%	446	642
	31	Adequate availability of toilets in Waiting rooms	3%	473	700
	32	Adequate availability of toilets in Circulating area	0%	418	477
	33	Condition of toilets in General	3%	380	523
	34	Condition of toilets in pay and use	0%	423	617
	35	Condition of toilets in Waiting rooms	2%	470	708
	36	Condition of toilets in circulating area	0%	395	673
	37	Availability of water in toilets and in other places for cleaning	4%	450	675
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	476	625
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	464	595
	40	Cleanliness of concourse and circulating area	0%	454	596
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		660	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		617	
	3	Adequate supervision for monitoring cleanliness		692	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		662	
	5	Performance of service improvement groups (SIG) and their effectiveness		745	
	6	Usage of recycled water for non potable uses		525	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		636	
	8	Condition of carriage watering hydrants including their leakage		673	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		683	
	10	Final disposal of waste water from the trackside drains		564	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		582	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		636	
	13	Condition of Washable CC Apron over tracks at station		640	

Name of Station	Division
AGRA CANTT	AGRA CANTT.
Passenger Cleanliness Score	
Passenger Cleanliness Score	533
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	220
Cleanliness Rank of the Station (in Category)	49
Cleanliness Rank of the Station (in Footfall Class)	31
Cleanliness Rank of the Station (in Zone)	4
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	667
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	657
Infrastructure Adequacy Level	Level 2
Process Compliance Score	644
Process Compliance Level	Level 2



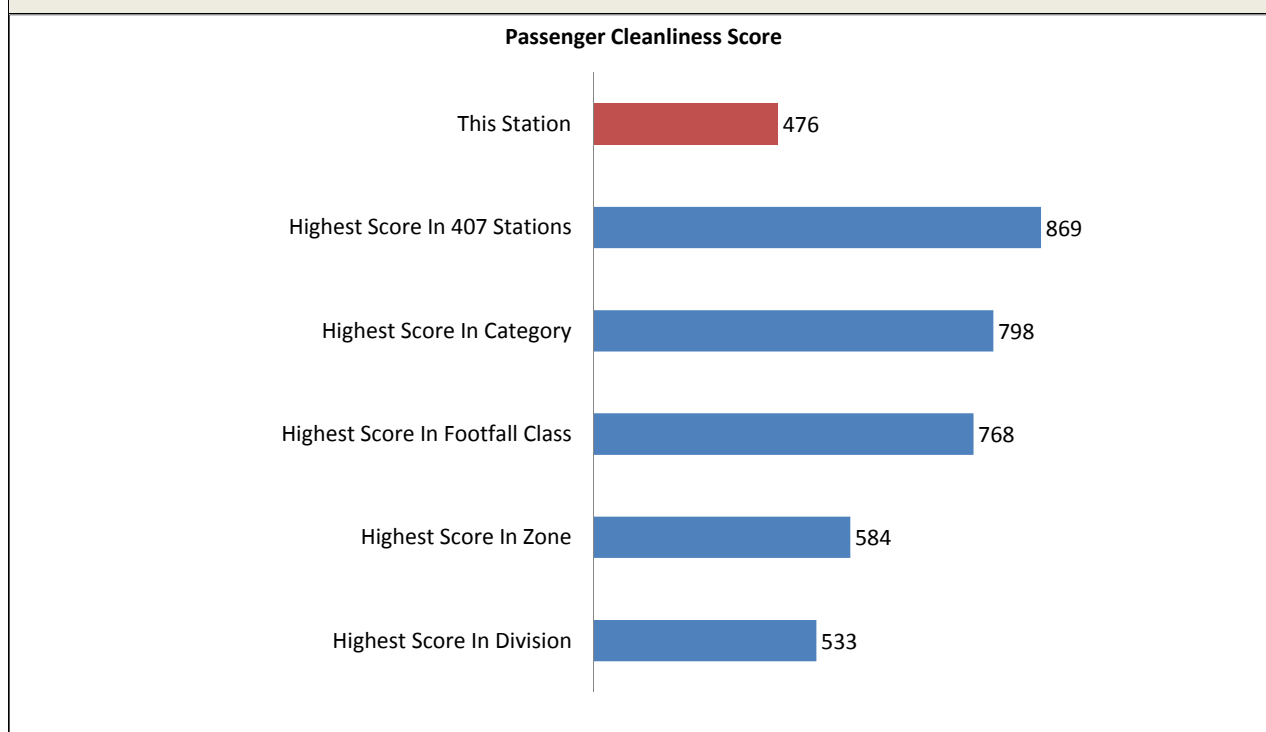
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	49
Observed the enforcement of anti-littering rules	71
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	67
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	67

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	592	692
	2	Condition of flooring surface at waiting rooms	1%	594	704
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	500	579
	4	Condition of water booths and water coolers	2%	507	625
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	527	663
	6	Condition of vending stalls including arrangements for waste disposal	2%	508	671
	7	Proper dressing of Electric cables	2%	588	717
	8	Proper dressing of Telecom cables	2%	538	638
	9	Absence of stench in the station premises	12%	547	696
	10	Control of pest and rodent	2%	485	604
	11	Control of flies and mosquitoes	3%	484	592
	12	Stagnation of water in movement areas and non-movement areas	2%	509	671
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	508	675
	14	Cleanliness and hygiene around vending stalls	3%	556	646
	15	Cleanliness of platform areas	5%	590	717
	16	Cleanliness of advertisement hoardings/signages	3%	564	625
	17	Cleanliness of tracks between platforms	1%	509	638
	18	Cleanliness of foot over bridges	1%	560	683
	19	Cleanliness of track area up to home signal beyond platform	1%	519	717
	20	Functioning of cross and longitudinal waste water drains	2%	505	671
Waste Management	21	Adequate availability of dustbins	10%	571	742
	22	Proper system for collection and disposal of solid waste from trains	0%	504	650
	23	Proper system for collection and disposal of solid waste from stations	0%	529	600
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	477	650
	25	Promptness in removal and disbursement of garbage	3%	484	663
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	506	663
	27	Presence/clearance of unwanted posters/notices	0%	503	613
	28	Storage of scrap items & their prompt disposal	3%	483	592
Toilets	29	Adequate availability of toilet in General	4%	526	567
	30	Adequate availability of toilets in pay and use	0%	554	671
	31	Adequate availability of toilets in Waiting rooms	3%	583	675
	32	Adequate availability of toilets in Circulating area	0%	505	638
	33	Condition of toilets in General	3%	484	592
	34	Condition of toilets in pay and use	0%	526	650
	35	Condition of toilets in Waiting rooms	2%	550	604
	36	Condition of toilets in circulating area	0%	503	638
	37	Availability of water in toilets and in other places for cleaning	4%	497	663
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	523	721
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	471	638
	40	Cleanliness of concourse and circulating area	0%	529	671
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		667	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		667	
	3	Adequate supervision for monitoring cleanliness		533	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		667	
	5	Performance of service improvement groups (SIG) and their effectiveness		667	
	6	Usage of recycled water for non potable uses		667	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		733	
	8	Condition of carriage watering hydrants including their leakage		600	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		733	
	10	Final disposal of waste water from the trackside drains		667	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		600	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		600	
	13	Condition of Washable CC Apron over tracks at station		667	

Name of Station	Division
MATHURA JN	AGRA CANTT.
Passenger Cleanliness Score	476
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	307
Cleanliness Rank of the Station (in Category)	61
Cleanliness Rank of the Station (in Footfall Class)	41
Cleanliness Rank of the Station (in Zone)	8
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	530
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



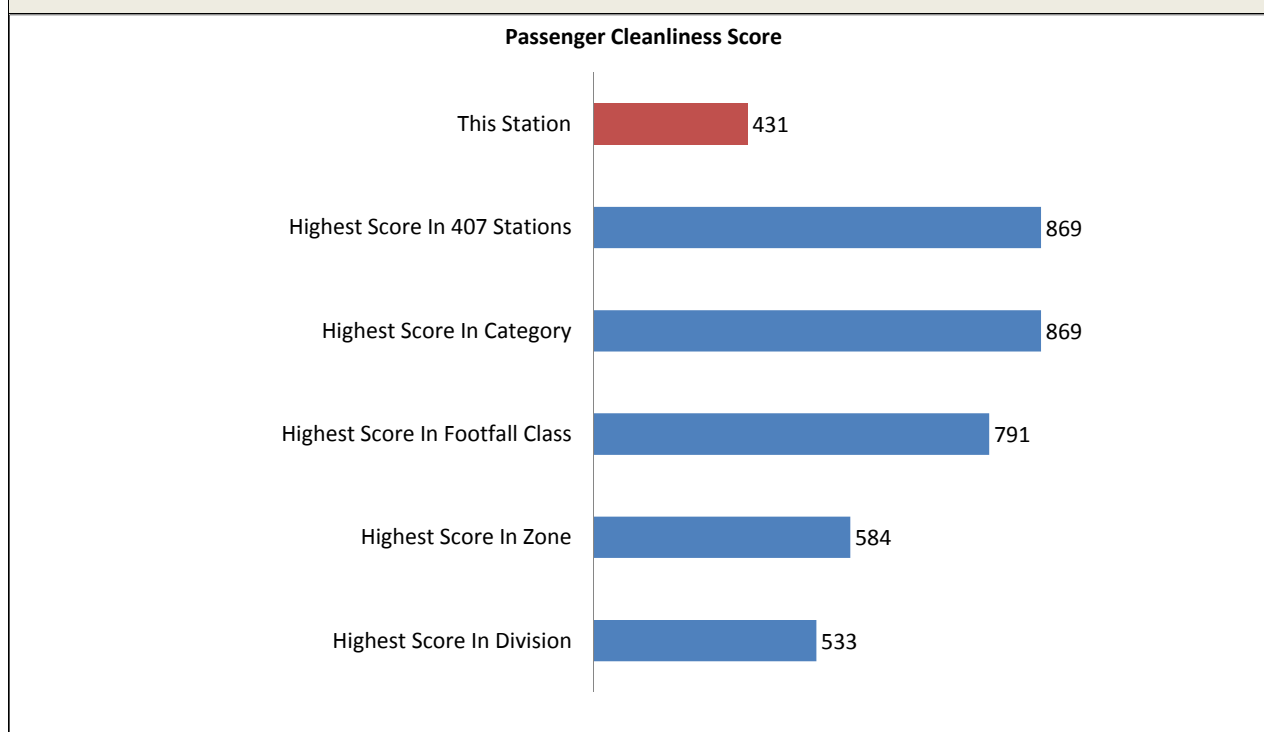
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	46
Observed the enforcement of anti-littering rules	78
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	516	600
	2	Condition of flooring surface at waiting rooms	1%	530	620
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	455	530
	4	Condition of water booths and water coolers	2%	453	420
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	480	510
	6	Condition of vending stalls including arrangements for waste disposal	2%	480	550
	7	Proper dressing of Electric cables	2%	521	700
	8	Proper dressing of Telecom cables	2%	505	630
	9	Absence of stench in the station premises	12%	450	520
	10	Control of pest and rodent	2%	399	460
	11	Control of flies and mosquitoes	3%	385	490
	12	Stagnation of water in movement areas and non-movement areas	2%	435	430
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	482	580
	14	Cleanliness and hygiene around vending stalls	3%	486	590
	15	Cleanliness of platform areas	5%	511	540
	16	Cleanliness of advertisement hoardings/signages	3%	504	422
	17	Cleanliness of tracks between platforms	1%	437	510
	18	Cleanliness of foot over bridges	1%	469	570
	19	Cleanliness of track area up to home signal beyond platform	1%	479	550
	20	Functioning of cross and longitudinal waste water drains	2%	458	460
Waste Management	21	Adequate availability of dustbins	10%	464	550
	22	Proper system for collection and disposal of solid waste from trains	0%	461	511
	23	Proper system for collection and disposal of solid waste from stations	0%	486	530
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	487	640
	25	Promptness in removal and disbursement of garbage	3%	476	520
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	482	567
	27	Presence/clearance of unwanted posters/notices	0%	475	511
	28	Storage of scrap items & their prompt disposal	3%	469	620
Toilets	29	Adequate availability of toilet in General	4%	497	370
	30	Adequate availability of toilets in pay and use	0%	451	520
	31	Adequate availability of toilets in Waiting rooms	3%	517	650
	32	Adequate availability of toilets in Circulating area	0%	430	560
	33	Condition of toilets in General	3%	481	380
	34	Condition of toilets in pay and use	0%	489	440
	35	Condition of toilets in Waiting rooms	2%	521	520
	36	Condition of toilets in circulating area	0%	467	580
	37	Availability of water in toilets and in other places for cleaning	4%	519	540
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	464	533
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	457	544
	40	Cleanliness of concourse and circulating area	0%	463	560
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
AGRA FORT	AGRA CANTT.
Passenger Cleanliness Score	
Passenger Cleanliness Score	431
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	352
Cleanliness Rank of the Station (in Category)	280
Cleanliness Rank of the Station (in Footfall Class)	114
Cleanliness Rank of the Station (in Zone)	12
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	675
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	570
Infrastructure Adequacy Level	Level 3
Process Compliance Score	588
Process Compliance Level	Level 3



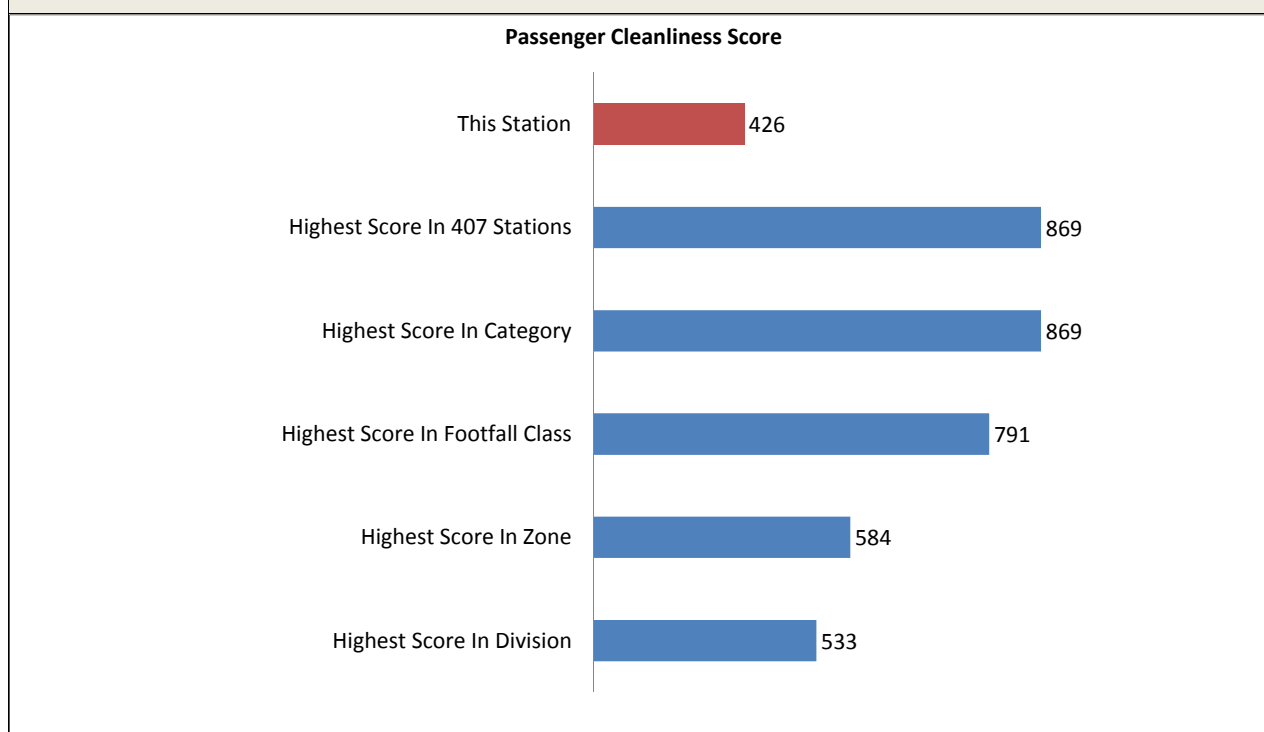
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	34
Observed the enforcement of anti-littering rules	45
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	80
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	80
Availability of Washable CC Apron over tracks at station	60

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	460	737
	2	Condition of flooring surface at waiting rooms	1%	478	654
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	408	674
	4	Condition of water booths and water coolers	2%	408	689
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	435	674
	6	Condition of vending stalls including arrangements for waste disposal	2%	409	689
	7	Proper dressing of Electric cables	2%	455	640
	8	Proper dressing of Telecom cables	2%	423	629
	9	Absence of stench in the station premises	12%	462	760
	10	Control of pest and rodent	2%	392	560
	11	Control of flies and mosquitoes	3%	394	580
	12	Stagnation of water in movement areas and non-movement areas	2%	434	629
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	427	677
	14	Cleanliness and hygiene around vending stalls	3%	443	609
	15	Cleanliness of platform areas	5%	455	600
	16	Cleanliness of advertisement hoardings/signages	3%	437	609
	17	Cleanliness of tracks between platforms	1%	381	583
	18	Cleanliness of foot over bridges	1%	433	643
	19	Cleanliness of track area up to home signal beyond platform	1%	425	629
	20	Functioning of cross and longitudinal waste water drains	2%	404	560
Waste Management	21	Adequate availability of dustbins	10%	473	800
	22	Proper system for collection and disposal of solid waste from trains	0%	414	669
	23	Proper system for collection and disposal of solid waste from stations	0%	415	620
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	409	646
	25	Promptness in removal and disbursement of garbage	3%	393	629
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	421	609
	27	Presence/clearance of unwanted posters/notices	0%	408	629
	28	Storage of scrap items & their prompt disposal	3%	379	643
Toilets	29	Adequate availability of toilet in General	4%	437	620
	30	Adequate availability of toilets in pay and use	0%	457	669
	31	Adequate availability of toilets in Waiting rooms	3%	465	704
	32	Adequate availability of toilets in Circulating area	0%	426	683
	33	Condition of toilets in General	3%	365	654
	34	Condition of toilets in pay and use	0%	422	683
	35	Condition of toilets in Waiting rooms	2%	428	704
	36	Condition of toilets in circulating area	0%	361	640
	37	Availability of water in toilets and in other places for cleaning	4%	356	657
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	430	697
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	401	683
	40	Cleanliness of concourse and circulating area	0%	423	677
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			550
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			560
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			520
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			640
	8	Condition of carriage watering hydrants including their leakage			480
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			480
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			640
	13	Condition of Washable CC Apron over tracks at station			550

Name of Station	Division
RAJA KI MANDI	AGRA CANTT.
Passenger Cleanliness Score	426
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	359
Cleanliness Rank of the Station (in Category)	286
Cleanliness Rank of the Station (in Footfall Class)	117
Cleanliness Rank of the Station (in Zone)	13
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	614
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	514
Infrastructure Adequacy Level	Level 3
Process Compliance Score	467
Process Compliance Level	Level 4



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	34
Observed the enforcement of anti-littering rules	78
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	50

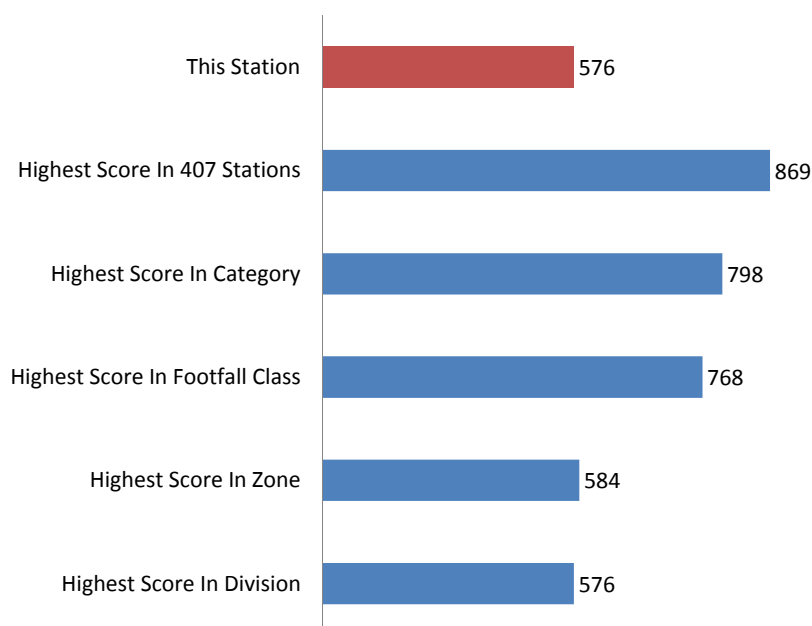
Explanatory Notes:

1. 'Importance' derived from Passengers' Satisfaction from cleanliness
2. Maximum Score = 1000
3. Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
4. Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	477	639
	2	Condition of flooring surface at waiting rooms	1%	469	628
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	407	511
	4	Condition of water booths and water coolers	2%	387	617
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	431	511
	6	Condition of vending stalls including arrangements for waste disposal	2%	424	511
	7	Proper dressing of Electric cables	2%	503	500
	8	Proper dressing of Telecom cables	2%	466	533
	9	Absence of stench in the station premises	12%	438	644
	10	Control of pest and rodent	2%	431	578
	11	Control of flies and mosquitoes	3%	393	489
	12	Stagnation of water in movement areas and non-movement areas	2%	429	578
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	441	578
	14	Cleanliness and hygiene around vending stalls	3%	449	556
	15	Cleanliness of platform areas	5%	484	617
	16	Cleanliness of advertisement hoardings/signages	3%	429	594
	17	Cleanliness of tracks between platforms	1%	407	556
	18	Cleanliness of foot over bridges	1%	397	578
	19	Cleanliness of track area up to home signal beyond platform	1%	425	656
	20	Functioning of cross and longitudinal waste water drains	2%	404	578
Waste Management	21	Adequate availability of dustbins	10%	416	711
	22	Proper system for collection and disposal of solid waste from trains	0%	414	589
	23	Proper system for collection and disposal of solid waste from stations	0%	417	578
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	414	567
	25	Promptness in removal and disbursement of garbage	3%	408	583
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	413	639
	27	Presence/clearance of unwanted posters/notices	0%	409	567
	28	Storage of scrap items & their prompt disposal	3%	406	578
Toilets	29	Adequate availability of toilet in General	4%	423	678
	30	Adequate availability of toilets in pay and use	0%	419	544
	31	Adequate availability of toilets in Waiting rooms	3%	431	689
	32	Adequate availability of toilets in Circulating area	0%	407	644
	33	Condition of toilets in General	3%	360	678
	34	Condition of toilets in pay and use	0%	411	567
	35	Condition of toilets in Waiting rooms	2%	419	606
	36	Condition of toilets in circulating area	0%	377	544
	37	Availability of water in toilets and in other places for cleaning	4%	368	633
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	421	572
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	406	594
	40	Cleanliness of concourse and circulating area	0%	429	650
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			300
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			500
	3	Adequate supervision for monitoring cleanliness			400
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			400
	5	Performance of service improvement groups (SIG) and their effectiveness			500
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			500
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			500
	10	Final disposal of waste water from the trackside drains			300
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			500
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			500

Name of Station	Division
ALLAHABAD	ALLAHABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	576
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	145
Cleanliness Rank of the Station (in Category)	35
Cleanliness Rank of the Station (in Footfall Class)	20
Cleanliness Rank of the Station (in Zone)	2
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	710
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	586
Infrastructure Adequacy Level	Level 3
Process Compliance Score	600
Process Compliance Level	Level 2

Passenger Cleanliness Score



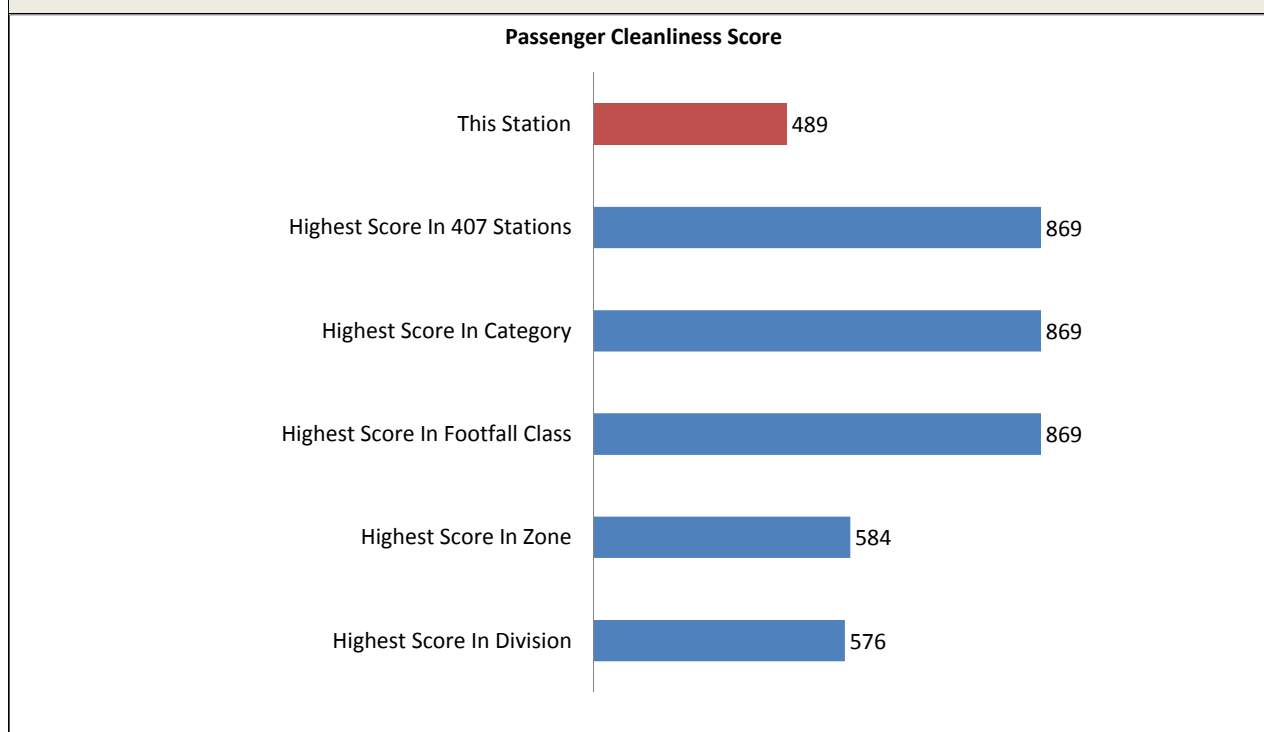
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	91
Observed the enforcement of anti-littering rules	98
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	50

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	683	772
	2	Condition of flooring surface at waiting rooms	1%	692	800
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	576	667
	4	Condition of water booths and water coolers	2%	591	706
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	569	739
	6	Condition of vending stalls including arrangements for waste disposal	2%	556	711
	7	Proper dressing of Electric cables	2%	566	656
	8	Proper dressing of Telecom cables	2%	567	678
	9	Absence of stench in the station premises	12%	618	761
	10	Control of pest and rodent	2%	381	350
	11	Control of flies and mosquitoes	3%	530	694
	12	Stagnation of water in movement areas and non-movement areas	2%	544	728
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	554	678
	14	Cleanliness and hygiene around vending stalls	3%	571	744
	15	Cleanliness of platform areas	5%	598	800
	16	Cleanliness of advertisement hoardings/signages	3%	539	744
	17	Cleanliness of tracks between platforms	1%	579	667
	18	Cleanliness of foot over bridges	1%	579	717
	19	Cleanliness of track area up to home signal beyond platform	1%	546	656
	20	Functioning of cross and longitudinal waste water drains	2%	549	663
Waste Management	21	Adequate availability of dustbins	10%	619	661
	22	Proper system for collection and disposal of solid waste from trains	0%	538	728
	23	Proper system for collection and disposal of solid waste from stations	0%	575	728
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	561	744
	25	Promptness in removal and disbursement of garbage	3%	537	656
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	546	667
	27	Presence/clearance of unwanted posters/notices	0%	555	739
	28	Storage of scrap items & their prompt disposal	3%	537	717
Toilets	29	Adequate availability of toilet in General	4%	496	633
	30	Adequate availability of toilets in pay and use	0%	557	586
	31	Adequate availability of toilets in Waiting rooms	3%	561	800
	32	Adequate availability of toilets in Circulating area	0%	526	717
	33	Condition of toilets in General	3%	501	644
	34	Condition of toilets in pay and use	0%	519	583
	35	Condition of toilets in Waiting rooms	2%	549	750
	36	Condition of toilets in circulating area	0%	510	633
	37	Availability of water in toilets and in other places for cleaning	4%	572	711
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	641	772
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	562	694
	40	Cleanliness of concourse and circulating area	0%	573	767
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			500
	5	Performance of service improvement groups (SIG) and their effectiveness			700
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			500
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			500
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
MIRZAPUR	ALLAHABAD
Passenger Cleanliness Score	489
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	291
Cleanliness Rank of the Station (in Category)	232
Cleanliness Rank of the Station (in Footfall Class)	131
Cleanliness Rank of the Station (in Zone)	7
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	613
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	700
Infrastructure Adequacy Level	Level 2
Process Compliance Score	700
Process Compliance Level	Level 2



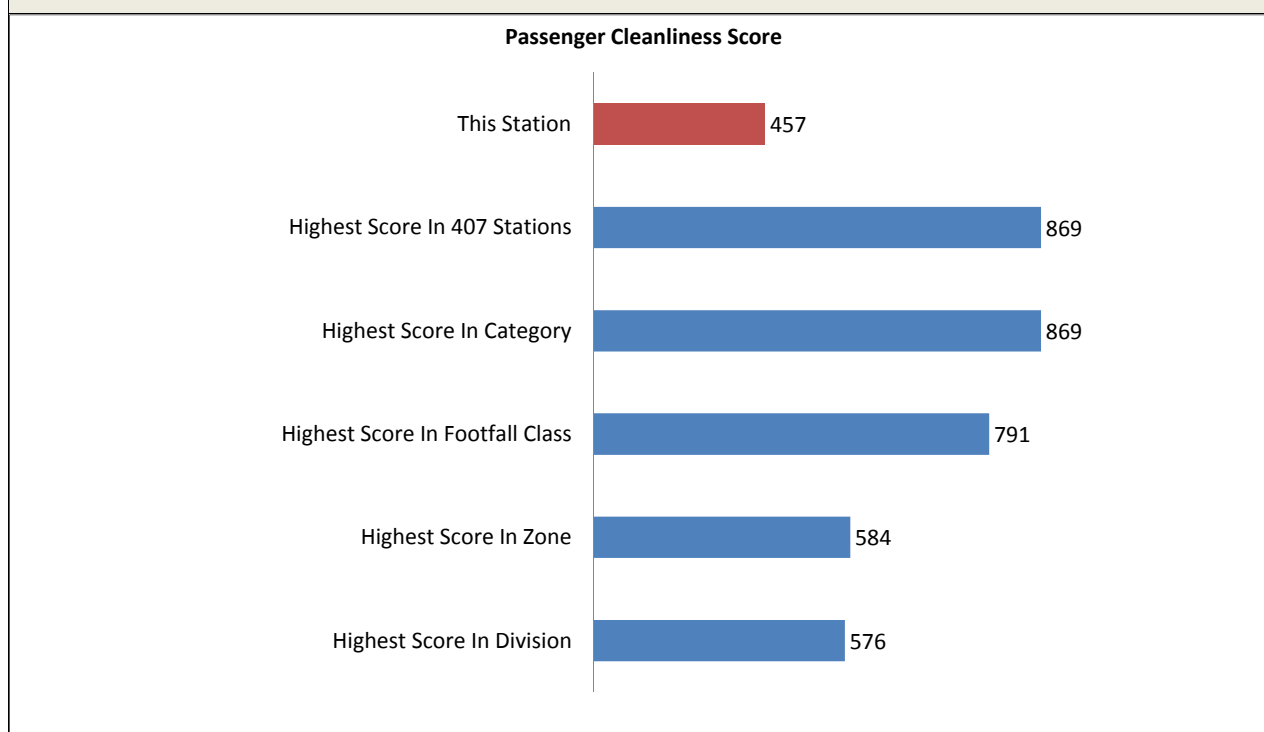
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	81
Observed the enforcement of anti-littering rules	93
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	50
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	588	730
	2	Condition of flooring surface at waiting rooms	1%	570	720
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	475	570
	4	Condition of water booths and water coolers	2%	511	700
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	452	594
	6	Condition of vending stalls including arrangements for waste disposal	2%	471	570
	7	Proper dressing of Electric cables	2%	471	660
	8	Proper dressing of Telecom cables	2%	472	680
	9	Absence of stench in the station premises	12%	566	680
	10	Control of pest and rodent	2%	476	330
	11	Control of flies and mosquitoes	3%	480	525
	12	Stagnation of water in movement areas and non-movement areas	2%	475	583
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	483	588
	14	Cleanliness and hygiene around vending stalls	3%	513	617
	15	Cleanliness of platform areas	5%	530	640
	16	Cleanliness of advertisement hoardings/signages	3%	406	567
	17	Cleanliness of tracks between platforms	1%	487	644
	18	Cleanliness of foot over bridges	1%	450	600
	19	Cleanliness of track area up to home signal beyond platform	1%	462	650
	20	Functioning of cross and longitudinal waste water drains	2%	494	630
Waste Management	21	Adequate availability of dustbins	10%	534	690
	22	Proper system for collection and disposal of solid waste from trains	0%	455	593
	23	Proper system for collection and disposal of solid waste from stations	0%	464	500
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	475	610
	25	Promptness in removal and disbursement of garbage	3%	450	580
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	428	583
	27	Presence/clearance of unwanted posters/notices	0%	463	583
	28	Storage of scrap items & their prompt disposal	3%	401	567
Toilets	29	Adequate availability of toilet in General	4%	427	467
	30	Adequate availability of toilets in pay and use	0%	425	520
	31	Adequate availability of toilets in Waiting rooms	3%	450	539
	32	Adequate availability of toilets in Circulating area	0%	420	463
	33	Condition of toilets in General	3%	381	500
	34	Condition of toilets in pay and use	0%	409	475
	35	Condition of toilets in Waiting rooms	2%	431	522
	36	Condition of toilets in circulating area	0%	400	394
	37	Availability of water in toilets and in other places for cleaning	4%	439	611
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	528	660
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	467	550
	40	Cleanliness of concourse and circulating area	0%	500	590
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		600	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		800	
	3	Adequate supervision for monitoring cleanliness		800	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		600	
	5	Performance of service improvement groups (SIG) and their effectiveness		700	
	6	Usage of recycled water for non potable uses		700	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		800	
	8	Condition of carriage watering hydrants including their leakage		600	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		600	
	10	Final disposal of waste water from the trackside drains		800	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		800	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		700	
	13	Condition of Washable CC Apron over tracks at station		600	

Name of Station	Division
ETAWAH	ALLAHABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	457
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	328
Cleanliness Rank of the Station (in Category)	261
Cleanliness Rank of the Station (in Footfall Class)	107
Cleanliness Rank of the Station (in Zone)	9
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	602
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	750
Infrastructure Adequacy Level	Level 1
Process Compliance Score	806
Process Compliance Level	Level 1



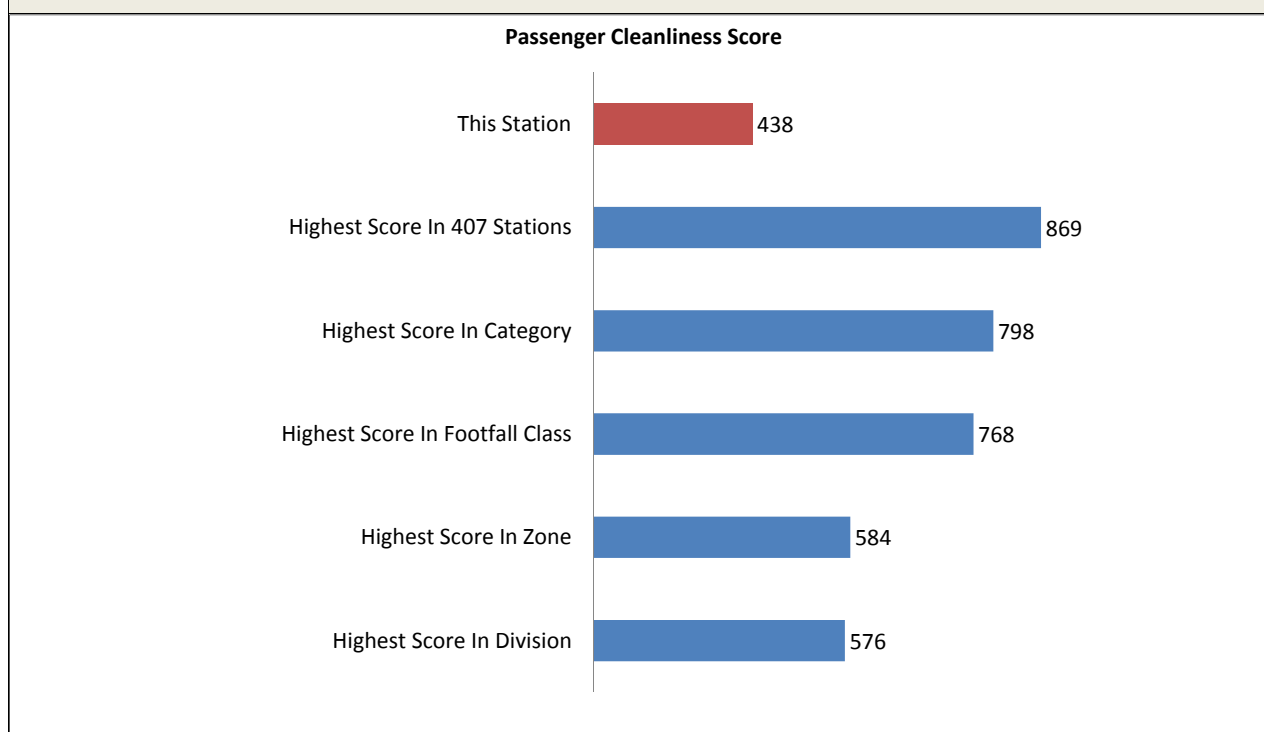
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	52
Observed the enforcement of anti-littering rules	89
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	502	595
	2	Condition of flooring surface at waiting rooms	1%	512	592
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	451	542
	4	Condition of water booths and water coolers	2%	458	625
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	457	508
	6	Condition of vending stalls including arrangements for waste disposal	2%	458	640
	7	Proper dressing of Electric cables	2%	504	542
	8	Proper dressing of Telecom cables	2%	490	583
	9	Absence of stench in the station premises	12%	457	658
	10	Control of pest and rodent	2%	373	480
	11	Control of flies and mosquitoes	3%	371	500
	12	Stagnation of water in movement areas and non-movement areas	2%	424	608
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	479	633
	14	Cleanliness and hygiene around vending stalls	3%	514	608
	15	Cleanliness of platform areas	5%	503	675
	16	Cleanliness of advertisement hoardings/signages	3%	481	608
	17	Cleanliness of tracks between platforms	1%	474	658
	18	Cleanliness of foot over bridges	1%	455	650
	19	Cleanliness of track area up to home signal beyond platform	1%	435	675
	20	Functioning of cross and longitudinal waste water drains	2%	401	617
Waste Management	21	Adequate availability of dustbins	10%	465	575
	22	Proper system for collection and disposal of solid waste from trains	0%	463	583
	23	Proper system for collection and disposal of solid waste from stations	0%	460	625
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	448	650
	25	Promptness in removal and disbursement of garbage	3%	483	650
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	433	633
	27	Presence/clearance of unwanted posters/notices	0%	466	592
	28	Storage of scrap items & their prompt disposal	3%	446	658
Toilets	29	Adequate availability of toilet in General	4%	403	583
	30	Adequate availability of toilets in pay and use	0%	449	600
	31	Adequate availability of toilets in Waiting rooms	3%	466	575
	32	Adequate availability of toilets in Circulating area	0%	430	433
	33	Condition of toilets in General	3%	449	467
	34	Condition of toilets in pay and use	0%	518	575
	35	Condition of toilets in Waiting rooms	2%	548	583
	36	Condition of toilets in circulating area	0%	423	467
	37	Availability of water in toilets and in other places for cleaning	4%	404	600
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	462	558
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	446	650
	40	Cleanliness of concourse and circulating area	0%	455	617
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			850
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			900
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			750
	6	Usage of recycled water for non potable uses			733
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			867
	8	Condition of carriage watering hydrants including their leakage			850
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			700
	10	Final disposal of waste water from the trackside drains			850
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			650
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			733
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
KANPUR CENTRAL	ALLAHABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	438
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	344
Cleanliness Rank of the Station (in Category)	70
Cleanliness Rank of the Station (in Footfall Class)	45
Cleanliness Rank of the Station (in Zone)	10
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	546
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	522
Infrastructure Adequacy Level	Level 3
Process Compliance Score	550
Process Compliance Level	Level 3



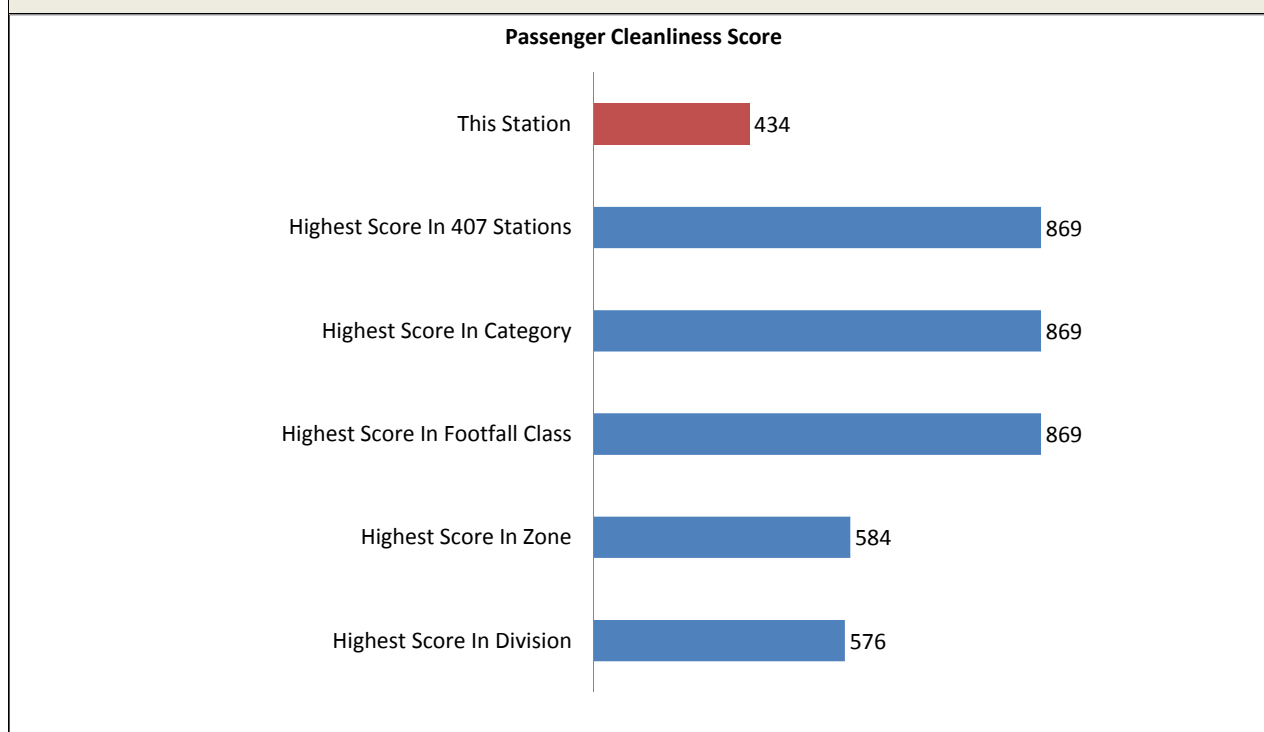
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	8
Observed the enforcement of anti-littering rules	7
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	44
Sensitized cleaning staff about correct practices	78
Observed the use of CCTVs for monitoring cleanliness at stations	22
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	488	561
	2	Condition of flooring surface at waiting rooms	1%	516	544
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	424	567
	4	Condition of water booths and water coolers	2%	419	544
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	469	600
	6	Condition of vending stalls including arrangements for waste disposal	2%	432	661
	7	Proper dressing of Electric cables	2%	550	611
	8	Proper dressing of Telecom cables	2%	550	617
	9	Absence of stench in the station premises	12%	426	467
	10	Control of pest and rodent	2%	354	456
	11	Control of flies and mosquitoes	3%	402	522
	12	Stagnation of water in movement areas and non-movement areas	2%	416	550
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	419	489
	14	Cleanliness and hygiene around vending stalls	3%	430	533
	15	Cleanliness of platform areas	5%	468	628
	16	Cleanliness of advertisement hoardings/signages	3%	496	611
	17	Cleanliness of tracks between platforms	1%	361	639
	18	Cleanliness of foot over bridges	1%	463	600
	19	Cleanliness of track area up to home signal beyond platform	1%	401	622
	20	Functioning of cross and longitudinal waste water drains	2%	388	361
Waste Management	21	Adequate availability of dustbins	10%	458	544
	22	Proper system for collection and disposal of solid waste from trains	0%	425	489
	23	Proper system for collection and disposal of solid waste from stations	0%	428	561
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	432	561
	25	Promptness in removal and disbursement of garbage	3%	409	539
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	371	489
	27	Presence/clearance of unwanted posters/notices	0%	468	628
	28	Storage of scrap items & their prompt disposal	3%	446	561
Toilets	29	Adequate availability of toilet in General	4%	387	511
	30	Adequate availability of toilets in pay and use	0%	453	457
	31	Adequate availability of toilets in Waiting rooms	3%	492	594
	32	Adequate availability of toilets in Circulating area	0%	403	438
	33	Condition of toilets in General	3%	382	400
	34	Condition of toilets in pay and use	0%	455	450
	35	Condition of toilets in Waiting rooms	2%	494	550
	36	Condition of toilets in circulating area	0%	397	500
	37	Availability of water in toilets and in other places for cleaning	4%	449	656
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	411	600
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	416	556
	40	Cleanliness of concourse and circulating area	0%	389	661
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			511
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			550
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			511
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			525
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			467
	8	Condition of carriage watering hydrants including their leakage			489
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			511
	10	Final disposal of waste water from the trackside drains			475
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			467
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			644

Name of Station	Division
FATEHPUR	ALLAHABAD
Passenger Cleanliness Score	434
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	349
Cleanliness Rank of the Station (in Category)	277
Cleanliness Rank of the Station (in Footfall Class)	158
Cleanliness Rank of the Station (in Zone)	11
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	624
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	597
Infrastructure Adequacy Level	Level 3
Process Compliance Score	675
Process Compliance Level	Level 2



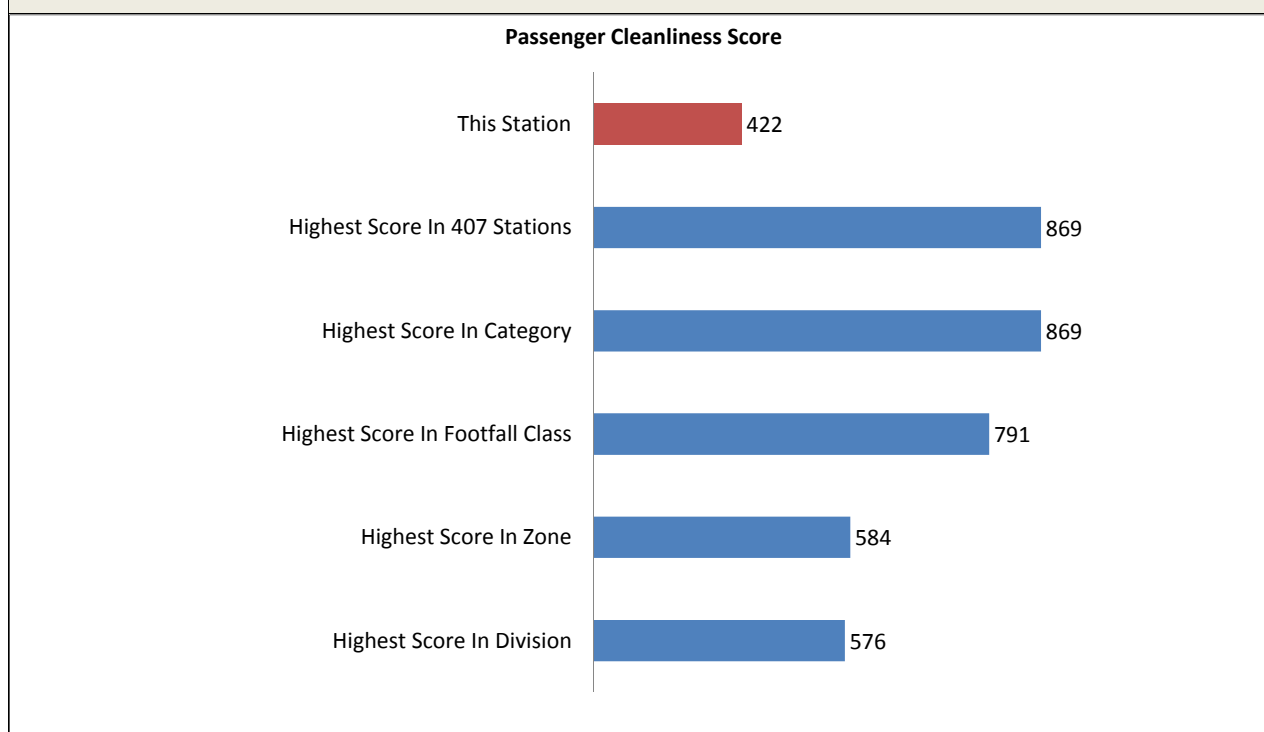
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	2
Observed the enforcement of anti-littering rules	2
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	75
Sensitized cleaning staff about correct practices	75
Observed the use of CCTVs for monitoring cleanliness at stations	25
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	557	679
	2	Condition of flooring surface at waiting rooms	1%	619	796
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	424	582
	4	Condition of water booths and water coolers	2%	428	700
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	346	504
	6	Condition of vending stalls including arrangements for waste disposal	2%	385	536
	7	Proper dressing of Electric cables	2%	575	821
	8	Proper dressing of Telecom cables	2%	572	796
	9	Absence of stench in the station premises	12%	487	575
	10	Control of pest and rodent	2%	353	432
	11	Control of flies and mosquitoes	3%	315	489
	12	Stagnation of water in movement areas and non-movement areas	2%	443	650
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	445	593
	14	Cleanliness and hygiene around vending stalls	3%	478	761
	15	Cleanliness of platform areas	5%	544	811
	16	Cleanliness of advertisement hoardings/signages	3%	503	607
	17	Cleanliness of tracks between platforms	1%	420	693
	18	Cleanliness of foot over bridges	1%	486	679
	19	Cleanliness of track area up to home signal beyond platform	1%	392	650
	20	Functioning of cross and longitudinal waste water drains	2%	349	467
Waste Management	21	Adequate availability of dustbins	10%	465	704
	22	Proper system for collection and disposal of solid waste from trains	0%	363	500
	23	Proper system for collection and disposal of solid waste from stations	0%	385	454
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	382	618
	25	Promptness in removal and disbursement of garbage	3%	370	696
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	277	543
	27	Presence/clearance of unwanted posters/notices	0%	466	608
	28	Storage of scrap items & their prompt disposal	3%	384	554
Toilets	29	Adequate availability of toilet in General	4%	354	543
	30	Adequate availability of toilets in pay and use	0%	450	454
	31	Adequate availability of toilets in Waiting rooms	3%	473	707
	32	Adequate availability of toilets in Circulating area	0%	359	454
	33	Condition of toilets in General	3%	315	454
	34	Condition of toilets in pay and use	0%	441	475
	35	Condition of toilets in Waiting rooms	2%	483	696
	36	Condition of toilets in circulating area	0%	341	529
	37	Availability of water in toilets and in other places for cleaning	4%	419	639
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	405	596
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	338	500
	40	Cleanliness of concourse and circulating area	0%	391	571
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		600	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		750	
	3	Adequate supervision for monitoring cleanliness		800	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		700	
	5	Performance of service improvement groups (SIG) and their effectiveness		800	
	6	Usage of recycled water for non potable uses		400	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		650	
	8	Condition of carriage watering hydrants including their leakage		500	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		650	
	10	Final disposal of waste water from the trackside drains		600	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		650	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		533	
	13	Condition of Washable CC Apron over tracks at station		0	

Name of Station	Division
ALIGARH	ALLAHABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	422
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	363
Cleanliness Rank of the Station (in Category)	290
Cleanliness Rank of the Station (in Footfall Class)	119
Cleanliness Rank of the Station (in Zone)	14
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	459
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	540
Infrastructure Adequacy Level	Level 3
Process Compliance Score	511
Process Compliance Level	Level 3



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	49
Observed the enforcement of anti-littering rules	83
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	25
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	75
Availability of Washable CC Apron over tracks at station	25

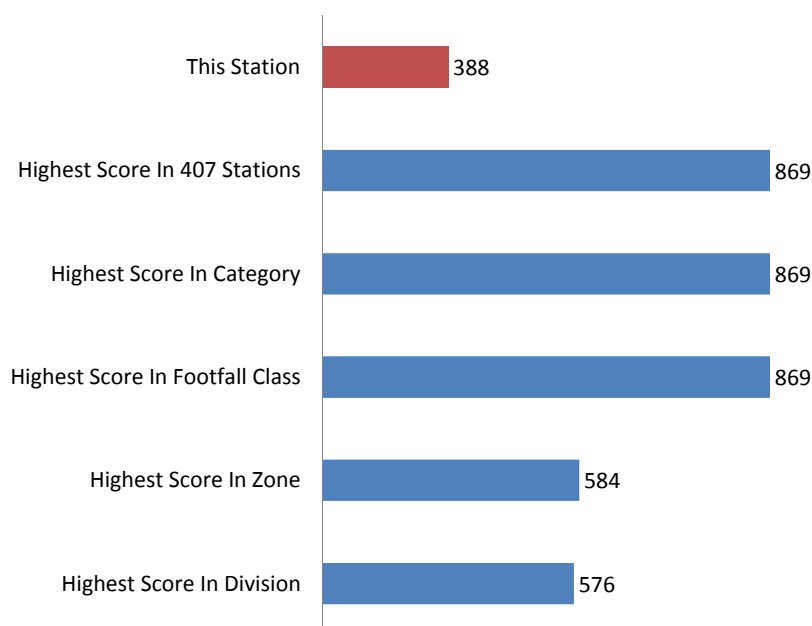
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	454	450
	2	Condition of flooring surface at waiting rooms	1%	487	463
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	416	436
	4	Condition of water booths and water coolers	2%	411	436
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	426	436
	6	Condition of vending stalls including arrangements for waste disposal	2%	407	433
	7	Proper dressing of Electric cables	2%	472	488
	8	Proper dressing of Telecom cables	2%	459	488
	9	Absence of stench in the station premises	12%	437	508
	10	Control of pest and rodent	2%	371	439
	11	Control of flies and mosquitoes	3%	380	464
	12	Stagnation of water in movement areas and non-movement areas	2%	411	436
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	413	464
	14	Cleanliness and hygiene around vending stalls	3%	443	472
	15	Cleanliness of platform areas	5%	440	439
	16	Cleanliness of advertisement hoardings/signages	3%	447	464
	17	Cleanliness of tracks between platforms	1%	401	364
	18	Cleanliness of foot over bridges	1%	432	400
	19	Cleanliness of track area up to home signal beyond platform	1%	399	425
	20	Functioning of cross and longitudinal waste water drains	2%	402	425
Waste Management	21	Adequate availability of dustbins	10%	464	519
	22	Proper system for collection and disposal of solid waste from trains	0%	407	436
	23	Proper system for collection and disposal of solid waste from stations	0%	407	367
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	407	414
	25	Promptness in removal and disbursement of garbage	3%	354	388
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	412	447
	27	Presence/clearance of unwanted posters/notices	0%	427	403
	28	Storage of scrap items & their prompt disposal	3%	375	464
Toilets	29	Adequate availability of toilet in General	4%	423	400
	30	Adequate availability of toilets in pay and use	0%	451	458
	31	Adequate availability of toilets in Waiting rooms	3%	473	463
	32	Adequate availability of toilets in Circulating area	0%	416	414
	33	Condition of toilets in General	3%	371	411
	34	Condition of toilets in pay and use	0%	411	422
	35	Condition of toilets in Waiting rooms	2%	430	425
	36	Condition of toilets in circulating area	0%	330	389
	37	Availability of water in toilets and in other places for cleaning	4%	341	461
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	423	461
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	397	439
	40	Cleanliness of concourse and circulating area	0%	418	414
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			500
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			467
	3	Adequate supervision for monitoring cleanliness			550
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			450
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			500
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			500
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			500
	10	Final disposal of waste water from the trackside drains			500
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			550
	13	Condition of Washable CC Apron over tracks at station			533

Name of Station	Division
TUNDLA	ALLAHABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	388
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	383
Cleanliness Rank of the Station (in Category)	309
Cleanliness Rank of the Station (in Footfall Class)	170
Cleanliness Rank of the Station (in Zone)	17
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	580
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	624
Infrastructure Adequacy Level	Level 2
Process Compliance Score	589
Process Compliance Level	Level 3

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	45
Observed the enforcement of anti-littering rules	59
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	83
Sensitized cleaning staff about correct practices	83
Observed the use of CCTVs for monitoring cleanliness at stations	83
Availability of Washable CC Apron over tracks at station	67

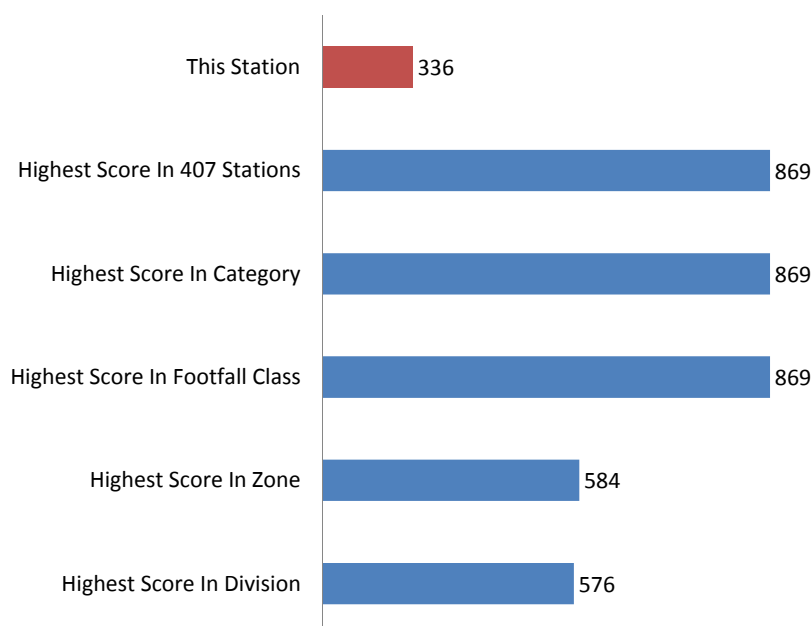
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	445	577
	2	Condition of flooring surface at waiting rooms	1%	453	633
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	331	527
	4	Condition of water booths and water coolers	2%	308	647
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	338	580
	6	Condition of vending stalls including arrangements for waste disposal	2%	315	600
	7	Proper dressing of Electric cables	2%	458	673
	8	Proper dressing of Telecom cables	2%	426	560
	9	Absence of stench in the station premises	12%	421	633
	10	Control of pest and rodent	2%	304	600
	11	Control of flies and mosquitoes	3%	350	563
	12	Stagnation of water in movement areas and non-movement areas	2%	397	563
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	391	600
	14	Cleanliness and hygiene around vending stalls	3%	415	560
	15	Cleanliness of platform areas	5%	432	543
	16	Cleanliness of advertisement hoardings/signages	3%	405	510
	17	Cleanliness of tracks between platforms	1%	355	503
	18	Cleanliness of foot over bridges	1%	382	543
	19	Cleanliness of track area up to home signal beyond platform	1%	367	560
	20	Functioning of cross and longitudinal waste water drains	2%	325	563
Waste Management	21	Adequate availability of dustbins	10%	452	610
	22	Proper system for collection and disposal of solid waste from trains	0%	309	613
	23	Proper system for collection and disposal of solid waste from stations	0%	330	593
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	398	507
	25	Promptness in removal and disbursement of garbage	3%	343	527
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	365	490
	27	Presence/clearance of unwanted posters/notices	0%	371	560
	28	Storage of scrap items & their prompt disposal	3%	299	563
Toilets	29	Adequate availability of toilet in General	4%	427	563
	30	Adequate availability of toilets in pay and use	0%	441	610
	31	Adequate availability of toilets in Waiting rooms	3%	438	593
	32	Adequate availability of toilets in Circulating area	0%	414	520
	33	Condition of toilets in General	3%	374	577
	34	Condition of toilets in pay and use	0%	420	653
	35	Condition of toilets in Waiting rooms	2%	412	617
	36	Condition of toilets in circulating area	0%	253	523
	37	Availability of water in toilets and in other places for cleaning	4%	242	613
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	411	543
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	300	597
	40	Cleanliness of concourse and circulating area	0%	399	527
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			567
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			633
	3	Adequate supervision for monitoring cleanliness			633
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			533
	5	Performance of service improvement groups (SIG) and their effectiveness			567
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			633
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			667
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			667
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
PHAPHUND	ALLAHABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	336
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	396
Cleanliness Rank of the Station (in Category)	321
Cleanliness Rank of the Station (in Footfall Class)	177
Cleanliness Rank of the Station (in Zone)	19
Cleanliness Rank of the Station (in Division)	8
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	492
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	607
Infrastructure Adequacy Level	Level 2
Process Compliance Score	575
Process Compliance Level	Level 3

Passenger Cleanliness Score



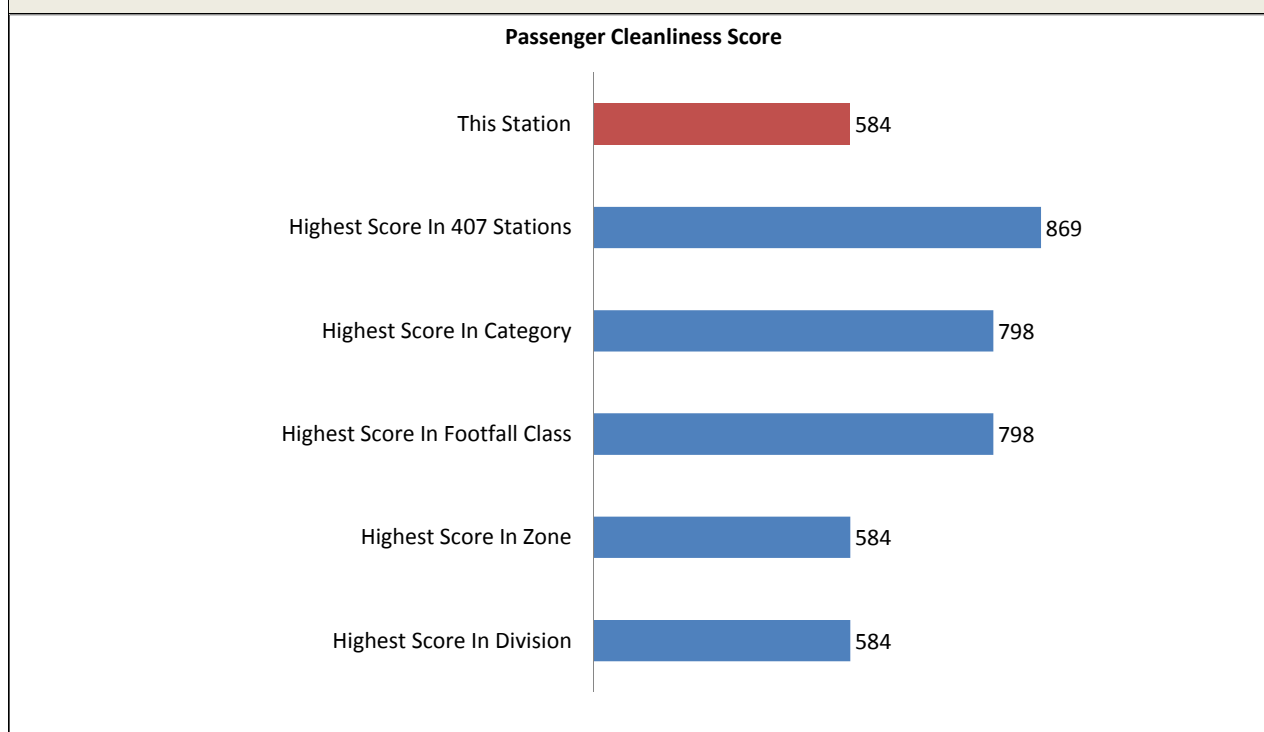
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	6
Observed the enforcement of anti-littering rules	3
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	25
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	431	518
	2	Condition of flooring surface at waiting rooms	1%	426	611
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	404	486
	4	Condition of water booths and water coolers	2%	383	557
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	271	396
	6	Condition of vending stalls including arrangements for waste disposal	2%	275	396
	7	Proper dressing of Electric cables	2%	504	621
	8	Proper dressing of Telecom cables	2%	507	621
	9	Absence of stench in the station premises	12%	355	489
	10	Control of pest and rodent	2%	309	475
	11	Control of flies and mosquitoes	3%	268	386
	12	Stagnation of water in movement areas and non-movement areas	2%	430	429
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	321	250
	14	Cleanliness and hygiene around vending stalls	3%	368	543
	15	Cleanliness of platform areas	5%	368	514
	16	Cleanliness of advertisement hoardings/signages	3%	406	519
	17	Cleanliness of tracks between platforms	1%	321	446
	18	Cleanliness of foot over bridges	1%	430	582
	19	Cleanliness of track area up to home signal beyond platform	1%	312	436
	20	Functioning of cross and longitudinal waste water drains	2%	295	567
Waste Management	21	Adequate availability of dustbins	10%	347	607
	22	Proper system for collection and disposal of solid waste from trains	0%	264	350
	23	Proper system for collection and disposal of solid waste from stations	0%	258	383
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	283	461
	25	Promptness in removal and disbursement of garbage	3%	261	404
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	228	389
	27	Presence/clearance of unwanted posters/notices	0%	398	514
	28	Storage of scrap items & their prompt disposal	3%	295	513
Toilets	29	Adequate availability of toilet in General	4%	287	421
	30	Adequate availability of toilets in pay and use	0%	266	217
	31	Adequate availability of toilets in Waiting rooms	3%	278	429
	32	Adequate availability of toilets in Circulating area	0%	257	271
	33	Condition of toilets in General	3%	238	421
	34	Condition of toilets in pay and use	0%	263	433
	35	Condition of toilets in Waiting rooms	2%	280	507
	36	Condition of toilets in circulating area	0%	242	300
	37	Availability of water in toilets and in other places for cleaning	4%	377	632
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	325	475
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	277	427
	40	Cleanliness of concourse and circulating area	0%	288	446
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			467
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			550
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			667
	5	Performance of service improvement groups (SIG) and their effectiveness			500
	6	Usage of recycled water for non potable uses			667
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			667
	8	Condition of carriage watering hydrants including their leakage			667
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			650
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			467
	13	Condition of Washable CC Apron over tracks at station			400

Name of Station	Division
JHANSI	JHANSI
Passenger Cleanliness Score	
Passenger Cleanliness Score	584
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	131
Cleanliness Rank of the Station (in Category)	31
Cleanliness Rank of the Station (in Footfall Class)	11
Cleanliness Rank of the Station (in Zone)	1
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	646
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	567
Infrastructure Adequacy Level	Level 3
Process Compliance Score	683
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	81
Observed the enforcement of anti-littering rules	84
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	75
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	100

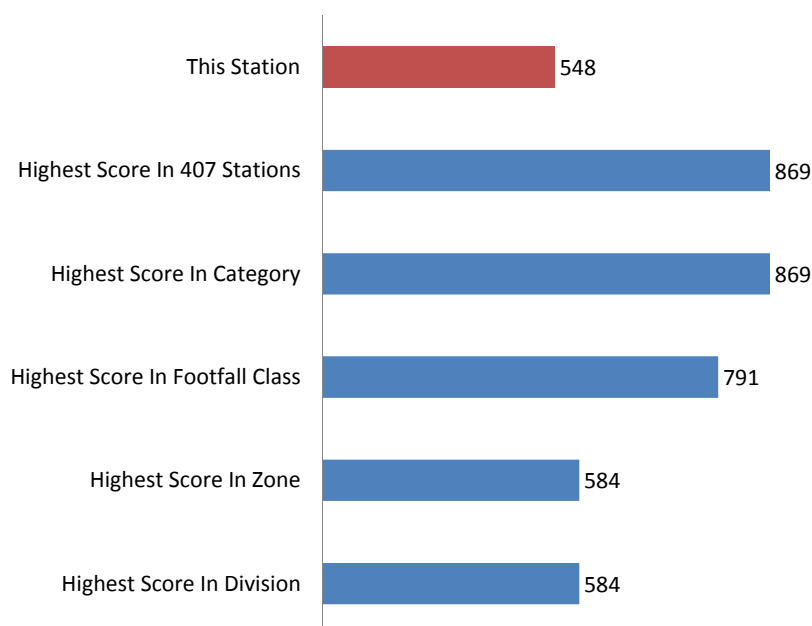
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	674	663
	2	Condition of flooring surface at waiting rooms	1%	727	738
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	581	650
	4	Condition of water booths and water coolers	2%	540	638
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	590	650
	6	Condition of vending stalls including arrangements for waste disposal	2%	546	663
	7	Proper dressing of Electric cables	2%	737	692
	8	Proper dressing of Telecom cables	2%	722	692
	9	Absence of stench in the station premises	12%	632	763
	10	Control of pest and rodent	2%	463	563
	11	Control of flies and mosquitoes	3%	452	600
	12	Stagnation of water in movement areas and non-movement areas	2%	595	525
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	556	621
	14	Cleanliness and hygiene around vending stalls	3%	628	688
	15	Cleanliness of platform areas	5%	668	738
	16	Cleanliness of advertisement hoardings/signages	3%	621	663
	17	Cleanliness of tracks between platforms	1%	565	604
	18	Cleanliness of foot over bridges	1%	606	625
	19	Cleanliness of track area up to home signal beyond platform	1%	555	621
	20	Functioning of cross and longitudinal waste water drains	2%	567	488
Waste Management	21	Adequate availability of dustbins	10%	618	650
	22	Proper system for collection and disposal of solid waste from trains	0%	573	721
	23	Proper system for collection and disposal of solid waste from stations	0%	586	638
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	526	575
	25	Promptness in removal and disbursement of garbage	3%	545	688
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	462	613
	27	Presence/clearance of unwanted posters/notices	0%	563	588
	28	Storage of scrap items & their prompt disposal	3%	549	567
Toilets	29	Adequate availability of toilet in General	4%	463	488
	30	Adequate availability of toilets in pay and use	0%	499	625
	31	Adequate availability of toilets in Waiting rooms	3%	623	738
	32	Adequate availability of toilets in Circulating area	0%	472	513
	33	Condition of toilets in General	3%	469	438
	34	Condition of toilets in pay and use	0%	499	600
	35	Condition of toilets in Waiting rooms	2%	636	688
	36	Condition of toilets in circulating area	0%	470	588
	37	Availability of water in toilets and in other places for cleaning	4%	553	663
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	587	638
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	538	600
	40	Cleanliness of concourse and circulating area	0%	578	688
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			750
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			700
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			750
	5	Performance of service improvement groups (SIG) and their effectiveness			700
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			467
	8	Condition of carriage watering hydrants including their leakage			467
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			500
	10	Final disposal of waste water from the trackside drains			550
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			450
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			733

Name of Station	Division
LALITPUR	JHANSI
Passenger Cleanliness Score	
Passenger Cleanliness Score	548
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	193
Cleanliness Rank of the Station (in Category)	151
Cleanliness Rank of the Station (in Footfall Class)	62
Cleanliness Rank of the Station (in Zone)	3
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	715
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	789
Infrastructure Adequacy Level	Level 1
Process Compliance Score	756
Process Compliance Level	Level 1

Passenger Cleanliness Score



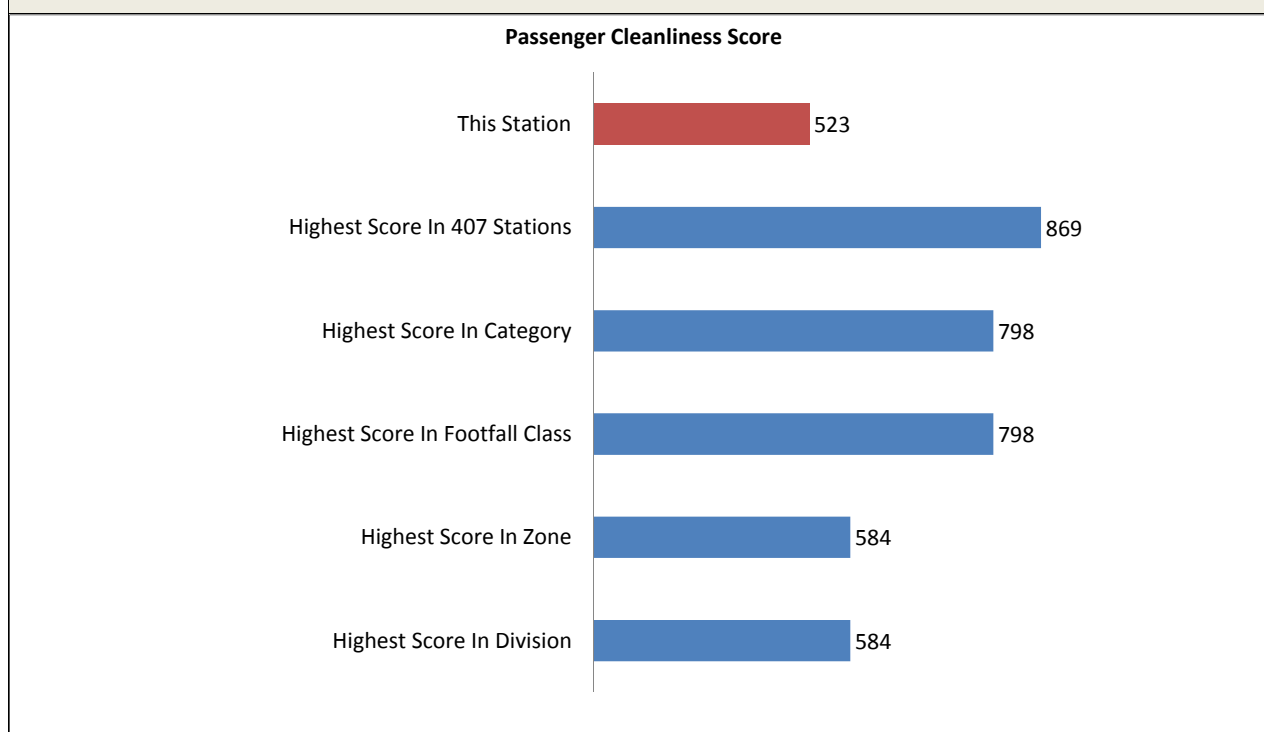
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	76
Observed the enforcement of anti-littering rules	84
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	33
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	626	746
	2	Condition of flooring surface at waiting rooms	1%	702	858
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	543	713
	4	Condition of water booths and water coolers	2%	513	675
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	578	783
	6	Condition of vending stalls including arrangements for waste disposal	2%	528	704
	7	Proper dressing of Electric cables	2%	714	783
	8	Proper dressing of Telecom cables	2%	712	750
	9	Absence of stench in the station premises	12%	586	788
	10	Control of pest and rodent	2%	457	650
	11	Control of flies and mosquitoes	3%	443	650
	12	Stagnation of water in movement areas and non-movement areas	2%	554	642
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	537	742
	14	Cleanliness and hygiene around vending stalls	3%	603	775
	15	Cleanliness of platform areas	5%	631	867
	16	Cleanliness of advertisement hoardings/signages	3%	592	779
	17	Cleanliness of tracks between platforms	1%	524	567
	18	Cleanliness of foot over bridges	1%	572	754
	19	Cleanliness of track area up to home signal beyond platform	1%	536	738
	20	Functioning of cross and longitudinal waste water drains	2%	509	467
Waste Management	21	Adequate availability of dustbins	10%	583	758
	22	Proper system for collection and disposal of solid waste from trains	0%	545	696
	23	Proper system for collection and disposal of solid waste from stations	0%	563	696
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	514	642
	25	Promptness in removal and disbursement of garbage	3%	532	783
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	456	592
	27	Presence/clearance of unwanted posters/notices	0%	565	754
	28	Storage of scrap items & their prompt disposal	3%	531	721
Toilets	29	Adequate availability of toilet in General	4%	379	546
	30	Adequate availability of toilets in pay and use	0%	410	588
	31	Adequate availability of toilets in Waiting rooms	3%	573	646
	32	Adequate availability of toilets in Circulating area	0%	361	200
	33	Condition of toilets in General	3%	375	546
	34	Condition of toilets in pay and use	0%	430	588
	35	Condition of toilets in Waiting rooms	2%	554	683
	36	Condition of toilets in circulating area	0%	362	200
	37	Availability of water in toilets and in other places for cleaning	4%	485	713
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	560	708
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	517	642
	40	Cleanliness of concourse and circulating area	0%	539	721
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			667
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			667
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			733
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			867
	10	Final disposal of waste water from the trackside drains			733
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
GWALIOR	JHANSI
Passenger Cleanliness Score	
Passenger Cleanliness Score	523
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	237
Cleanliness Rank of the Station (in Category)	53
Cleanliness Rank of the Station (in Footfall Class)	20
Cleanliness Rank of the Station (in Zone)	5
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	611
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	400
Infrastructure Adequacy Level	Level 4
Process Compliance Score	800
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	23
Observed the enforcement of anti-littering rules	76
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

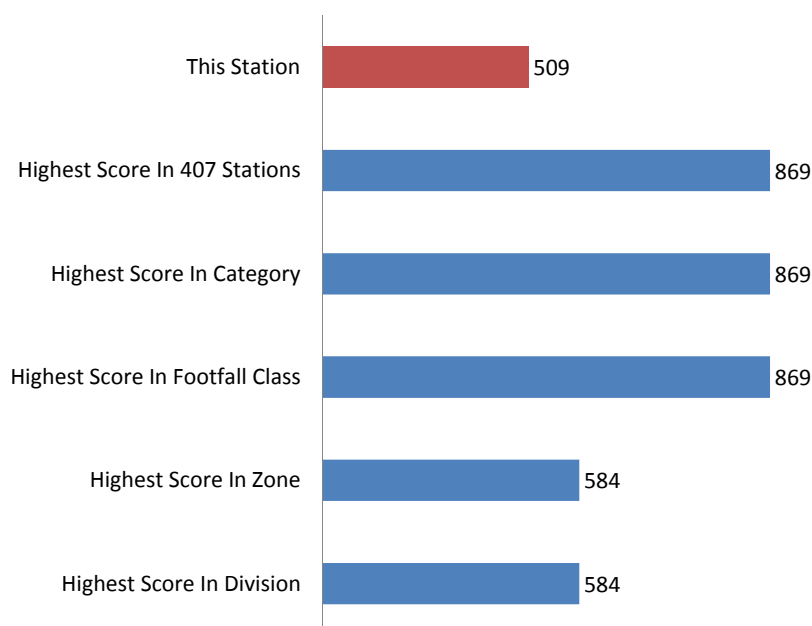
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	538	600
	2	Condition of flooring surface at waiting rooms	1%	549	720
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	530	610
	4	Condition of water booths and water coolers	2%	523	590
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	521	630
	6	Condition of vending stalls including arrangements for waste disposal	2%	526	690
	7	Proper dressing of Electric cables	2%	515	590
	8	Proper dressing of Telecom cables	2%	504	620
	9	Absence of stench in the station premises	12%	549	720
	10	Control of pest and rodent	2%	494	330
	11	Control of flies and mosquitoes	3%	483	590
	12	Stagnation of water in movement areas and non-movement areas	2%	509	490
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	541	490
	14	Cleanliness and hygiene around vending stalls	3%	536	680
	15	Cleanliness of platform areas	5%	541	700
	16	Cleanliness of advertisement hoardings/signages	3%	517	540
	17	Cleanliness of tracks between platforms	1%	515	610
	18	Cleanliness of foot over bridges	1%	522	580
	19	Cleanliness of track area up to home signal beyond platform	1%	526	420
	20	Functioning of cross and longitudinal waste water drains	2%	517	380
Waste Management	21	Adequate availability of dustbins	10%	535	620
	22	Proper system for collection and disposal of solid waste from trains	0%	522	670
	23	Proper system for collection and disposal of solid waste from stations	0%	515	710
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	516	620
	25	Promptness in removal and disbursement of garbage	3%	527	720
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	520	600
	27	Presence/clearance of unwanted posters/notices	0%	523	510
	28	Storage of scrap items & their prompt disposal	3%	498	520
Toilets	29	Adequate availability of toilet in General	4%	497	710
	30	Adequate availability of toilets in pay and use	0%	510	500
	31	Adequate availability of toilets in Waiting rooms	3%	523	710
	32	Adequate availability of toilets in Circulating area	0%	488	710
	33	Condition of toilets in General	3%	496	570
	34	Condition of toilets in pay and use	0%	528	500
	35	Condition of toilets in Waiting rooms	2%	541	630
	36	Condition of toilets in circulating area	0%	486	700
	37	Availability of water in toilets and in other places for cleaning	4%	498	410
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	535	600
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	504	578
	40	Cleanliness of concourse and circulating area	0%	518	590
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			1000
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			0
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			0
	8	Condition of carriage watering hydrants including their leakage			0
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			0
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			200
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			0
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
ORAI	JHANSI
Passenger Cleanliness Score	
Passenger Cleanliness Score	509
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	255
Cleanliness Rank of the Station (in Category)	200
Cleanliness Rank of the Station (in Footfall Class)	117
Cleanliness Rank of the Station (in Zone)	6
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	623
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	627
Infrastructure Adequacy Level	Level 2
Process Compliance Score	603
Process Compliance Level	Level 2

Passenger Cleanliness Score



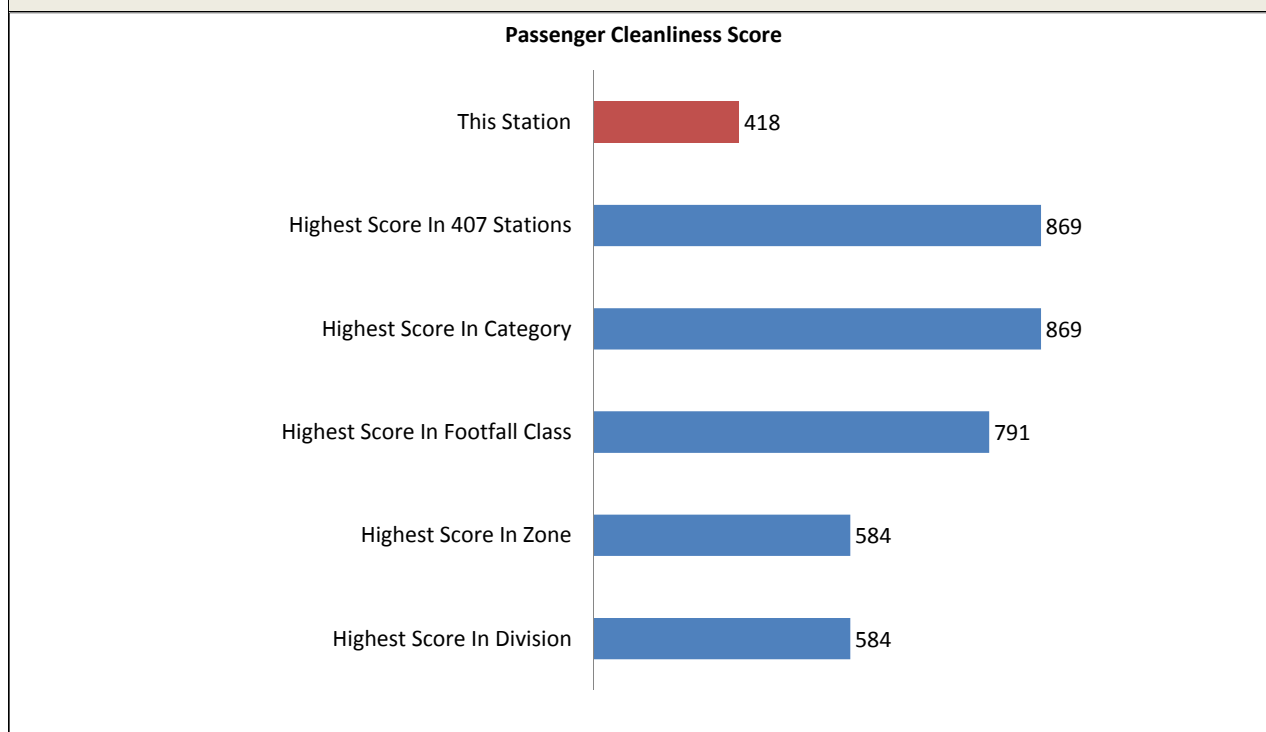
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	56
Observed the enforcement of anti-littering rules	68
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	40
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	603	645
	2	Condition of flooring surface at waiting rooms	1%	691	715
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	524	600
	4	Condition of water booths and water coolers	2%	462	648
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	547	688
	6	Condition of vending stalls including arrangements for waste disposal	2%	526	600
	7	Proper dressing of Electric cables	2%	674	743
	8	Proper dressing of Telecom cables	2%	678	743
	9	Absence of stench in the station premises	12%	548	650
	10	Control of pest and rodent	2%	420	598
	11	Control of flies and mosquitoes	3%	409	623
	12	Stagnation of water in movement areas and non-movement areas	2%	539	625
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	528	633
	14	Cleanliness and hygiene around vending stalls	3%	596	723
	15	Cleanliness of platform areas	5%	629	728
	16	Cleanliness of advertisement hoardings/signages	3%	565	618
	17	Cleanliness of tracks between platforms	1%	499	608
	18	Cleanliness of foot over bridges	1%	549	690
	19	Cleanliness of track area up to home signal beyond platform	1%	514	545
	20	Functioning of cross and longitudinal waste water drains	2%	462	550
Waste Management	21	Adequate availability of dustbins	10%	501	678
	22	Proper system for collection and disposal of solid waste from trains	0%	550	667
	23	Proper system for collection and disposal of solid waste from stations	0%	541	621
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	466	640
	25	Promptness in removal and disbursement of garbage	3%	499	633
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	440	608
	27	Presence/clearance of unwanted posters/notices	0%	528	633
	28	Storage of scrap items & their prompt disposal	3%	505	603
Toilets	29	Adequate availability of toilet in General	4%	254	362
	30	Adequate availability of toilets in pay and use	0%	281	320
	31	Adequate availability of toilets in Waiting rooms	3%	524	600
	32	Adequate availability of toilets in Circulating area	0%	282	633
	33	Condition of toilets in General	3%	261	350
	34	Condition of toilets in pay and use	0%	296	333
	35	Condition of toilets in Waiting rooms	2%	528	575
	36	Condition of toilets in circulating area	0%	301	650
	37	Availability of water in toilets and in other places for cleaning	4%	457	575
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	528	595
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	495	613
	40	Cleanliness of concourse and circulating area	0%	521	588
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			650
	3	Adequate supervision for monitoring cleanliness			700
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			700
	5	Performance of service improvement groups (SIG) and their effectiveness			500
	6	Usage of recycled water for non potable uses			467
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			667
	8	Condition of carriage watering hydrants including their leakage			467
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			700
	10	Final disposal of waste water from the trackside drains			650
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			650
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			0
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
BANDA	JHANSI
Passenger Cleanliness Score	
Passenger Cleanliness Score	418
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	366
Cleanliness Rank of the Station (in Category)	293
Cleanliness Rank of the Station (in Footfall Class)	121
Cleanliness Rank of the Station (in Zone)	15
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	565
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	448
Infrastructure Adequacy Level	Level 4
Process Compliance Score	658
Process Compliance Level	Level 2



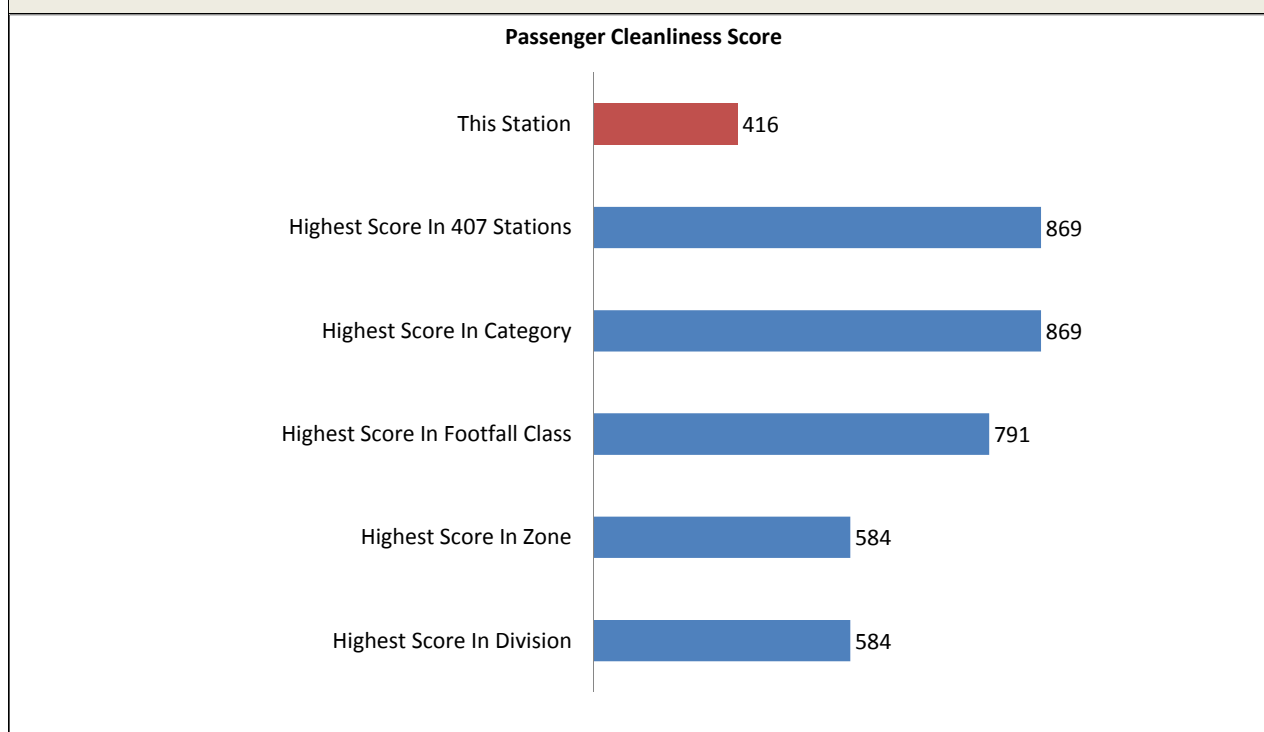
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	6
Observed the enforcement of anti-littering rules	3
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	459	660
	2	Condition of flooring surface at waiting rooms	1%	524	780
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	459	440
	4	Condition of water booths and water coolers	2%	457	540
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	443	560
	6	Condition of vending stalls including arrangements for waste disposal	2%	433	620
	7	Proper dressing of Electric cables	2%	468	600
	8	Proper dressing of Telecom cables	2%	456	600
	9	Absence of stench in the station premises	12%	427	600
	10	Control of pest and rodent	2%	385	480
	11	Control of flies and mosquitoes	3%	341	420
	12	Stagnation of water in movement areas and non-movement areas	2%	407	400
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	451	515
	14	Cleanliness and hygiene around vending stalls	3%	471	640
	15	Cleanliness of platform areas	5%	451	580
	16	Cleanliness of advertisement hoardings/signages	3%	427	540
	17	Cleanliness of tracks between platforms	1%	328	400
	18	Cleanliness of foot over bridges	1%	470	600
	19	Cleanliness of track area up to home signal beyond platform	1%	422	420
	20	Functioning of cross and longitudinal waste water drains	2%	437	460
Waste Management	21	Adequate availability of dustbins	10%	431	700
	22	Proper system for collection and disposal of solid waste from trains	0%	411	475
	23	Proper system for collection and disposal of solid waste from stations	0%	419	510
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	428	480
	25	Promptness in removal and disbursement of garbage	3%	399	495
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	335	405
	27	Presence/clearance of unwanted posters/notices	0%	452	520
	28	Storage of scrap items & their prompt disposal	3%	383	600
Toilets	29	Adequate availability of toilet in General	4%	368	540
	30	Adequate availability of toilets in pay and use	0%	400	560
	31	Adequate availability of toilets in Waiting rooms	3%	429	560
	32	Adequate availability of toilets in Circulating area	0%	366	520
	33	Condition of toilets in General	3%	316	460
	34	Condition of toilets in pay and use	0%	389	480
	35	Condition of toilets in Waiting rooms	2%	425	640
	36	Condition of toilets in circulating area	0%	311	460
	37	Availability of water in toilets and in other places for cleaning	4%	379	480
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	438	680
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	451	525
	40	Cleanliness of concourse and circulating area	0%	414	500
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			400
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			760
	3	Adequate supervision for monitoring cleanliness			760
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			680
	6	Usage of recycled water for non potable uses			550
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			450
	8	Condition of carriage watering hydrants including their leakage			467
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			680
	10	Final disposal of waste water from the trackside drains			400
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			440
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			300

Name of Station	Division
CHITRAKUTDHAM KARWI	JHANSI
Passenger Cleanliness Score	
Passenger Cleanliness Score	416
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	367
Cleanliness Rank of the Station (in Category)	294
Cleanliness Rank of the Station (in Footfall Class)	122
Cleanliness Rank of the Station (in Zone)	16
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	601
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	600
Infrastructure Adequacy Level	Level 2
Process Compliance Score	567
Process Compliance Level	Level 3



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	25
Observed the enforcement of anti-littering rules	95
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

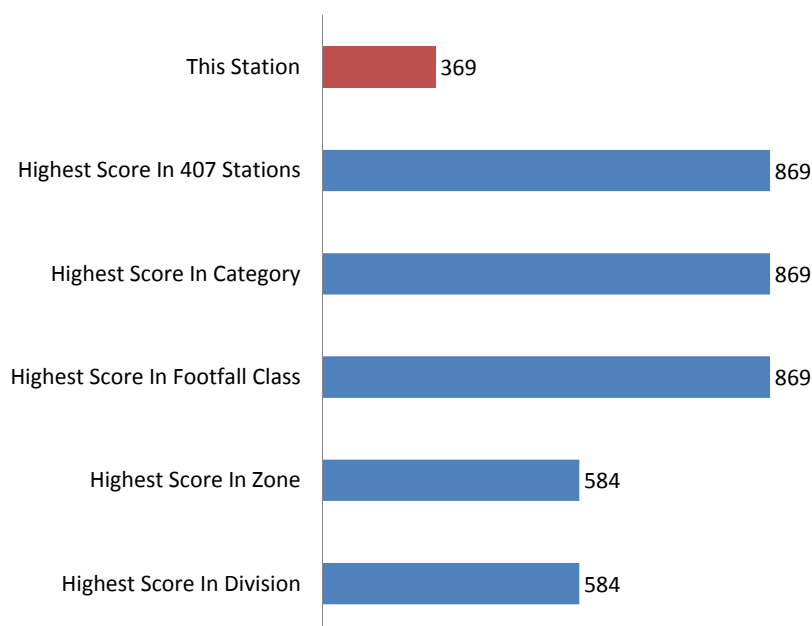
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	535	600
	2	Condition of flooring surface at waiting rooms	1%	539	700
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	436	600
	4	Condition of water booths and water coolers	2%	432	650
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	379	600
	6	Condition of vending stalls including arrangements for waste disposal	2%	429	650
	7	Proper dressing of Electric cables	2%	463	650
	8	Proper dressing of Telecom cables	2%	461	550
	9	Absence of stench in the station premises	12%	463	650
	10	Control of pest and rodent	2%	301	400
	11	Control of flies and mosquitoes	3%	348	400
	12	Stagnation of water in movement areas and non-movement areas	2%	400	650
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	398	600
	14	Cleanliness and hygiene around vending stalls	3%	487	550
	15	Cleanliness of platform areas	5%	478	600
	16	Cleanliness of advertisement hoardings/signages	3%	360	650
	17	Cleanliness of tracks between platforms	1%	422	550
	18	Cleanliness of foot over bridges	1%	427	600
	19	Cleanliness of track area up to home signal beyond platform	1%	409	600
	20	Functioning of cross and longitudinal waste water drains	2%	401	600
Waste Management	21	Adequate availability of dustbins	10%	441	700
	22	Proper system for collection and disposal of solid waste from trains	0%	407	650
	23	Proper system for collection and disposal of solid waste from stations	0%	368	500
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	409	500
	25	Promptness in removal and disbursement of garbage	3%	389	500
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	368	650
	27	Presence/clearance of unwanted posters/notices	0%	390	500
	28	Storage of scrap items & their prompt disposal	3%	318	500
Toilets	29	Adequate availability of toilet in General	4%	289	450
	30	Adequate availability of toilets in pay and use	0%	346	600
	31	Adequate availability of toilets in Waiting rooms	3%	404	600
	32	Adequate availability of toilets in Circulating area	0%	305	450
	33	Condition of toilets in General	3%	293	500
	34	Condition of toilets in pay and use	0%	343	550
	35	Condition of toilets in Waiting rooms	2%	377	450
	36	Condition of toilets in circulating area	0%	319	550
	37	Availability of water in toilets and in other places for cleaning	4%	372	600
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	508	800
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	406	600
	40	Cleanliness of concourse and circulating area	0%	452	600
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			400
	5	Performance of service improvement groups (SIG) and their effectiveness			400
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			400

Name of Station	Division
MAHOBA	JHANSI
Passenger Cleanliness Score	
Passenger Cleanliness Score	369
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	392
Cleanliness Rank of the Station (in Category)	317
Cleanliness Rank of the Station (in Footfall Class)	173
Cleanliness Rank of the Station (in Zone)	18
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	533
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	497
Infrastructure Adequacy Level	Level 4
Process Compliance Score	574
Process Compliance Level	Level 3

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	6
Observed the enforcement of anti-littering rules	2
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

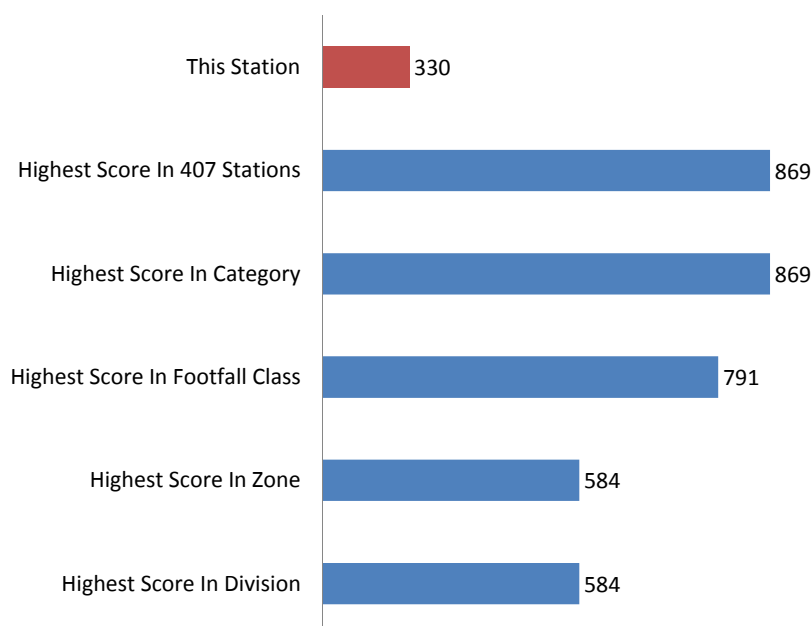
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	403	640
	2	Condition of flooring surface at waiting rooms	1%	449	640
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	445	500
	4	Condition of water booths and water coolers	2%	404	560
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	377	500
	6	Condition of vending stalls including arrangements for waste disposal	2%	390	560
	7	Proper dressing of Electric cables	2%	398	540
	8	Proper dressing of Telecom cables	2%	415	600
	9	Absence of stench in the station premises	12%	379	560
	10	Control of pest and rodent	2%	332	470
	11	Control of flies and mosquitoes	3%	308	400
	12	Stagnation of water in movement areas and non-movement areas	2%	372	460
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	373	500
	14	Cleanliness and hygiene around vending stalls	3%	420	620
	15	Cleanliness of platform areas	5%	411	640
	16	Cleanliness of advertisement hoardings/signages	3%	369	480
	17	Cleanliness of tracks between platforms	1%	329	490
	18	Cleanliness of foot over bridges	1%	428	600
	19	Cleanliness of track area up to home signal beyond platform	1%	369	420
	20	Functioning of cross and longitudinal waste water drains	2%	371	420
Waste Management	21	Adequate availability of dustbins	10%	402	620
	22	Proper system for collection and disposal of solid waste from trains	0%	354	425
	23	Proper system for collection and disposal of solid waste from stations	0%	381	467
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	361	560
	25	Promptness in removal and disbursement of garbage	3%	365	500
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	321	400
	27	Presence/clearance of unwanted posters/notices	0%	384	480
	28	Storage of scrap items & their prompt disposal	3%	375	500
Toilets	29	Adequate availability of toilet in General	4%	315	435
	30	Adequate availability of toilets in pay and use	0%	288	320
	31	Adequate availability of toilets in Waiting rooms	3%	307	520
	32	Adequate availability of toilets in Circulating area	0%	274	340
	33	Condition of toilets in General	3%	239	380
	34	Condition of toilets in pay and use	0%	281	225
	35	Condition of toilets in Waiting rooms	2%	298	530
	36	Condition of toilets in circulating area	0%	260	340
	37	Availability of water in toilets and in other places for cleaning	4%	311	540
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	398	560
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	416	520
	40	Cleanliness of concourse and circulating area	0%	371	480
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			680
	3	Adequate supervision for monitoring cleanliness			640
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			560
	5	Performance of service improvement groups (SIG) and their effectiveness			500
	6	Usage of recycled water for non potable uses			467
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			500
	8	Condition of carriage watering hydrants including their leakage			500
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			680
	10	Final disposal of waste water from the trackside drains			500
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			300

Name of Station	Division
MORENA	JHANSI
Passenger Cleanliness Score	
Passenger Cleanliness Score	330
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	397
Cleanliness Rank of the Station (in Category)	322
Cleanliness Rank of the Station (in Footfall Class)	131
Cleanliness Rank of the Station (in Zone)	20
Cleanliness Rank of the Station (in Division)	8
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	492
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	381
Infrastructure Adequacy Level	Level 5
Process Compliance Score	411
Process Compliance Level	Level 4

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	4
Observed the enforcement of anti-littering rules	11
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	33
Availability of Washable CC Apron over tracks at station	0

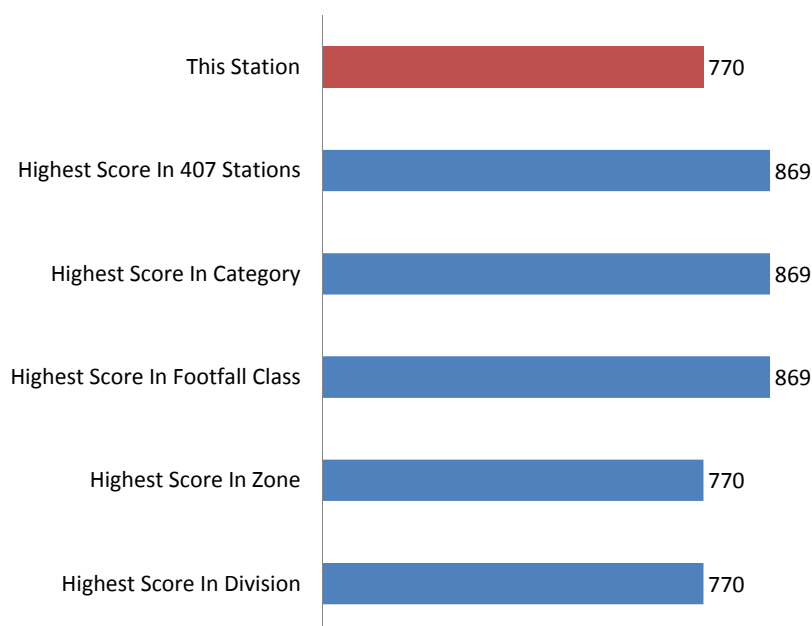
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	377	433
	2	Condition of flooring surface at waiting rooms	1%	379	533
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	328	333
	4	Condition of water booths and water coolers	2%	300	300
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	307	367
	6	Condition of vending stalls including arrangements for waste disposal	2%	309	367
	7	Proper dressing of Electric cables	2%	547	433
	8	Proper dressing of Telecom cables	2%	547	600
	9	Absence of stench in the station premises	12%	313	600
	10	Control of pest and rodent	2%	344	633
	11	Control of flies and mosquitoes	3%	270	467
	12	Stagnation of water in movement areas and non-movement areas	2%	317	567
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	309	467
	14	Cleanliness and hygiene around vending stalls	3%	342	500
	15	Cleanliness of platform areas	5%	333	600
	16	Cleanliness of advertisement hoardings/signages	3%	332	500
	17	Cleanliness of tracks between platforms	1%	315	600
	18	Cleanliness of foot over bridges	1%	321	400
	19	Cleanliness of track area up to home signal beyond platform	1%	315	533
	20	Functioning of cross and longitudinal waste water drains	2%	260	500
Waste Management	21	Adequate availability of dustbins	10%	321	600
	22	Proper system for collection and disposal of solid waste from trains	0%	305	433
	23	Proper system for collection and disposal of solid waste from stations	0%	306	500
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	316	600
	25	Promptness in removal and disbursement of garbage	3%	307	433
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	304	433
	27	Presence/clearance of unwanted posters/notices	0%	313	367
	28	Storage of scrap items & their prompt disposal	3%	301	567
Toilets	29	Adequate availability of toilet in General	4%	353	300
	30	Adequate availability of toilets in pay and use	0%	293	433
	31	Adequate availability of toilets in Waiting rooms	3%	283	367
	32	Adequate availability of toilets in Circulating area	0%	315	467
	33	Condition of toilets in General	3%	336	433
	34	Condition of toilets in pay and use	0%	312	400
	35	Condition of toilets in Waiting rooms	2%	338	367
	36	Condition of toilets in circulating area	0%	315	500
	37	Availability of water in toilets and in other places for cleaning	4%	328	467
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	368	467
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	304	400
	40	Cleanliness of concourse and circulating area	0%	310	433
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			333
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			467
	3	Adequate supervision for monitoring cleanliness			467
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			467
	5	Performance of service improvement groups (SIG) and their effectiveness			400
	6	Usage of recycled water for non potable uses			333
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			533
	8	Condition of carriage watering hydrants including their leakage			267
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			400
	10	Final disposal of waste water from the trackside drains			267
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			400

Name of Station	Division
KATHGODAM	IZZATNAGAR
Passenger Cleanliness Score	
Passenger Cleanliness Score	770
Passenger Cleanliness Level	Level 1
Cleanliness Rank of the Station (in 407 stations)	11
Cleanliness Rank of the Station (in Category)	9
Cleanliness Rank of the Station (in Footfall Class)	6
Cleanliness Rank of the Station (in Zone)	1
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	789
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	697
Infrastructure Adequacy Level	Level 2
Process Compliance Score	787
Process Compliance Level	Level 1

Passenger Cleanliness Score



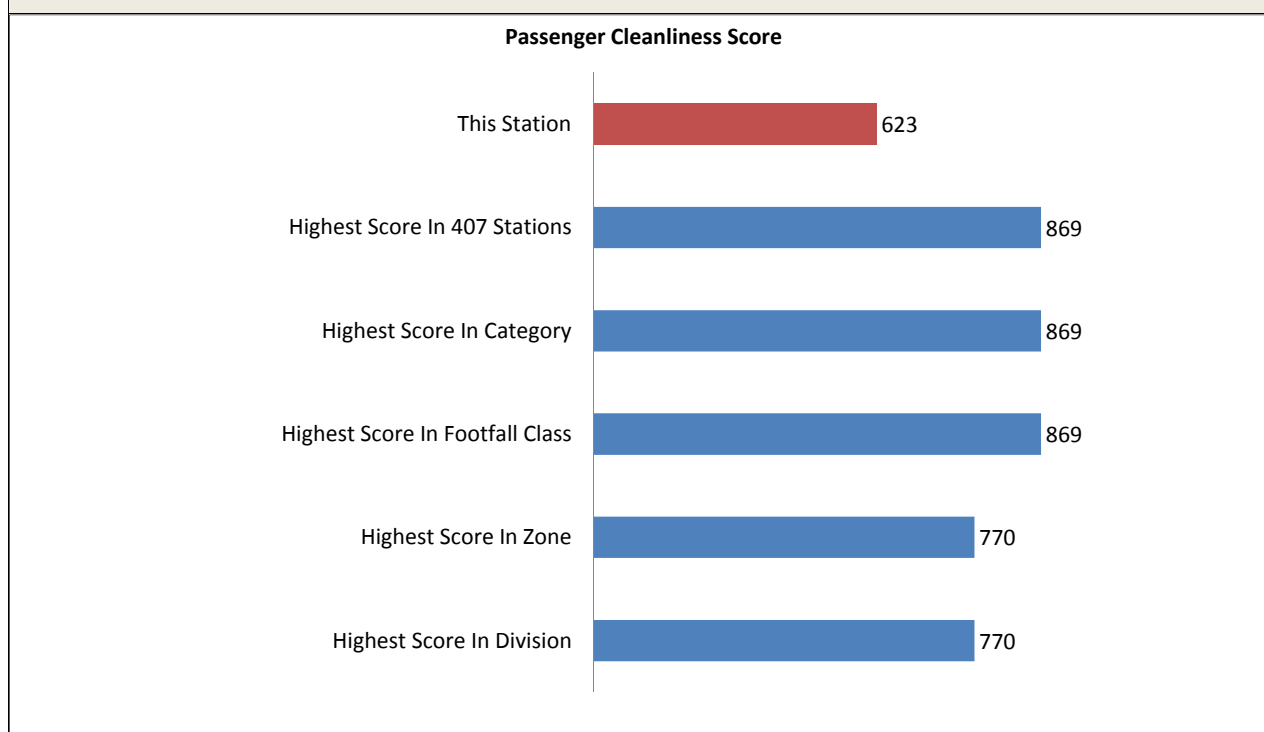
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	40
Observed the enforcement of anti-littering rules	94
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	40
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NER	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	768	775
	2	Condition of flooring surface at waiting rooms	1%	770	860
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	770	688
	4	Condition of water booths and water coolers	2%	769	788
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	766	795
	6	Condition of vending stalls including arrangements for waste disposal	2%	766	768
	7	Proper dressing of Electric cables	2%	769	763
	8	Proper dressing of Telecom cables	2%	754	703
	9	Absence of stench in the station premises	12%	795	828
	10	Control of pest and rodent	2%	759	815
	11	Control of flies and mosquitoes	3%	730	817
	12	Stagnation of water in movement areas and non-movement areas	2%	774	805
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	771	713
	14	Cleanliness and hygiene around vending stalls	3%	753	828
	15	Cleanliness of platform areas	5%	766	808
	16	Cleanliness of advertisement hoardings/signages	3%	757	755
	17	Cleanliness of tracks between platforms	1%	746	743
	18	Cleanliness of foot over bridges	1%	761	828
	19	Cleanliness of track area up to home signal beyond platform	1%	762	755
	20	Functioning of cross and longitudinal waste water drains	2%	751	730
Waste Management	21	Adequate availability of dustbins	10%	797	828
	22	Proper system for collection and disposal of solid waste from trains	0%	758	715
	23	Proper system for collection and disposal of solid waste from stations	0%	758	683
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	748	788
	25	Promptness in removal and disbursement of garbage	3%	762	786
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	748	808
	27	Presence/clearance of unwanted posters/notices	0%	760	788
	28	Storage of scrap items & their prompt disposal	3%	758	763
Toilets	29	Adequate availability of toilet in General	4%	781	680
	30	Adequate availability of toilets in pay and use	0%	755	720
	31	Adequate availability of toilets in Waiting rooms	3%	767	803
	32	Adequate availability of toilets in Circulating area	0%	768	600
	33	Condition of toilets in General	3%	775	697
	34	Condition of toilets in pay and use	0%	777	780
	35	Condition of toilets in Waiting rooms	2%	778	860
	36	Condition of toilets in circulating area	0%	769	647
	37	Availability of water in toilets and in other places for cleaning	4%	764	788
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	762	775
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	761	783
	40	Cleanliness of concourse and circulating area	0%	753	775
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		720	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		880	
	3	Adequate supervision for monitoring cleanliness		840	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		840	
	5	Performance of service improvement groups (SIG) and their effectiveness		840	
	6	Usage of recycled water for non potable uses		600	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		720	
	8	Condition of carriage watering hydrants including their leakage		760	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		720	
	10	Final disposal of waste water from the trackside drains		720	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		360	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		800	
	13	Condition of Washable CC Apron over tracks at station		800	

Name of Station	Division
RUDRAPUR CITY	IZZATNAGAR
Passenger Cleanliness Score	
Passenger Cleanliness Score	623
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	77
Cleanliness Rank of the Station (in Category)	59
Cleanliness Rank of the Station (in Footfall Class)	35
Cleanliness Rank of the Station (in Zone)	2
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	720
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	743
Infrastructure Adequacy Level	Level 2
Process Compliance Score	767
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	77
Observed the enforcement of anti-littering rules	94
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

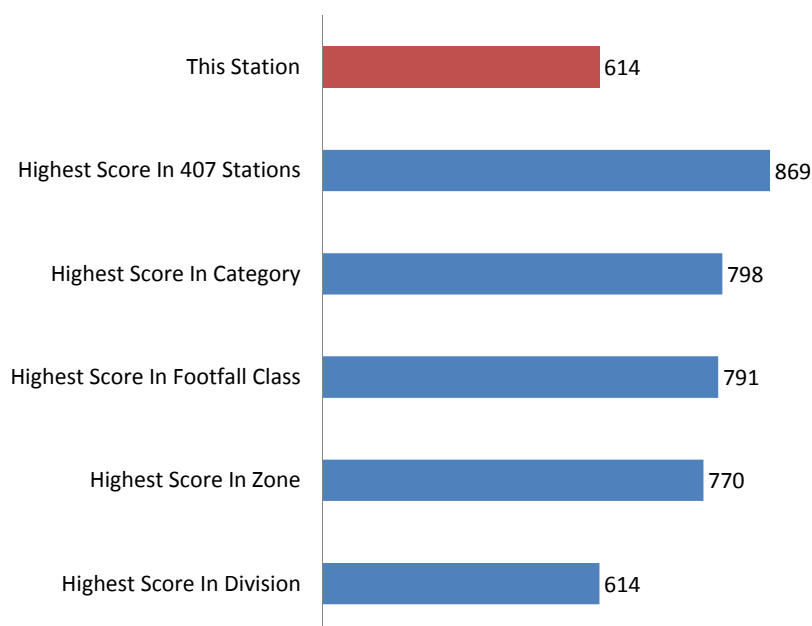
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NER	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	648	742
	2	Condition of flooring surface at waiting rooms	1%	637	788
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	583	750
	4	Condition of water booths and water coolers	2%	584	717
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	572	667
	6	Condition of vending stalls including arrangements for waste disposal	2%	569	704
	7	Proper dressing of Electric cables	2%	641	704
	8	Proper dressing of Telecom cables	2%	640	692
	9	Absence of stench in the station premises	12%	693	821
	10	Control of pest and rodent	2%	641	650
	11	Control of flies and mosquitoes	3%	605	692
	12	Stagnation of water in movement areas and non-movement areas	2%	582	654
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	598	633
	14	Cleanliness and hygiene around vending stalls	3%	608	725
	15	Cleanliness of platform areas	5%	639	788
	16	Cleanliness of advertisement hoardings/signages	3%	614	717
	17	Cleanliness of tracks between platforms	1%	625	671
	18	Cleanliness of foot over bridges	1%	603	750
	19	Cleanliness of track area up to home signal beyond platform	1%	610	696
	20	Functioning of cross and longitudinal waste water drains	2%	607	660
Waste Management	21	Adequate availability of dustbins	10%	700	738
	22	Proper system for collection and disposal of solid waste from trains	0%	572	638
	23	Proper system for collection and disposal of solid waste from stations	0%	590	679
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	587	704
	25	Promptness in removal and disbursement of garbage	3%	579	692
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	601	743
	27	Presence/clearance of unwanted posters/notices	0%	597	679
	28	Storage of scrap items & their prompt disposal	3%	625	658
Toilets	29	Adequate availability of toilet in General	4%	605	604
	30	Adequate availability of toilets in pay and use	0%	609	800
	31	Adequate availability of toilets in Waiting rooms	3%	617	754
	32	Adequate availability of toilets in Circulating area	0%	564	600
	33	Condition of toilets in General	3%	542	642
	34	Condition of toilets in pay and use	0%	559	800
	35	Condition of toilets in Waiting rooms	2%	573	708
	36	Condition of toilets in circulating area	0%	552	600
	37	Availability of water in toilets and in other places for cleaning	4%	556	738
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	607	667
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	582	725
	40	Cleanliness of concourse and circulating area	0%	612	700
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			733
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			733
	3	Adequate supervision for monitoring cleanliness			733
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			733
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			733
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			733
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
LUCKNOW JN.	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	614
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	83
Cleanliness Rank of the Station (in Category)	21
Cleanliness Rank of the Station (in Footfall Class)	28
Cleanliness Rank of the Station (in Zone)	3
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	675
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	743
Infrastructure Adequacy Level	Level 2
Process Compliance Score	753
Process Compliance Level	Level 1

Passenger Cleanliness Score



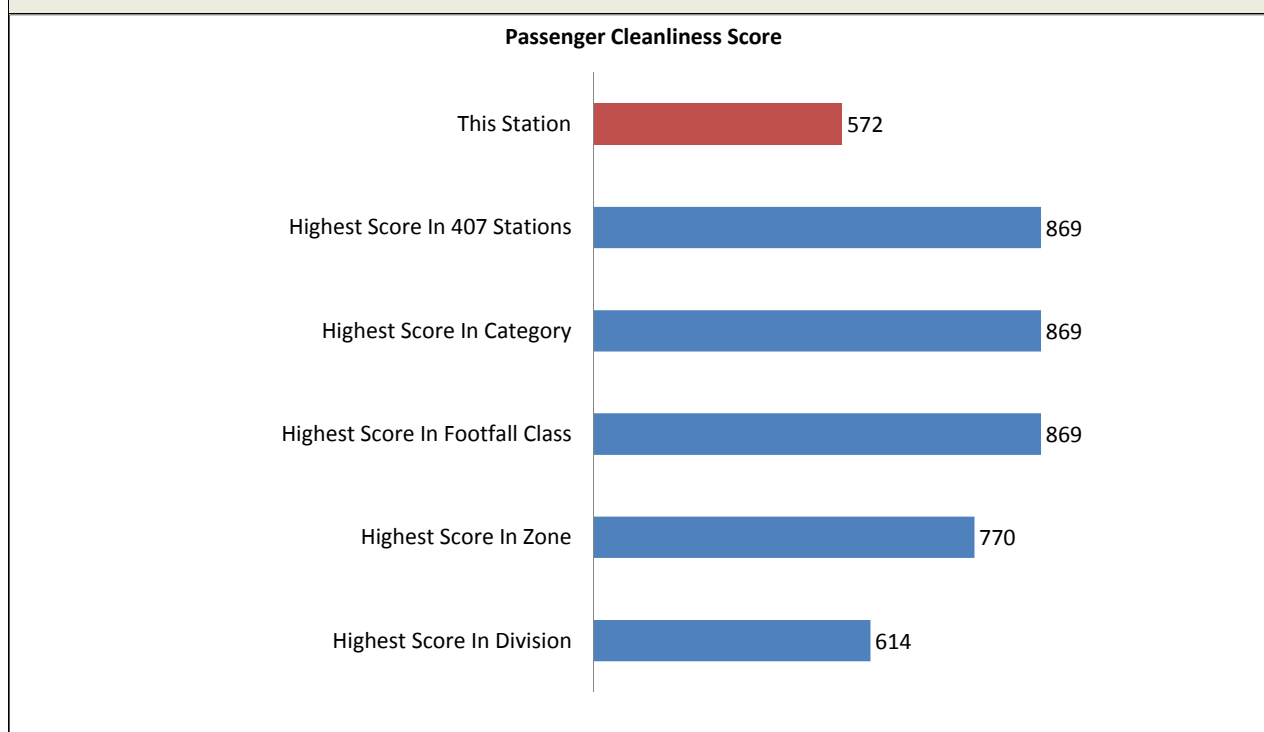
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	78
Observed the enforcement of anti-littering rules	59
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	60
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	80

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NER	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	664	709
	2	Condition of flooring surface at waiting rooms	1%	675	591
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	620	643
	4	Condition of water booths and water coolers	2%	664	651
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	634	714
	6	Condition of vending stalls including arrangements for waste disposal	2%	621	680
	7	Proper dressing of Electric cables	2%	603	649
	8	Proper dressing of Telecom cables	2%	603	634
	9	Absence of stench in the station premises	12%	682	717
	10	Control of pest and rodent	2%	421	526
	11	Control of flies and mosquitoes	3%	475	683
	12	Stagnation of water in movement areas and non-movement areas	2%	577	683
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	610	674
	14	Cleanliness and hygiene around vending stalls	3%	698	686
	15	Cleanliness of platform areas	5%	704	694
	16	Cleanliness of advertisement hoardings/signages	3%	590	680
	17	Cleanliness of tracks between platforms	1%	651	680
	18	Cleanliness of foot over bridges	1%	622	680
	19	Cleanliness of track area up to home signal beyond platform	1%	630	634
	20	Functioning of cross and longitudinal waste water drains	2%	526	660
Waste Management	21	Adequate availability of dustbins	10%	718	640
	22	Proper system for collection and disposal of solid waste from trains	0%	607	666
	23	Proper system for collection and disposal of solid waste from stations	0%	597	591
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	642	689
	25	Promptness in removal and disbursement of garbage	3%	634	640
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	565	700
	27	Presence/clearance of unwanted posters/notices	0%	581	620
	28	Storage of scrap items & their prompt disposal	3%	566	709
Toilets	29	Adequate availability of toilet in General	4%	415	654
	30	Adequate availability of toilets in pay and use	0%	481	666
	31	Adequate availability of toilets in Waiting rooms	3%	505	674
	32	Adequate availability of toilets in Circulating area	0%	424	583
	33	Condition of toilets in General	3%	500	660
	34	Condition of toilets in pay and use	0%	539	631
	35	Condition of toilets in Waiting rooms	2%	535	674
	36	Condition of toilets in circulating area	0%	537	583
	37	Availability of water in toilets and in other places for cleaning	4%	531	714
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	673	700
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	612	577
	40	Cleanliness of concourse and circulating area	0%	662	709
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			720
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			680
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			720
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			720
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			680
	10	Final disposal of waste water from the trackside drains			760
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			720
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			720
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
KHALILABAD	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	572
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	151
Cleanliness Rank of the Station (in Category)	116
Cleanliness Rank of the Station (in Footfall Class)	71
Cleanliness Rank of the Station (in Zone)	4
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	743
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	700
Infrastructure Adequacy Level	Level 2
Process Compliance Score	850
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	47
Observed the enforcement of anti-littering rules	69
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

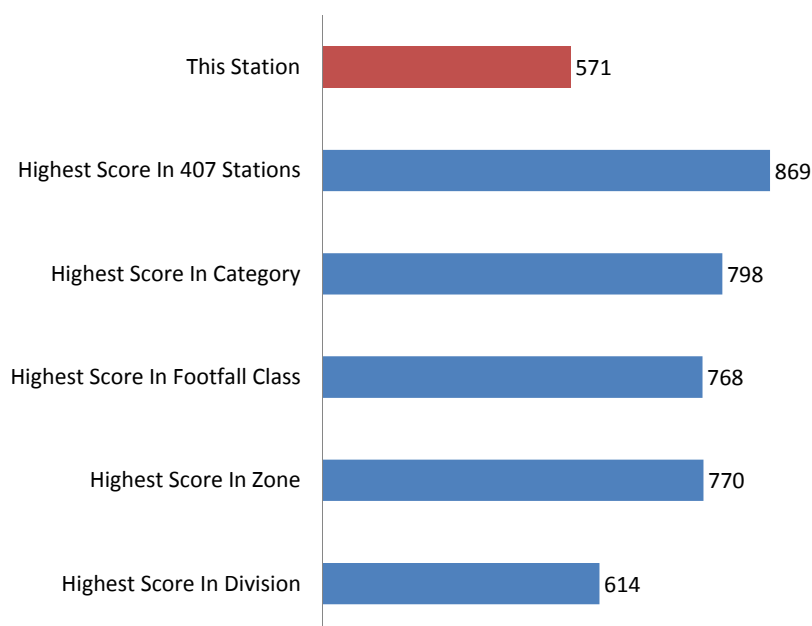
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NER	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	638	738
	2	Condition of flooring surface at waiting rooms	1%	665	800
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	502	583
	4	Condition of water booths and water coolers	2%	524	738
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	563	875
	6	Condition of vending stalls including arrangements for waste disposal	2%	540	688
	7	Proper dressing of Electric cables	2%	756	738
	8	Proper dressing of Telecom cables	2%	746	813
	9	Absence of stench in the station premises	12%	626	738
	10	Control of pest and rodent	2%	507	700
	11	Control of flies and mosquitoes	3%	510	800
	12	Stagnation of water in movement areas and non-movement areas	2%	526	650
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	525	700
	14	Cleanliness and hygiene around vending stalls	3%	574	738
	15	Cleanliness of platform areas	5%	639	800
	16	Cleanliness of advertisement hoardings/signages	3%	590	750
	17	Cleanliness of tracks between platforms	1%	607	838
	18	Cleanliness of foot over bridges	1%	579	813
	19	Cleanliness of track area up to home signal beyond platform	1%	566	700
	20	Functioning of cross and longitudinal waste water drains	2%	540	550
Waste Management	21	Adequate availability of dustbins	10%	608	800
	22	Proper system for collection and disposal of solid waste from trains	0%	541	688
	23	Proper system for collection and disposal of solid waste from stations	0%	535	613
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	526	663
	25	Promptness in removal and disbursement of garbage	3%	530	725
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	519	588
	27	Presence/clearance of unwanted posters/notices	0%	546	725
	28	Storage of scrap items & their prompt disposal	3%	536	670
Toilets	29	Adequate availability of toilet in General	4%	479	767
	30	Adequate availability of toilets in pay and use	0%	532	813
	31	Adequate availability of toilets in Waiting rooms	3%	536	788
	32	Adequate availability of toilets in Circulating area	0%	471	767
	33	Condition of toilets in General	3%	418	683
	34	Condition of toilets in pay and use	0%	484	763
	35	Condition of toilets in Waiting rooms	2%	552	788
	36	Condition of toilets in circulating area	0%	453	633
	37	Availability of water in toilets and in other places for cleaning	4%	539	738
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	597	750
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	531	767
	40	Cleanliness of concourse and circulating area	0%	571	738
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			900
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			900
	5	Performance of service improvement groups (SIG) and their effectiveness			900
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			700
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			0
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
GORAKHPUR JN.	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	571
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	153
Cleanliness Rank of the Station (in Category)	36
Cleanliness Rank of the Station (in Footfall Class)	22
Cleanliness Rank of the Station (in Zone)	5
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	592
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	576
Infrastructure Adequacy Level	Level 3
Process Compliance Score	708
Process Compliance Level	Level 2

Passenger Cleanliness Score



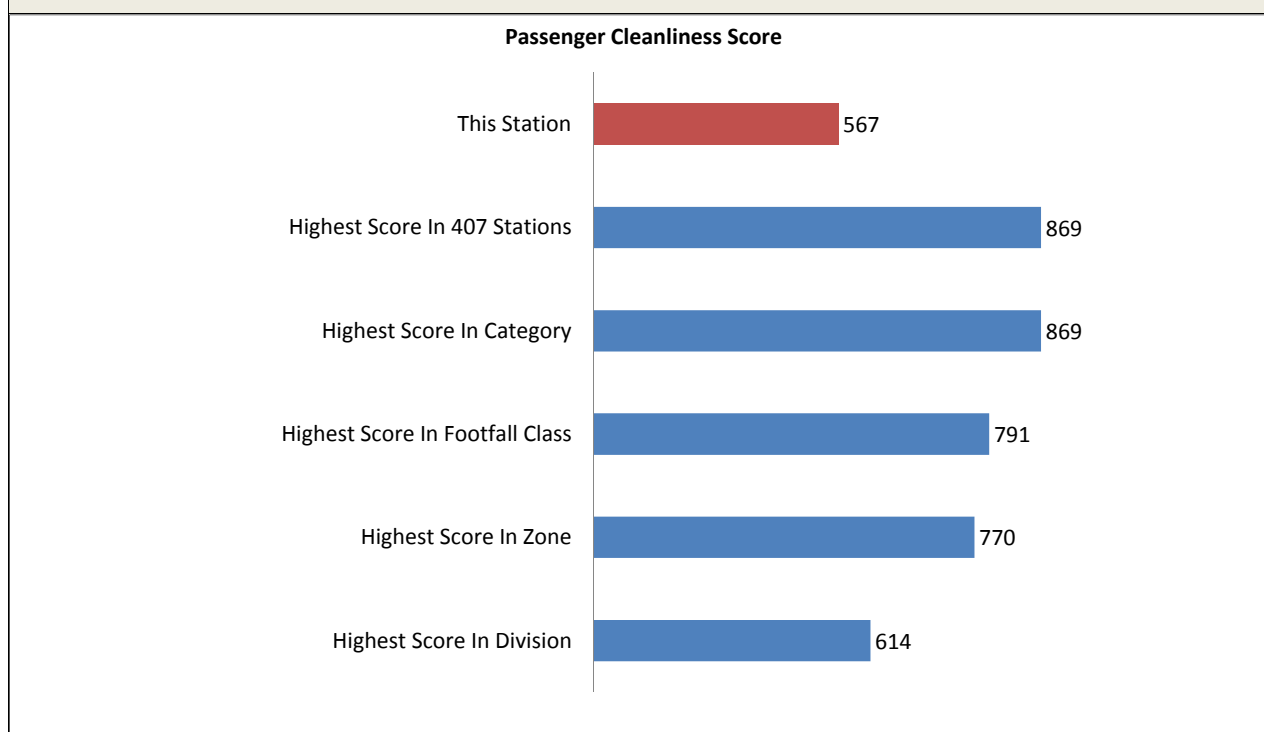
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	40
Observed the enforcement of anti-littering rules	48
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	75
Availability of Washable CC Apron over tracks at station	75

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NER	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	610	588
	2	Condition of flooring surface at waiting rooms	1%	681	738
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	546	496
	4	Condition of water booths and water coolers	2%	577	646
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	616	538
	6	Condition of vending stalls including arrangements for waste disposal	2%	580	613
	7	Proper dressing of Electric cables	2%	725	750
	8	Proper dressing of Telecom cables	2%	712	738
	9	Absence of stench in the station premises	12%	601	688
	10	Control of pest and rodent	2%	461	388
	11	Control of flies and mosquitoes	3%	476	563
	12	Stagnation of water in movement areas and non-movement areas	2%	552	675
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	581	654
	14	Cleanliness and hygiene around vending stalls	3%	615	638
	15	Cleanliness of platform areas	5%	634	688
	16	Cleanliness of advertisement hoardings/signages	3%	597	613
	17	Cleanliness of tracks between platforms	1%	581	663
	18	Cleanliness of foot over bridges	1%	670	650
	19	Cleanliness of track area up to home signal beyond platform	1%	576	525
	20	Functioning of cross and longitudinal waste water drains	2%	550	579
Waste Management	21	Adequate availability of dustbins	10%	596	600
	22	Proper system for collection and disposal of solid waste from trains	0%	572	613
	23	Proper system for collection and disposal of solid waste from stations	0%	574	625
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	543	638
	25	Promptness in removal and disbursement of garbage	3%	532	613
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	507	613
	27	Presence/clearance of unwanted posters/notices	0%	584	638
	28	Storage of scrap items & their prompt disposal	3%	568	505
Toilets	29	Adequate availability of toilet in General	4%	434	450
	30	Adequate availability of toilets in pay and use	0%	489	438
	31	Adequate availability of toilets in Waiting rooms	3%	583	488
	32	Adequate availability of toilets in Circulating area	0%	465	413
	33	Condition of toilets in General	3%	380	350
	34	Condition of toilets in pay and use	0%	423	425
	35	Condition of toilets in Waiting rooms	2%	588	488
	36	Condition of toilets in circulating area	0%	440	375
	37	Availability of water in toilets and in other places for cleaning	4%	543	500
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	570	525
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	556	563
	40	Cleanliness of concourse and circulating area	0%	574	663
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			750
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			700
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			550
	8	Condition of carriage watering hydrants including their leakage			550
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			533
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
GONDA JN.	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	567
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	163
Cleanliness Rank of the Station (in Category)	126
Cleanliness Rank of the Station (in Footfall Class)	47
Cleanliness Rank of the Station (in Zone)	6
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	691
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	694
Infrastructure Adequacy Level	Level 2
Process Compliance Score	789
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	38
Observed the enforcement of anti-littering rules	55
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	50

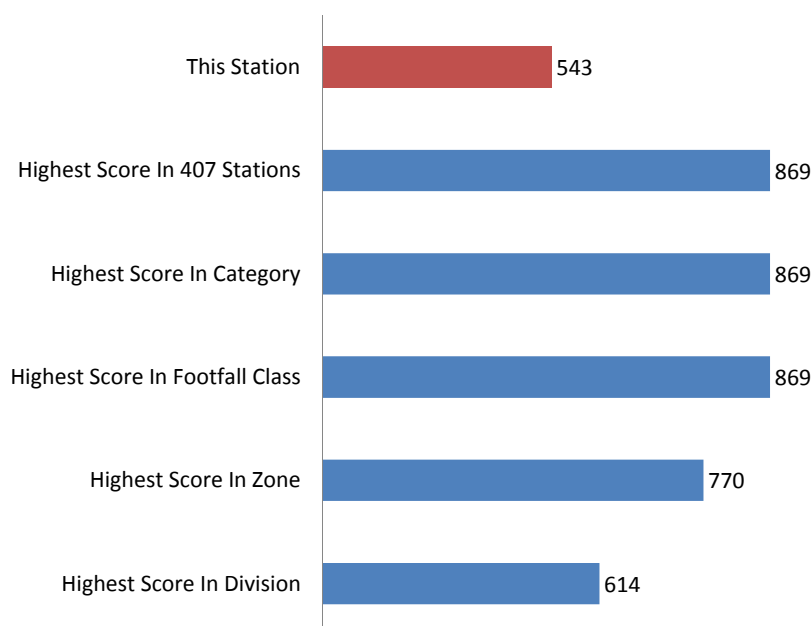
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NER	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	575	614
	2	Condition of flooring surface at waiting rooms	1%	668	786
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	520	617
	4	Condition of water booths and water coolers	2%	543	633
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	566	733
	6	Condition of vending stalls including arrangements for waste disposal	2%	561	707
	7	Proper dressing of Electric cables	2%	657	745
	8	Proper dressing of Telecom cables	2%	624	760
	9	Absence of stench in the station premises	12%	627	712
	10	Control of pest and rodent	2%	503	493
	11	Control of flies and mosquitoes	3%	530	595
	12	Stagnation of water in movement areas and non-movement areas	2%	516	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	497	657
	14	Cleanliness and hygiene around vending stalls	3%	605	755
	15	Cleanliness of platform areas	5%	627	771
	16	Cleanliness of advertisement hoardings/signages	3%	558	723
	17	Cleanliness of tracks between platforms	1%	555	667
	18	Cleanliness of foot over bridges	1%	605	655
	19	Cleanliness of track area up to home signal beyond platform	1%	577	667
	20	Functioning of cross and longitudinal waste water drains	2%	549	700
Waste Management	21	Adequate availability of dustbins	10%	626	740
	22	Proper system for collection and disposal of solid waste from trains	0%	548	683
	23	Proper system for collection and disposal of solid waste from stations	0%	541	695
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	549	683
	25	Promptness in removal and disbursement of garbage	3%	535	717
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	524	626
	27	Presence/clearance of unwanted posters/notices	0%	543	640
	28	Storage of scrap items & their prompt disposal	3%	512	607
Toilets	29	Adequate availability of toilet in General	4%	472	683
	30	Adequate availability of toilets in pay and use	0%	514	629
	31	Adequate availability of toilets in Waiting rooms	3%	520	776
	32	Adequate availability of toilets in Circulating area	0%	473	608
	33	Condition of toilets in General	3%	462	617
	34	Condition of toilets in pay and use	0%	527	664
	35	Condition of toilets in Waiting rooms	2%	520	714
	36	Condition of toilets in circulating area	0%	471	683
	37	Availability of water in toilets and in other places for cleaning	4%	549	752
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	573	676
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	510	667
	40	Cleanliness of concourse and circulating area	0%	581	655
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			833
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			767
	3	Adequate supervision for monitoring cleanliness			867
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			767
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			633
	8	Condition of carriage watering hydrants including their leakage			767
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			733
	10	Final disposal of waste water from the trackside drains			667
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			760
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
BASTI	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	543
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	204
Cleanliness Rank of the Station (in Category)	160
Cleanliness Rank of the Station (in Footfall Class)	92
Cleanliness Rank of the Station (in Zone)	7
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	609
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	531
Infrastructure Adequacy Level	Level 3
Process Compliance Score	632
Process Compliance Level	Level 2

Passenger Cleanliness Score



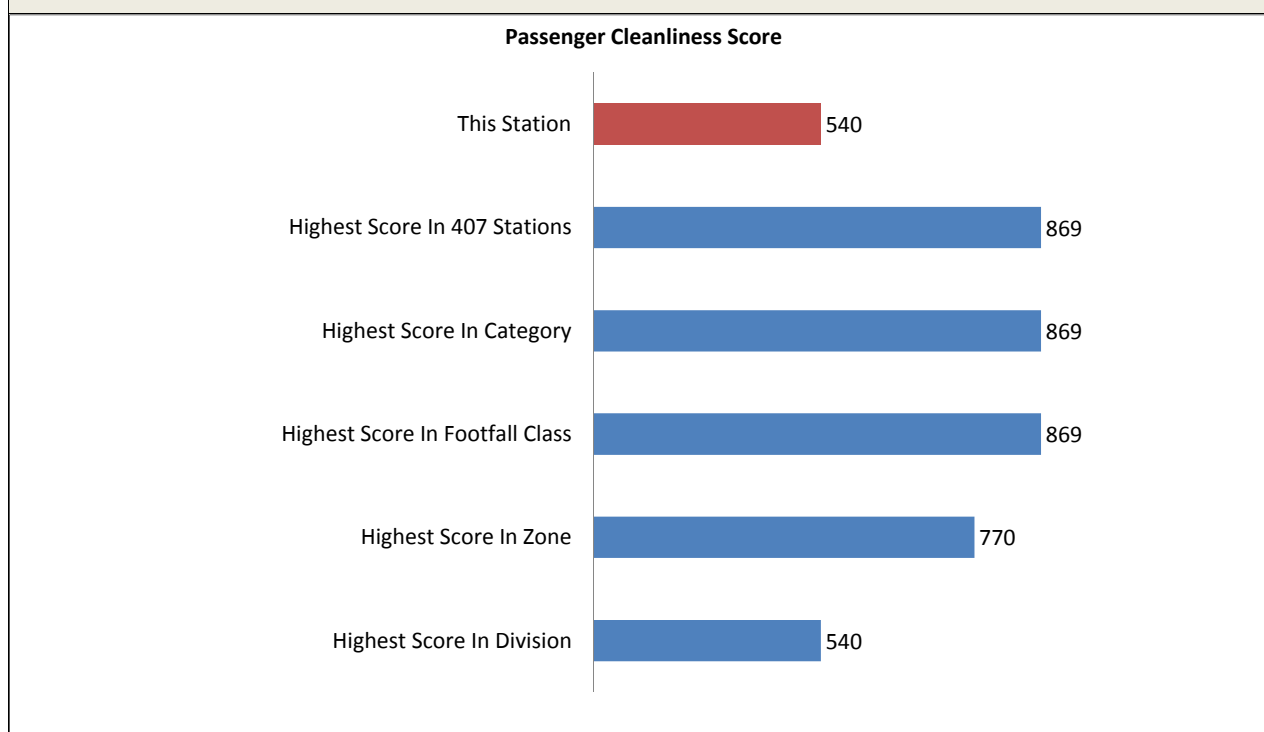
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	36
Observed the enforcement of anti-littering rules	56
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	40
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	80
Availability of Washable CC Apron over tracks at station	40

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NER	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	642	697
	2	Condition of flooring surface at waiting rooms	1%	687	823
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	475	580
	4	Condition of water booths and water coolers	2%	499	563
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	553	703
	6	Condition of vending stalls including arrangements for waste disposal	2%	526	610
	7	Proper dressing of Electric cables	2%	668	693
	8	Proper dressing of Telecom cables	2%	665	697
	9	Absence of stench in the station premises	12%	602	657
	10	Control of pest and rodent	2%	479	573
	11	Control of flies and mosquitoes	3%	484	553
	12	Stagnation of water in movement areas and non-movement areas	2%	492	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	506	590
	14	Cleanliness and hygiene around vending stalls	3%	605	640
	15	Cleanliness of platform areas	5%	655	693
	16	Cleanliness of advertisement hoardings/signages	3%	548	690
	17	Cleanliness of tracks between platforms	1%	582	640
	18	Cleanliness of foot over bridges	1%	599	673
	19	Cleanliness of track area up to home signal beyond platform	1%	587	583
	20	Functioning of cross and longitudinal waste water drains	2%	506	480
Waste Management	21	Adequate availability of dustbins	10%	520	647
	22	Proper system for collection and disposal of solid waste from trains	0%	522	547
	23	Proper system for collection and disposal of solid waste from stations	0%	524	673
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	515	643
	25	Promptness in removal and disbursement of garbage	3%	531	677
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	492	497
	27	Presence/clearance of unwanted posters/notices	0%	512	587
	28	Storage of scrap items & their prompt disposal	3%	495	580
Toilets	29	Adequate availability of toilet in General	4%	413	447
	30	Adequate availability of toilets in pay and use	0%	469	520
	31	Adequate availability of toilets in Waiting rooms	3%	498	637
	32	Adequate availability of toilets in Circulating area	0%	373	542
	33	Condition of toilets in General	3%	394	373
	34	Condition of toilets in pay and use	0%	438	430
	35	Condition of toilets in Waiting rooms	2%	491	620
	36	Condition of toilets in circulating area	0%	355	408
	37	Availability of water in toilets and in other places for cleaning	4%	503	443
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	593	680
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	499	505
	40	Cleanliness of concourse and circulating area	0%	578	637
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			560
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			640
	3	Adequate supervision for monitoring cleanliness			760
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			640
	5	Performance of service improvement groups (SIG) and their effectiveness			640
	6	Usage of recycled water for non potable uses			550
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			440
	8	Condition of carriage watering hydrants including their leakage			667
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			520
	10	Final disposal of waste water from the trackside drains			480
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			560
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			520
	13	Condition of Washable CC Apron over tracks at station			533

Name of Station	Division
DEORIA SADAR	VARANASI
Passenger Cleanliness Score	
Passenger Cleanliness Score	540
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	212
Cleanliness Rank of the Station (in Category)	165
Cleanliness Rank of the Station (in Footfall Class)	93
Cleanliness Rank of the Station (in Zone)	8
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	685
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	700
Infrastructure Adequacy Level	Level 2
Process Compliance Score	733
Process Compliance Level	Level 2



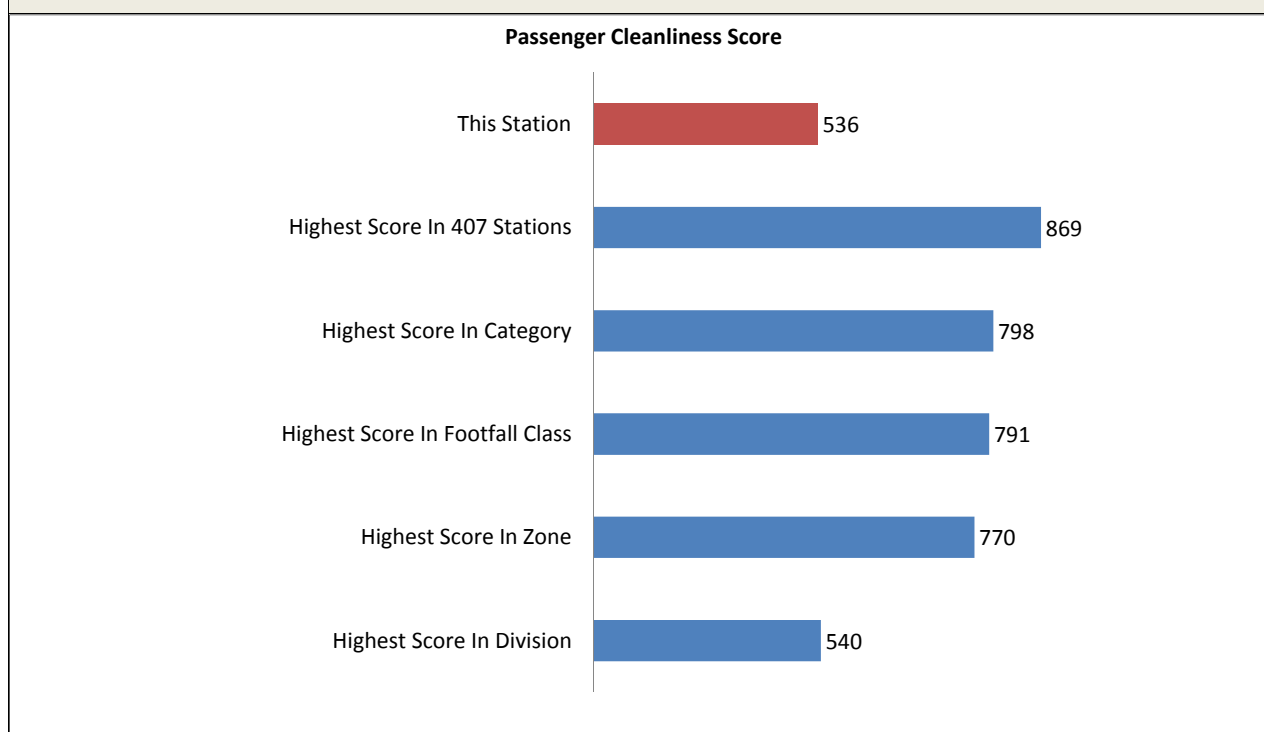
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	52
Observed the enforcement of anti-littering rules	53
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NER	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	621	813
	2	Condition of flooring surface at waiting rooms	1%	657	800
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	506	663
	4	Condition of water booths and water coolers	2%	462	613
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	559	700
	6	Condition of vending stalls including arrangements for waste disposal	2%	527	613
	7	Proper dressing of Electric cables	2%	700	750
	8	Proper dressing of Telecom cables	2%	722	750
	9	Absence of stench in the station premises	12%	587	813
	10	Control of pest and rodent	2%	466	550
	11	Control of flies and mosquitoes	3%	455	563
	12	Stagnation of water in movement areas and non-movement areas	2%	514	663
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	524	650
	14	Cleanliness and hygiene around vending stalls	3%	580	725
	15	Cleanliness of platform areas	5%	616	725
	16	Cleanliness of advertisement hoardings/signages	3%	527	575
	17	Cleanliness of tracks between platforms	1%	527	663
	18	Cleanliness of foot over bridges	1%	578	688
	19	Cleanliness of track area up to home signal beyond platform	1%	505	688
	20	Functioning of cross and longitudinal waste water drains	2%	494	650
Waste Management	21	Adequate availability of dustbins	10%	589	775
	22	Proper system for collection and disposal of solid waste from trains	0%	544	650
	23	Proper system for collection and disposal of solid waste from stations	0%	555	663
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	484	613
	25	Promptness in removal and disbursement of garbage	3%	474	675
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	459	650
	27	Presence/clearance of unwanted posters/notices	0%	518	638
	28	Storage of scrap items & their prompt disposal	3%	548	567
Toilets	29	Adequate availability of toilet in General	4%	427	643
	30	Adequate availability of toilets in pay and use	0%	457	638
	31	Adequate availability of toilets in Waiting rooms	3%	549	575
	32	Adequate availability of toilets in Circulating area	0%	440	550
	33	Condition of toilets in General	3%	374	507
	34	Condition of toilets in pay and use	0%	446	525
	35	Condition of toilets in Waiting rooms	2%	590	650
	36	Condition of toilets in circulating area	0%	426	350
	37	Availability of water in toilets and in other places for cleaning	4%	489	600
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	533	625
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	482	700
	40	Cleanliness of concourse and circulating area	0%	519	713
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
CHHAPRA JN.	VARANASI
Passenger Cleanliness Score	
Passenger Cleanliness Score	536
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	216
Cleanliness Rank of the Station (in Category)	48
Cleanliness Rank of the Station (in Footfall Class)	70
Cleanliness Rank of the Station (in Zone)	9
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	630
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	771
Infrastructure Adequacy Level	Level 1
Process Compliance Score	800
Process Compliance Level	Level 1



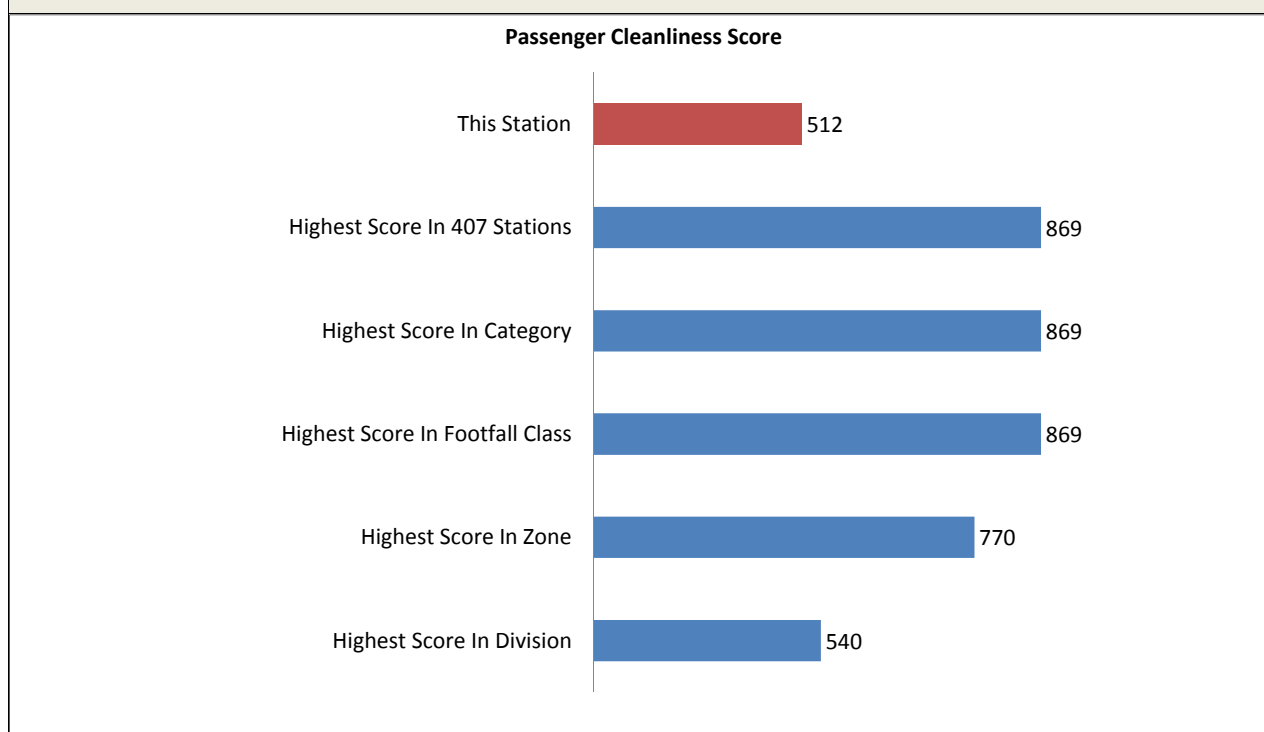
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	72
Observed the enforcement of anti-littering rules	55
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NER	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	552	675
	2	Condition of flooring surface at waiting rooms	1%	544	588
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	529	600
	4	Condition of water booths and water coolers	2%	531	475
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	531	488
	6	Condition of vending stalls including arrangements for waste disposal	2%	548	588
	7	Proper dressing of Electric cables	2%	553	700
	8	Proper dressing of Telecom cables	2%	556	650
	9	Absence of stench in the station premises	12%	532	688
	10	Control of pest and rodent	2%	528	575
	11	Control of flies and mosquitoes	3%	528	713
	12	Stagnation of water in movement areas and non-movement areas	2%	538	688
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	536	575
	14	Cleanliness and hygiene around vending stalls	3%	546	675
	15	Cleanliness of platform areas	5%	528	550
	16	Cleanliness of advertisement hoardings/signages	3%	540	663
	17	Cleanliness of tracks between platforms	1%	535	663
	18	Cleanliness of foot over bridges	1%	535	563
	19	Cleanliness of track area up to home signal beyond platform	1%	530	575
	20	Functioning of cross and longitudinal waste water drains	2%	541	688
Waste Management	21	Adequate availability of dustbins	10%	533	588
	22	Proper system for collection and disposal of solid waste from trains	0%	542	775
	23	Proper system for collection and disposal of solid waste from stations	0%	557	788
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	551	663
	25	Promptness in removal and disbursement of garbage	3%	543	688
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	552	663
	27	Presence/clearance of unwanted posters/notices	0%	537	563
	28	Storage of scrap items & their prompt disposal	3%	551	675
Toilets	29	Adequate availability of toilet in General	4%	519	700
	30	Adequate availability of toilets in pay and use	0%	538	688
	31	Adequate availability of toilets in Waiting rooms	3%	526	650
	32	Adequate availability of toilets in Circulating area	0%	524	775
	33	Condition of toilets in General	3%	529	688
	34	Condition of toilets in pay and use	0%	522	713
	35	Condition of toilets in Waiting rooms	2%	531	688
	36	Condition of toilets in circulating area	0%	529	488
	37	Availability of water in toilets and in other places for cleaning	4%	535	663
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	520	500
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	532	500
	40	Cleanliness of concourse and circulating area	0%	532	688
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			1000
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			1000
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
MAU JN.	VARANASI
Passenger Cleanliness Score	
Passenger Cleanliness Score	512
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	250
Cleanliness Rank of the Station (in Category)	195
Cleanliness Rank of the Station (in Footfall Class)	113
Cleanliness Rank of the Station (in Zone)	10
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	602
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	606
Infrastructure Adequacy Level	Level 2
Process Compliance Score	613
Process Compliance Level	Level 2



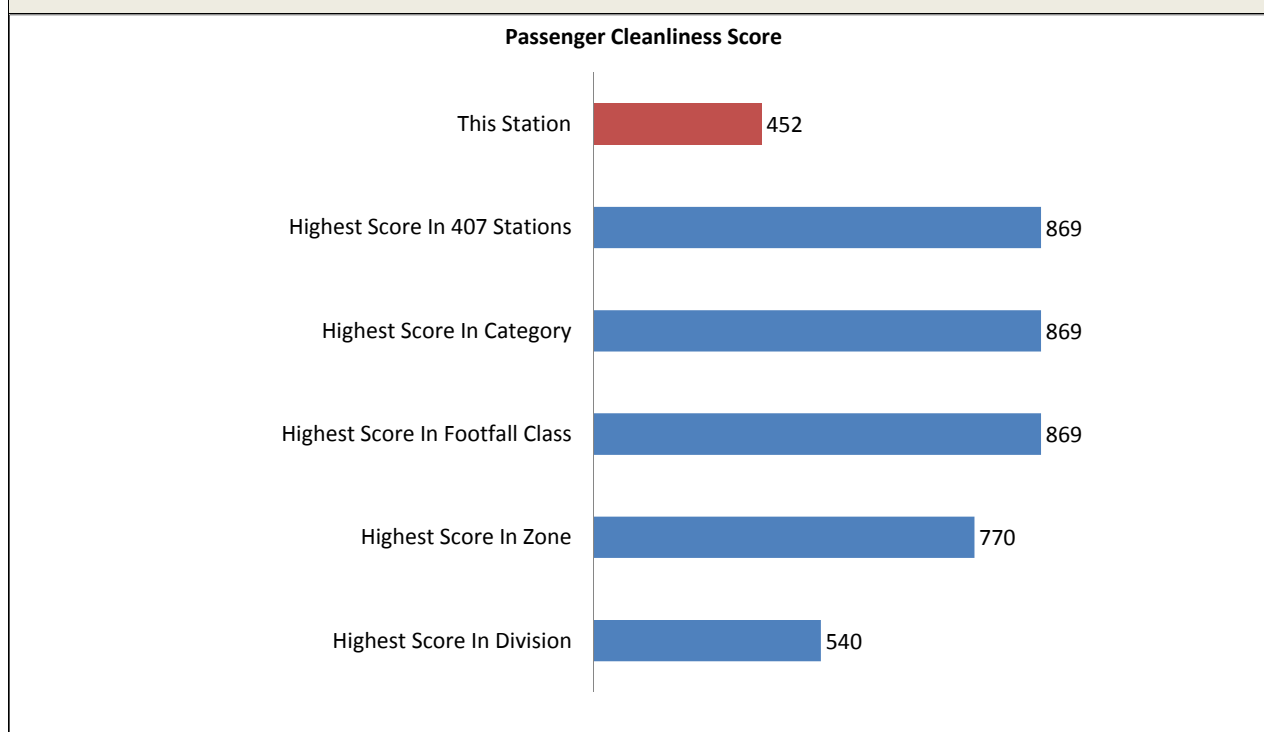
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	35
Observed the enforcement of anti-littering rules	24
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	40
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NER	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	524	620
	2	Condition of flooring surface at waiting rooms	1%	517	580
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	517	580
	4	Condition of water booths and water coolers	2%	512	600
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	520	660
	6	Condition of vending stalls including arrangements for waste disposal	2%	511	600
	7	Proper dressing of Electric cables	2%	518	590
	8	Proper dressing of Telecom cables	2%	511	590
	9	Absence of stench in the station premises	12%	504	600
	10	Control of pest and rodent	2%	528	580
	11	Control of flies and mosquitoes	3%	497	600
	12	Stagnation of water in movement areas and non-movement areas	2%	506	620
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	507	600
	14	Cleanliness and hygiene around vending stalls	3%	510	660
	15	Cleanliness of platform areas	5%	517	640
	16	Cleanliness of advertisement hoardings/signages	3%	524	620
	17	Cleanliness of tracks between platforms	1%	510	640
	18	Cleanliness of foot over bridges	1%	514	620
	19	Cleanliness of track area up to home signal beyond platform	1%	515	580
	20	Functioning of cross and longitudinal waste water drains	2%	522	580
Waste Management	21	Adequate availability of dustbins	10%	512	560
	22	Proper system for collection and disposal of solid waste from trains	0%	501	620
	23	Proper system for collection and disposal of solid waste from stations	0%	512	600
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	516	620
	25	Promptness in removal and disbursement of garbage	3%	516	620
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	503	620
	27	Presence/clearance of unwanted posters/notices	0%	511	600
	28	Storage of scrap items & their prompt disposal	3%	511	580
Toilets	29	Adequate availability of toilet in General	4%	531	580
	30	Adequate availability of toilets in pay and use	0%	511	520
	31	Adequate availability of toilets in Waiting rooms	3%	503	560
	32	Adequate availability of toilets in Circulating area	0%	506	540
	33	Condition of toilets in General	3%	506	600
	34	Condition of toilets in pay and use	0%	503	580
	35	Condition of toilets in Waiting rooms	2%	505	600
	36	Condition of toilets in circulating area	0%	494	580
	37	Availability of water in toilets and in other places for cleaning	4%	503	620
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	518	600
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	517	560
	40	Cleanliness of concourse and circulating area	0%	503	620
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			640
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			640
	3	Adequate supervision for monitoring cleanliness			560
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			640
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			560
	8	Condition of carriage watering hydrants including their leakage			680
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			560
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			640
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
BELTHARA ROAD	VARANASI
Passenger Cleanliness Score	
Passenger Cleanliness Score	452
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	331
Cleanliness Rank of the Station (in Category)	264
Cleanliness Rank of the Station (in Footfall Class)	149
Cleanliness Rank of the Station (in Zone)	11
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	517
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	515
Infrastructure Adequacy Level	Level 3
Process Compliance Score	546
Process Compliance Level	Level 3



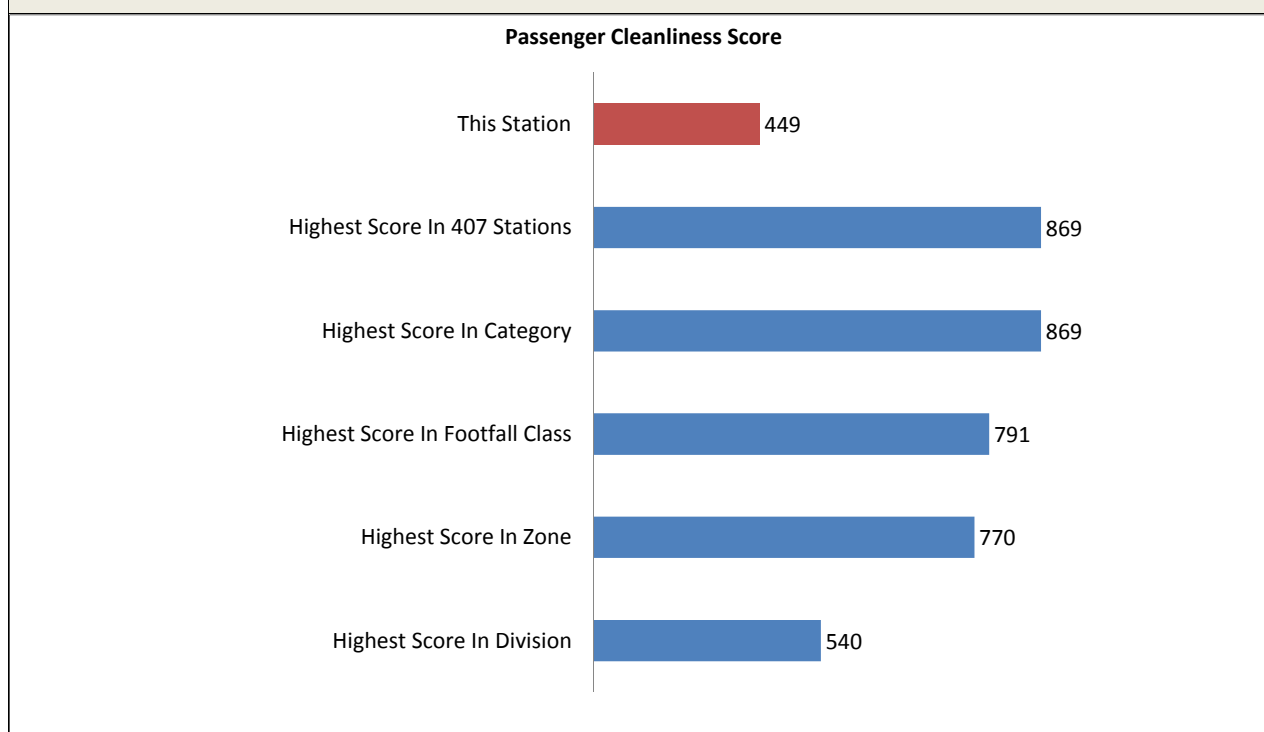
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	18
Observed the enforcement of anti-littering rules	12
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	43
Sensitized cleaning staff about correct practices	86
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NER	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	446	500
	2	Condition of flooring surface at waiting rooms	1%	459	564
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	457	521
	4	Condition of water booths and water coolers	2%	459	468
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	455	496
	6	Condition of vending stalls including arrangements for waste disposal	2%	447	561
	7	Proper dressing of Electric cables	2%	446	550
	8	Proper dressing of Telecom cables	2%	447	467
	9	Absence of stench in the station premises	12%	435	457
	10	Control of pest and rodent	2%	481	533
	11	Control of flies and mosquitoes	3%	440	521
	12	Stagnation of water in movement areas and non-movement areas	2%	441	518
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	439	471
	14	Cleanliness and hygiene around vending stalls	3%	458	511
	15	Cleanliness of platform areas	5%	461	575
	16	Cleanliness of advertisement hoardings/signages	3%	516	636
	17	Cleanliness of tracks between platforms	1%	461	511
	18	Cleanliness of foot over bridges	1%	459	532
	19	Cleanliness of track area up to home signal beyond platform	1%	448	575
	20	Functioning of cross and longitudinal waste water drains	2%	462	496
Waste Management	21	Adequate availability of dustbins	10%	444	525
	22	Proper system for collection and disposal of solid waste from trains	0%	456	454
	23	Proper system for collection and disposal of solid waste from stations	0%	450	507
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	463	532
	25	Promptness in removal and disbursement of garbage	3%	456	552
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	450	457
	27	Presence/clearance of unwanted posters/notices	0%	464	561
	28	Storage of scrap items & their prompt disposal	3%	448	521
Toilets	29	Adequate availability of toilet in General	4%	465	536
	30	Adequate availability of toilets in pay and use	0%	449	542
	31	Adequate availability of toilets in Waiting rooms	3%	458	525
	32	Adequate availability of toilets in Circulating area	0%	437	521
	33	Condition of toilets in General	3%	441	536
	34	Condition of toilets in pay and use	0%	447	475
	35	Condition of toilets in Waiting rooms	2%	458	564
	36	Condition of toilets in circulating area	0%	454	496
	37	Availability of water in toilets and in other places for cleaning	4%	452	586
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	456	482
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	449	507
	40	Cleanliness of concourse and circulating area	0%	455	564
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			543
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			514
	3	Adequate supervision for monitoring cleanliness			533
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			543
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			543
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			486
	8	Condition of carriage watering hydrants including their leakage			543
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			514
	10	Final disposal of waste water from the trackside drains			467
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			514
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			480
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
SIWAN JN.	VARANASI
Passenger Cleanliness Score	449
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	337
Cleanliness Rank of the Station (in Category)	268
Cleanliness Rank of the Station (in Footfall Class)	110
Cleanliness Rank of the Station (in Zone)	12
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	461
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



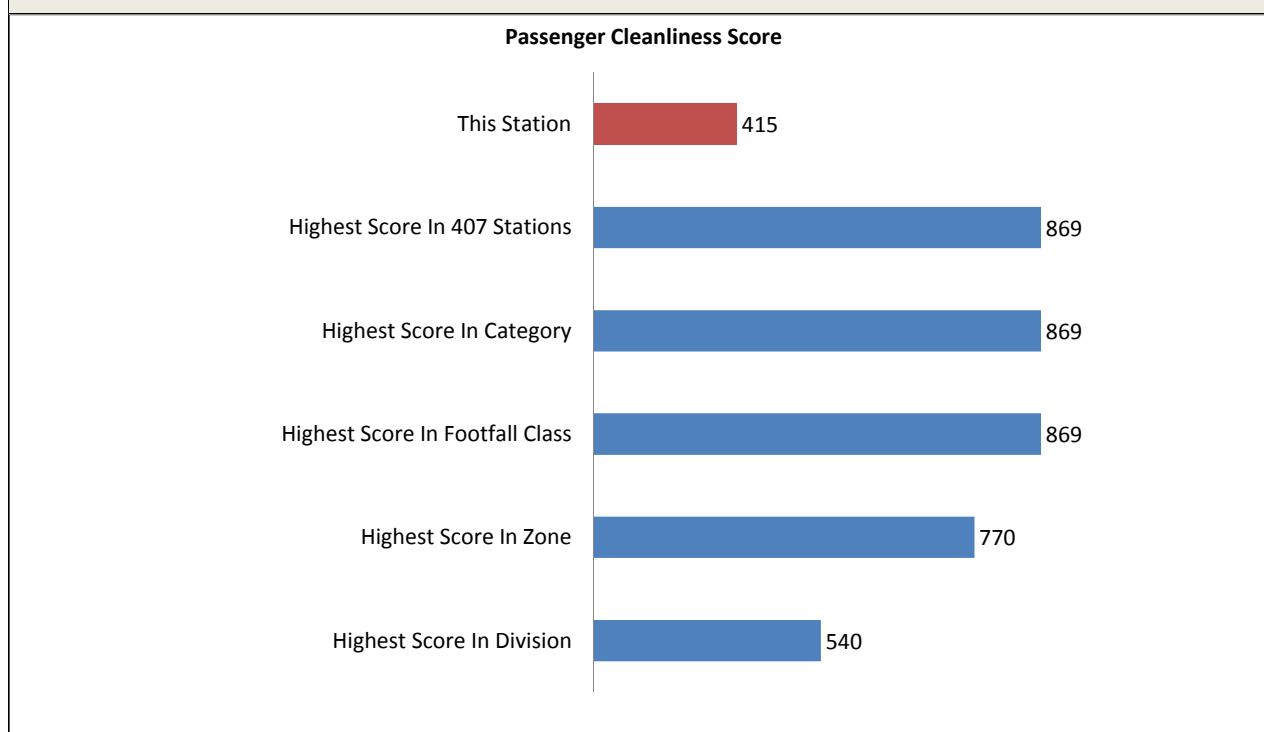
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	63
Observed the enforcement of anti-littering rules	53
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NER	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	465	450
	2	Condition of flooring surface at waiting rooms	1%	481	463
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	435	488
	4	Condition of water booths and water coolers	2%	450	513
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	460	425
	6	Condition of vending stalls including arrangements for waste disposal	2%	474	453
	7	Proper dressing of Electric cables	2%	491	488
	8	Proper dressing of Telecom cables	2%	499	488
	9	Absence of stench in the station premises	12%	405	438
	10	Control of pest and rodent	2%	466	425
	11	Control of flies and mosquitoes	3%	494	425
	12	Stagnation of water in movement areas and non-movement areas	2%	439	463
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	459	475
	14	Cleanliness and hygiene around vending stalls	3%	471	438
	15	Cleanliness of platform areas	5%	463	538
	16	Cleanliness of advertisement hoardings/signages	3%	480	463
	17	Cleanliness of tracks between platforms	1%	453	450
	18	Cleanliness of foot over bridges	1%	471	513
	19	Cleanliness of track area up to home signal beyond platform	1%	446	480
	20	Functioning of cross and longitudinal waste water drains	2%	461	413
Waste Management	21	Adequate availability of dustbins	10%	429	488
	22	Proper system for collection and disposal of solid waste from trains	0%	441	463
	23	Proper system for collection and disposal of solid waste from stations	0%	457	425
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	456	500
	25	Promptness in removal and disbursement of garbage	3%	477	438
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	455	425
	27	Presence/clearance of unwanted posters/notices	0%	467	450
	28	Storage of scrap items & their prompt disposal	3%	456	538
Toilets	29	Adequate availability of toilet in General	4%	406	350
	30	Adequate availability of toilets in pay and use	0%	455	493
	31	Adequate availability of toilets in Waiting rooms	3%	453	425
	32	Adequate availability of toilets in Circulating area	0%	403	525
	33	Condition of toilets in General	3%	380	413
	34	Condition of toilets in pay and use	0%	435	493
	35	Condition of toilets in Waiting rooms	2%	458	488
	36	Condition of toilets in circulating area	0%	433	425
	37	Availability of water in toilets and in other places for cleaning	4%	461	463
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	459	525
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	453	513
	40	Cleanliness of concourse and circulating area	0%	464	463
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
AZAMGARH	VARANASI
Passenger Cleanliness Score	
Passenger Cleanliness Score	415
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	369
Cleanliness Rank of the Station (in Category)	296
Cleanliness Rank of the Station (in Footfall Class)	163
Cleanliness Rank of the Station (in Zone)	13
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	558
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	554
Infrastructure Adequacy Level	Level 3
Process Compliance Score	576
Process Compliance Level	Level 3



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	29
Observed the enforcement of anti-littering rules	8
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	14
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

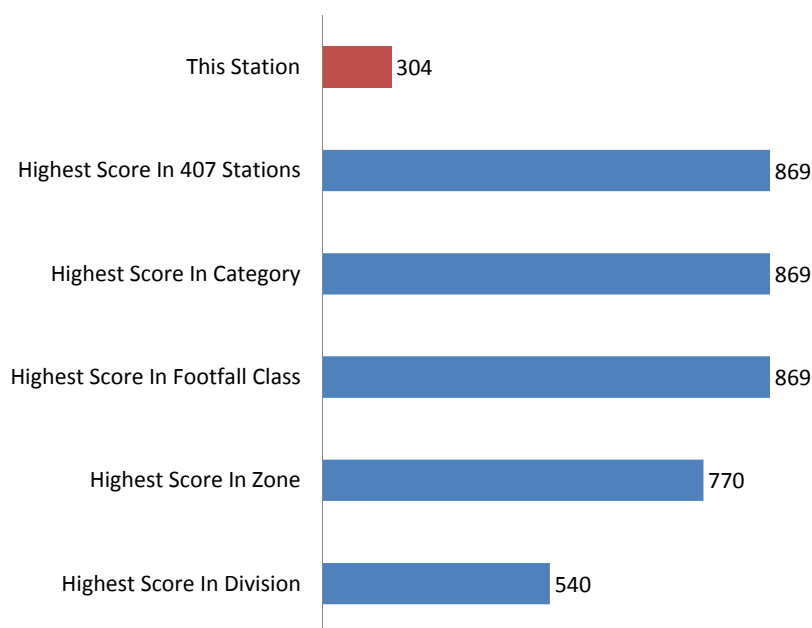
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NER	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	432	581
	2	Condition of flooring surface at waiting rooms	1%	443	600
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	433	500
	4	Condition of water booths and water coolers	2%	419	552
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	426	548
	6	Condition of vending stalls including arrangements for waste disposal	2%	424	581
	7	Proper dressing of Electric cables	2%	399	475
	8	Proper dressing of Telecom cables	2%	406	508
	9	Absence of stench in the station premises	12%	382	581
	10	Control of pest and rodent	2%	402	567
	11	Control of flies and mosquitoes	3%	369	567
	12	Stagnation of water in movement areas and non-movement areas	2%	407	567
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	398	476
	14	Cleanliness and hygiene around vending stalls	3%	397	581
	15	Cleanliness of platform areas	5%	435	581
	16	Cleanliness of advertisement hoardings/signages	3%	399	757
	17	Cleanliness of tracks between platforms	1%	401	567
	18	Cleanliness of foot over bridges	1%	399	600
	19	Cleanliness of track area up to home signal beyond platform	1%	427	548
	20	Functioning of cross and longitudinal waste water drains	2%	432	510
Waste Management	21	Adequate availability of dustbins	10%	391	567
	22	Proper system for collection and disposal of solid waste from trains	0%	413	538
	23	Proper system for collection and disposal of solid waste from stations	0%	414	524
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	434	595
	25	Promptness in removal and disbursement of garbage	3%	433	567
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	397	514
	27	Presence/clearance of unwanted posters/notices	0%	415	581
	28	Storage of scrap items & their prompt disposal	3%	438	586
Toilets	29	Adequate availability of toilet in General	4%	463	417
	30	Adequate availability of toilets in pay and use	0%	423	614
	31	Adequate availability of toilets in Waiting rooms	3%	466	548
	32	Adequate availability of toilets in Circulating area	0%	444	453
	33	Condition of toilets in General	3%	444	450
	34	Condition of toilets in pay and use	0%	441	519
	35	Condition of toilets in Waiting rooms	2%	467	486
	36	Condition of toilets in circulating area	0%	434	460
	37	Availability of water in toilets and in other places for cleaning	4%	441	548
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	422	567
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	426	600
	40	Cleanliness of concourse and circulating area	0%	429	629
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		571	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		629	
	3	Adequate supervision for monitoring cleanliness		571	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		600	
	5	Performance of service improvement groups (SIG) and their effectiveness		514	
	6	Usage of recycled water for non potable uses		571	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		543	
	8	Condition of carriage watering hydrants including their leakage		457	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		629	
	10	Final disposal of waste water from the trackside drains		600	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		486	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		600	
	13	Condition of Washable CC Apron over tracks at station		567	

Name of Station	Division
BALLIA	VARANASI
Passenger Cleanliness Score	
Passenger Cleanliness Score	304
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	406
Cleanliness Rank of the Station (in Category)	331
Cleanliness Rank of the Station (in Footfall Class)	182
Cleanliness Rank of the Station (in Zone)	14
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	514
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	524
Infrastructure Adequacy Level	Level 3
Process Compliance Score	520
Process Compliance Level	Level 3

Passenger Cleanliness Score



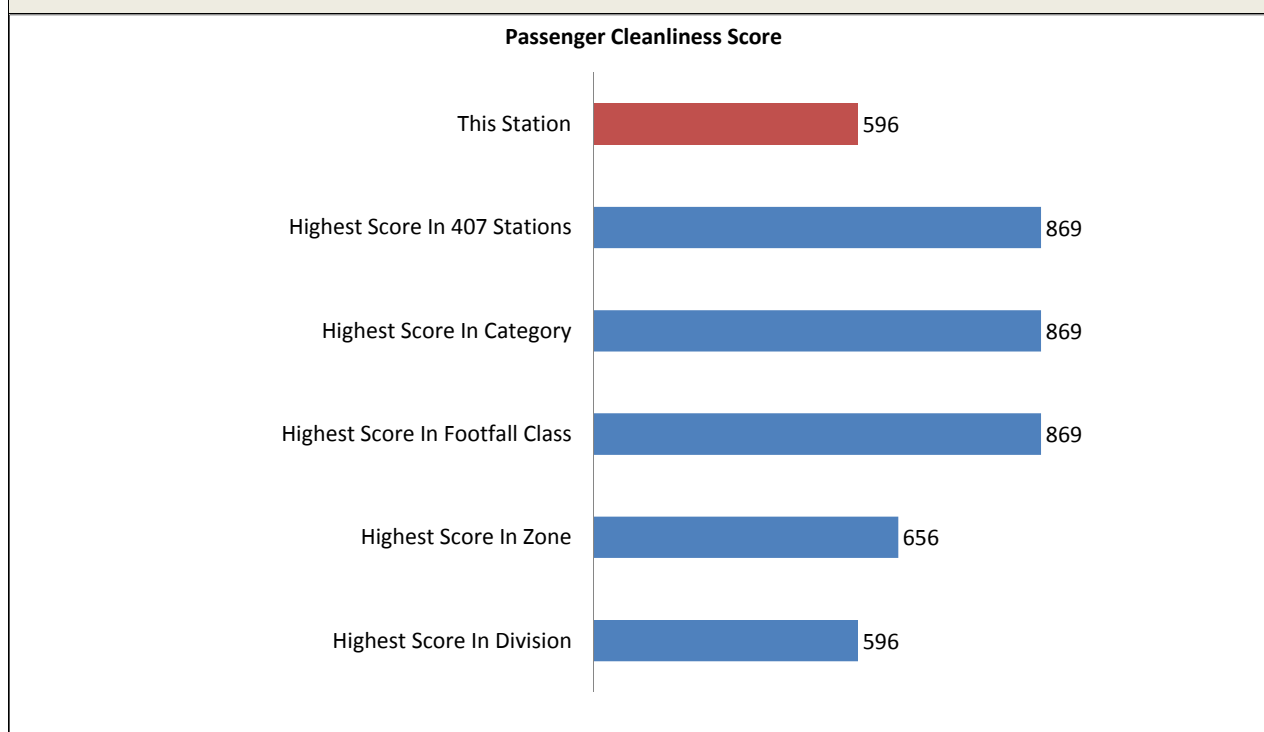
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	20
Observed the enforcement of anti-littering rules	11
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NER	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	377	520
	2	Condition of flooring surface at waiting rooms	1%	369	500
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	349	500
	4	Condition of water booths and water coolers	2%	327	520
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	301	500
	6	Condition of vending stalls including arrangements for waste disposal	2%	289	500
	7	Proper dressing of Electric cables	2%	309	525
	8	Proper dressing of Telecom cables	2%	291	515
	9	Absence of stench in the station premises	12%	304	540
	10	Control of pest and rodent	2%	289	400
	11	Control of flies and mosquitoes	3%	293	560
	12	Stagnation of water in movement areas and non-movement areas	2%	292	540
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	295	540
	14	Cleanliness and hygiene around vending stalls	3%	304	520
	15	Cleanliness of platform areas	5%	292	540
	16	Cleanliness of advertisement hoardings/signages	3%	350	560
	17	Cleanliness of tracks between platforms	1%	302	520
	18	Cleanliness of foot over bridges	1%	286	560
	19	Cleanliness of track area up to home signal beyond platform	1%	283	520
	20	Functioning of cross and longitudinal waste water drains	2%	284	460
Waste Management	21	Adequate availability of dustbins	10%	304	540
	22	Proper system for collection and disposal of solid waste from trains	0%	301	500
	23	Proper system for collection and disposal of solid waste from stations	0%	295	480
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	285	520
	25	Promptness in removal and disbursement of garbage	3%	285	500
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	292	520
	27	Presence/clearance of unwanted posters/notices	0%	334	480
	28	Storage of scrap items & their prompt disposal	3%	295	480
Toilets	29	Adequate availability of toilet in General	4%	263	460
	30	Adequate availability of toilets in pay and use	0%	293	520
	31	Adequate availability of toilets in Waiting rooms	3%	300	480
	32	Adequate availability of toilets in Circulating area	0%	276	540
	33	Condition of toilets in General	3%	258	460
	34	Condition of toilets in pay and use	0%	278	520
	35	Condition of toilets in Waiting rooms	2%	323	480
	36	Condition of toilets in circulating area	0%	287	520
	37	Availability of water in toilets and in other places for cleaning	4%	276	460
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	378	520
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	295	480
	40	Cleanliness of concourse and circulating area	0%	286	540
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			480
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			520
	3	Adequate supervision for monitoring cleanliness			520
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			560
	5	Performance of service improvement groups (SIG) and their effectiveness			480
	6	Usage of recycled water for non potable uses			560
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			520
	8	Condition of carriage watering hydrants including their leakage			480
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			560
	10	Final disposal of waste water from the trackside drains			520
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			560
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			480
	13	Condition of Washable CC Apron over tracks at station			550

Name of Station	Division
NEW COOCHBEHAR	ALIPURDUAR JN.
Passenger Cleanliness Score	596
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	111
Cleanliness Rank of the Station (in Category)	84
Cleanliness Rank of the Station (in Footfall Class)	52
Cleanliness Rank of the Station (in Zone)	7
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	711
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	714
Infrastructure Adequacy Level	Level 2
Process Compliance Score	867
Process Compliance Level	Level 1



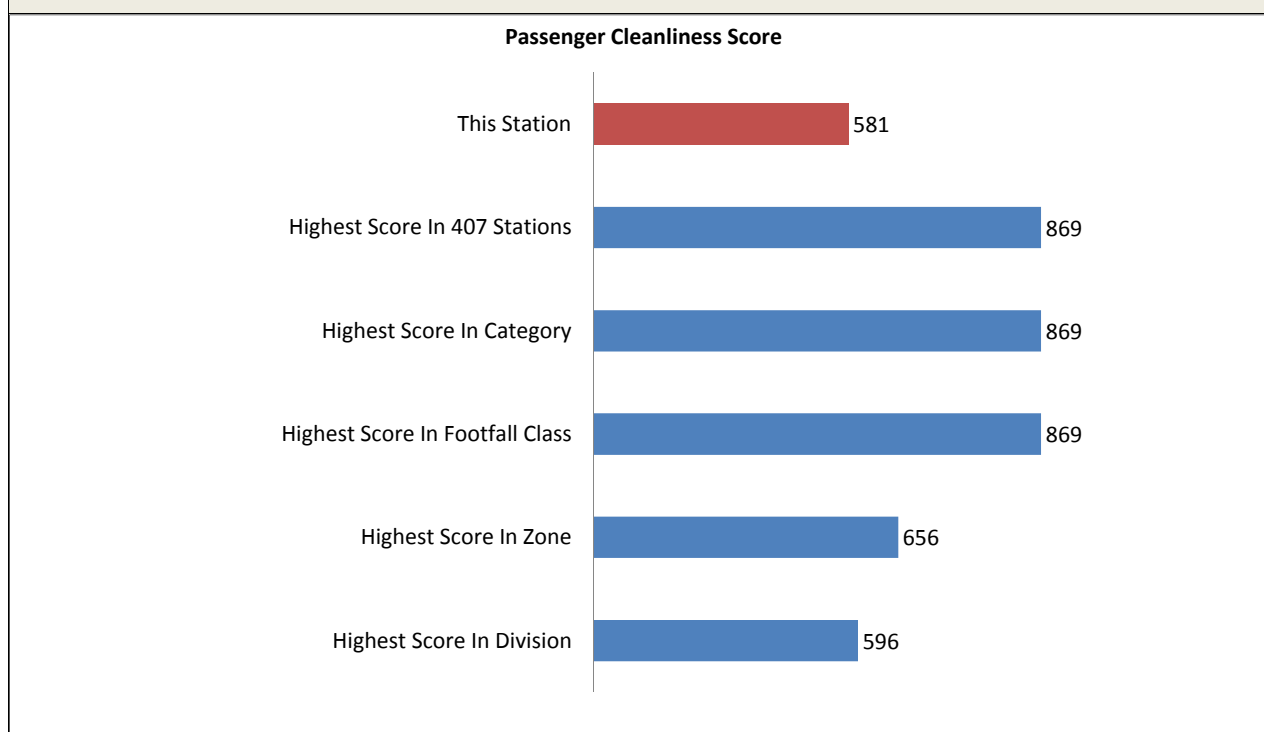
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	88
Observed the enforcement of anti-littering rules	33
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	620	763
	2	Condition of flooring surface at waiting rooms	1%	600	775
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	626	638
	4	Condition of water booths and water coolers	2%	604	738
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	600	725
	6	Condition of vending stalls including arrangements for waste disposal	2%	606	675
	7	Proper dressing of Electric cables	2%	576	700
	8	Proper dressing of Telecom cables	2%	565	700
	9	Absence of stench in the station premises	12%	574	700
	10	Control of pest and rodent	2%	541	650
	11	Control of flies and mosquitoes	3%	554	700
	12	Stagnation of water in movement areas and non-movement areas	2%	619	700
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	624	700
	14	Cleanliness and hygiene around vending stalls	3%	617	757
	15	Cleanliness of platform areas	5%	626	725
	16	Cleanliness of advertisement hoardings/signages	3%	576	650
	17	Cleanliness of tracks between platforms	1%	620	693
	18	Cleanliness of foot over bridges	1%	614	700
	19	Cleanliness of track area up to home signal beyond platform	1%	614	688
	20	Functioning of cross and longitudinal waste water drains	2%	592	707
Waste Management	21	Adequate availability of dustbins	10%	583	700
	22	Proper system for collection and disposal of solid waste from trains	0%	601	638
	23	Proper system for collection and disposal of solid waste from stations	0%	593	725
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	629	688
	25	Promptness in removal and disbursement of garbage	3%	638	813
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	599	763
	27	Presence/clearance of unwanted posters/notices	0%	601	713
	28	Storage of scrap items & their prompt disposal	3%	573	650
Toilets	29	Adequate availability of toilet in General	4%	543	675
	30	Adequate availability of toilets in pay and use	0%	559	713
	31	Adequate availability of toilets in Waiting rooms	3%	590	675
	32	Adequate availability of toilets in Circulating area	0%	619	650
	33	Condition of toilets in General	3%	622	700
	34	Condition of toilets in pay and use	0%	617	738
	35	Condition of toilets in Waiting rooms	2%	623	750
	36	Condition of toilets in circulating area	0%	606	625
	37	Availability of water in toilets and in other places for cleaning	4%	618	638
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	613	800
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	609	738
	40	Cleanliness of concourse and circulating area	0%	607	700
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			900
	3	Adequate supervision for monitoring cleanliness			900
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			900
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			1000
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			700
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			500
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			1000
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
ALIPURDUAR JUNCTION	ALIPURDUAR JN.
Passenger Cleanliness Score	581
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	138
Cleanliness Rank of the Station (in Category)	107
Cleanliness Rank of the Station (in Footfall Class)	65
Cleanliness Rank of the Station (in Zone)	10
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	719
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	857
Infrastructure Adequacy Level	Level 1
Process Compliance Score	833
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	50
Observed the enforcement of anti-littering rules	35
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

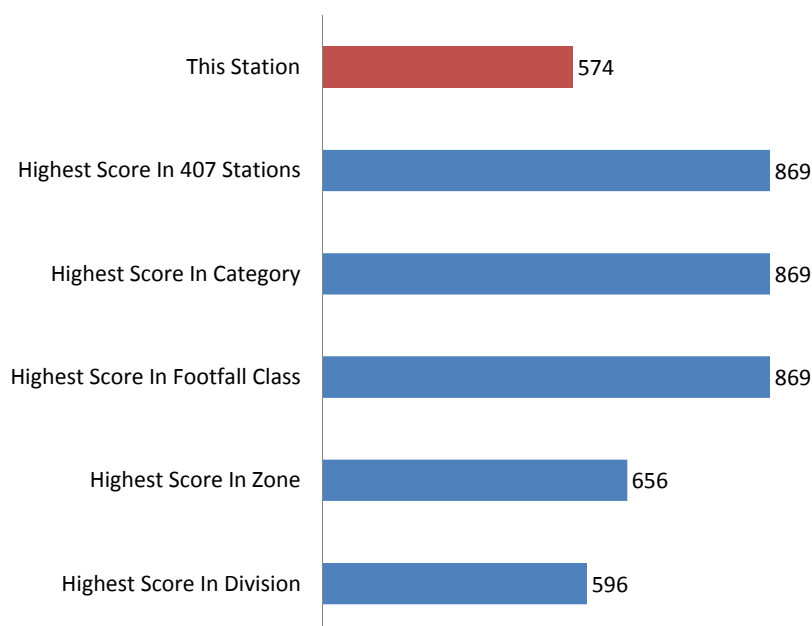
Explanatory Notes:

1. 'Importance' derived from Passengers' Satisfaction from cleanliness
2. Maximum Score = 1000
3. Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
4. Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	605	800
	2	Condition of flooring surface at waiting rooms	1%	609	783
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	592	800
	4	Condition of water booths and water coolers	2%	603	733
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	577	683
	6	Condition of vending stalls including arrangements for waste disposal	2%	577	717
	7	Proper dressing of Electric cables	2%	585	750
	8	Proper dressing of Telecom cables	2%	580	750
	9	Absence of stench in the station premises	12%	565	700
	10	Control of pest and rodent	2%	530	733
	11	Control of flies and mosquitoes	3%	527	733
	12	Stagnation of water in movement areas and non-movement areas	2%	576	717
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	576	633
	14	Cleanliness and hygiene around vending stalls	3%	579	700
	15	Cleanliness of platform areas	5%	616	733
	16	Cleanliness of advertisement hoardings/signages	3%	593	650
	17	Cleanliness of tracks between platforms	1%	598	817
	18	Cleanliness of foot over bridges	1%	603	783
	19	Cleanliness of track area up to home signal beyond platform	1%	609	717
	20	Functioning of cross and longitudinal waste water drains	2%	542	767
Waste Management	21	Adequate availability of dustbins	10%	584	733
	22	Proper system for collection and disposal of solid waste from trains	0%	579	750
	23	Proper system for collection and disposal of solid waste from stations	0%	587	750
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	575	717
	25	Promptness in removal and disbursement of garbage	3%	583	633
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	590	683
	27	Presence/clearance of unwanted posters/notices	0%	603	667
	28	Storage of scrap items & their prompt disposal	3%	584	700
Toilets	29	Adequate availability of toilet in General	4%	567	717
	30	Adequate availability of toilets in pay and use	0%	559	633
	31	Adequate availability of toilets in Waiting rooms	3%	570	667
	32	Adequate availability of toilets in Circulating area	0%	568	750
	33	Condition of toilets in General	3%	571	750
	34	Condition of toilets in pay and use	0%	573	783
	35	Condition of toilets in Waiting rooms	2%	597	700
	36	Condition of toilets in circulating area	0%	577	750
	37	Availability of water in toilets and in other places for cleaning	4%	585	683
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	596	800
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	586	733
	40	Cleanliness of concourse and circulating area	0%	607	800
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			900
	3	Adequate supervision for monitoring cleanliness			900
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			900
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			900
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			900
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			900
	13	Condition of Washable CC Apron over tracks at station			900

Name of Station	Division
NEW ALIPURDUAR	ALIPURDUAR JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	574
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	149
Cleanliness Rank of the Station (in Category)	114
Cleanliness Rank of the Station (in Footfall Class)	69
Cleanliness Rank of the Station (in Zone)	11
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	795
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	950
Infrastructure Adequacy Level	Level 1
Process Compliance Score	950
Process Compliance Level	Level 1

Passenger Cleanliness Score



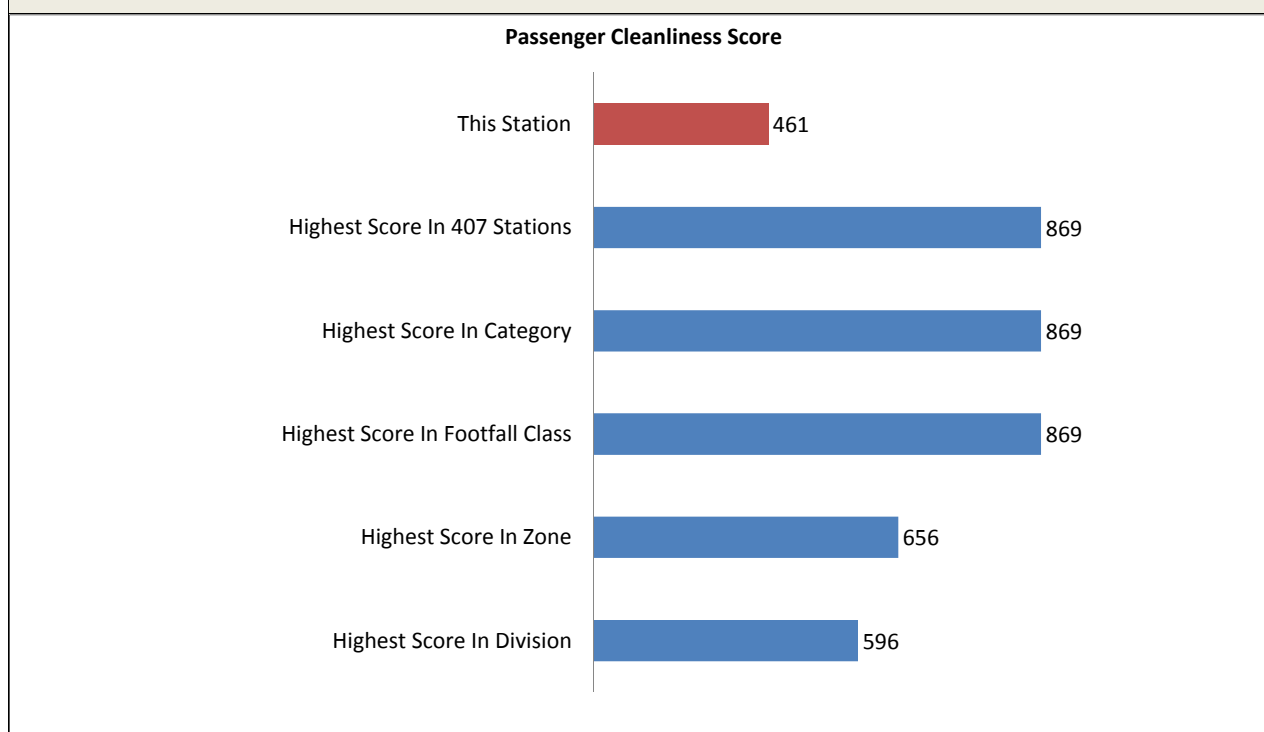
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	72
Observed the enforcement of anti-littering rules	36
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	587	836
	2	Condition of flooring surface at waiting rooms	1%	595	805
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	583	777
	4	Condition of water booths and water coolers	2%	580	823
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	576	709
	6	Condition of vending stalls including arrangements for waste disposal	2%	570	668
	7	Proper dressing of Electric cables	2%	555	777
	8	Proper dressing of Telecom cables	2%	554	780
	9	Absence of stench in the station premises	12%	576	780
	10	Control of pest and rodent	2%	514	786
	11	Control of flies and mosquitoes	3%	543	718
	12	Stagnation of water in movement areas and non-movement areas	2%	585	836
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	588	845
	14	Cleanliness and hygiene around vending stalls	3%	596	836
	15	Cleanliness of platform areas	5%	585	855
	16	Cleanliness of advertisement hoardings/signages	3%	557	805
	17	Cleanliness of tracks between platforms	1%	587	777
	18	Cleanliness of foot over bridges	1%	577	777
	19	Cleanliness of track area up to home signal beyond platform	1%	587	836
	20	Functioning of cross and longitudinal waste water drains	2%	541	745
Waste Management	21	Adequate availability of dustbins	10%	576	745
	22	Proper system for collection and disposal of solid waste from trains	0%	571	830
	23	Proper system for collection and disposal of solid waste from stations	0%	576	736
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	585	855
	25	Promptness in removal and disbursement of garbage	3%	581	845
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	588	759
	27	Presence/clearance of unwanted posters/notices	0%	579	795
	28	Storage of scrap items & their prompt disposal	3%	556	845
Toilets	29	Adequate availability of toilet in General	4%	542	827
	30	Adequate availability of toilets in pay and use	0%	564	810
	31	Adequate availability of toilets in Waiting rooms	3%	572	827
	32	Adequate availability of toilets in Circulating area	0%	581	600
	33	Condition of toilets in General	3%	573	845
	34	Condition of toilets in pay and use	0%	593	768
	35	Condition of toilets in Waiting rooms	2%	597	800
	36	Condition of toilets in circulating area	0%	600	673
	37	Availability of water in toilets and in other places for cleaning	4%	589	836
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	588	786
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	580	814
	40	Cleanliness of concourse and circulating area	0%	584	786
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			1000
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			1000
	3	Adequate supervision for monitoring cleanliness			1000
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			900
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			1000
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			0
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			1000
	10	Final disposal of waste water from the trackside drains			1000
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			1000
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			1000
	13	Condition of Washable CC Apron over tracks at station			1000

Name of Station	Division
COOCHBEHAR	ALIPURDUAR JN.
Passenger Cleanliness Score	461
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	321
Cleanliness Rank of the Station (in Category)	256
Cleanliness Rank of the Station (in Footfall Class)	144
Cleanliness Rank of the Station (in Zone)	19
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	NA
Non-Passenger Cleanliness Level	NA
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



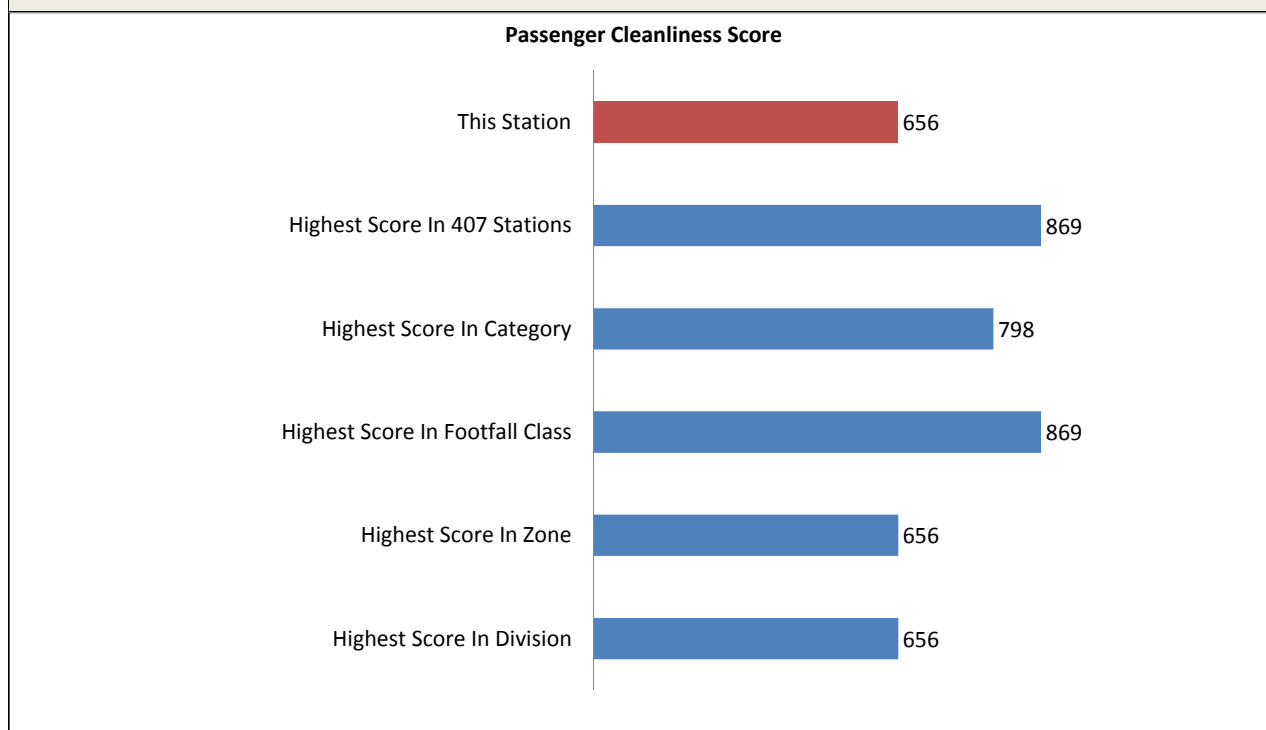
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	11
Observed the enforcement of anti-littering rules	8
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	542	NA
	2	Condition of flooring surface at waiting rooms	1%	551	NA
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	546	NA
	4	Condition of water booths and water coolers	2%	552	NA
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	540	NA
	6	Condition of vending stalls including arrangements for waste disposal	2%	516	NA
	7	Proper dressing of Electric cables	2%	511	NA
	8	Proper dressing of Telecom cables	2%	511	NA
	9	Absence of stench in the station premises	12%	366	NA
	10	Control of pest and rodent	2%	349	NA
	11	Control of flies and mosquitoes	3%	356	NA
	12	Stagnation of water in movement areas and non-movement areas	2%	376	NA
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	455	NA
	14	Cleanliness and hygiene around vending stalls	3%	486	NA
	15	Cleanliness of platform areas	5%	526	NA
	16	Cleanliness of advertisement hoardings/signages	3%	501	NA
	17	Cleanliness of tracks between platforms	1%	525	NA
	18	Cleanliness of foot over bridges	1%	529	NA
	19	Cleanliness of track area up to home signal beyond platform	1%	534	NA
	20	Functioning of cross and longitudinal waste water drains	2%	354	NA
Waste Management	21	Adequate availability of dustbins	10%	426	NA
	22	Proper system for collection and disposal of solid waste from trains	0%	524	NA
	23	Proper system for collection and disposal of solid waste from stations	0%	512	NA
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	418	NA
	25	Promptness in removal and disbursement of garbage	3%	491	NA
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	517	NA
	27	Presence/clearance of unwanted posters/notices	0%	513	NA
	28	Storage of scrap items & their prompt disposal	3%	501	NA
Toilets	29	Adequate availability of toilet in General	4%	382	NA
	30	Adequate availability of toilets in pay and use	0%	442	NA
	31	Adequate availability of toilets in Waiting rooms	3%	401	NA
	32	Adequate availability of toilets in Circulating area	0%	413	NA
	33	Condition of toilets in General	3%	418	NA
	34	Condition of toilets in pay and use	0%	492	NA
	35	Condition of toilets in Waiting rooms	2%	448	NA
	36	Condition of toilets in circulating area	0%	447	NA
	37	Availability of water in toilets and in other places for cleaning	4%	469	NA
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	552	NA
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	547	NA
	40	Cleanliness of concourse and circulating area	0%	532	NA
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		NA	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		NA	
	3	Adequate supervision for monitoring cleanliness		NA	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		NA	
	5	Performance of service improvement groups (SIG) and their effectiveness		NA	
	6	Usage of recycled water for non potable uses		NA	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		NA	
	8	Condition of carriage watering hydrants including their leakage		NA	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		NA	
	10	Final disposal of waste water from the trackside drains		NA	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		NA	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		NA	
	13	Condition of Washable CC Apron over tracks at station		NA	

Name of Station	Division
NEW JALPAIGURI	KATIHAR JN.
Passenger Cleanliness Score	656
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	49
Cleanliness Rank of the Station (in Category)	10
Cleanliness Rank of the Station (in Footfall Class)	24
Cleanliness Rank of the Station (in Zone)	1
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	706
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	700
Infrastructure Adequacy Level	Level 2
Process Compliance Score	767
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	86
Observed the enforcement of anti-littering rules	26
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

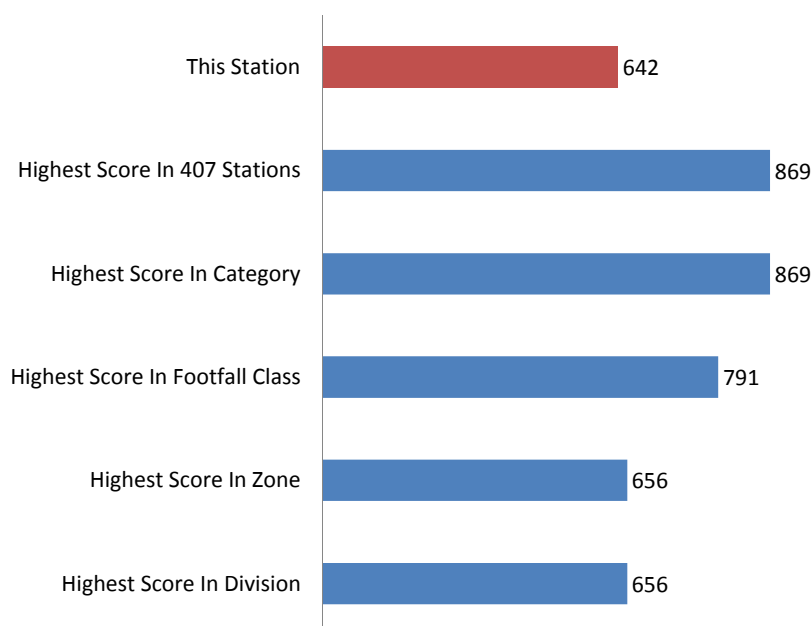
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A1		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	731	860
	2	Condition of flooring surface at waiting rooms	1%	752	840
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	690	860
	4	Condition of water booths and water coolers	2%	724	710
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	679	760
	6	Condition of vending stalls including arrangements for waste disposal	2%	662	760
	7	Proper dressing of Electric cables	2%	682	760
	8	Proper dressing of Telecom cables	2%	675	760
	9	Absence of stench in the station premises	12%	603	580
	10	Control of pest and rodent	2%	611	600
	11	Control of flies and mosquitoes	3%	605	670
	12	Stagnation of water in movement areas and non-movement areas	2%	628	650
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	605	700
	14	Cleanliness and hygiene around vending stalls	3%	645	590
	15	Cleanliness of platform areas	5%	723	730
	16	Cleanliness of advertisement hoardings/signages	3%	680	700
	17	Cleanliness of tracks between platforms	1%	725	720
	18	Cleanliness of foot over bridges	1%	754	770
	19	Cleanliness of track area up to home signal beyond platform	1%	734	720
	20	Functioning of cross and longitudinal waste water drains	2%	626	650
Waste Management	21	Adequate availability of dustbins	10%	614	810
	22	Proper system for collection and disposal of solid waste from trains	0%	661	780
	23	Proper system for collection and disposal of solid waste from stations	0%	665	780
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	612	710
	25	Promptness in removal and disbursement of garbage	3%	643	590
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	675	700
	27	Presence/clearance of unwanted posters/notices	0%	678	700
	28	Storage of scrap items & their prompt disposal	3%	668	700
Toilets	29	Adequate availability of toilet in General	4%	596	550
	30	Adequate availability of toilets in pay and use	0%	601	550
	31	Adequate availability of toilets in Waiting rooms	3%	641	710
	32	Adequate availability of toilets in Circulating area	0%	612	650
	33	Condition of toilets in General	3%	597	700
	34	Condition of toilets in pay and use	0%	623	580
	35	Condition of toilets in Waiting rooms	2%	683	670
	36	Condition of toilets in circulating area	0%	651	650
	37	Availability of water in toilets and in other places for cleaning	4%	650	730
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	723	860
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	720	710
	40	Cleanliness of concourse and circulating area	0%	723	720
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			900
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			700
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
KATIHAR JN	KATIHAR JN.
Passenger Cleanliness Score	642
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	55
Cleanliness Rank of the Station (in Category)	45
Cleanliness Rank of the Station (in Footfall Class)	17
Cleanliness Rank of the Station (in Zone)	2
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	767
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA

Passenger Cleanliness Score



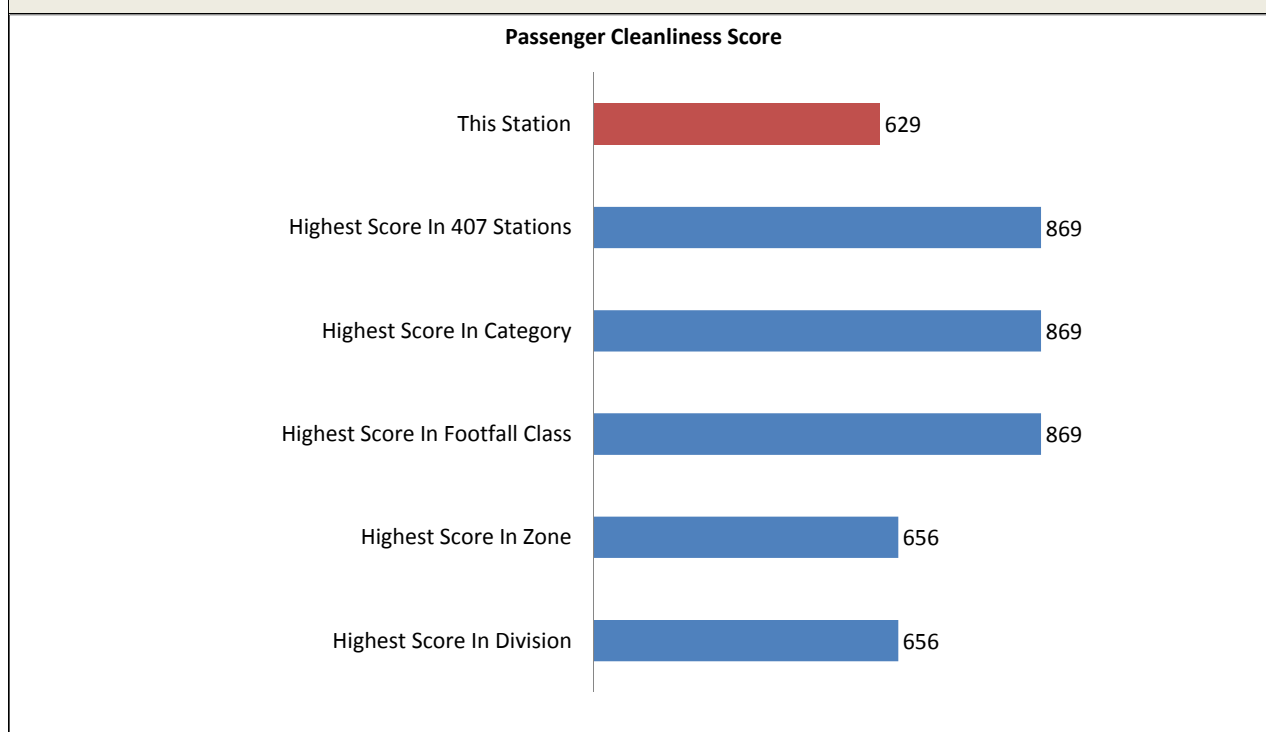
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	84
Observed the enforcement of anti-littering rules	52
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	629	740
	2	Condition of flooring surface at waiting rooms	1%	630	780
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	616	760
	4	Condition of water booths and water coolers	2%	623	740
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	630	800
	6	Condition of vending stalls including arrangements for waste disposal	2%	628	760
	7	Proper dressing of Electric cables	2%	637	800
	8	Proper dressing of Telecom cables	2%	637	740
	9	Absence of stench in the station premises	12%	621	780
	10	Control of pest and rodent	2%	620	760
	11	Control of flies and mosquitoes	3%	643	800
	12	Stagnation of water in movement areas and non-movement areas	2%	609	780
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	630	780
	14	Cleanliness and hygiene around vending stalls	3%	644	800
	15	Cleanliness of platform areas	5%	621	820
	16	Cleanliness of advertisement hoardings/signages	3%	614	720
	17	Cleanliness of tracks between platforms	1%	611	780
	18	Cleanliness of foot over bridges	1%	612	800
	19	Cleanliness of track area up to home signal beyond platform	1%	613	680
	20	Functioning of cross and longitudinal waste water drains	2%	621	780
Waste Management	21	Adequate availability of dustbins	10%	757	740
	22	Proper system for collection and disposal of solid waste from trains	0%	620	760
	23	Proper system for collection and disposal of solid waste from stations	0%	617	760
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	621	820
	25	Promptness in removal and disbursement of garbage	3%	623	760
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	598	700
	27	Presence/clearance of unwanted posters/notices	0%	610	720
	28	Storage of scrap items & their prompt disposal	3%	607	740
Toilets	29	Adequate availability of toilet in General	4%	705	760
	30	Adequate availability of toilets in pay and use	0%	681	780
	31	Adequate availability of toilets in Waiting rooms	3%	683	780
	32	Adequate availability of toilets in Circulating area	0%	673	760
	33	Condition of toilets in General	3%	624	840
	34	Condition of toilets in pay and use	0%	629	800
	35	Condition of toilets in Waiting rooms	2%	623	800
	36	Condition of toilets in circulating area	0%	642	760
	37	Availability of water in toilets and in other places for cleaning	4%	635	760
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	622	760
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	626	760
	40	Cleanliness of concourse and circulating area	0%	623	760
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
KISHANGANJ	KATIHAR JN.
Passenger Cleanliness Score	629
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	70
Cleanliness Rank of the Station (in Category)	53
Cleanliness Rank of the Station (in Footfall Class)	31
Cleanliness Rank of the Station (in Zone)	3
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	762
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	760
Infrastructure Adequacy Level	Level 1
Process Compliance Score	713
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	81
Observed the enforcement of anti-littering rules	46
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	60
Sensitized cleaning staff about correct practices	40
Observed the use of CCTVs for monitoring cleanliness at stations	40
Availability of Washable CC Apron over tracks at station	40

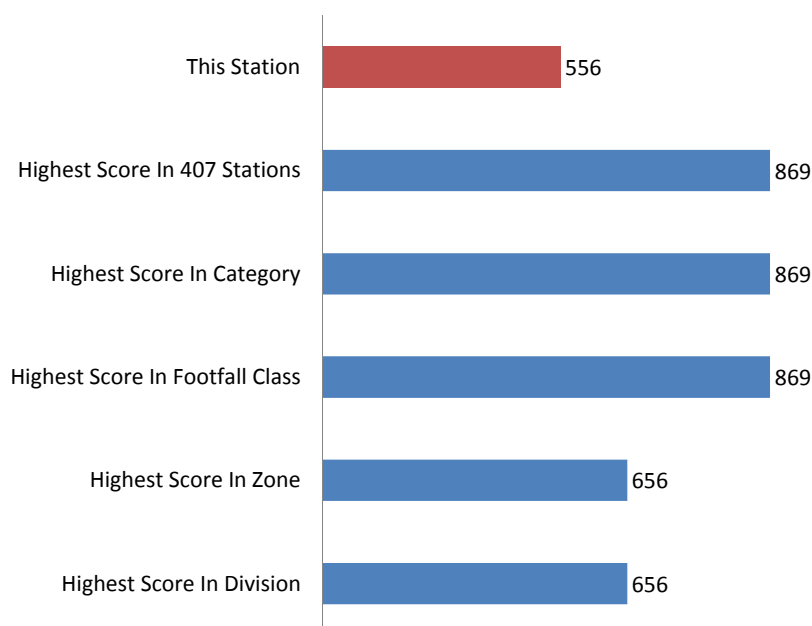
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	648	724
	2	Condition of flooring surface at waiting rooms	1%	645	747
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	586	716
	4	Condition of water booths and water coolers	2%	657	744
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	596	727
	6	Condition of vending stalls including arrangements for waste disposal	2%	607	776
	7	Proper dressing of Electric cables	2%	671	716
	8	Proper dressing of Telecom cables	2%	632	727
	9	Absence of stench in the station premises	12%	665	769
	10	Control of pest and rodent	2%	654	769
	11	Control of flies and mosquitoes	3%	651	727
	12	Stagnation of water in movement areas and non-movement areas	2%	583	811
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	604	716
	14	Cleanliness and hygiene around vending stalls	3%	649	760
	15	Cleanliness of platform areas	5%	645	749
	16	Cleanliness of advertisement hoardings/signages	3%	548	620
	17	Cleanliness of tracks between platforms	1%	599	767
	18	Cleanliness of foot over bridges	1%	679	760
	19	Cleanliness of track area up to home signal beyond platform	1%	574	733
	20	Functioning of cross and longitudinal waste water drains	2%	602	676
Waste Management	21	Adequate availability of dustbins	10%	653	967
	22	Proper system for collection and disposal of solid waste from trains	0%	583	738
	23	Proper system for collection and disposal of solid waste from stations	0%	603	698
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	582	804
	25	Promptness in removal and disbursement of garbage	3%	598	744
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	570	711
	27	Presence/clearance of unwanted posters/notices	0%	580	702
	28	Storage of scrap items & their prompt disposal	3%	537	640
Toilets	29	Adequate availability of toilet in General	4%	670	844
	30	Adequate availability of toilets in pay and use	0%	662	791
	31	Adequate availability of toilets in Waiting rooms	3%	660	769
	32	Adequate availability of toilets in Circulating area	0%	631	749
	33	Condition of toilets in General	3%	637	736
	34	Condition of toilets in pay and use	0%	678	778
	35	Condition of toilets in Waiting rooms	2%	689	780
	36	Condition of toilets in circulating area	0%	620	727
	37	Availability of water in toilets and in other places for cleaning	4%	638	682
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	585	716
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	591	693
	40	Cleanliness of concourse and circulating area	0%	611	771
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			720
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			680
	3	Adequate supervision for monitoring cleanliness			760
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			720
	5	Performance of service improvement groups (SIG) and their effectiveness			680
	6	Usage of recycled water for non potable uses			720
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			720
	8	Condition of carriage watering hydrants including their leakage			840
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			760
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			720
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			720
	13	Condition of Washable CC Apron over tracks at station			760

Name of Station	Division
PURNEA JN	KATIHAR JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	556
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	178
Cleanliness Rank of the Station (in Category)	139
Cleanliness Rank of the Station (in Footfall Class)	82
Cleanliness Rank of the Station (in Zone)	13
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	476
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	400
Infrastructure Adequacy Level	Level 4
Process Compliance Score	430
Process Compliance Level	Level 4

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	80
Observed the enforcement of anti-littering rules	48
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

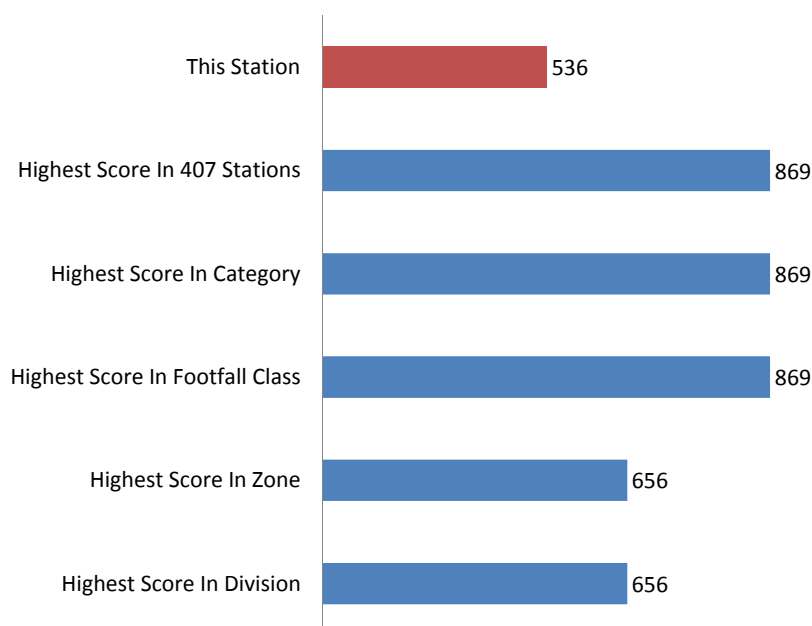
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	577	517
	2	Condition of flooring surface at waiting rooms	1%	575	627
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	563	520
	4	Condition of water booths and water coolers	2%	555	517
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	575	513
	6	Condition of vending stalls including arrangements for waste disposal	2%	550	433
	7	Proper dressing of Electric cables	2%	566	450
	8	Proper dressing of Telecom cables	2%	559	530
	9	Absence of stench in the station premises	12%	522	517
	10	Control of pest and rodent	2%	523	497
	11	Control of flies and mosquitoes	3%	555	547
	12	Stagnation of water in movement areas and non-movement areas	2%	547	300
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	559	450
	14	Cleanliness and hygiene around vending stalls	3%	550	350
	15	Cleanliness of platform areas	5%	547	417
	16	Cleanliness of advertisement hoardings/signages	3%	565	400
	17	Cleanliness of tracks between platforms	1%	535	420
	18	Cleanliness of foot over bridges	1%	559	200
	19	Cleanliness of track area up to home signal beyond platform	1%	547	350
	20	Functioning of cross and longitudinal waste water drains	2%	566	325
Waste Management	21	Adequate availability of dustbins	10%	566	710
	22	Proper system for collection and disposal of solid waste from trains	0%	559	533
	23	Proper system for collection and disposal of solid waste from stations	0%	547	467
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	528	300
	25	Promptness in removal and disbursement of garbage	3%	540	400
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	554	400
	27	Presence/clearance of unwanted posters/notices	0%	551	400
	28	Storage of scrap items & their prompt disposal	3%	541	420
Toilets	29	Adequate availability of toilet in General	4%	566	467
	30	Adequate availability of toilets in pay and use	0%	574	433
	31	Adequate availability of toilets in Waiting rooms	3%	582	460
	32	Adequate availability of toilets in Circulating area	0%	574	467
	33	Condition of toilets in General	3%	554	333
	34	Condition of toilets in pay and use	0%	558	550
	35	Condition of toilets in Waiting rooms	2%	593	510
	36	Condition of toilets in circulating area	0%	580	533
	37	Availability of water in toilets and in other places for cleaning	4%	581	380
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	574	553
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	556	467
	40	Cleanliness of concourse and circulating area	0%	534	420
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			400
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			500
	3	Adequate supervision for monitoring cleanliness			480
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			400
	5	Performance of service improvement groups (SIG) and their effectiveness			400
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			0
	8	Condition of carriage watering hydrants including their leakage			400
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			400
	10	Final disposal of waste water from the trackside drains			400
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			400

Name of Station	Division
SILIGURI JN	KATIHAR JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	536
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	217
Cleanliness Rank of the Station (in Category)	169
Cleanliness Rank of the Station (in Footfall Class)	96
Cleanliness Rank of the Station (in Zone)	15
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	646
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	756
Infrastructure Adequacy Level	Level 1
Process Compliance Score	811
Process Compliance Level	Level 1

Passenger Cleanliness Score



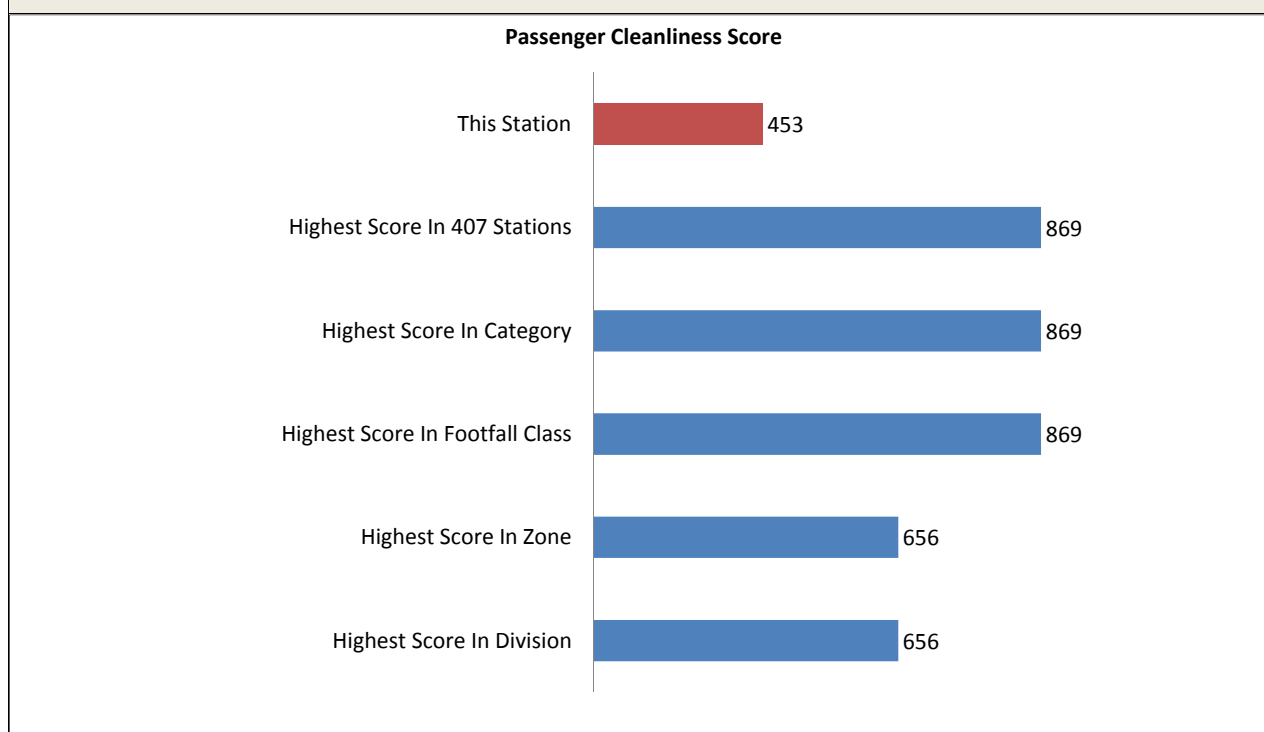
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	25
Observed the enforcement of anti-littering rules	6
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	657	757
	2	Condition of flooring surface at waiting rooms	1%	568	776
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	591	662
	4	Condition of water booths and water coolers	2%	617	695
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	524	624
	6	Condition of vending stalls including arrangements for waste disposal	2%	585	652
	7	Proper dressing of Electric cables	2%	654	652
	8	Proper dressing of Telecom cables	2%	651	605
	9	Absence of stench in the station premises	12%	594	595
	10	Control of pest and rodent	2%	517	567
	11	Control of flies and mosquitoes	3%	476	538
	12	Stagnation of water in movement areas and non-movement areas	2%	559	576
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	558	638
	14	Cleanliness and hygiene around vending stalls	3%	595	681
	15	Cleanliness of platform areas	5%	642	762
	16	Cleanliness of advertisement hoardings/signages	3%	558	624
	17	Cleanliness of tracks between platforms	1%	582	733
	18	Cleanliness of foot over bridges	1%	609	733
	19	Cleanliness of track area up to home signal beyond platform	1%	496	633
	20	Functioning of cross and longitudinal waste water drains	2%	563	567
Waste Management	21	Adequate availability of dustbins	10%	536	710
	22	Proper system for collection and disposal of solid waste from trains	0%	520	667
	23	Proper system for collection and disposal of solid waste from stations	0%	518	681
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	540	686
	25	Promptness in removal and disbursement of garbage	3%	545	657
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	547	667
	27	Presence/clearance of unwanted posters/notices	0%	583	657
	28	Storage of scrap items & their prompt disposal	3%	529	610
Toilets	29	Adequate availability of toilet in General	4%	289	462
	30	Adequate availability of toilets in pay and use	0%	391	510
	31	Adequate availability of toilets in Waiting rooms	3%	333	590
	32	Adequate availability of toilets in Circulating area	0%	265	257
	33	Condition of toilets in General	3%	266	533
	34	Condition of toilets in pay and use	0%	408	581
	35	Condition of toilets in Waiting rooms	2%	444	705
	36	Condition of toilets in circulating area	0%	273	571
	37	Availability of water in toilets and in other places for cleaning	4%	402	681
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	565	695
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	568	638
	40	Cleanliness of concourse and circulating area	0%	572	671
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			867
	3	Adequate supervision for monitoring cleanliness			867
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			867
	5	Performance of service improvement groups (SIG) and their effectiveness			867
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			667
	8	Condition of carriage watering hydrants including their leakage			667
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			733
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			0
	13	Condition of Washable CC Apron over tracks at station			867

Name of Station	Division
RAIGANJ	KATIHAR JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	453
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	329
Cleanliness Rank of the Station (in Category)	262
Cleanliness Rank of the Station (in Footfall Class)	148
Cleanliness Rank of the Station (in Zone)	20
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	383
Non-Passenger Cleanliness Level	Level 5
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	343
Infrastructure Adequacy Level	Level 5
Process Compliance Score	333
Process Compliance Level	Level 5



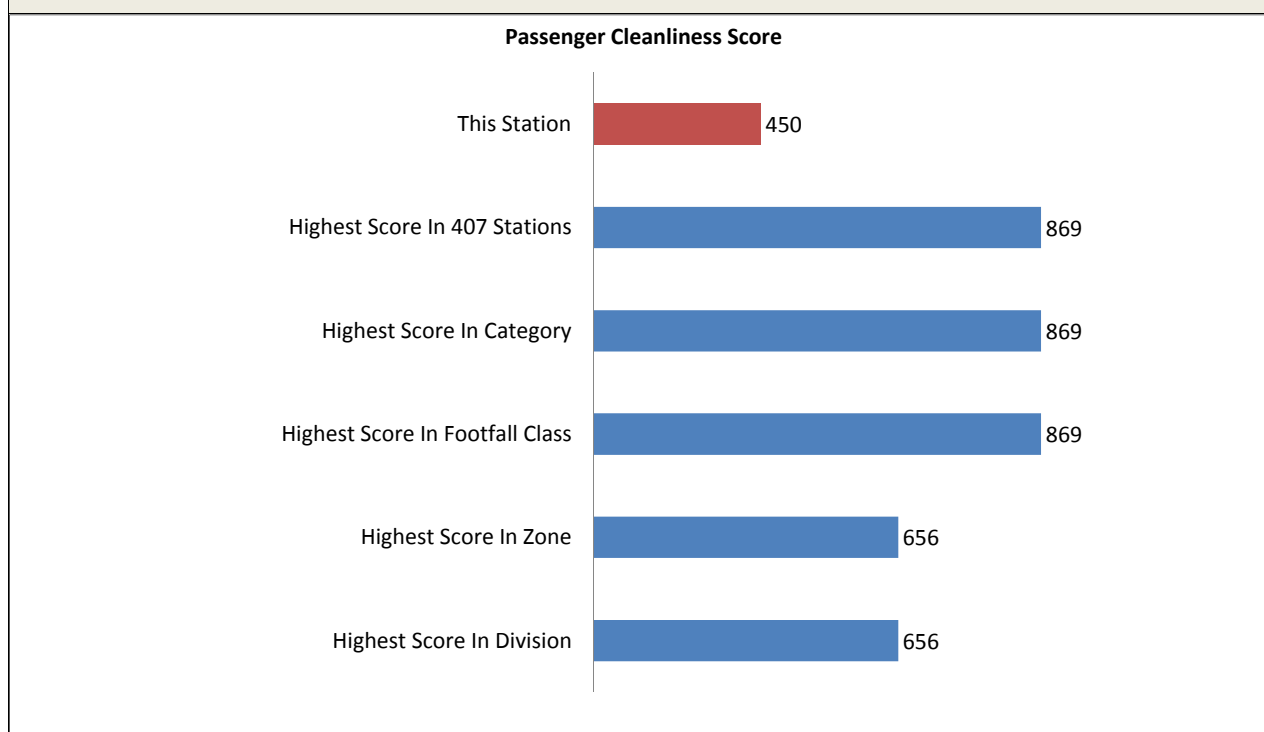
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	9
Observed the enforcement of anti-littering rules	17
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	480	350
	2	Condition of flooring surface at waiting rooms	1%	519	350
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	474	400
	4	Condition of water booths and water coolers	2%	431	350
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	443	300
	6	Condition of vending stalls including arrangements for waste disposal	2%	441	350
	7	Proper dressing of Electric cables	2%	488	400
	8	Proper dressing of Telecom cables	2%	444	400
	9	Absence of stench in the station premises	12%	503	350
	10	Control of pest and rodent	2%	427	350
	11	Control of flies and mosquitoes	3%	417	400
	12	Stagnation of water in movement areas and non-movement areas	2%	512	350
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	473	450
	14	Cleanliness and hygiene around vending stalls	3%	448	450
	15	Cleanliness of platform areas	5%	483	450
	16	Cleanliness of advertisement hoardings/signages	3%	469	400
	17	Cleanliness of tracks between platforms	1%	508	400
	18	Cleanliness of foot over bridges	1%	530	400
	19	Cleanliness of track area up to home signal beyond platform	1%	457	300
	20	Functioning of cross and longitudinal waste water drains	2%	491	350
Waste Management	21	Adequate availability of dustbins	10%	461	350
	22	Proper system for collection and disposal of solid waste from trains	0%	426	400
	23	Proper system for collection and disposal of solid waste from stations	0%	478	400
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	470	300
	25	Promptness in removal and disbursement of garbage	3%	459	500
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	445	400
	27	Presence/clearance of unwanted posters/notices	0%	482	400
	28	Storage of scrap items & their prompt disposal	3%	421	400
Toilets	29	Adequate availability of toilet in General	4%	347	350
	30	Adequate availability of toilets in pay and use	0%	405	500
	31	Adequate availability of toilets in Waiting rooms	3%	444	550
	32	Adequate availability of toilets in Circulating area	0%	394	500
	33	Condition of toilets in General	3%	305	350
	34	Condition of toilets in pay and use	0%	417	350
	35	Condition of toilets in Waiting rooms	2%	441	500
	36	Condition of toilets in circulating area	0%	383	600
	37	Availability of water in toilets and in other places for cleaning	4%	408	450
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	470	400
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	447	300
	40	Cleanliness of concourse and circulating area	0%	494	500
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			400
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			400
	3	Adequate supervision for monitoring cleanliness			200
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			200
	5	Performance of service improvement groups (SIG) and their effectiveness			400
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			400
	8	Condition of carriage watering hydrants including their leakage			400
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			200
	10	Final disposal of waste water from the trackside drains			400
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			200
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			400

Name of Station	Division
JOGBANI	KATIHAR JN.
Passenger Cleanliness Score	450
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	333
Cleanliness Rank of the Station (in Category)	266
Cleanliness Rank of the Station (in Footfall Class)	151
Cleanliness Rank of the Station (in Zone)	21
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	505
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



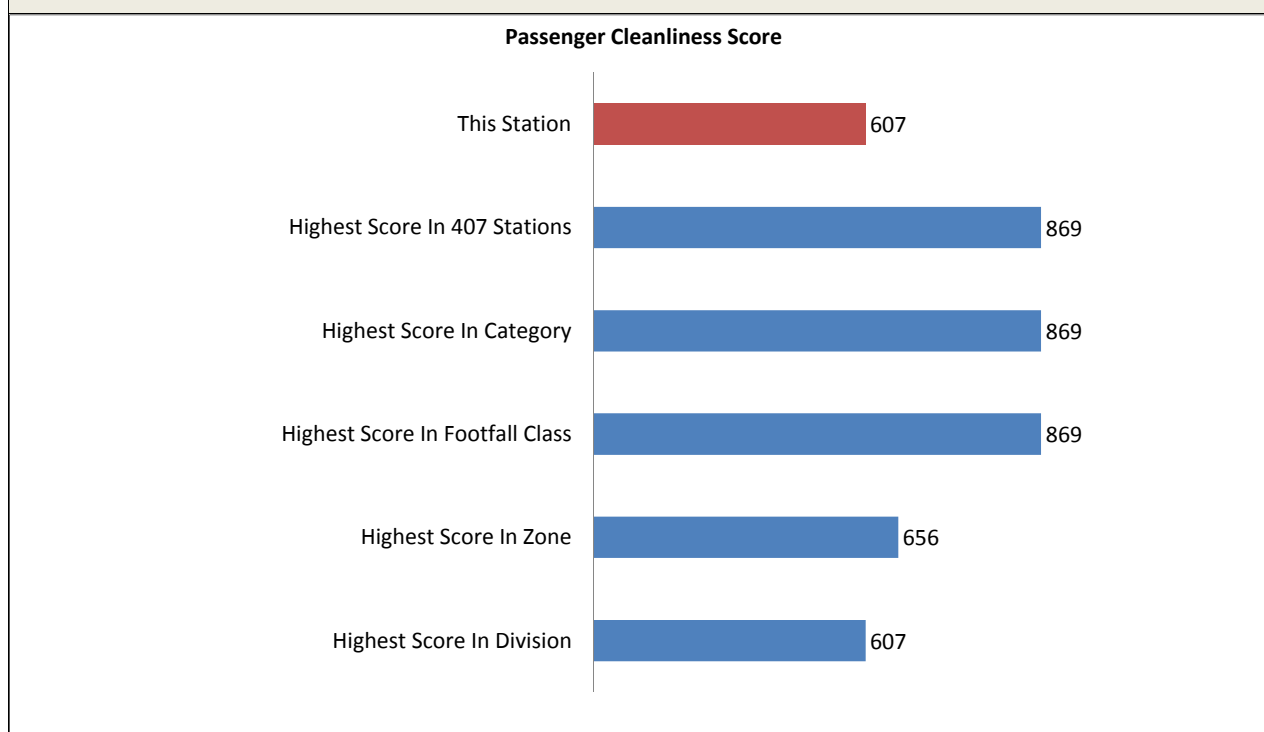
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	57
Observed the enforcement of anti-littering rules	55
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	437	417
	2	Condition of flooring surface at waiting rooms	1%	445	417
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	446	517
	4	Condition of water booths and water coolers	2%	440	567
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	438	450
	6	Condition of vending stalls including arrangements for waste disposal	2%	438	467
	7	Proper dressing of Electric cables	2%	466	500
	8	Proper dressing of Telecom cables	2%	464	500
	9	Absence of stench in the station premises	12%	490	550
	10	Control of pest and rodent	2%	445	517
	11	Control of flies and mosquitoes	3%	448	500
	12	Stagnation of water in movement areas and non-movement areas	2%	444	433
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	435	450
	14	Cleanliness and hygiene around vending stalls	3%	458	517
	15	Cleanliness of platform areas	5%	449	517
	16	Cleanliness of advertisement hoardings/signages	3%	467	633
	17	Cleanliness of tracks between platforms	1%	427	500
	18	Cleanliness of foot over bridges	1%	449	517
	19	Cleanliness of track area up to home signal beyond platform	1%	450	400
	20	Functioning of cross and longitudinal waste water drains	2%	467	450
Waste Management	21	Adequate availability of dustbins	10%	443	550
	22	Proper system for collection and disposal of solid waste from trains	0%	448	533
	23	Proper system for collection and disposal of solid waste from stations	0%	446	500
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	439	517
	25	Promptness in removal and disbursement of garbage	3%	445	467
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	440	483
	27	Presence/clearance of unwanted posters/notices	0%	430	600
	28	Storage of scrap items & their prompt disposal	3%	471	517
Toilets	29	Adequate availability of toilet in General	4%	426	483
	30	Adequate availability of toilets in pay and use	0%	455	467
	31	Adequate availability of toilets in Waiting rooms	3%	467	450
	32	Adequate availability of toilets in Circulating area	0%	408	517
	33	Condition of toilets in General	3%	395	550
	34	Condition of toilets in pay and use	0%	453	517
	35	Condition of toilets in Waiting rooms	2%	466	483
	36	Condition of toilets in circulating area	0%	459	483
	37	Availability of water in toilets and in other places for cleaning	4%	451	491
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	457	517
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	417	467
	40	Cleanliness of concourse and circulating area	0%	445	567
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
LUMDING	LUMDING
Passenger Cleanliness Score	607
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	94
Cleanliness Rank of the Station (in Category)	72
Cleanliness Rank of the Station (in Footfall Class)	42
Cleanliness Rank of the Station (in Zone)	5
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	688
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	733
Infrastructure Adequacy Level	Level 2
Process Compliance Score	678
Process Compliance Level	Level 2



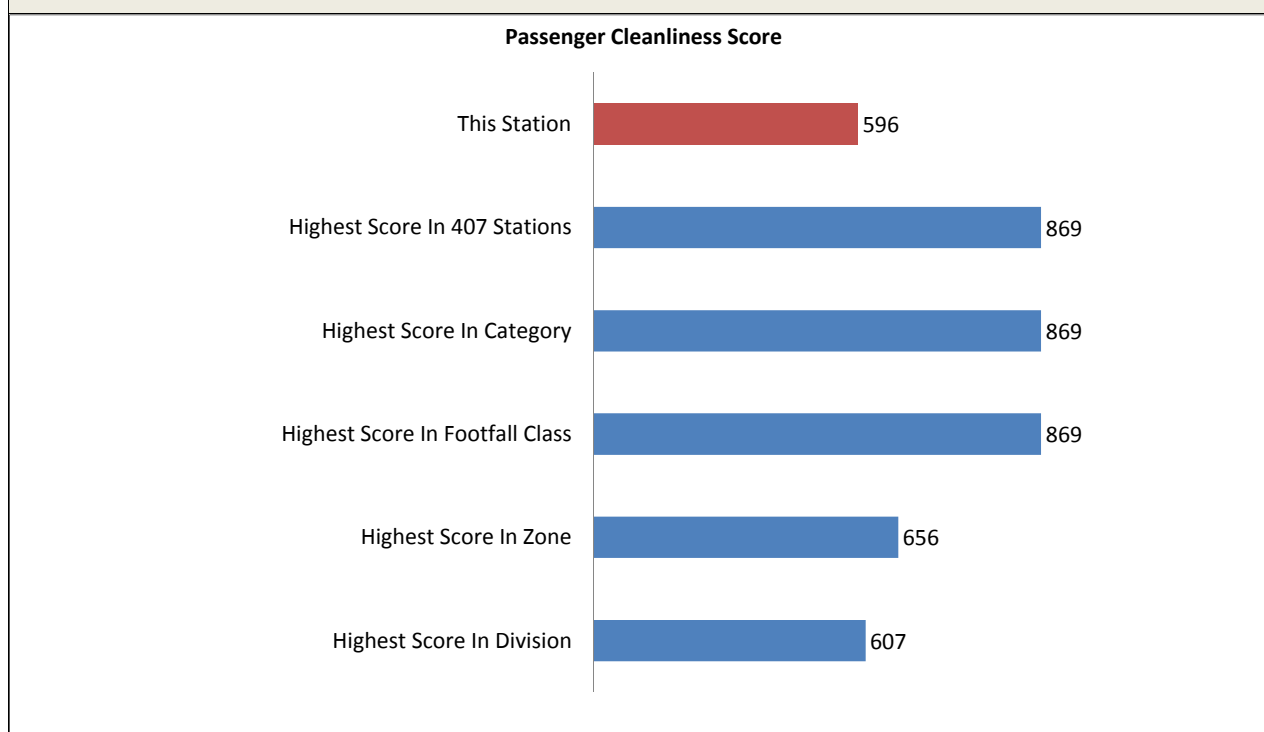
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	84
Observed the enforcement of anti-littering rules	3
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	33
Sensitized cleaning staff about correct practices	33
Observed the use of CCTVs for monitoring cleanliness at stations	33
Availability of Washable CC Apron over tracks at station	67

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	685	757
	2	Condition of flooring surface at waiting rooms	1%	676	757
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	639	776
	4	Condition of water booths and water coolers	2%	542	450
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	610	724
	6	Condition of vending stalls including arrangements for waste disposal	2%	625	757
	7	Proper dressing of Electric cables	2%	602	676
	8	Proper dressing of Telecom cables	2%	600	683
	9	Absence of stench in the station premises	12%	593	681
	10	Control of pest and rodent	2%	612	695
	11	Control of flies and mosquitoes	3%	607	681
	12	Stagnation of water in movement areas and non-movement areas	2%	575	743
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	605	710
	14	Cleanliness and hygiene around vending stalls	3%	621	786
	15	Cleanliness of platform areas	5%	666	786
	16	Cleanliness of advertisement hoardings/signages	3%	588	690
	17	Cleanliness of tracks between platforms	1%	663	757
	18	Cleanliness of foot over bridges	1%	653	786
	19	Cleanliness of track area up to home signal beyond platform	1%	588	738
	20	Functioning of cross and longitudinal waste water drains	2%	577	600
Waste Management	21	Adequate availability of dustbins	10%	626	714
	22	Proper system for collection and disposal of solid waste from trains	0%	618	714
	23	Proper system for collection and disposal of solid waste from stations	0%	615	676
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	586	771
	25	Promptness in removal and disbursement of garbage	3%	595	738
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	590	695
	27	Presence/clearance of unwanted posters/notices	0%	581	679
	28	Storage of scrap items & their prompt disposal	3%	597	695
Toilets	29	Adequate availability of toilet in General	4%	529	500
	30	Adequate availability of toilets in pay and use	0%	569	590
	31	Adequate availability of toilets in Waiting rooms	3%	573	557
	32	Adequate availability of toilets in Circulating area	0%	549	475
	33	Condition of toilets in General	3%	558	517
	34	Condition of toilets in pay and use	0%	567	586
	35	Condition of toilets in Waiting rooms	2%	562	619
	36	Condition of toilets in circulating area	0%	526	375
	37	Availability of water in toilets and in other places for cleaning	4%	610	710
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	650	729
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	607	650
	40	Cleanliness of concourse and circulating area	0%	626	771
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		600	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		733	
	3	Adequate supervision for monitoring cleanliness		800	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		667	
	5	Performance of service improvement groups (SIG) and their effectiveness		667	
	6	Usage of recycled water for non potable uses		600	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		733	
	8	Condition of carriage watering hydrants including their leakage		667	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		733	
	10	Final disposal of waste water from the trackside drains		733	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		800	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		733	
	13	Condition of Washable CC Apron over tracks at station		733	

Name of Station	Division
SILCHAR	LUMDING
Passenger Cleanliness Score	
Passenger Cleanliness Score	596
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	112
Cleanliness Rank of the Station (in Category)	85
Cleanliness Rank of the Station (in Footfall Class)	53
Cleanliness Rank of the Station (in Zone)	8
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	678
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	600
Infrastructure Adequacy Level	Level 2
Process Compliance Score	700
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	72
Observed the enforcement of anti-littering rules	1
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	0
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

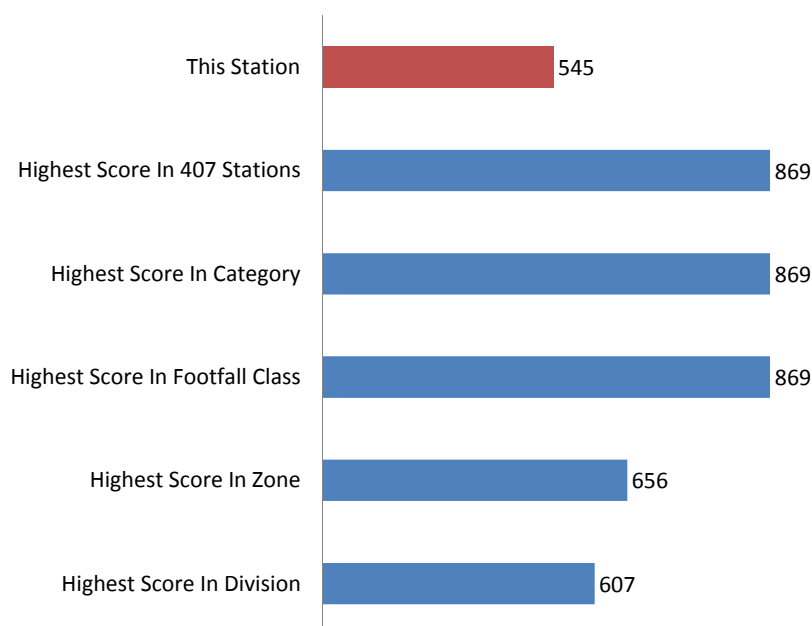
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	710	717
	2	Condition of flooring surface at waiting rooms	1%	693	700
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	630	683
	4	Condition of water booths and water coolers	2%	496	600
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	559	633
	6	Condition of vending stalls including arrangements for waste disposal	2%	615	650
	7	Proper dressing of Electric cables	2%	570	633
	8	Proper dressing of Telecom cables	2%	570	633
	9	Absence of stench in the station premises	12%	601	633
	10	Control of pest and rodent	2%	594	650
	11	Control of flies and mosquitoes	3%	572	650
	12	Stagnation of water in movement areas and non-movement areas	2%	584	633
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	609	633
	14	Cleanliness and hygiene around vending stalls	3%	661	800
	15	Cleanliness of platform areas	5%	735	817
	16	Cleanliness of advertisement hoardings/signages	3%	561	617
	17	Cleanliness of tracks between platforms	1%	703	800
	18	Cleanliness of foot over bridges	1%	680	800
	19	Cleanliness of track area up to home signal beyond platform	1%	591	733
	20	Functioning of cross and longitudinal waste water drains	2%	568	633
Waste Management	21	Adequate availability of dustbins	10%	605	717
	22	Proper system for collection and disposal of solid waste from trains	0%	581	633
	23	Proper system for collection and disposal of solid waste from stations	0%	579	633
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	578	633
	25	Promptness in removal and disbursement of garbage	3%	578	633
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	544	633
	27	Presence/clearance of unwanted posters/notices	0%	466	300
	28	Storage of scrap items & their prompt disposal	3%	568	633
Toilets	29	Adequate availability of toilet in General	4%	484	633
	30	Adequate availability of toilets in pay and use	0%	509	750
	31	Adequate availability of toilets in Waiting rooms	3%	510	750
	32	Adequate availability of toilets in Circulating area	0%	492	583
	33	Condition of toilets in General	3%	476	633
	34	Condition of toilets in pay and use	0%	524	667
	35	Condition of toilets in Waiting rooms	2%	524	667
	36	Condition of toilets in circulating area	0%	471	583
	37	Availability of water in toilets and in other places for cleaning	4%	632	800
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	645	667
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	584	650
	40	Cleanliness of concourse and circulating area	0%	629	633
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
KAMAKHYA	LUMDING
Passenger Cleanliness Score	
Passenger Cleanliness Score	545
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	199
Cleanliness Rank of the Station (in Category)	156
Cleanliness Rank of the Station (in Footfall Class)	3
Cleanliness Rank of the Station (in Zone)	14
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	575
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	606
Infrastructure Adequacy Level	Level 2
Process Compliance Score	586
Process Compliance Level	Level 3

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	68
Observed the enforcement of anti-littering rules	50
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	58
Sensitized cleaning staff about correct practices	84
Observed the use of CCTVs for monitoring cleanliness at stations	84
Availability of Washable CC Apron over tracks at station	74

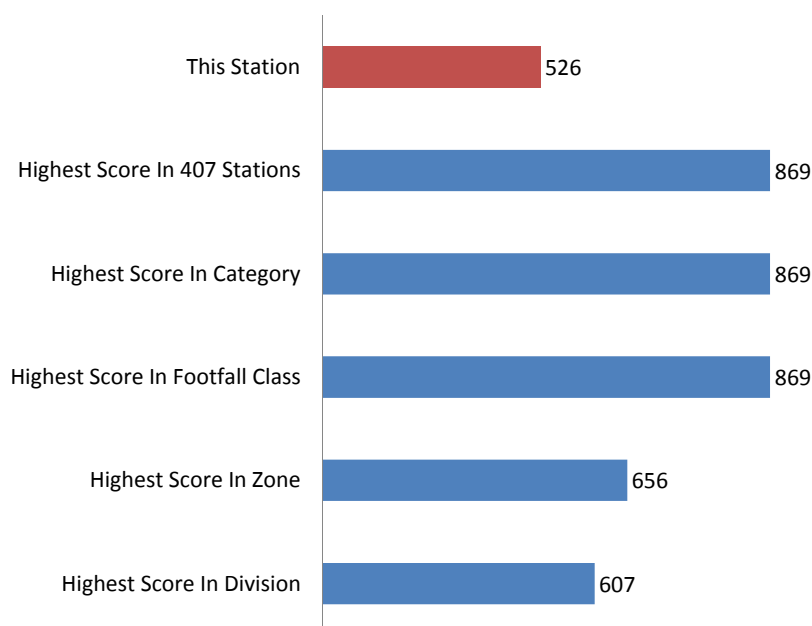
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	532	573
	2	Condition of flooring surface at waiting rooms	1%	538	567
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	539	558
	4	Condition of water booths and water coolers	2%	534	575
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	512	547
	6	Condition of vending stalls including arrangements for waste disposal	2%	516	546
	7	Proper dressing of Electric cables	2%	502	575
	8	Proper dressing of Telecom cables	2%	507	535
	9	Absence of stench in the station premises	12%	591	627
	10	Control of pest and rodent	2%	584	611
	11	Control of flies and mosquitoes	3%	543	569
	12	Stagnation of water in movement areas and non-movement areas	2%	532	578
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	542	559
	14	Cleanliness and hygiene around vending stalls	3%	542	570
	15	Cleanliness of platform areas	5%	543	572
	16	Cleanliness of advertisement hoardings/signages	3%	509	547
	17	Cleanliness of tracks between platforms	1%	544	565
	18	Cleanliness of foot over bridges	1%	520	567
	19	Cleanliness of track area up to home signal beyond platform	1%	520	559
	20	Functioning of cross and longitudinal waste water drains	2%	521	534
Waste Management	21	Adequate availability of dustbins	10%	593	595
	22	Proper system for collection and disposal of solid waste from trains	0%	532	580
	23	Proper system for collection and disposal of solid waste from stations	0%	496	522
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	548	543
	25	Promptness in removal and disbursement of garbage	3%	549	561
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	515	570
	27	Presence/clearance of unwanted posters/notices	0%	502	513
	28	Storage of scrap items & their prompt disposal	3%	510	586
Toilets	29	Adequate availability of toilet in General	4%	572	594
	30	Adequate availability of toilets in pay and use	0%	551	554
	31	Adequate availability of toilets in Waiting rooms	3%	529	552
	32	Adequate availability of toilets in Circulating area	0%	520	544
	33	Condition of toilets in General	3%	534	561
	34	Condition of toilets in pay and use	0%	542	595
	35	Condition of toilets in Waiting rooms	2%	540	573
	36	Condition of toilets in circulating area	0%	535	500
	37	Availability of water in toilets and in other places for cleaning	4%	537	555
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	537	546
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	511	568
	40	Cleanliness of concourse and circulating area	0%	537	556
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			589
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			567
	5	Performance of service improvement groups (SIG) and their effectiveness			579
	6	Usage of recycled water for non potable uses			579
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			656
	8	Condition of carriage watering hydrants including their leakage			633
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			611
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			556
	13	Condition of Washable CC Apron over tracks at station			588

Name of Station	Division
DIMAPUR	LUMDING
Passenger Cleanliness Score	
Passenger Cleanliness Score	526
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	231
Cleanliness Rank of the Station (in Category)	179
Cleanliness Rank of the Station (in Footfall Class)	102
Cleanliness Rank of the Station (in Zone)	16
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	517
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	587
Infrastructure Adequacy Level	Level 3
Process Compliance Score	633
Process Compliance Level	Level 2

Passenger Cleanliness Score



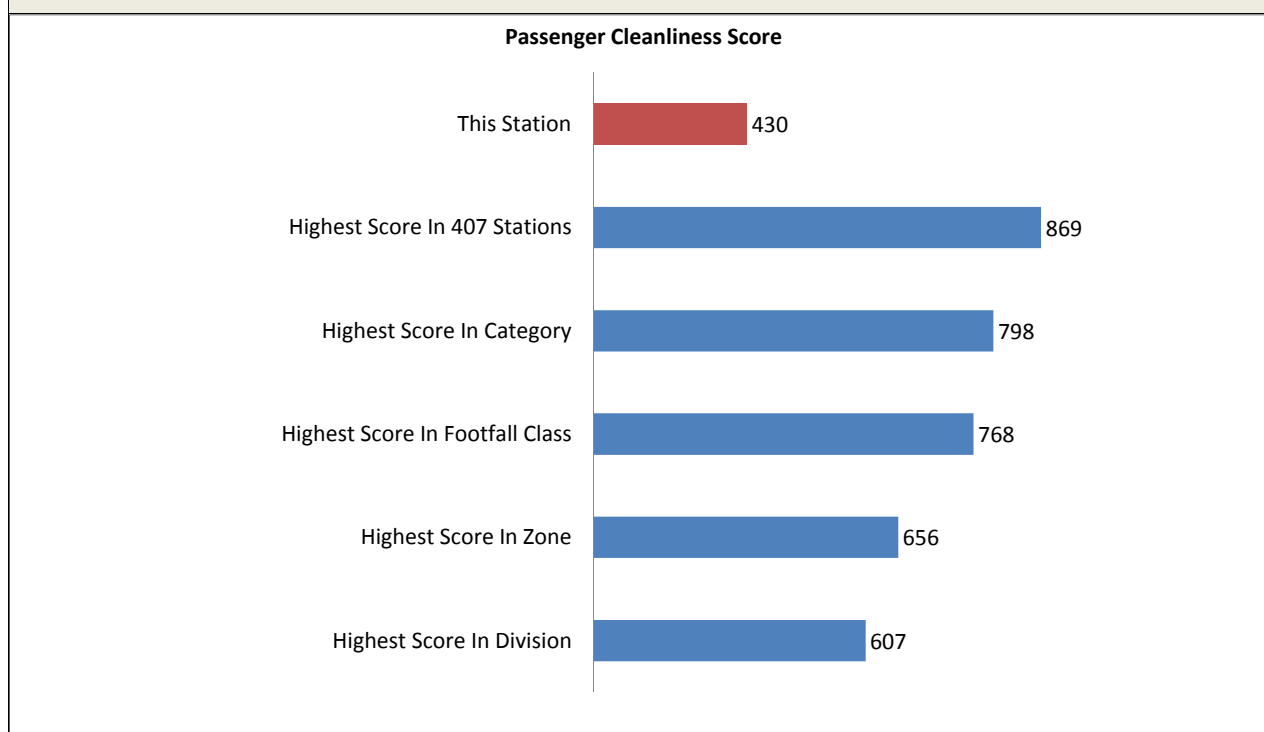
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	61
Observed the enforcement of anti-littering rules	3
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	33
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	549	657
	2	Condition of flooring surface at waiting rooms	1%	564	686
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	558	514
	4	Condition of water booths and water coolers	2%	482	450
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	537	450
	6	Condition of vending stalls including arrangements for waste disposal	2%	537	495
	7	Proper dressing of Electric cables	2%	525	517
	8	Proper dressing of Telecom cables	2%	528	517
	9	Absence of stench in the station premises	12%	519	533
	10	Control of pest and rodent	2%	517	514
	11	Control of flies and mosquitoes	3%	501	450
	12	Stagnation of water in movement areas and non-movement areas	2%	513	571
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	525	571
	14	Cleanliness and hygiene around vending stalls	3%	529	448
	15	Cleanliness of platform areas	5%	531	510
	16	Cleanliness of advertisement hoardings/signages	3%	523	600
	17	Cleanliness of tracks between platforms	1%	535	529
	18	Cleanliness of foot over bridges	1%	550	600
	19	Cleanliness of track area up to home signal beyond platform	1%	529	529
	20	Functioning of cross and longitudinal waste water drains	2%	510	514
Waste Management	21	Adequate availability of dustbins	10%	531	419
	22	Proper system for collection and disposal of solid waste from trains	0%	541	414
	23	Proper system for collection and disposal of solid waste from stations	0%	542	443
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	511	543
	25	Promptness in removal and disbursement of garbage	3%	532	448
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	521	500
	27	Presence/clearance of unwanted posters/notices	0%	520	513
	28	Storage of scrap items & their prompt disposal	3%	526	500
Toilets	29	Adequate availability of toilet in General	4%	520	320
	30	Adequate availability of toilets in pay and use	0%	530	557
	31	Adequate availability of toilets in Waiting rooms	3%	526	610
	32	Adequate availability of toilets in Circulating area	0%	517	350
	33	Condition of toilets in General	3%	517	340
	34	Condition of toilets in pay and use	0%	521	529
	35	Condition of toilets in Waiting rooms	2%	517	543
	36	Condition of toilets in circulating area	0%	509	350
	37	Availability of water in toilets and in other places for cleaning	4%	523	648
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	556	657
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	534	720
	40	Cleanliness of concourse and circulating area	0%	541	550
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			733
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			667
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			0
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			0
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			533

Name of Station	Division
GUWAHATI	LUMDING
Passenger Cleanliness Score	
Passenger Cleanliness Score	430
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	353
Cleanliness Rank of the Station (in Category)	73
Cleanliness Rank of the Station (in Footfall Class)	46
Cleanliness Rank of the Station (in Zone)	22
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	619
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	684
Infrastructure Adequacy Level	Level 2
Process Compliance Score	678
Process Compliance Level	Level 2



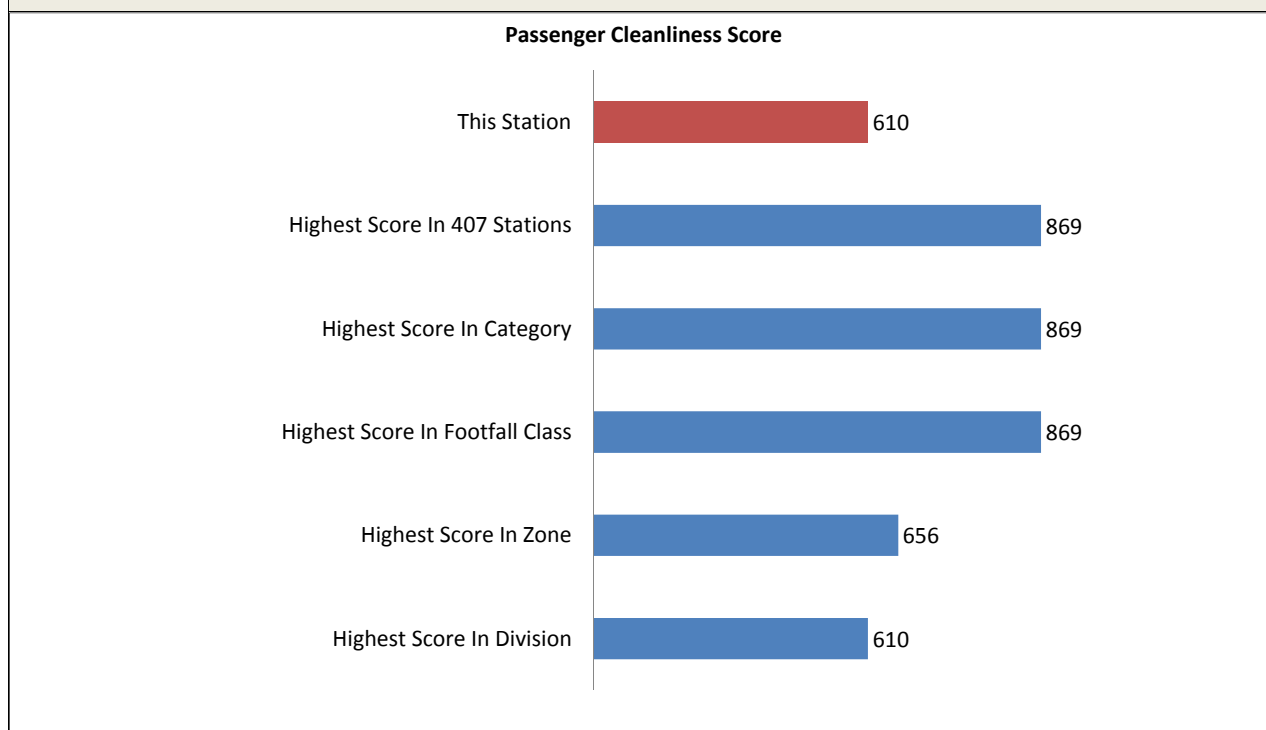
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	87
Observed the enforcement of anti-littering rules	38
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	83
Observed the use of CCTVs for monitoring cleanliness at stations	83
Availability of Washable CC Apron over tracks at station	33

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	437	620
	2	Condition of flooring surface at waiting rooms	1%	451	600
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	437	600
	4	Condition of water booths and water coolers	2%	447	643
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	419	543
	6	Condition of vending stalls including arrangements for waste disposal	2%	421	667
	7	Proper dressing of Electric cables	2%	435	617
	8	Proper dressing of Telecom cables	2%	428	645
	9	Absence of stench in the station premises	12%	433	610
	10	Control of pest and rodent	2%	392	640
	11	Control of flies and mosquitoes	3%	389	567
	12	Stagnation of water in movement areas and non-movement areas	2%	401	610
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	439	627
	14	Cleanliness and hygiene around vending stalls	3%	423	640
	15	Cleanliness of platform areas	5%	443	597
	16	Cleanliness of advertisement hoardings/signages	3%	425	644
	17	Cleanliness of tracks between platforms	1%	388	560
	18	Cleanliness of foot over bridges	1%	454	640
	19	Cleanliness of track area up to home signal beyond platform	1%	408	540
	20	Functioning of cross and longitudinal waste water drains	2%	403	673
Waste Management	21	Adequate availability of dustbins	10%	478	683
	22	Proper system for collection and disposal of solid waste from trains	0%	426	550
	23	Proper system for collection and disposal of solid waste from stations	0%	421	550
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	423	557
	25	Promptness in removal and disbursement of garbage	3%	431	523
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	392	613
	27	Presence/clearance of unwanted posters/notices	0%	410	583
	28	Storage of scrap items & their prompt disposal	3%	423	562
Toilets	29	Adequate availability of toilet in General	4%	414	643
	30	Adequate availability of toilets in pay and use	0%	428	650
	31	Adequate availability of toilets in Waiting rooms	3%	440	610
	32	Adequate availability of toilets in Circulating area	0%	421	690
	33	Condition of toilets in General	3%	412	643
	34	Condition of toilets in pay and use	0%	460	637
	35	Condition of toilets in Waiting rooms	2%	461	643
	36	Condition of toilets in circulating area	0%	433	690
	37	Availability of water in toilets and in other places for cleaning	4%	427	620
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	427	650
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	420	573
	40	Cleanliness of concourse and circulating area	0%	420	570
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			667
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			633
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			640
	10	Final disposal of waste water from the trackside drains			733
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			680

Name of Station	Division
BONGAIGAON	RANGIYA JN.
Passenger Cleanliness Score	610
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	88
Cleanliness Rank of the Station (in Category)	66
Cleanliness Rank of the Station (in Footfall Class)	39
Cleanliness Rank of the Station (in Zone)	4
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	638
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	607
Infrastructure Adequacy Level	Level 2
Process Compliance Score	650
Process Compliance Level	Level 2



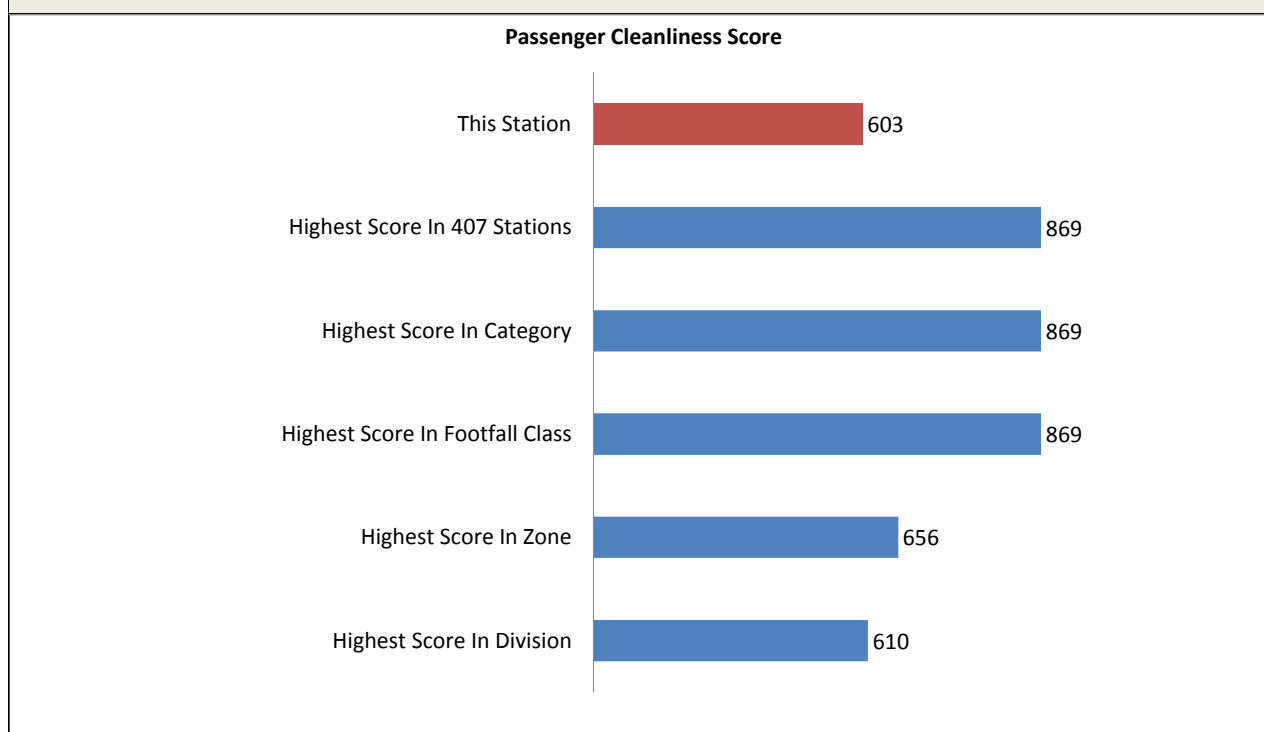
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	85
Observed the enforcement of anti-littering rules	40
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	25
Sensitized cleaning staff about correct practices	75
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	604	640
	2	Condition of flooring surface at waiting rooms	1%	602	600
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	646	640
	4	Condition of water booths and water coolers	2%	603	625
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	621	600
	6	Condition of vending stalls including arrangements for waste disposal	2%	610	615
	7	Proper dressing of Electric cables	2%	619	610
	8	Proper dressing of Telecom cables	2%	612	586
	9	Absence of stench in the station premises	12%	622	715
	10	Control of pest and rodent	2%	594	610
	11	Control of flies and mosquitoes	3%	565	550
	12	Stagnation of water in movement areas and non-movement areas	2%	617	681
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	592	570
	14	Cleanliness and hygiene around vending stalls	3%	609	665
	15	Cleanliness of platform areas	5%	652	630
	16	Cleanliness of advertisement hoardings/signages	3%	610	635
	17	Cleanliness of tracks between platforms	1%	584	545
	18	Cleanliness of foot over bridges	1%	643	655
	19	Cleanliness of track area up to home signal beyond platform	1%	602	655
	20	Functioning of cross and longitudinal waste water drains	2%	584	578
Waste Management	21	Adequate availability of dustbins	10%	633	730
	22	Proper system for collection and disposal of solid waste from trains	0%	592	650
	23	Proper system for collection and disposal of solid waste from stations	0%	595	575
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	601	620
	25	Promptness in removal and disbursement of garbage	3%	587	585
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	584	555
	27	Presence/clearance of unwanted posters/notices	0%	592	570
	28	Storage of scrap items & their prompt disposal	3%	596	600
Toilets	29	Adequate availability of toilet in General	4%	594	610
	30	Adequate availability of toilets in pay and use	0%	600	580
	31	Adequate availability of toilets in Waiting rooms	3%	617	595
	32	Adequate availability of toilets in Circulating area	0%	610	635
	33	Condition of toilets in General	3%	590	660
	34	Condition of toilets in pay and use	0%	627	580
	35	Condition of toilets in Waiting rooms	2%	619	550
	36	Condition of toilets in circulating area	0%	626	635
	37	Availability of water in toilets and in other places for cleaning	4%	613	650
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	618	635
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	601	610
	40	Cleanliness of concourse and circulating area	0%	592	595
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			650
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			650
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			650
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			550
	10	Final disposal of waste water from the trackside drains			650
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			650
	13	Condition of Washable CC Apron over tracks at station			550

Name of Station	Division
RANGIYA JN.	RANGIYA JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	603
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	103
Cleanliness Rank of the Station (in Category)	78
Cleanliness Rank of the Station (in Footfall Class)	47
Cleanliness Rank of the Station (in Zone)	6
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	650
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	629
Infrastructure Adequacy Level	Level 2
Process Compliance Score	567
Process Compliance Level	Level 3



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	93
Observed the enforcement of anti-littering rules	28
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

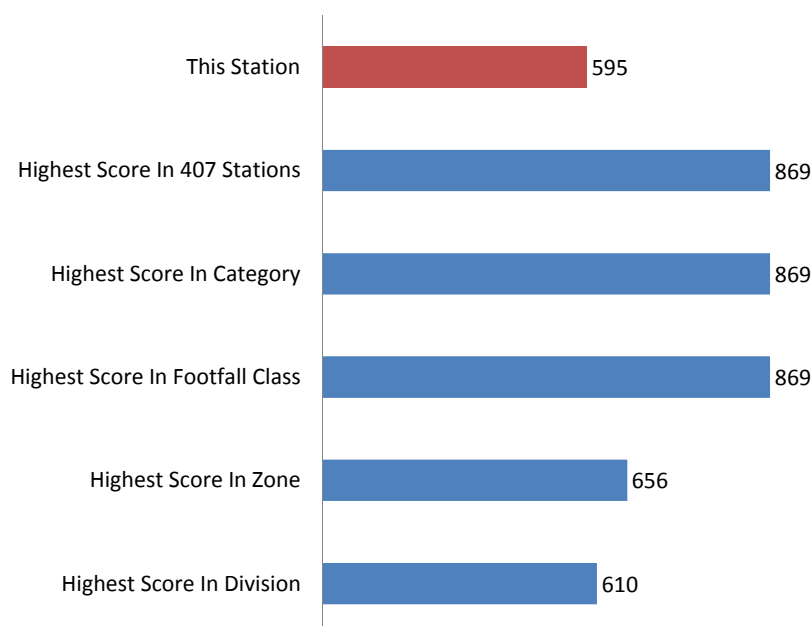
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	621	664
	2	Condition of flooring surface at waiting rooms	1%	610	664
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	585	718
	4	Condition of water booths and water coolers	2%	608	645
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	608	636
	6	Condition of vending stalls including arrangements for waste disposal	2%	606	536
	7	Proper dressing of Electric cables	2%	587	655
	8	Proper dressing of Telecom cables	2%	588	655
	9	Absence of stench in the station premises	12%	593	664
	10	Control of pest and rodent	2%	566	670
	11	Control of flies and mosquitoes	3%	571	655
	12	Stagnation of water in movement areas and non-movement areas	2%	589	736
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	597	560
	14	Cleanliness and hygiene around vending stalls	3%	606	664
	15	Cleanliness of platform areas	5%	626	755
	16	Cleanliness of advertisement hoardings/signages	3%	601	536
	17	Cleanliness of tracks between platforms	1%	603	627
	18	Cleanliness of foot over bridges	1%	616	736
	19	Cleanliness of track area up to home signal beyond platform	1%	588	627
	20	Functioning of cross and longitudinal waste water drains	2%	582	718
Waste Management	21	Adequate availability of dustbins	10%	632	664
	22	Proper system for collection and disposal of solid waste from trains	0%	595	591
	23	Proper system for collection and disposal of solid waste from stations	0%	597	755
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	596	540
	25	Promptness in removal and disbursement of garbage	3%	603	664
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	596	636
	27	Presence/clearance of unwanted posters/notices	0%	590	655
	28	Storage of scrap items & their prompt disposal	3%	586	545
Toilets	29	Adequate availability of toilet in General	4%	588	670
	30	Adequate availability of toilets in pay and use	0%	615	636
	31	Adequate availability of toilets in Waiting rooms	3%	624	555
	32	Adequate availability of toilets in Circulating area	0%	597	530
	33	Condition of toilets in General	3%	589	709
	34	Condition of toilets in pay and use	0%	626	745
	35	Condition of toilets in Waiting rooms	2%	616	670
	36	Condition of toilets in circulating area	0%	594	636
	37	Availability of water in toilets and in other places for cleaning	4%	602	545
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	603	718
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	594	655
	40	Cleanliness of concourse and circulating area	0%	600	655
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			400
	5	Performance of service improvement groups (SIG) and their effectiveness			400
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
BARPETA ROAD	RANGIYA JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	595
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	114
Cleanliness Rank of the Station (in Category)	87
Cleanliness Rank of the Station (in Footfall Class)	2
Cleanliness Rank of the Station (in Zone)	9
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	605
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	589
Infrastructure Adequacy Level	Level 3
Process Compliance Score	573
Process Compliance Level	Level 3

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	68
Observed the enforcement of anti-littering rules	40
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	80
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	80
Availability of Washable CC Apron over tracks at station	40

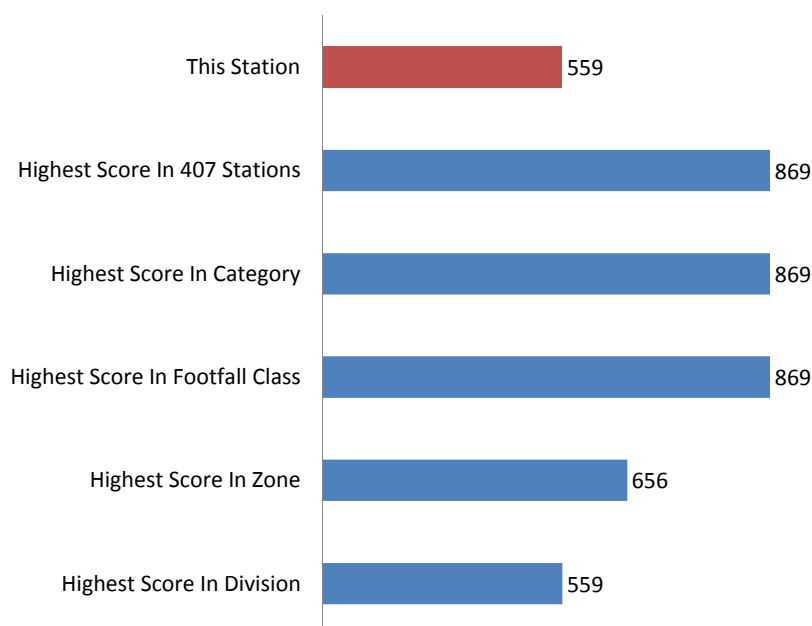
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	567	560
	2	Condition of flooring surface at waiting rooms	1%	567	548
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	621	560
	4	Condition of water booths and water coolers	2%	590	507
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	593	644
	6	Condition of vending stalls including arrangements for waste disposal	2%	605	580
	7	Proper dressing of Electric cables	2%	596	616
	8	Proper dressing of Telecom cables	2%	583	568
	9	Absence of stench in the station premises	12%	612	664
	10	Control of pest and rodent	2%	605	587
	11	Control of flies and mosquitoes	3%	570	539
	12	Stagnation of water in movement areas and non-movement areas	2%	581	608
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	576	496
	14	Cleanliness and hygiene around vending stalls	3%	592	620
	15	Cleanliness of platform areas	5%	634	637
	16	Cleanliness of advertisement hoardings/signages	3%	591	624
	17	Cleanliness of tracks between platforms	1%	577	563
	18	Cleanliness of foot over bridges	1%	606	660
	19	Cleanliness of track area up to home signal beyond platform	1%	602	540
	20	Functioning of cross and longitudinal waste water drains	2%	566	580
Waste Management	21	Adequate availability of dustbins	10%	633	684
	22	Proper system for collection and disposal of solid waste from trains	0%	568	572
	23	Proper system for collection and disposal of solid waste from stations	0%	561	548
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	585	592
	25	Promptness in removal and disbursement of garbage	3%	553	532
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	576	564
	27	Presence/clearance of unwanted posters/notices	0%	555	540
	28	Storage of scrap items & their prompt disposal	3%	582	573
Toilets	29	Adequate availability of toilet in General	4%	618	620
	30	Adequate availability of toilets in pay and use	0%	580	542
	31	Adequate availability of toilets in Waiting rooms	3%	562	604
	32	Adequate availability of toilets in Circulating area	0%	585	573
	33	Condition of toilets in General	3%	583	500
	34	Condition of toilets in pay and use	0%	591	532
	35	Condition of toilets in Waiting rooms	2%	571	556
	36	Condition of toilets in circulating area	0%	591	628
	37	Availability of water in toilets and in other places for cleaning	4%	610	664
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	601	644
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	561	532
	40	Cleanliness of concourse and circulating area	0%	543	543
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			520
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			520
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			520
	5	Performance of service improvement groups (SIG) and their effectiveness			680
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			520
	8	Condition of carriage watering hydrants including their leakage			560
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			640
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
JORHAT TOWN	TINSUKIA
Passenger Cleanliness Score	559
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	173
Cleanliness Rank of the Station (in Category)	135
Cleanliness Rank of the Station (in Footfall Class)	81
Cleanliness Rank of the Station (in Zone)	12
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	619
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	577
Infrastructure Adequacy Level	Level 3
Process Compliance Score	577
Process Compliance Level	Level 3

Passenger Cleanliness Score



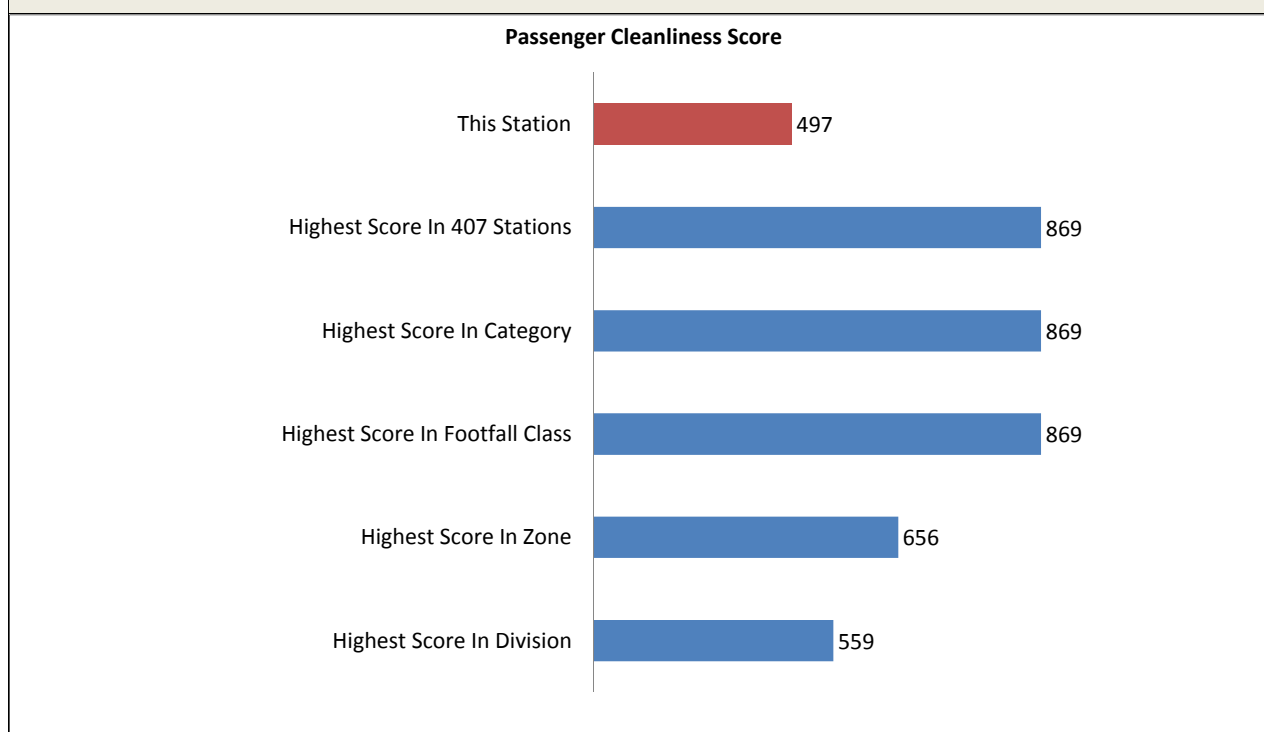
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	72
Observed the enforcement of anti-littering rules	52
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	56
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	31
Availability of Washable CC Apron over tracks at station	19

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	587	633
	2	Condition of flooring surface at waiting rooms	1%	573	600
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	523	589
	4	Condition of water booths and water coolers	2%	557	669
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	549	580
	6	Condition of vending stalls including arrangements for waste disposal	2%	563	613
	7	Proper dressing of Electric cables	2%	542	593
	8	Proper dressing of Telecom cables	2%	516	628
	9	Absence of stench in the station premises	12%	554	699
	10	Control of pest and rodent	2%	621	698
	11	Control of flies and mosquitoes	3%	512	619
	12	Stagnation of water in movement areas and non-movement areas	2%	530	580
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	565	594
	14	Cleanliness and hygiene around vending stalls	3%	575	640
	15	Cleanliness of platform areas	5%	579	653
	16	Cleanliness of advertisement hoardings/signages	3%	563	581
	17	Cleanliness of tracks between platforms	1%	538	568
	18	Cleanliness of foot over bridges	1%	512	574
	19	Cleanliness of track area up to home signal beyond platform	1%	532	535
	20	Functioning of cross and longitudinal waste water drains	2%	565	545
Waste Management	21	Adequate availability of dustbins	10%	621	647
	22	Proper system for collection and disposal of solid waste from trains	0%	529	573
	23	Proper system for collection and disposal of solid waste from stations	0%	560	569
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	568	581
	25	Promptness in removal and disbursement of garbage	3%	568	600
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	529	573
	27	Presence/clearance of unwanted posters/notices	0%	559	569
	28	Storage of scrap items & their prompt disposal	3%	471	555
Toilets	29	Adequate availability of toilet in General	4%	567	574
	30	Adequate availability of toilets in pay and use	0%	579	613
	31	Adequate availability of toilets in Waiting rooms	3%	571	626
	32	Adequate availability of toilets in Circulating area	0%	567	561
	33	Condition of toilets in General	3%	548	574
	34	Condition of toilets in pay and use	0%	579	633
	35	Condition of toilets in Waiting rooms	2%	576	620
	36	Condition of toilets in circulating area	0%	571	581
	37	Availability of water in toilets and in other places for cleaning	4%	525	573
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	539	606
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	546	629
	40	Cleanliness of concourse and circulating area	0%	543	581
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			560
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			588
	3	Adequate supervision for monitoring cleanliness			613
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			588
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			513
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			575
	8	Condition of carriage watering hydrants including their leakage			550
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			587
	10	Final disposal of waste water from the trackside drains			613
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			560
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			585
	13	Condition of Washable CC Apron over tracks at station			567

Name of Station	Division
TINSUKIA	TINSUKIA
Passenger Cleanliness Score	
Passenger Cleanliness Score	497
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	278
Cleanliness Rank of the Station (in Category)	219
Cleanliness Rank of the Station (in Footfall Class)	127
Cleanliness Rank of the Station (in Zone)	17
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	628
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	660
Infrastructure Adequacy Level	Level 2
Process Compliance Score	659
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	82
Observed the enforcement of anti-littering rules	23
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	11
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	44
Availability of Washable CC Apron over tracks at station	89

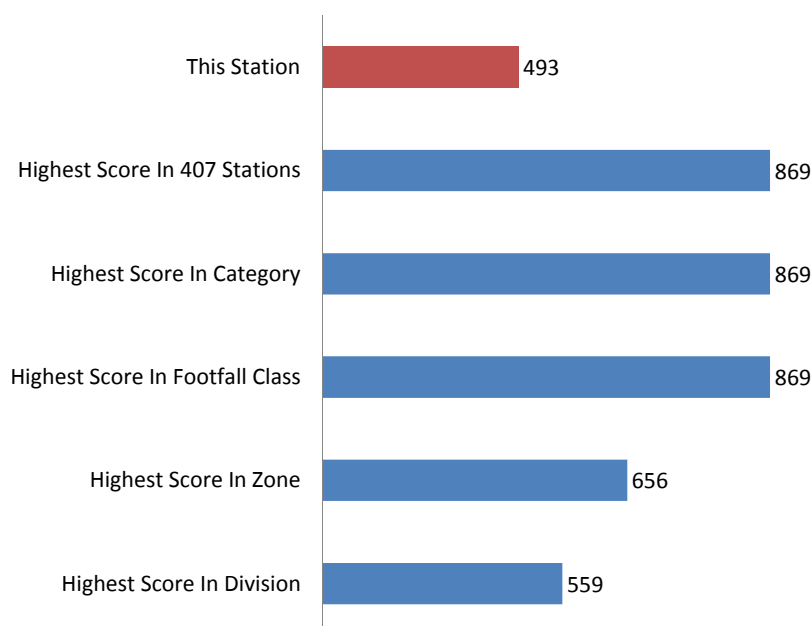
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	570	661
	2	Condition of flooring surface at waiting rooms	1%	547	672
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	526	661
	4	Condition of water booths and water coolers	2%	538	600
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	522	733
	6	Condition of vending stalls including arrangements for waste disposal	2%	527	578
	7	Proper dressing of Electric cables	2%	528	613
	8	Proper dressing of Telecom cables	2%	493	575
	9	Absence of stench in the station premises	12%	440	672
	10	Control of pest and rodent	2%	501	650
	11	Control of flies and mosquitoes	3%	390	639
	12	Stagnation of water in movement areas and non-movement areas	2%	495	567
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	492	617
	14	Cleanliness and hygiene around vending stalls	3%	531	622
	15	Cleanliness of platform areas	5%	588	711
	16	Cleanliness of advertisement hoardings/signages	3%	506	600
	17	Cleanliness of tracks between platforms	1%	531	633
	18	Cleanliness of foot over bridges	1%	603	711
	19	Cleanliness of track area up to home signal beyond platform	1%	516	672
	20	Functioning of cross and longitudinal waste water drains	2%	491	606
Waste Management	21	Adequate availability of dustbins	10%	414	650
	22	Proper system for collection and disposal of solid waste from trains	0%	514	661
	23	Proper system for collection and disposal of solid waste from stations	0%	537	600
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	505	611
	25	Promptness in removal and disbursement of garbage	3%	518	600
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	511	578
	27	Presence/clearance of unwanted posters/notices	0%	533	589
	28	Storage of scrap items & their prompt disposal	3%	484	550
Toilets	29	Adequate availability of toilet in General	4%	484	567
	30	Adequate availability of toilets in pay and use	0%	451	600
	31	Adequate availability of toilets in Waiting rooms	3%	520	567
	32	Adequate availability of toilets in Circulating area	0%	508	611
	33	Condition of toilets in General	3%	480	639
	34	Condition of toilets in pay and use	0%	496	520
	35	Condition of toilets in Waiting rooms	2%	529	683
	36	Condition of toilets in circulating area	0%	507	578
	37	Availability of water in toilets and in other places for cleaning	4%	543	589
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	514	589
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	520	567
	40	Cleanliness of concourse and circulating area	0%	531	633
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		667	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		689	
	3	Adequate supervision for monitoring cleanliness		600	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		667	
	5	Performance of service improvement groups (SIG) and their effectiveness		667	
	6	Usage of recycled water for non potable uses		667	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		644	
	8	Condition of carriage watering hydrants including their leakage		689	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		667	
	10	Final disposal of waste water from the trackside drains		667	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		667	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		622	
	13	Condition of Washable CC Apron over tracks at station		667	

Name of Station	Division
DIBRUGARH TOWN	TINSUKIA
Passenger Cleanliness Score	
Passenger Cleanliness Score	493
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	284
Cleanliness Rank of the Station (in Category)	225
Cleanliness Rank of the Station (in Footfall Class)	129
Cleanliness Rank of the Station (in Zone)	18
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	613
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	523
Infrastructure Adequacy Level	Level 3
Process Compliance Score	533
Process Compliance Level	Level 3

Passenger Cleanliness Score



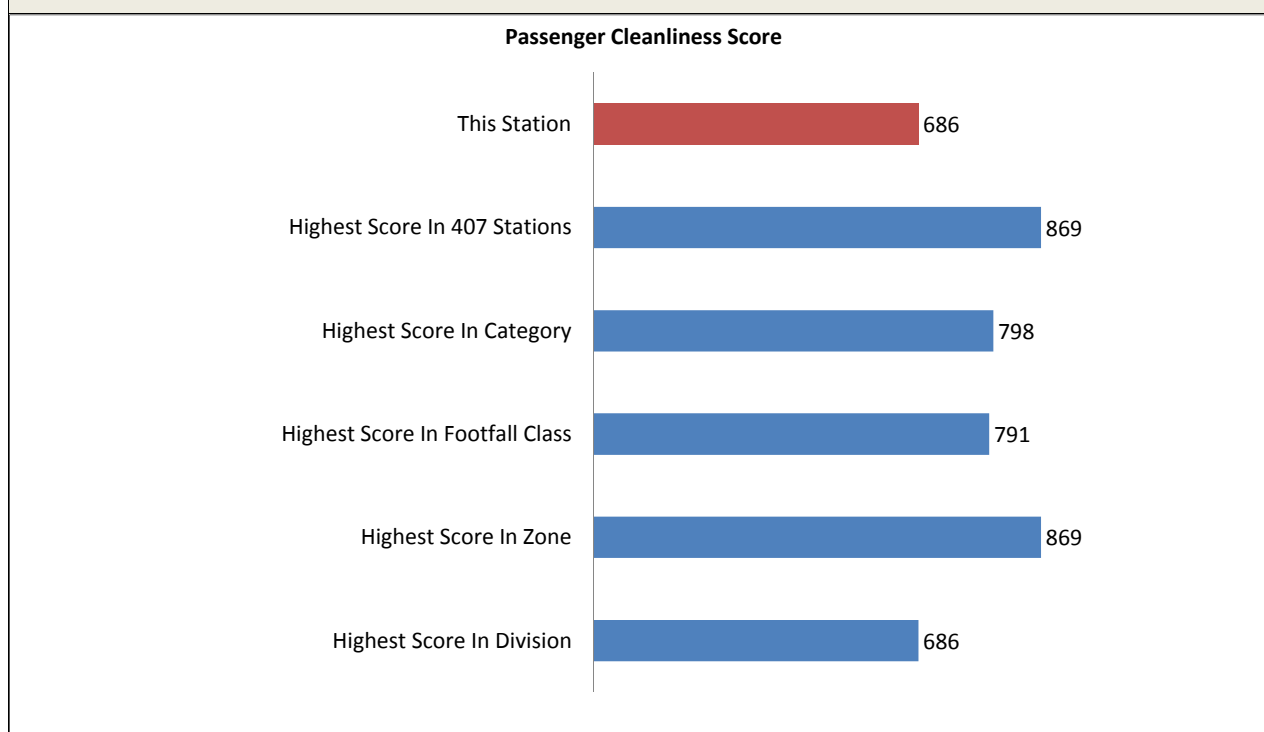
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	84
Observed the enforcement of anti-littering rules	20
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	30
Sensitized cleaning staff about correct practices	70
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	70

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NFR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	540	530
	2	Condition of flooring surface at waiting rooms	1%	518	560
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	510	590
	4	Condition of water booths and water coolers	2%	514	580
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	490	550
	6	Condition of vending stalls including arrangements for waste disposal	2%	523	560
	7	Proper dressing of Electric cables	2%	513	480
	8	Proper dressing of Telecom cables	2%	459	550
	9	Absence of stench in the station premises	12%	434	700
	10	Control of pest and rodent	2%	559	680
	11	Control of flies and mosquitoes	3%	391	610
	12	Stagnation of water in movement areas and non-movement areas	2%	480	550
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	490	580
	14	Cleanliness and hygiene around vending stalls	3%	504	589
	15	Cleanliness of platform areas	5%	528	690
	16	Cleanliness of advertisement hoardings/signages	3%	489	600
	17	Cleanliness of tracks between platforms	1%	489	690
	18	Cleanliness of foot over bridges	1%	475	533
	19	Cleanliness of track area up to home signal beyond platform	1%	501	570
	20	Functioning of cross and longitudinal waste water drains	2%	485	667
Waste Management	21	Adequate availability of dustbins	10%	544	690
	22	Proper system for collection and disposal of solid waste from trains	0%	497	500
	23	Proper system for collection and disposal of solid waste from stations	0%	508	540
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	493	620
	25	Promptness in removal and disbursement of garbage	3%	495	550
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	487	650
	27	Presence/clearance of unwanted posters/notices	0%	514	500
	28	Storage of scrap items & their prompt disposal	3%	450	578
Toilets	29	Adequate availability of toilet in General	4%	494	660
	30	Adequate availability of toilets in pay and use	0%	481	550
	31	Adequate availability of toilets in Waiting rooms	3%	510	570
	32	Adequate availability of toilets in Circulating area	0%	478	540
	33	Condition of toilets in General	3%	449	600
	34	Condition of toilets in pay and use	0%	479	420
	35	Condition of toilets in Waiting rooms	2%	497	570
	36	Condition of toilets in circulating area	0%	479	590
	37	Availability of water in toilets and in other places for cleaning	4%	527	470
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	499	570
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	511	630
	40	Cleanliness of concourse and circulating area	0%	504	550
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			520
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			580
	3	Adequate supervision for monitoring cleanliness			580
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			500
	5	Performance of service improvement groups (SIG) and their effectiveness			520
	6	Usage of recycled water for non potable uses			500
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			520
	8	Condition of carriage watering hydrants including their leakage			533
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			520
	10	Final disposal of waste water from the trackside drains			520
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			540
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			540
	13	Condition of Washable CC Apron over tracks at station			489

Name of Station	Division
CHANDIGARH	AMBALA CANTT. JN.
Passenger Cleanliness Score	686
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	32
Cleanliness Rank of the Station (in Category)	6
Cleanliness Rank of the Station (in Footfall Class)	12
Cleanliness Rank of the Station (in Zone)	2
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	604
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	571
Infrastructure Adequacy Level	Level 3
Process Compliance Score	600
Process Compliance Level	Level 2



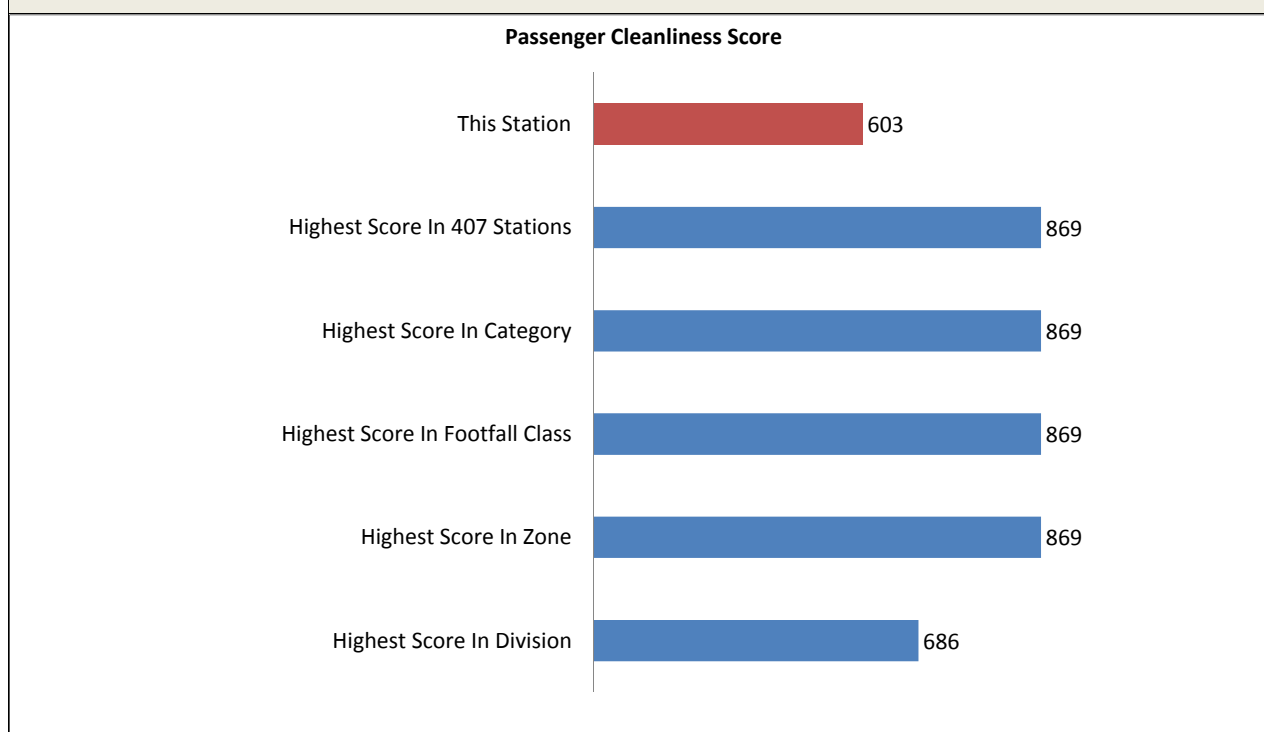
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	98
Observed the enforcement of anti-littering rules	99
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	75
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	25

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	659	742
	2	Condition of flooring surface at waiting rooms	1%	676	692
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	643	575
	4	Condition of water booths and water coolers	2%	657	708
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	654	558
	6	Condition of vending stalls including arrangements for waste disposal	2%	659	608
	7	Proper dressing of Electric cables	2%	679	567
	8	Proper dressing of Telecom cables	2%	689	608
	9	Absence of stench in the station premises	12%	749	500
	10	Control of pest and rodent	2%	728	633
	11	Control of flies and mosquitoes	3%	687	667
	12	Stagnation of water in movement areas and non-movement areas	2%	667	525
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	678	717
	14	Cleanliness and hygiene around vending stalls	3%	671	558
	15	Cleanliness of platform areas	5%	678	608
	16	Cleanliness of advertisement hoardings/signages	3%	685	550
	17	Cleanliness of tracks between platforms	1%	668	775
	18	Cleanliness of foot over bridges	1%	708	583
	19	Cleanliness of track area up to home signal beyond platform	1%	667	583
	20	Functioning of cross and longitudinal waste water drains	2%	695	667
Waste Management	21	Adequate availability of dustbins	10%	739	500
	22	Proper system for collection and disposal of solid waste from trains	0%	643	658
	23	Proper system for collection and disposal of solid waste from stations	0%	648	733
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	685	617
	25	Promptness in removal and disbursement of garbage	3%	672	633
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	686	692
	27	Presence/clearance of unwanted posters/notices	0%	697	667
	28	Storage of scrap items & their prompt disposal	3%	723	667
Toilets	29	Adequate availability of toilet in General	4%	658	667
	30	Adequate availability of toilets in pay and use	0%	626	717
	31	Adequate availability of toilets in Waiting rooms	3%	649	633
	32	Adequate availability of toilets in Circulating area	0%	608	533
	33	Condition of toilets in General	3%	610	575
	34	Condition of toilets in pay and use	0%	645	742
	35	Condition of toilets in Waiting rooms	2%	644	692
	36	Condition of toilets in circulating area	0%	603	592
	37	Availability of water in toilets and in other places for cleaning	4%	652	575
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	643	592
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	649	725
	40	Cleanliness of concourse and circulating area	0%	670	658
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			400
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			550
	10	Final disposal of waste water from the trackside drains			650
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			550
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			550
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
PATIALA	AMBALA CANTT. JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	603
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	100
Cleanliness Rank of the Station (in Category)	76
Cleanliness Rank of the Station (in Footfall Class)	46
Cleanliness Rank of the Station (in Zone)	7
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	481
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	482
Infrastructure Adequacy Level	Level 4
Process Compliance Score	548
Process Compliance Level	Level 3



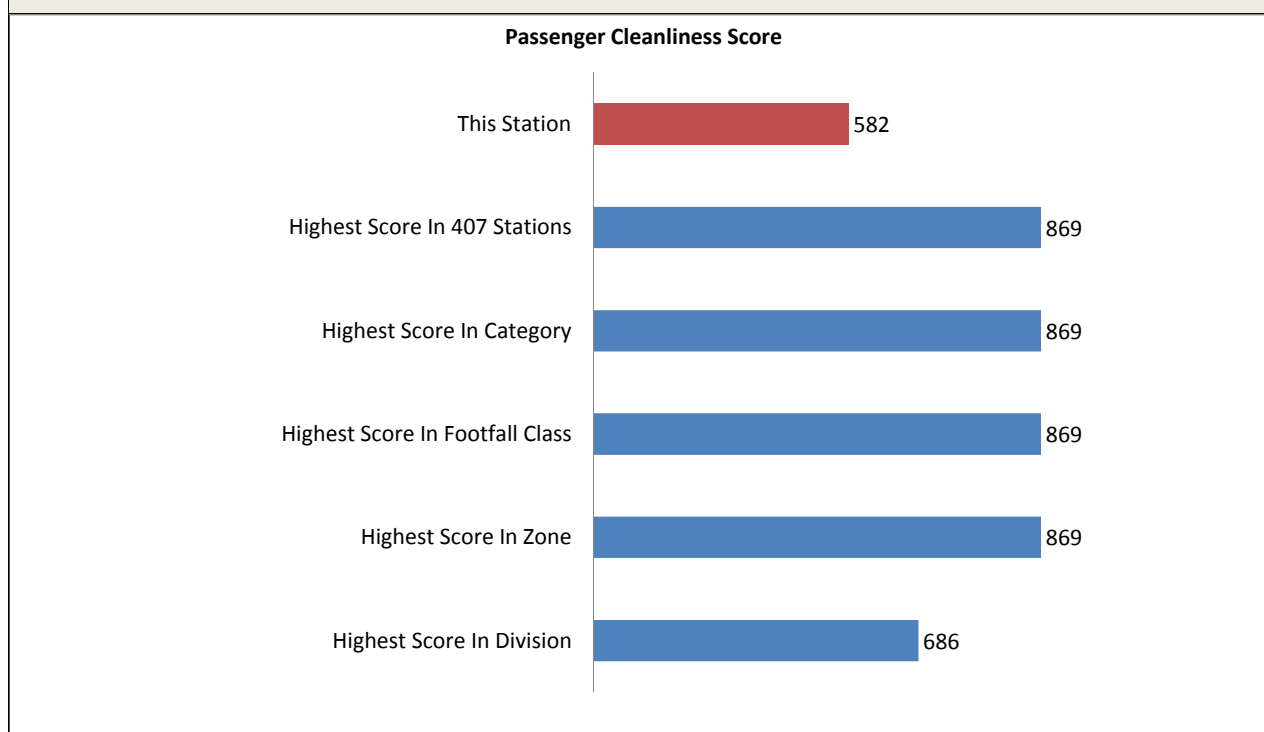
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	95
Observed the enforcement of anti-littering rules	99
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	43
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	86
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	619	479
	2	Condition of flooring surface at waiting rooms	1%	630	543
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	580	443
	4	Condition of water booths and water coolers	2%	571	489
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	575	482
	6	Condition of vending stalls including arrangements for waste disposal	2%	582	507
	7	Proper dressing of Electric cables	2%	601	457
	8	Proper dressing of Telecom cables	2%	663	464
	9	Absence of stench in the station premises	12%	666	400
	10	Control of pest and rodent	2%	555	586
	11	Control of flies and mosquitoes	3%	530	482
	12	Stagnation of water in movement areas and non-movement areas	2%	576	429
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	538	454
	14	Cleanliness and hygiene around vending stalls	3%	577	443
	15	Cleanliness of platform areas	5%	607	543
	16	Cleanliness of advertisement hoardings/signages	3%	572	486
	17	Cleanliness of tracks between platforms	1%	522	511
	18	Cleanliness of foot over bridges	1%	558	429
	19	Cleanliness of track area up to home signal beyond platform	1%	582	543
	20	Functioning of cross and longitudinal waste water drains	2%	598	521
Waste Management	21	Adequate availability of dustbins	10%	681	425
	22	Proper system for collection and disposal of solid waste from trains	0%	586	454
	23	Proper system for collection and disposal of solid waste from stations	0%	584	543
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	576	557
	25	Promptness in removal and disbursement of garbage	3%	598	532
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	561	479
	27	Presence/clearance of unwanted posters/notices	0%	592	521
	28	Storage of scrap items & their prompt disposal	3%	623	496
Toilets	29	Adequate availability of toilet in General	4%	554	625
	30	Adequate availability of toilets in pay and use	0%	555	450
	31	Adequate availability of toilets in Waiting rooms	3%	629	493
	32	Adequate availability of toilets in Circulating area	0%	539	443
	33	Condition of toilets in General	3%	572	507
	34	Condition of toilets in pay and use	0%	582	464
	35	Condition of toilets in Waiting rooms	2%	597	518
	36	Condition of toilets in circulating area	0%	559	454
	37	Availability of water in toilets and in other places for cleaning	4%	586	468
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	559	482
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	578	518
	40	Cleanliness of concourse and circulating area	0%	596	561
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			571
	3	Adequate supervision for monitoring cleanliness			486
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			429
	5	Performance of service improvement groups (SIG) and their effectiveness			571
	6	Usage of recycled water for non potable uses			633
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			400
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			429
	10	Final disposal of waste water from the trackside drains			514
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			514
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			486
	13	Condition of Washable CC Apron over tracks at station			433

Name of Station	Division
KALKA	AMBALA CANTT. JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	582
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	136
Cleanliness Rank of the Station (in Category)	105
Cleanliness Rank of the Station (in Footfall Class)	64
Cleanliness Rank of the Station (in Zone)	10
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	561
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	550
Infrastructure Adequacy Level	Level 3
Process Compliance Score	567
Process Compliance Level	Level 3



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	98
Observed the enforcement of anti-littering rules	98
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	25

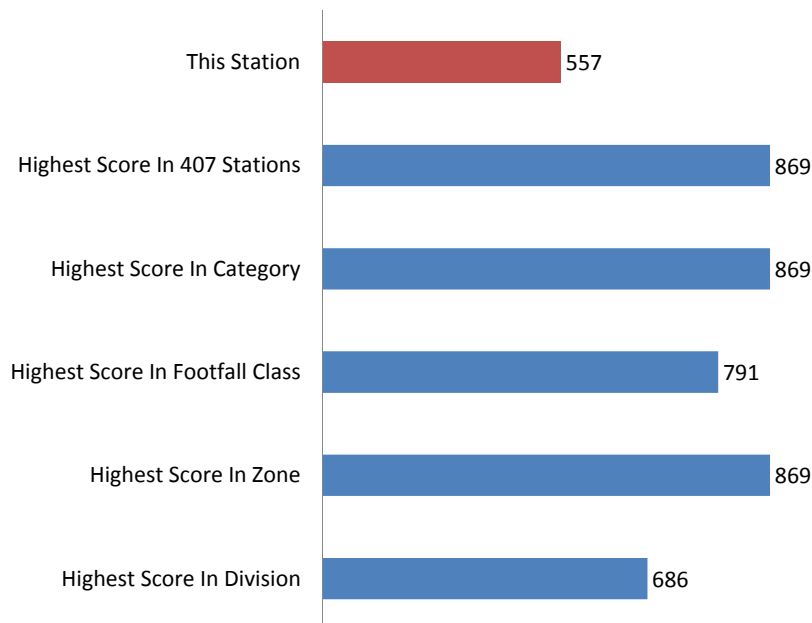
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	572	600
	2	Condition of flooring surface at waiting rooms	1%	581	575
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	562	625
	4	Condition of water booths and water coolers	2%	551	625
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	549	500
	6	Condition of vending stalls including arrangements for waste disposal	2%	571	600
	7	Proper dressing of Electric cables	2%	579	450
	8	Proper dressing of Telecom cables	2%	608	600
	9	Absence of stench in the station premises	12%	658	650
	10	Control of pest and rodent	2%	566	475
	11	Control of flies and mosquitoes	3%	531	475
	12	Stagnation of water in movement areas and non-movement areas	2%	534	525
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	548	575
	14	Cleanliness and hygiene around vending stalls	3%	561	425
	15	Cleanliness of platform areas	5%	560	575
	16	Cleanliness of advertisement hoardings/signages	3%	573	525
	17	Cleanliness of tracks between platforms	1%	541	675
	18	Cleanliness of foot over bridges	1%	539	467
	19	Cleanliness of track area up to home signal beyond platform	1%	552	475
	20	Functioning of cross and longitudinal waste water drains	2%	559	575
Waste Management	21	Adequate availability of dustbins	10%	661	600
	22	Proper system for collection and disposal of solid waste from trains	0%	573	625
	23	Proper system for collection and disposal of solid waste from stations	0%	575	600
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	564	600
	25	Promptness in removal and disbursement of garbage	3%	572	525
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	569	625
	27	Presence/clearance of unwanted posters/notices	0%	585	625
	28	Storage of scrap items & their prompt disposal	3%	600	500
Toilets	29	Adequate availability of toilet in General	4%	531	375
	30	Adequate availability of toilets in pay and use	0%	514	500
	31	Adequate availability of toilets in Waiting rooms	3%	591	700
	32	Adequate availability of toilets in Circulating area	0%	461	325
	33	Condition of toilets in General	3%	488	450
	34	Condition of toilets in pay and use	0%	543	550
	35	Condition of toilets in Waiting rooms	2%	615	725
	36	Condition of toilets in circulating area	0%	508	325
	37	Availability of water in toilets and in other places for cleaning	4%	566	550
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	542	550
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	570	525
	40	Cleanliness of concourse and circulating area	0%	558	600
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			450
	3	Adequate supervision for monitoring cleanliness			550
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			550
	5	Performance of service improvement groups (SIG) and their effectiveness			550
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			500
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			550
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			450
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			550

Name of Station	Division
BATHINDA JUNCTION	AMBALA CANTT. JN.
Passenger Cleanliness Score	557
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	176
Cleanliness Rank of the Station (in Category)	137
Cleanliness Rank of the Station (in Footfall Class)	53
Cleanliness Rank of the Station (in Zone)	13
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	716
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	703
Infrastructure Adequacy Level	Level 2
Process Compliance Score	733
Process Compliance Level	Level 2

Passenger Cleanliness Score



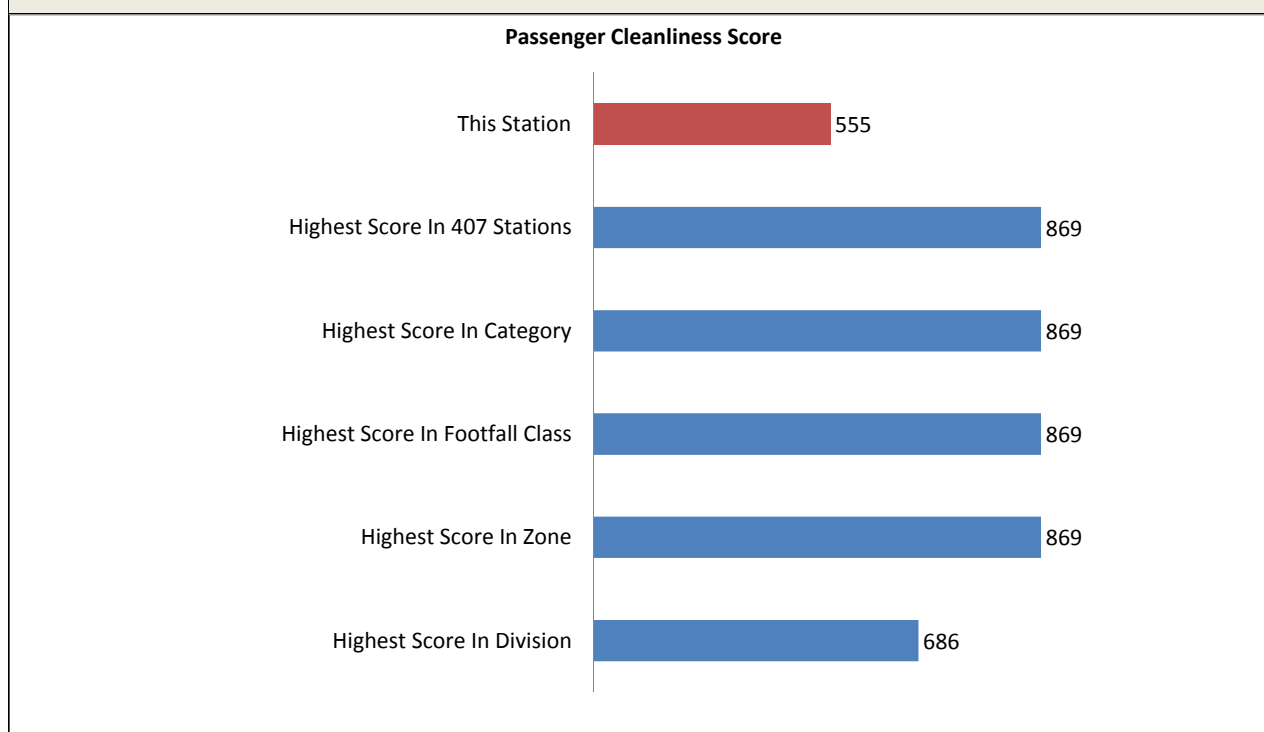
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	95
Observed the enforcement of anti-littering rules	69
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	40
Observed the use of CCTVs for monitoring cleanliness at stations	40
Availability of Washable CC Apron over tracks at station	60

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	552	600
	2	Condition of flooring surface at waiting rooms	1%	558	820
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	533	660
	4	Condition of water booths and water coolers	2%	525	660
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	534	540
	6	Condition of vending stalls including arrangements for waste disposal	2%	543	740
	7	Proper dressing of Electric cables	2%	522	740
	8	Proper dressing of Telecom cables	2%	506	740
	9	Absence of stench in the station premises	12%	613	660
	10	Control of pest and rodent	2%	541	660
	11	Control of flies and mosquitoes	3%	562	840
	12	Stagnation of water in movement areas and non-movement areas	2%	531	760
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	542	650
	14	Cleanliness and hygiene around vending stalls	3%	537	780
	15	Cleanliness of platform areas	5%	552	880
	16	Cleanliness of advertisement hoardings/signages	3%	525	740
	17	Cleanliness of tracks between platforms	1%	563	900
	18	Cleanliness of foot over bridges	1%	568	760
	19	Cleanliness of track area up to home signal beyond platform	1%	544	720
	20	Functioning of cross and longitudinal waste water drains	2%	533	740
Waste Management	21	Adequate availability of dustbins	10%	624	740
	22	Proper system for collection and disposal of solid waste from trains	0%	533	720
	23	Proper system for collection and disposal of solid waste from stations	0%	523	740
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	546	760
	25	Promptness in removal and disbursement of garbage	3%	549	800
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	545	820
	27	Presence/clearance of unwanted posters/notices	0%	533	760
	28	Storage of scrap items & their prompt disposal	3%	511	720
Toilets	29	Adequate availability of toilet in General	4%	551	580
	30	Adequate availability of toilets in pay and use	0%	567	600
	31	Adequate availability of toilets in Waiting rooms	3%	543	740
	32	Adequate availability of toilets in Circulating area	0%	515	620
	33	Condition of toilets in General	3%	521	700
	34	Condition of toilets in pay and use	0%	533	680
	35	Condition of toilets in Waiting rooms	2%	557	820
	36	Condition of toilets in circulating area	0%	547	680
	37	Availability of water in toilets and in other places for cleaning	4%	531	700
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	539	600
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	530	660
	40	Cleanliness of concourse and circulating area	0%	542	740
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		680	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		720	
	3	Adequate supervision for monitoring cleanliness		880	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		800	
	5	Performance of service improvement groups (SIG) and their effectiveness		720	
	6	Usage of recycled water for non potable uses		600	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		680	
	8	Condition of carriage watering hydrants including their leakage		640	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		760	
	10	Final disposal of waste water from the trackside drains		760	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		640	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		760	
	13	Condition of Washable CC Apron over tracks at station		680	

Name of Station	Division
RAJPURA JN.	AMBALA CANTT. JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	555
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	184
Cleanliness Rank of the Station (in Category)	145
Cleanliness Rank of the Station (in Footfall Class)	85
Cleanliness Rank of the Station (in Zone)	15
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	594
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	614
Infrastructure Adequacy Level	Level 2
Process Compliance Score	590
Process Compliance Level	Level 3



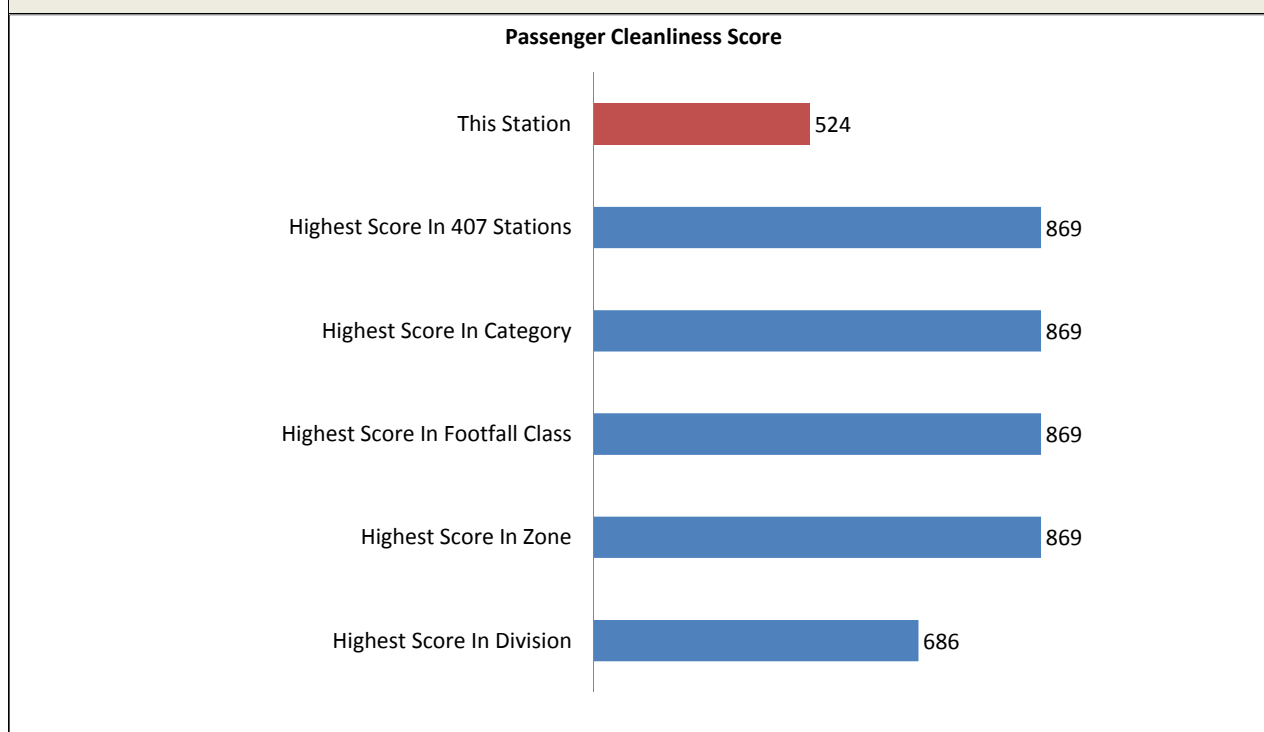
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	67
Observed the enforcement of anti-littering rules	62
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	20

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	541	580
	2	Condition of flooring surface at waiting rooms	1%	583	740
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	552	600
	4	Condition of water booths and water coolers	2%	634	640
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	490	542
	6	Condition of vending stalls including arrangements for waste disposal	2%	589	580
	7	Proper dressing of Electric cables	2%	716	740
	8	Proper dressing of Telecom cables	2%	683	760
	9	Absence of stench in the station premises	12%	596	620
	10	Control of pest and rodent	2%	515	520
	11	Control of flies and mosquitoes	3%	543	565
	12	Stagnation of water in movement areas and non-movement areas	2%	643	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	565	660
	14	Cleanliness and hygiene around vending stalls	3%	589	640
	15	Cleanliness of platform areas	5%	572	640
	16	Cleanliness of advertisement hoardings/signages	3%	579	705
	17	Cleanliness of tracks between platforms	1%	322	420
	18	Cleanliness of foot over bridges	1%	642	680
	19	Cleanliness of track area up to home signal beyond platform	1%	419	480
	20	Functioning of cross and longitudinal waste water drains	2%	587	600
Waste Management	21	Adequate availability of dustbins	10%	637	680
	22	Proper system for collection and disposal of solid waste from trains	0%	507	475
	23	Proper system for collection and disposal of solid waste from stations	0%	509	540
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	554	580
	25	Promptness in removal and disbursement of garbage	3%	543	640
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	362	380
	27	Presence/clearance of unwanted posters/notices	0%	607	750
	28	Storage of scrap items & their prompt disposal	3%	532	640
Toilets	29	Adequate availability of toilet in General	4%	422	608
	30	Adequate availability of toilets in pay and use	0%	479	583
	31	Adequate availability of toilets in Waiting rooms	3%	431	490
	32	Adequate availability of toilets in Circulating area	0%	477	550
	33	Condition of toilets in General	3%	464	587
	34	Condition of toilets in pay and use	0%	531	550
	35	Condition of toilets in Waiting rooms	2%	417	440
	36	Condition of toilets in circulating area	0%	432	500
	37	Availability of water in toilets and in other places for cleaning	4%	613	485
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	554	500
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	551	500
	40	Cleanliness of concourse and circulating area	0%	568	600
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			500
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			640
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			640
	5	Performance of service improvement groups (SIG) and their effectiveness			680
	6	Usage of recycled water for non potable uses			480
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			560
	8	Condition of carriage watering hydrants including their leakage			680
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			720
	10	Final disposal of waste water from the trackside drains			500
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			640
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
SIRHIND JN.	AMBALA CANTT. JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	524
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	236
Cleanliness Rank of the Station (in Category)	184
Cleanliness Rank of the Station (in Footfall Class)	103
Cleanliness Rank of the Station (in Zone)	23
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	669
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	620
Infrastructure Adequacy Level	Level 2
Process Compliance Score	633
Process Compliance Level	Level 2



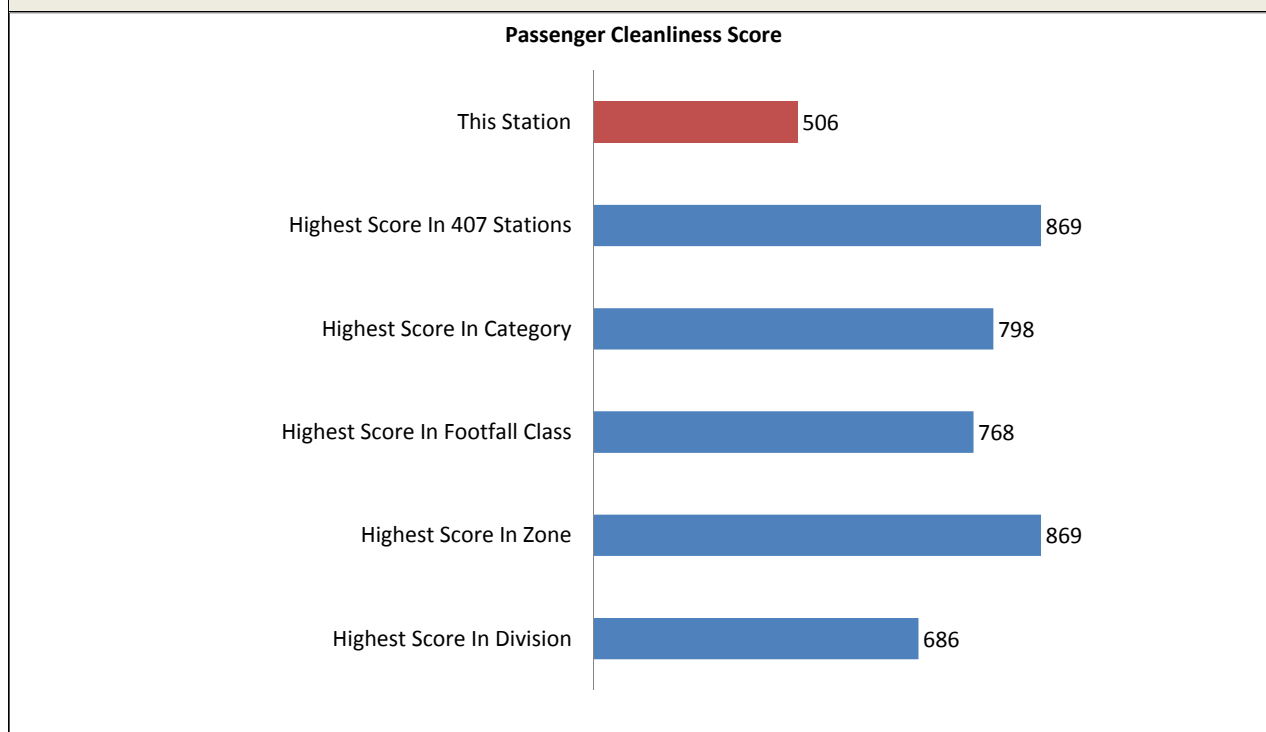
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	65
Observed the enforcement of anti-littering rules	93
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	542	620
	2	Condition of flooring surface at waiting rooms	1%	585	730
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	489	675
	4	Condition of water booths and water coolers	2%	585	780
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	500	680
	6	Condition of vending stalls including arrangements for waste disposal	2%	548	700
	7	Proper dressing of Electric cables	2%	765	880
	8	Proper dressing of Telecom cables	2%	719	830
	9	Absence of stench in the station premises	12%	541	680
	10	Control of pest and rodent	2%	489	540
	11	Control of flies and mosquitoes	3%	477	560
	12	Stagnation of water in movement areas and non-movement areas	2%	575	840
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	503	725
	14	Cleanliness and hygiene around vending stalls	3%	567	760
	15	Cleanliness of platform areas	5%	531	620
	16	Cleanliness of advertisement hoardings/signages	3%	630	510
	17	Cleanliness of tracks between platforms	1%	436	460
	18	Cleanliness of foot over bridges	1%	584	740
	19	Cleanliness of track area up to home signal beyond platform	1%	494	480
	20	Functioning of cross and longitudinal waste water drains	2%	554	700
Waste Management	21	Adequate availability of dustbins	10%	549	800
	22	Proper system for collection and disposal of solid waste from trains	0%	475	660
	23	Proper system for collection and disposal of solid waste from stations	0%	502	670
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	513	685
	25	Promptness in removal and disbursement of garbage	3%	507	710
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	421	400
	27	Presence/clearance of unwanted posters/notices	0%	638	580
	28	Storage of scrap items & their prompt disposal	3%	527	700
Toilets	29	Adequate availability of toilet in General	4%	420	720
	30	Adequate availability of toilets in pay and use	0%	416	683
	31	Adequate availability of toilets in Waiting rooms	3%	430	650
	32	Adequate availability of toilets in Circulating area	0%	434	675
	33	Condition of toilets in General	3%	414	620
	34	Condition of toilets in pay and use	0%	464	575
	35	Condition of toilets in Waiting rooms	2%	451	575
	36	Condition of toilets in circulating area	0%	463	575
	37	Availability of water in toilets and in other places for cleaning	4%	503	710
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	526	600
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	481	550
	40	Cleanliness of concourse and circulating area	0%	520	620
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			640
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			680
	3	Adequate supervision for monitoring cleanliness			640
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			650
	5	Performance of service improvement groups (SIG) and their effectiveness			640
	6	Usage of recycled water for non potable uses			550
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			680
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			640
	10	Final disposal of waste water from the trackside drains			467
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			640
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			650
	13	Condition of Washable CC Apron over tracks at station			667

Name of Station	Division
AMBALA CANTT. JN.	AMBALA CANTT. JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	506
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	261
Cleanliness Rank of the Station (in Category)	56
Cleanliness Rank of the Station (in Footfall Class)	35
Cleanliness Rank of the Station (in Zone)	28
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	595
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	609
Infrastructure Adequacy Level	Level 2
Process Compliance Score	615
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	39
Observed the enforcement of anti-littering rules	76
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	80
Availability of Washable CC Apron over tracks at station	40

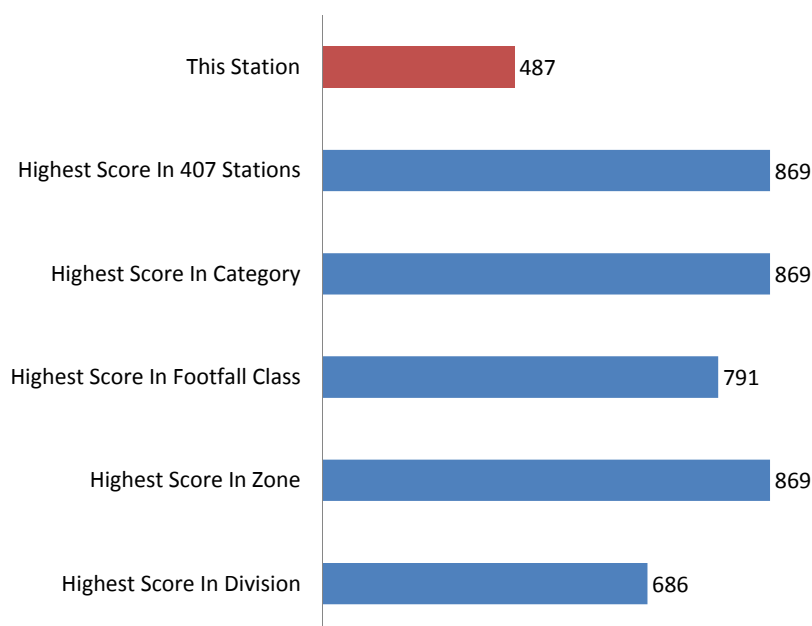
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	544	623
	2	Condition of flooring surface at waiting rooms	1%	589	720
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	555	620
	4	Condition of water booths and water coolers	2%	610	570
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	434	587
	6	Condition of vending stalls including arrangements for waste disposal	2%	586	657
	7	Proper dressing of Electric cables	2%	738	707
	8	Proper dressing of Telecom cables	2%	720	690
	9	Absence of stench in the station premises	12%	490	603
	10	Control of pest and rodent	2%	352	437
	11	Control of flies and mosquitoes	3%	436	560
	12	Stagnation of water in movement areas and non-movement areas	2%	543	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	531	583
	14	Cleanliness and hygiene around vending stalls	3%	596	600
	15	Cleanliness of platform areas	5%	542	600
	16	Cleanliness of advertisement hoardings/signages	3%	590	693
	17	Cleanliness of tracks between platforms	1%	363	530
	18	Cleanliness of foot over bridges	1%	652	637
	19	Cleanliness of track area up to home signal beyond platform	1%	536	563
	20	Functioning of cross and longitudinal waste water drains	2%	556	583
Waste Management	21	Adequate availability of dustbins	10%	514	600
	22	Proper system for collection and disposal of solid waste from trains	0%	479	620
	23	Proper system for collection and disposal of solid waste from stations	0%	478	640
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	529	600
	25	Promptness in removal and disbursement of garbage	3%	535	620
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	419	603
	27	Presence/clearance of unwanted posters/notices	0%	588	693
	28	Storage of scrap items & their prompt disposal	3%	516	583
Toilets	29	Adequate availability of toilet in General	4%	319	410
	30	Adequate availability of toilets in pay and use	0%	402	560
	31	Adequate availability of toilets in Waiting rooms	3%	421	637
	32	Adequate availability of toilets in Circulating area	0%	384	530
	33	Condition of toilets in General	3%	340	540
	34	Condition of toilets in pay and use	0%	422	540
	35	Condition of toilets in Waiting rooms	2%	403	575
	36	Condition of toilets in circulating area	0%	385	525
	37	Availability of water in toilets and in other places for cleaning	4%	566	580
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	480	620
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	536	587
	40	Cleanliness of concourse and circulating area	0%	558	600
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			640
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			560
	5	Performance of service improvement groups (SIG) and their effectiveness			640
	6	Usage of recycled water for non potable uses			650
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			560
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			640
	10	Final disposal of waste water from the trackside drains			640
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			520
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			650
	13	Condition of Washable CC Apron over tracks at station			650

Name of Station	Division
JAGADHRI	AMBALA CANTT. JN.
Passenger Cleanliness Score	487
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	293
Cleanliness Rank of the Station (in Category)	233
Cleanliness Rank of the Station (in Footfall Class)	95
Cleanliness Rank of the Station (in Zone)	37
Cleanliness Rank of the Station (in Division)	8
Non-Passenger Cleanliness Score	528
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	514
Infrastructure Adequacy Level	Level 3
Process Compliance Score	527
Process Compliance Level	Level 3

Passenger Cleanliness Score



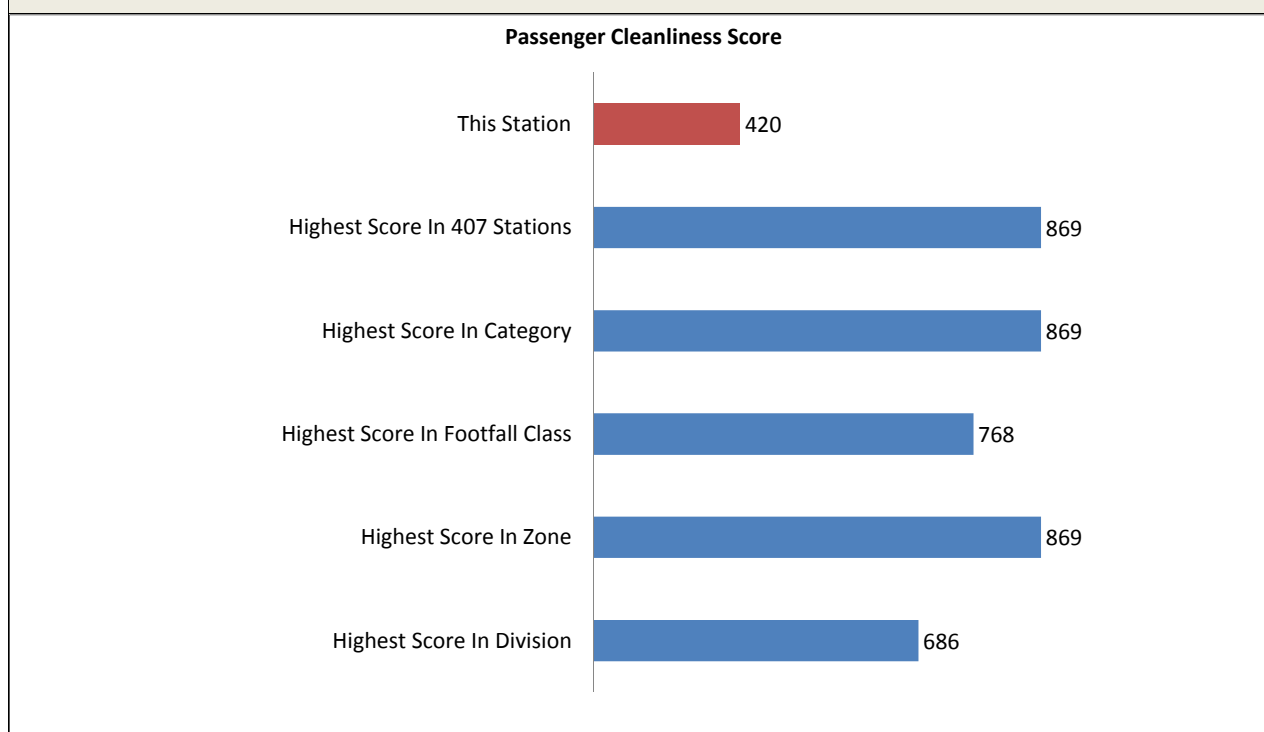
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	64
Observed the enforcement of anti-littering rules	59
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	40
Availability of Washable CC Apron over tracks at station	20

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	464	460
	2	Condition of flooring surface at waiting rooms	1%	464	617
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	443	447
	4	Condition of water booths and water coolers	2%	450	523
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	455	460
	6	Condition of vending stalls including arrangements for waste disposal	2%	454	560
	7	Proper dressing of Electric cables	2%	443	500
	8	Proper dressing of Telecom cables	2%	436	500
	9	Absence of stench in the station premises	12%	598	550
	10	Control of pest and rodent	2%	503	410
	11	Control of flies and mosquitoes	3%	454	450
	12	Stagnation of water in movement areas and non-movement areas	2%	440	530
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	443	490
	14	Cleanliness and hygiene around vending stalls	3%	462	613
	15	Cleanliness of platform areas	5%	464	583
	16	Cleanliness of advertisement hoardings/signages	3%	449	527
	17	Cleanliness of tracks between platforms	1%	462	570
	18	Cleanliness of foot over bridges	1%	448	560
	19	Cleanliness of track area up to home signal beyond platform	1%	449	563
	20	Functioning of cross and longitudinal waste water drains	2%	442	490
Waste Management	21	Adequate availability of dustbins	10%	619	527
	22	Proper system for collection and disposal of solid waste from trains	0%	455	520
	23	Proper system for collection and disposal of solid waste from stations	0%	457	487
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	446	563
	25	Promptness in removal and disbursement of garbage	3%	445	507
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	440	483
	27	Presence/clearance of unwanted posters/notices	0%	455	563
	28	Storage of scrap items & their prompt disposal	3%	432	527
Toilets	29	Adequate availability of toilet in General	4%	502	507
	30	Adequate availability of toilets in pay and use	0%	447	527
	31	Adequate availability of toilets in Waiting rooms	3%	447	670
	32	Adequate availability of toilets in Circulating area	0%	422	433
	33	Condition of toilets in General	3%	417	510
	34	Condition of toilets in pay and use	0%	435	547
	35	Condition of toilets in Waiting rooms	2%	440	585
	36	Condition of toilets in circulating area	0%	438	443
	37	Availability of water in toilets and in other places for cleaning	4%	452	597
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	459	513
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	452	507
	40	Cleanliness of concourse and circulating area	0%	452	570
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			480
	3	Adequate supervision for monitoring cleanliness			520
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			560
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			560
	8	Condition of carriage watering hydrants including their leakage			560
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			480
	10	Final disposal of waste water from the trackside drains			480
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			520
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			440
	13	Condition of Washable CC Apron over tracks at station			560

Name of Station	Division
SAHARANPUR JN.	AMBALA CANTT. JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	420
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	365
Cleanliness Rank of the Station (in Category)	292
Cleanliness Rank of the Station (in Footfall Class)	49
Cleanliness Rank of the Station (in Zone)	53
Cleanliness Rank of the Station (in Division)	9
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	597
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	600
Infrastructure Adequacy Level	Level 2
Process Compliance Score	683
Process Compliance Level	Level 2



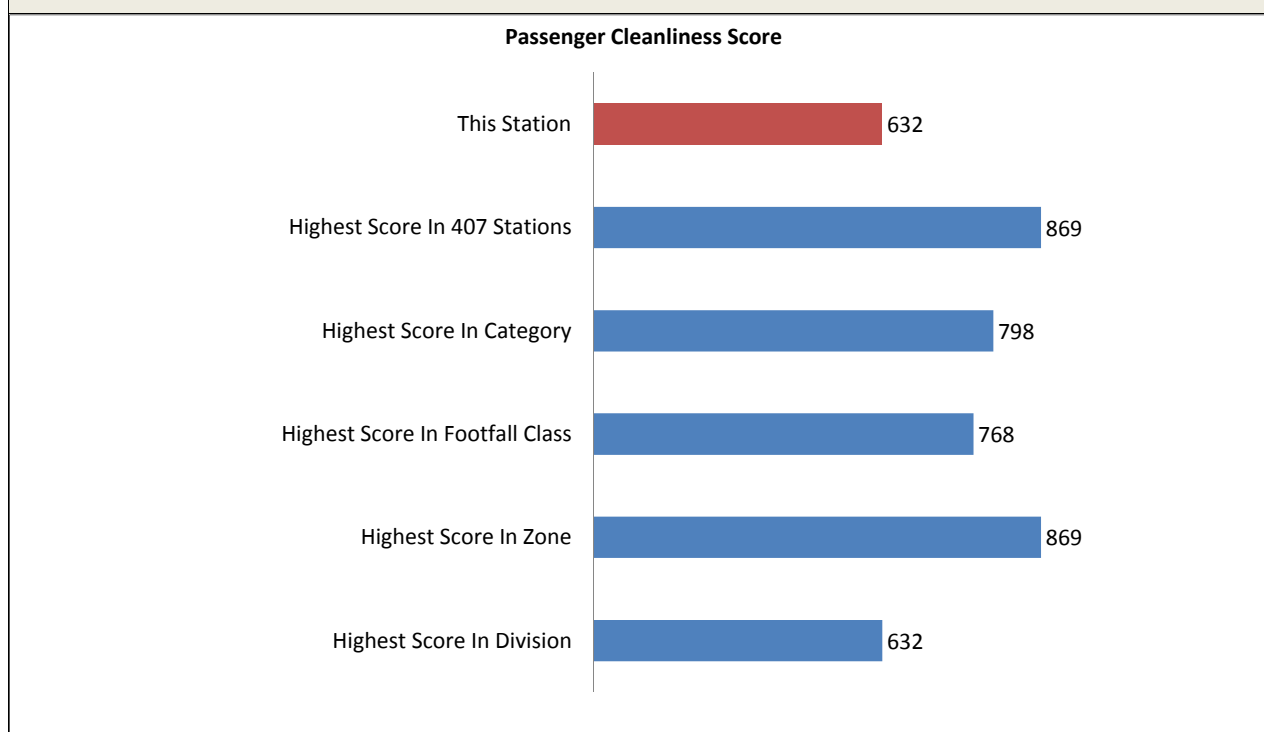
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	45
Observed the enforcement of anti-littering rules	55
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	67
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	67
Availability of Washable CC Apron over tracks at station	33

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	435	617
	2	Condition of flooring surface at waiting rooms	1%	501	633
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	389	567
	4	Condition of water booths and water coolers	2%	437	583
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	374	533
	6	Condition of vending stalls including arrangements for waste disposal	2%	435	667
	7	Proper dressing of Electric cables	2%	463	583
	8	Proper dressing of Telecom cables	2%	456	583
	9	Absence of stench in the station premises	12%	444	567
	10	Control of pest and rodent	2%	354	497
	11	Control of flies and mosquitoes	3%	356	567
	12	Stagnation of water in movement areas and non-movement areas	2%	365	583
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	411	550
	14	Cleanliness and hygiene around vending stalls	3%	463	650
	15	Cleanliness of platform areas	5%	450	650
	16	Cleanliness of advertisement hoardings/signages	3%	418	617
	17	Cleanliness of tracks between platforms	1%	376	617
	18	Cleanliness of foot over bridges	1%	445	650
	19	Cleanliness of track area up to home signal beyond platform	1%	389	633
	20	Functioning of cross and longitudinal waste water drains	2%	357	627
Waste Management	21	Adequate availability of dustbins	10%	444	617
	22	Proper system for collection and disposal of solid waste from trains	0%	386	583
	23	Proper system for collection and disposal of solid waste from stations	0%	411	550
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	393	617
	25	Promptness in removal and disbursement of garbage	3%	395	583
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	409	550
	27	Presence/clearance of unwanted posters/notices	0%	418	600
	28	Storage of scrap items & their prompt disposal	3%	449	617
Toilets	29	Adequate availability of toilet in General	4%	385	600
	30	Adequate availability of toilets in pay and use	0%	358	617
	31	Adequate availability of toilets in Waiting rooms	3%	436	683
	32	Adequate availability of toilets in Circulating area	0%	355	593
	33	Condition of toilets in General	3%	356	567
	34	Condition of toilets in pay and use	0%	374	600
	35	Condition of toilets in Waiting rooms	2%	449	617
	36	Condition of toilets in circulating area	0%	361	467
	37	Availability of water in toilets and in other places for cleaning	4%	430	650
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	412	583
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	380	517
	40	Cleanliness of concourse and circulating area	0%	387	617
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			667
	3	Adequate supervision for monitoring cleanliness			767
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			667
	5	Performance of service improvement groups (SIG) and their effectiveness			700
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			567
	8	Condition of carriage watering hydrants including their leakage			633
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			633
	10	Final disposal of waste water from the trackside drains			533
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			633

Name of Station	Division
ANAND VIHAR TERMINAL	DELHI JN.
Passenger Cleanliness Score	632
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	68
Cleanliness Rank of the Station (in Category)	17
Cleanliness Rank of the Station (in Footfall Class)	12
Cleanliness Rank of the Station (in Zone)	5
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	566
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



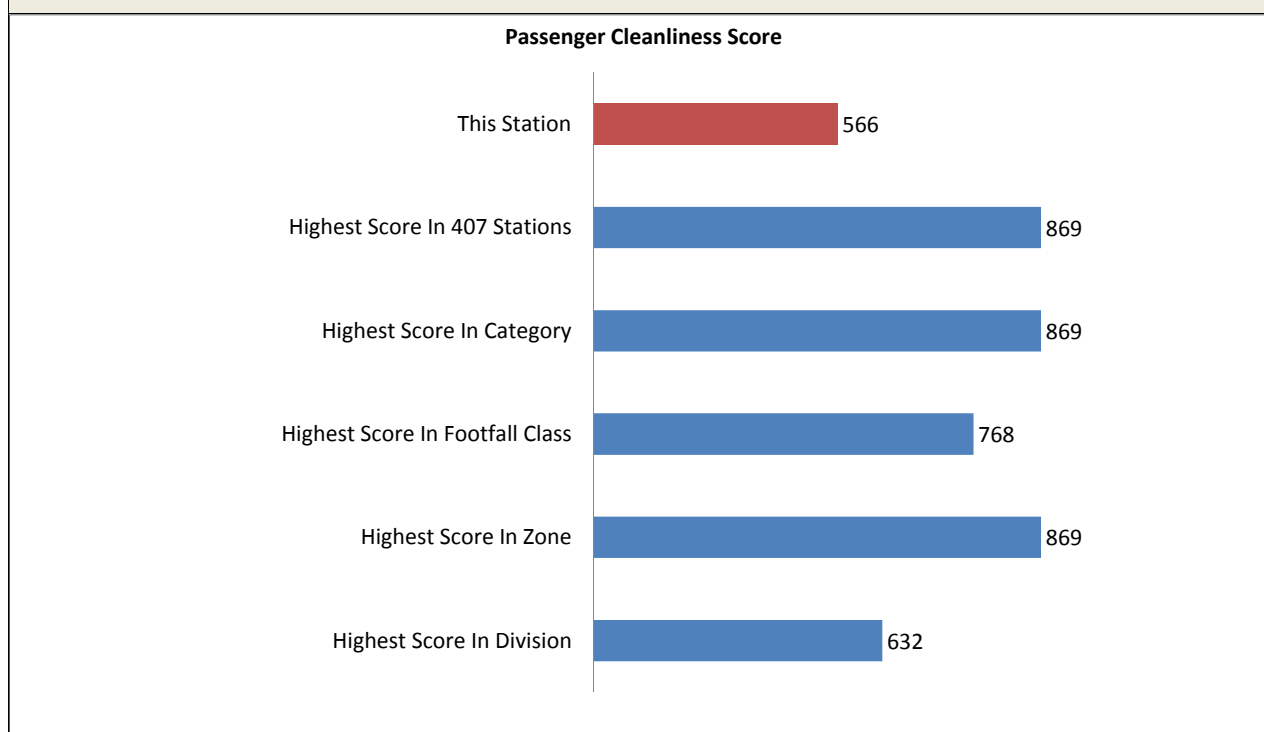
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	35
Observed the enforcement of anti-littering rules	84
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	636	550
	2	Condition of flooring surface at waiting rooms	1%	624	433
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	647	517
	4	Condition of water booths and water coolers	2%	637	533
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	638	550
	6	Condition of vending stalls including arrangements for waste disposal	2%	629	564
	7	Proper dressing of Electric cables	2%	612	491
	8	Proper dressing of Telecom cables	2%	613	500
	9	Absence of stench in the station premises	12%	666	583
	10	Control of pest and rodent	2%	677	583
	11	Control of flies and mosquitoes	3%	616	633
	12	Stagnation of water in movement areas and non-movement areas	2%	590	617
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	641	583
	14	Cleanliness and hygiene around vending stalls	3%	629	600
	15	Cleanliness of platform areas	5%	633	600
	16	Cleanliness of advertisement hoardings/signages	3%	616	673
	17	Cleanliness of tracks between platforms	1%	630	617
	18	Cleanliness of foot over bridges	1%	623	617
	19	Cleanliness of track area up to home signal beyond platform	1%	608	617
	20	Functioning of cross and longitudinal waste water drains	2%	598	514
Waste Management	21	Adequate availability of dustbins	10%	630	527
	22	Proper system for collection and disposal of solid waste from trains	0%	619	517
	23	Proper system for collection and disposal of solid waste from stations	0%	612	527
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	615	600
	25	Promptness in removal and disbursement of garbage	3%	638	617
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	624	617
	27	Presence/clearance of unwanted posters/notices	0%	620	517
	28	Storage of scrap items & their prompt disposal	3%	636	582
Toilets	29	Adequate availability of toilet in General	4%	648	533
	30	Adequate availability of toilets in pay and use	0%	615	300
	31	Adequate availability of toilets in Waiting rooms	3%	600	533
	32	Adequate availability of toilets in Circulating area	0%	588	433
	33	Condition of toilets in General	3%	604	564
	34	Condition of toilets in pay and use	0%	633	400
	35	Condition of toilets in Waiting rooms	2%	632	500
	36	Condition of toilets in circulating area	0%	624	527
	37	Availability of water in toilets and in other places for cleaning	4%	628	500
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	638	533
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	629	550
	40	Cleanliness of concourse and circulating area	0%	629	567
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
ROHTAK	DELHI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	566
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	165
Cleanliness Rank of the Station (in Category)	128
Cleanliness Rank of the Station (in Footfall Class)	23
Cleanliness Rank of the Station (in Zone)	11
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	711
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	652
Infrastructure Adequacy Level	Level 2
Process Compliance Score	633
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	15
Observed the enforcement of anti-littering rules	13
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	67
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	33
Availability of Washable CC Apron over tracks at station	0

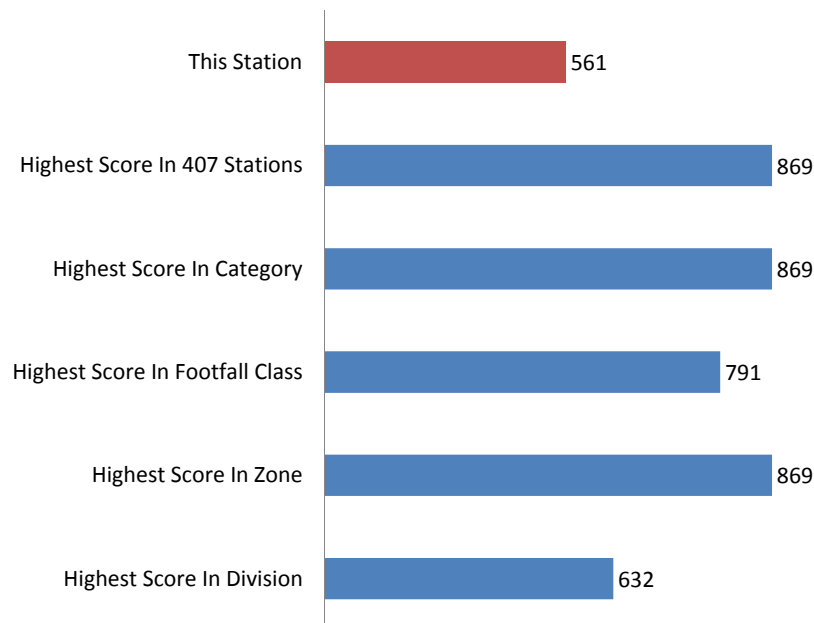
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	572	642
	2	Condition of flooring surface at waiting rooms	1%	564	757
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	544	622
	4	Condition of water booths and water coolers	2%	556	613
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	550	711
	6	Condition of vending stalls including arrangements for waste disposal	2%	511	646
	7	Proper dressing of Electric cables	2%	492	700
	8	Proper dressing of Telecom cables	2%	476	700
	9	Absence of stench in the station premises	12%	607	700
	10	Control of pest and rodent	2%	576	600
	11	Control of flies and mosquitoes	3%	590	778
	12	Stagnation of water in movement areas and non-movement areas	2%	568	767
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	575	817
	14	Cleanliness and hygiene around vending stalls	3%	580	725
	15	Cleanliness of platform areas	5%	546	733
	16	Cleanliness of advertisement hoardings/signages	3%	521	800
	17	Cleanliness of tracks between platforms	1%	572	733
	18	Cleanliness of foot over bridges	1%	552	771
	19	Cleanliness of track area up to home signal beyond platform	1%	550	700
	20	Functioning of cross and longitudinal waste water drains	2%	593	722
Waste Management	21	Adequate availability of dustbins	10%	602	733
	22	Proper system for collection and disposal of solid waste from trains	0%	504	653
	23	Proper system for collection and disposal of solid waste from stations	0%	517	667
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	552	725
	25	Promptness in removal and disbursement of garbage	3%	566	740
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	521	733
	27	Presence/clearance of unwanted posters/notices	0%	495	867
	28	Storage of scrap items & their prompt disposal	3%	505	800
Toilets	29	Adequate availability of toilet in General	4%	597	633
	30	Adequate availability of toilets in pay and use	0%	593	467
	31	Adequate availability of toilets in Waiting rooms	3%	609	729
	32	Adequate availability of toilets in Circulating area	0%	585	533
	33	Condition of toilets in General	3%	579	600
	34	Condition of toilets in pay and use	0%	571	567
	35	Condition of toilets in Waiting rooms	2%	570	747
	36	Condition of toilets in circulating area	0%	565	540
	37	Availability of water in toilets and in other places for cleaning	4%	554	648
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	554	725
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	537	717
	40	Cleanliness of concourse and circulating area	0%	544	743
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			733
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			667
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			733
	5	Performance of service improvement groups (SIG) and their effectiveness			667
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			733
	8	Condition of carriage watering hydrants including their leakage			667
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			733
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			733
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			500
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
DELHI CANTT.	DELHI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	561
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	172
Cleanliness Rank of the Station (in Category)	134
Cleanliness Rank of the Station (in Footfall Class)	51
Cleanliness Rank of the Station (in Zone)	12
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	862
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	880
Infrastructure Adequacy Level	Level 1
Process Compliance Score	907
Process Compliance Level	Level 1

Passenger Cleanliness Score



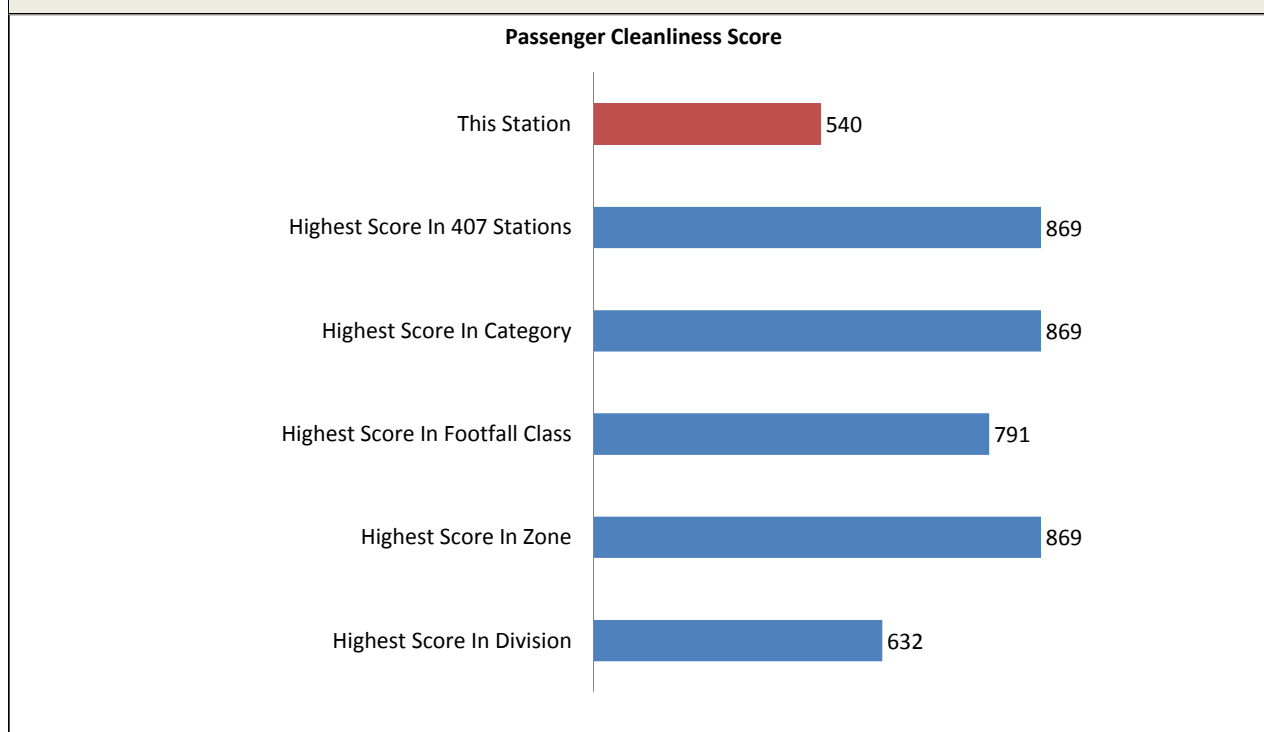
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	71
Observed the enforcement of anti-littering rules	76
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	80
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	80

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	548	900
	2	Condition of flooring surface at waiting rooms	1%	560	900
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	587	880
	4	Condition of water booths and water coolers	2%	576	840
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	577	900
	6	Condition of vending stalls including arrangements for waste disposal	2%	569	860
	7	Proper dressing of Electric cables	2%	565	820
	8	Proper dressing of Telecom cables	2%	574	880
	9	Absence of stench in the station premises	12%	511	800
	10	Control of pest and rodent	2%	552	840
	11	Control of flies and mosquitoes	3%	622	820
	12	Stagnation of water in movement areas and non-movement areas	2%	600	880
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	571	860
	14	Cleanliness and hygiene around vending stalls	3%	564	860
	15	Cleanliness of platform areas	5%	561	880
	16	Cleanliness of advertisement hoardings/signages	3%	564	820
	17	Cleanliness of tracks between platforms	1%	573	880
	18	Cleanliness of foot over bridges	1%	561	940
	19	Cleanliness of track area up to home signal beyond platform	1%	566	860
	20	Functioning of cross and longitudinal waste water drains	2%	652	820
Waste Management	21	Adequate availability of dustbins	10%	524	840
	22	Proper system for collection and disposal of solid waste from trains	0%	560	860
	23	Proper system for collection and disposal of solid waste from stations	0%	560	820
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	570	860
	25	Promptness in removal and disbursement of garbage	3%	573	880
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	576	900
	27	Presence/clearance of unwanted posters/notices	0%	549	820
	28	Storage of scrap items & their prompt disposal	3%	582	940
Toilets	29	Adequate availability of toilet in General	4%	557	845
	30	Adequate availability of toilets in pay and use	0%	614	885
	31	Adequate availability of toilets in Waiting rooms	3%	637	900
	32	Adequate availability of toilets in Circulating area	0%	592	880
	33	Condition of toilets in General	3%	590	920
	34	Condition of toilets in pay and use	0%	564	860
	35	Condition of toilets in Waiting rooms	2%	578	860
	36	Condition of toilets in circulating area	0%	563	860
	37	Availability of water in toilets and in other places for cleaning	4%	555	880
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	552	920
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	573	820
	40	Cleanliness of concourse and circulating area	0%	561	900
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			840
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			920
	3	Adequate supervision for monitoring cleanliness			920
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			1000
	5	Performance of service improvement groups (SIG) and their effectiveness			920
	6	Usage of recycled water for non potable uses			840
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			840
	8	Condition of carriage watering hydrants including their leakage			880
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			880
	10	Final disposal of waste water from the trackside drains			880
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			880
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			1000

Name of Station	Division
KARNAL	DELHI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	540
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	213
Cleanliness Rank of the Station (in Category)	166
Cleanliness Rank of the Station (in Footfall Class)	69
Cleanliness Rank of the Station (in Zone)	18
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	469
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	404
Infrastructure Adequacy Level	Level 4
Process Compliance Score	346
Process Compliance Level	Level 5



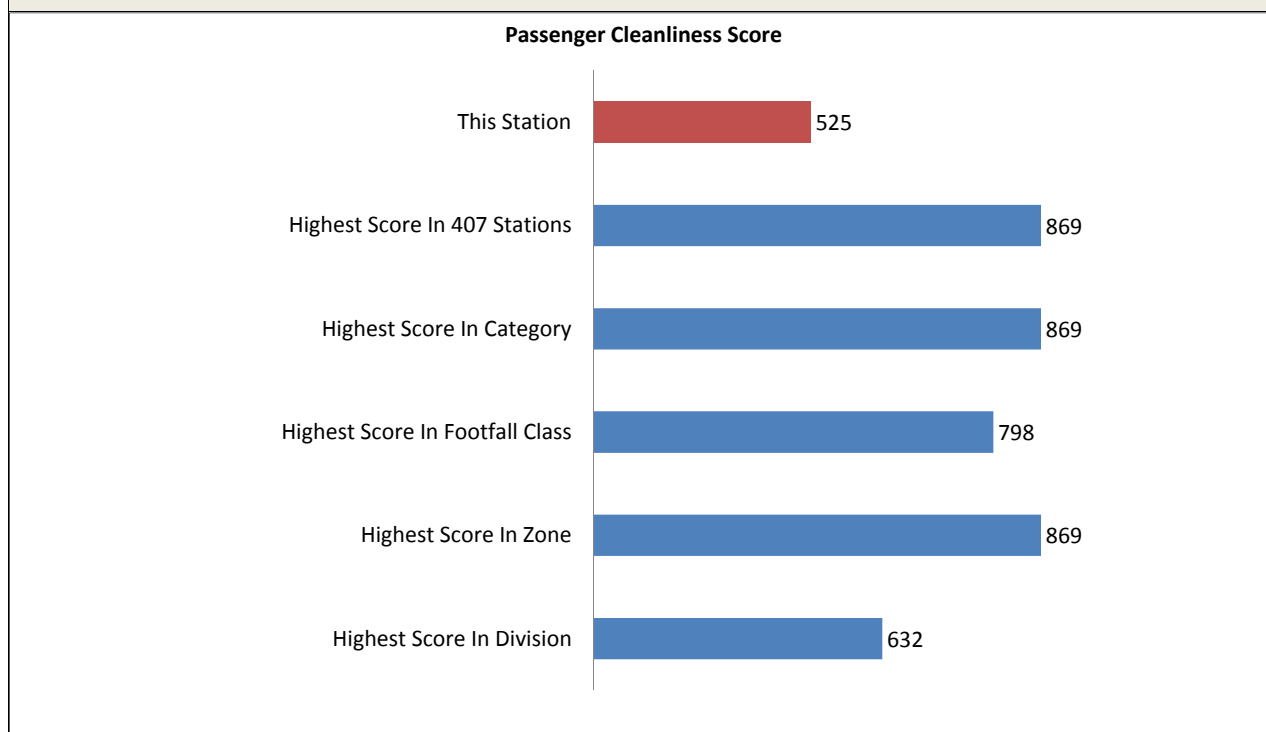
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	70
Observed the enforcement of anti-littering rules	58
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	60
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	517	600
	2	Condition of flooring surface at waiting rooms	1%	537	660
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	524	500
	4	Condition of water booths and water coolers	2%	523	480
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	519	480
	6	Condition of vending stalls including arrangements for waste disposal	2%	528	460
	7	Proper dressing of Electric cables	2%	518	430
	8	Proper dressing of Telecom cables	2%	508	430
	9	Absence of stench in the station premises	12%	614	420
	10	Control of pest and rodent	2%	531	260
	11	Control of flies and mosquitoes	3%	479	440
	12	Stagnation of water in movement areas and non-movement areas	2%	520	440
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	527	450
	14	Cleanliness and hygiene around vending stalls	3%	534	500
	15	Cleanliness of platform areas	5%	528	440
	16	Cleanliness of advertisement hoardings/signages	3%	522	520
	17	Cleanliness of tracks between platforms	1%	518	460
	18	Cleanliness of foot over bridges	1%	535	500
	19	Cleanliness of track area up to home signal beyond platform	1%	541	460
	20	Functioning of cross and longitudinal waste water drains	2%	494	460
Waste Management	21	Adequate availability of dustbins	10%	619	480
	22	Proper system for collection and disposal of solid waste from trains	0%	537	400
	23	Proper system for collection and disposal of solid waste from stations	0%	525	420
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	518	440
	25	Promptness in removal and disbursement of garbage	3%	520	380
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	521	380
	27	Presence/clearance of unwanted posters/notices	0%	522	480
	28	Storage of scrap items & their prompt disposal	3%	518	520
Toilets	29	Adequate availability of toilet in General	4%	513	460
	30	Adequate availability of toilets in pay and use	0%	472	350
	31	Adequate availability of toilets in Waiting rooms	3%	482	580
	32	Adequate availability of toilets in Circulating area	0%	532	380
	33	Condition of toilets in General	3%	530	420
	34	Condition of toilets in pay and use	0%	504	267
	35	Condition of toilets in Waiting rooms	2%	487	580
	36	Condition of toilets in circulating area	0%	507	300
	37	Availability of water in toilets and in other places for cleaning	4%	509	540
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	537	500
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	528	500
	40	Cleanliness of concourse and circulating area	0%	531	380
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			400
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			360
	3	Adequate supervision for monitoring cleanliness			320
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			360
	5	Performance of service improvement groups (SIG) and their effectiveness			333
	6	Usage of recycled water for non potable uses			300
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			400
	8	Condition of carriage watering hydrants including their leakage			400
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			440
	10	Final disposal of waste water from the trackside drains			400
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			440
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			350

Name of Station	Division
SONIPAT	DELHI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	525
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	234
Cleanliness Rank of the Station (in Category)	182
Cleanliness Rank of the Station (in Footfall Class)	19
Cleanliness Rank of the Station (in Zone)	22
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	611
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	676
Infrastructure Adequacy Level	Level 2
Process Compliance Score	622
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	36
Observed the enforcement of anti-littering rules	44
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

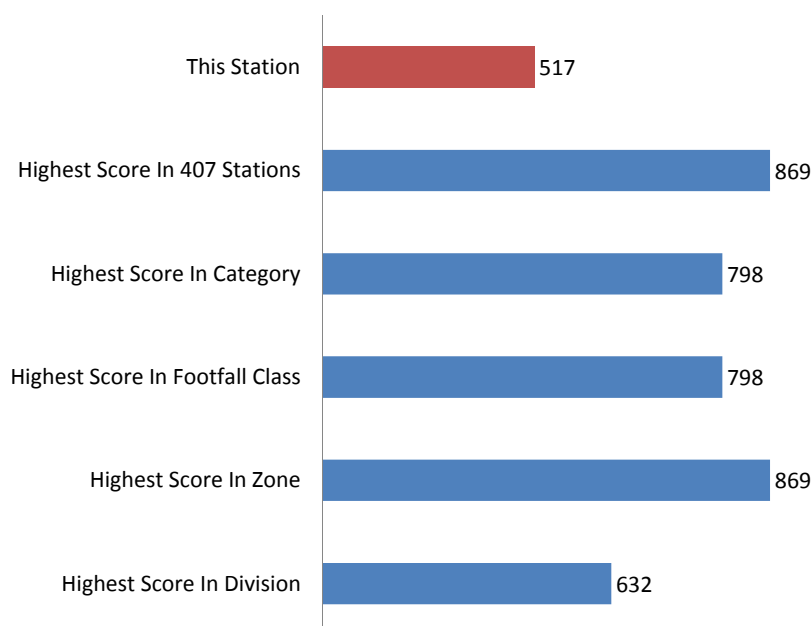
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	550	592
	2	Condition of flooring surface at waiting rooms	1%	531	596
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	534	583
	4	Condition of water booths and water coolers	2%	533	550
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	518	667
	6	Condition of vending stalls including arrangements for waste disposal	2%	498	540
	7	Proper dressing of Electric cables	2%	462	550
	8	Proper dressing of Telecom cables	2%	417	575
	9	Absence of stench in the station premises	12%	552	642
	10	Control of pest and rodent	2%	513	646
	11	Control of flies and mosquitoes	3%	505	588
	12	Stagnation of water in movement areas and non-movement areas	2%	524	546
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	531	538
	14	Cleanliness and hygiene around vending stalls	3%	540	633
	15	Cleanliness of platform areas	5%	534	646
	16	Cleanliness of advertisement hoardings/signages	3%	466	593
	17	Cleanliness of tracks between platforms	1%	523	638
	18	Cleanliness of foot over bridges	1%	528	605
	19	Cleanliness of track area up to home signal beyond platform	1%	512	652
	20	Functioning of cross and longitudinal waste water drains	2%	525	588
Waste Management	21	Adequate availability of dustbins	10%	566	642
	22	Proper system for collection and disposal of solid waste from trains	0%	510	573
	23	Proper system for collection and disposal of solid waste from stations	0%	496	538
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	528	525
	25	Promptness in removal and disbursement of garbage	3%	545	633
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	501	610
	27	Presence/clearance of unwanted posters/notices	0%	485	583
	28	Storage of scrap items & their prompt disposal	3%	438	583
Toilets	29	Adequate availability of toilet in General	4%	503	633
	30	Adequate availability of toilets in pay and use	0%	508	583
	31	Adequate availability of toilets in Waiting rooms	3%	540	592
	32	Adequate availability of toilets in Circulating area	0%	527	592
	33	Condition of toilets in General	3%	522	629
	34	Condition of toilets in pay and use	0%	525	583
	35	Condition of toilets in Waiting rooms	2%	545	550
	36	Condition of toilets in circulating area	0%	542	563
	37	Availability of water in toilets and in other places for cleaning	4%	552	650
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	518	558
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	519	629
	40	Cleanliness of concourse and circulating area	0%	530	619
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			667
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			667
	3	Adequate supervision for monitoring cleanliness			533
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			533
	5	Performance of service improvement groups (SIG) and their effectiveness			667
	6	Usage of recycled water for non potable uses			667
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			667
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			733
	10	Final disposal of waste water from the trackside drains			733
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
NEW DELHI	DELHI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	517
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	248
Cleanliness Rank of the Station (in Category)	55
Cleanliness Rank of the Station (in Footfall Class)	21
Cleanliness Rank of the Station (in Zone)	25
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	810
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	783
Infrastructure Adequacy Level	Level 1
Process Compliance Score	802
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	54
Observed the enforcement of anti-littering rules	59
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	90
Sensitized cleaning staff about correct practices	90
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	70

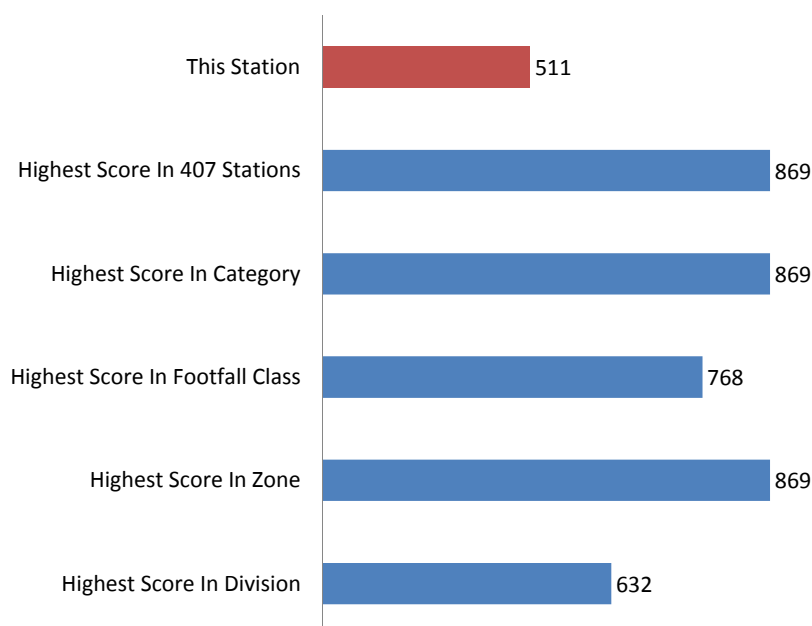
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	519	840
	2	Condition of flooring surface at waiting rooms	1%	524	820
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	506	800
	4	Condition of water booths and water coolers	2%	502	820
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	513	820
	6	Condition of vending stalls including arrangements for waste disposal	2%	519	800
	7	Proper dressing of Electric cables	2%	533	700
	8	Proper dressing of Telecom cables	2%	533	700
	9	Absence of stench in the station premises	12%	548	840
	10	Control of pest and rodent	2%	483	700
	11	Control of flies and mosquitoes	3%	489	760
	12	Stagnation of water in movement areas and non-movement areas	2%	504	780
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	499	740
	14	Cleanliness and hygiene around vending stalls	3%	514	800
	15	Cleanliness of platform areas	5%	514	860
	16	Cleanliness of advertisement hoardings/signages	3%	517	740
	17	Cleanliness of tracks between platforms	1%	481	800
	18	Cleanliness of foot over bridges	1%	516	820
	19	Cleanliness of track area up to home signal beyond platform	1%	498	720
	20	Functioning of cross and longitudinal waste water drains	2%	490	780
Waste Management	21	Adequate availability of dustbins	10%	565	880
	22	Proper system for collection and disposal of solid waste from trains	0%	511	860
	23	Proper system for collection and disposal of solid waste from stations	0%	513	800
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	505	820
	25	Promptness in removal and disbursement of garbage	3%	495	780
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	493	840
	27	Presence/clearance of unwanted posters/notices	0%	511	780
	28	Storage of scrap items & their prompt disposal	3%	516	760
Toilets	29	Adequate availability of toilet in General	4%	497	780
	30	Adequate availability of toilets in pay and use	0%	502	720
	31	Adequate availability of toilets in Waiting rooms	3%	520	840
	32	Adequate availability of toilets in Circulating area	0%	501	780
	33	Condition of toilets in General	3%	477	800
	34	Condition of toilets in pay and use	0%	492	800
	35	Condition of toilets in Waiting rooms	2%	505	840
	36	Condition of toilets in circulating area	0%	493	760
	37	Availability of water in toilets and in other places for cleaning	4%	509	840
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	507	780
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	494	760
	40	Cleanliness of concourse and circulating area	0%	494	760
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			820
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			820
	5	Performance of service improvement groups (SIG) and their effectiveness			840
	6	Usage of recycled water for non potable uses			733
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			840
	8	Condition of carriage watering hydrants including their leakage			720
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			820
	10	Final disposal of waste water from the trackside drains			760
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			780
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			780
	13	Condition of Washable CC Apron over tracks at station			780

Name of Station	Division
DELHI SARAI ROHILLA	DELHI JN.
Passenger Cleanliness Score	511
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	253
Cleanliness Rank of the Station (in Category)	198
Cleanliness Rank of the Station (in Footfall Class)	34
Cleanliness Rank of the Station (in Zone)	27
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	635
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	652
Infrastructure Adequacy Level	Level 2
Process Compliance Score	756
Process Compliance Level	Level 1

Passenger Cleanliness Score



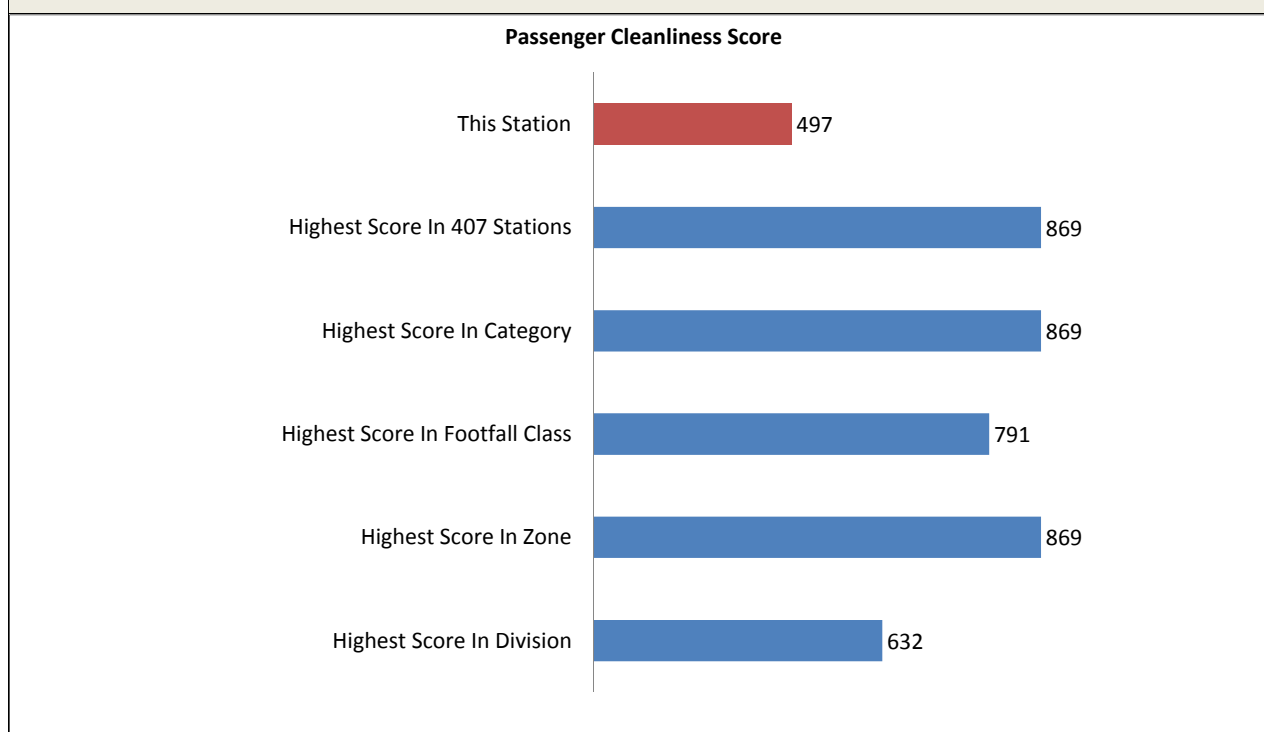
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	63
Observed the enforcement of anti-littering rules	71
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	75
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	492	611
	2	Condition of flooring surface at waiting rooms	1%	505	632
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	494	667
	4	Condition of water booths and water coolers	2%	502	657
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	501	618
	6	Condition of vending stalls including arrangements for waste disposal	2%	482	621
	7	Proper dressing of Electric cables	2%	502	625
	8	Proper dressing of Telecom cables	2%	486	639
	9	Absence of stench in the station premises	12%	555	607
	10	Control of pest and rodent	2%	518	729
	11	Control of flies and mosquitoes	3%	510	661
	12	Stagnation of water in movement areas and non-movement areas	2%	512	510
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	512	638
	14	Cleanliness and hygiene around vending stalls	3%	510	639
	15	Cleanliness of platform areas	5%	501	689
	16	Cleanliness of advertisement hoardings/signages	3%	483	636
	17	Cleanliness of tracks between platforms	1%	491	657
	18	Cleanliness of foot over bridges	1%	512	736
	19	Cleanliness of track area up to home signal beyond platform	1%	498	619
	20	Functioning of cross and longitudinal waste water drains	2%	510	529
Waste Management	21	Adequate availability of dustbins	10%	551	657
	22	Proper system for collection and disposal of solid waste from trains	0%	495	648
	23	Proper system for collection and disposal of solid waste from stations	0%	492	633
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	501	661
	25	Promptness in removal and disbursement of garbage	3%	507	675
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	486	605
	27	Presence/clearance of unwanted posters/notices	0%	485	607
	28	Storage of scrap items & their prompt disposal	3%	481	636
Toilets	29	Adequate availability of toilet in General	4%	513	664
	30	Adequate availability of toilets in pay and use	0%	529	486
	31	Adequate availability of toilets in Waiting rooms	3%	506	646
	32	Adequate availability of toilets in Circulating area	0%	503	536
	33	Condition of toilets in General	3%	503	561
	34	Condition of toilets in pay and use	0%	532	514
	35	Condition of toilets in Waiting rooms	2%	514	632
	36	Condition of toilets in circulating area	0%	506	586
	37	Availability of water in toilets and in other places for cleaning	4%	496	711
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	502	675
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	478	524
	40	Cleanliness of concourse and circulating area	0%	479	646
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			750
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			750
	5	Performance of service improvement groups (SIG) and their effectiveness			733
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			667
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
MUZAFFARNAGAR	DELHI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	497
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	279
Cleanliness Rank of the Station (in Category)	220
Cleanliness Rank of the Station (in Footfall Class)	88
Cleanliness Rank of the Station (in Zone)	33
Cleanliness Rank of the Station (in Division)	8
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	715
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	800
Infrastructure Adequacy Level	Level 1
Process Compliance Score	867
Process Compliance Level	Level 1



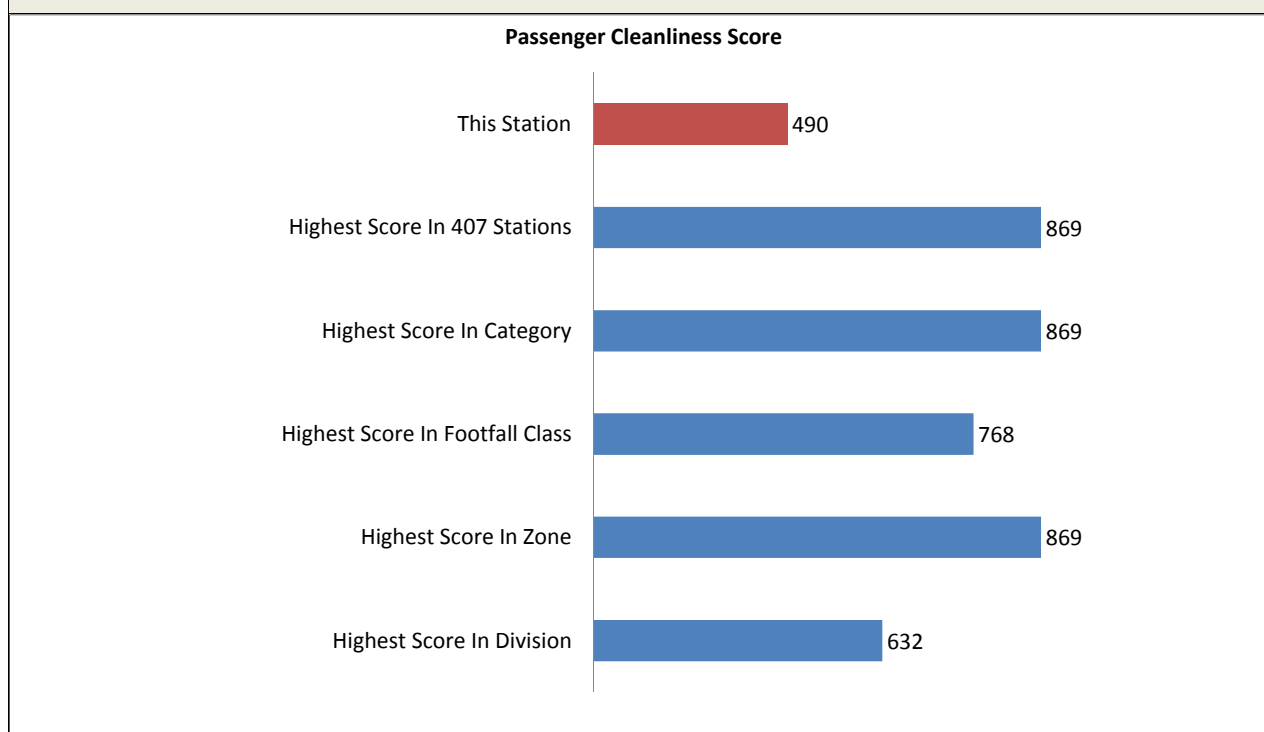
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	50
Observed the enforcement of anti-littering rules	67
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	503	644
	2	Condition of flooring surface at waiting rooms	1%	527	744
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	486	633
	4	Condition of water booths and water coolers	2%	506	733
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	494	711
	6	Condition of vending stalls including arrangements for waste disposal	2%	510	644
	7	Proper dressing of Electric cables	2%	543	644
	8	Proper dressing of Telecom cables	2%	545	622
	9	Absence of stench in the station premises	12%	550	700
	10	Control of pest and rodent	2%	449	622
	11	Control of flies and mosquitoes	3%	423	633
	12	Stagnation of water in movement areas and non-movement areas	2%	432	722
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	470	633
	14	Cleanliness and hygiene around vending stalls	3%	498	756
	15	Cleanliness of platform areas	5%	509	856
	16	Cleanliness of advertisement hoardings/signages	3%	489	833
	17	Cleanliness of tracks between platforms	1%	490	822
	18	Cleanliness of foot over bridges	1%	531	744
	19	Cleanliness of track area up to home signal beyond platform	1%	542	833
	20	Functioning of cross and longitudinal waste water drains	2%	419	711
Waste Management	21	Adequate availability of dustbins	10%	509	689
	22	Proper system for collection and disposal of solid waste from trains	0%	480	733
	23	Proper system for collection and disposal of solid waste from stations	0%	495	756
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	457	678
	25	Promptness in removal and disbursement of garbage	3%	466	756
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	527	867
	27	Presence/clearance of unwanted posters/notices	0%	506	722
	28	Storage of scrap items & their prompt disposal	3%	476	756
Toilets	29	Adequate availability of toilet in General	4%	448	600
	30	Adequate availability of toilets in pay and use	0%	431	625
	31	Adequate availability of toilets in Waiting rooms	3%	479	711
	32	Adequate availability of toilets in Circulating area	0%	433	650
	33	Condition of toilets in General	3%	438	733
	34	Condition of toilets in pay and use	0%	445	644
	35	Condition of toilets in Waiting rooms	2%	504	711
	36	Condition of toilets in circulating area	0%	448	667
	37	Availability of water in toilets and in other places for cleaning	4%	530	711
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	472	633
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	477	744
	40	Cleanliness of concourse and circulating area	0%	483	856
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			1000
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			1000
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			1000
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
BALLABGARH	DELHI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	490
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	290
Cleanliness Rank of the Station (in Category)	231
Cleanliness Rank of the Station (in Footfall Class)	38
Cleanliness Rank of the Station (in Zone)	36
Cleanliness Rank of the Station (in Division)	9
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	404
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	257
Infrastructure Adequacy Level	Level 5
Process Compliance Score	300
Process Compliance Level	Level 5



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	8
Observed the enforcement of anti-littering rules	7
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	0

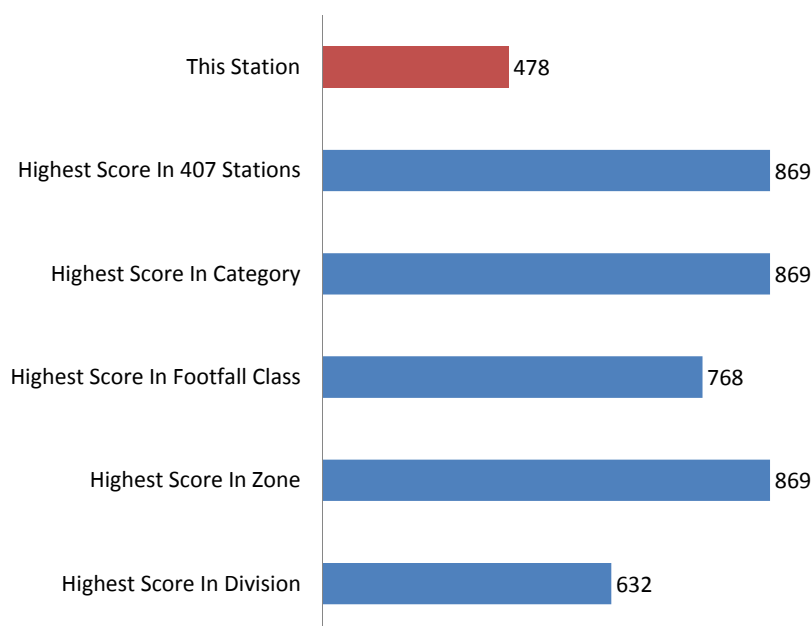
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	486	490
	2	Condition of flooring surface at waiting rooms	1%	482	418
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	487	300
	4	Condition of water booths and water coolers	2%	480	500
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	467	350
	6	Condition of vending stalls including arrangements for waste disposal	2%	488	525
	7	Proper dressing of Electric cables	2%	488	375
	8	Proper dressing of Telecom cables	2%	509	275
	9	Absence of stench in the station premises	12%	520	400
	10	Control of pest and rodent	2%	493	300
	11	Control of flies and mosquitoes	3%	465	310
	12	Stagnation of water in movement areas and non-movement areas	2%	474	390
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	478	500
	14	Cleanliness and hygiene around vending stalls	3%	470	380
	15	Cleanliness of platform areas	5%	461	491
	16	Cleanliness of advertisement hoardings/signages	3%	499	350
	17	Cleanliness of tracks between platforms	1%	465	389
	18	Cleanliness of foot over bridges	1%	478	480
	19	Cleanliness of track area up to home signal beyond platform	1%	479	325
	20	Functioning of cross and longitudinal waste water drains	2%	492	360
Waste Management	21	Adequate availability of dustbins	10%	539	400
	22	Proper system for collection and disposal of solid waste from trains	0%	489	275
	23	Proper system for collection and disposal of solid waste from stations	0%	504	380
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	449	382
	25	Promptness in removal and disbursement of garbage	3%	494	273
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	467	425
	27	Presence/clearance of unwanted posters/notices	0%	499	400
	28	Storage of scrap items & their prompt disposal	3%	464	400
Toilets	29	Adequate availability of toilet in General	4%	513	390
	30	Adequate availability of toilets in pay and use	0%	487	500
	31	Adequate availability of toilets in Waiting rooms	3%	478	391
	32	Adequate availability of toilets in Circulating area	0%	476	310
	33	Condition of toilets in General	3%	471	411
	34	Condition of toilets in pay and use	0%	476	282
	35	Condition of toilets in Waiting rooms	2%	487	418
	36	Condition of toilets in circulating area	0%	491	300
	37	Availability of water in toilets and in other places for cleaning	4%	491	420
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	471	389
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	466	433
	40	Cleanliness of concourse and circulating area	0%	480	378
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			400
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			400
	3	Adequate supervision for monitoring cleanliness			200
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			200
	5	Performance of service improvement groups (SIG) and their effectiveness			200
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			200
	8	Condition of carriage watering hydrants including their leakage			200
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			200
	10	Final disposal of waste water from the trackside drains			400
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			200
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			200

Name of Station	Division
GURGAON	DELHI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	478
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	305
Cleanliness Rank of the Station (in Category)	245
Cleanliness Rank of the Station (in Footfall Class)	40
Cleanliness Rank of the Station (in Zone)	40
Cleanliness Rank of the Station (in Division)	10
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	665
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	594
Infrastructure Adequacy Level	Level 3
Process Compliance Score	648
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	6
Observed the enforcement of anti-littering rules	51
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	40
Availability of Washable CC Apron over tracks at station	20

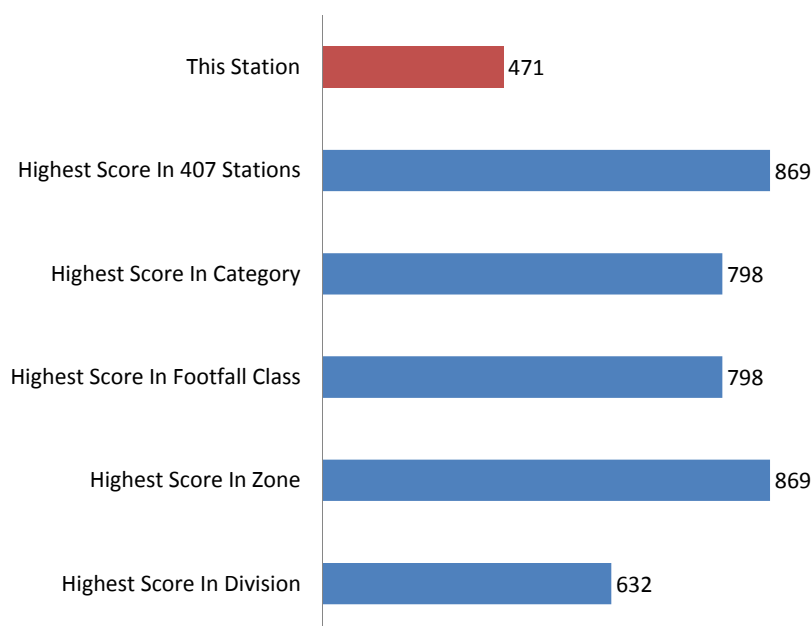
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	473	727
	2	Condition of flooring surface at waiting rooms	1%	457	697
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	457	593
	4	Condition of water booths and water coolers	2%	445	653
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	460	673
	6	Condition of vending stalls including arrangements for waste disposal	2%	460	677
	7	Proper dressing of Electric cables	2%	417	617
	8	Proper dressing of Telecom cables	2%	402	673
	9	Absence of stench in the station premises	12%	539	640
	10	Control of pest and rodent	2%	530	673
	11	Control of flies and mosquitoes	3%	464	657
	12	Stagnation of water in movement areas and non-movement areas	2%	436	592
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	475	600
	14	Cleanliness and hygiene around vending stalls	3%	453	657
	15	Cleanliness of platform areas	5%	466	717
	16	Cleanliness of advertisement hoardings/signages	3%	432	640
	17	Cleanliness of tracks between platforms	1%	458	637
	18	Cleanliness of foot over bridges	1%	450	657
	19	Cleanliness of track area up to home signal beyond platform	1%	451	643
	20	Functioning of cross and longitudinal waste water drains	2%	479	677
Waste Management	21	Adequate availability of dustbins	10%	553	693
	22	Proper system for collection and disposal of solid waste from trains	0%	450	667
	23	Proper system for collection and disposal of solid waste from stations	0%	444	653
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	439	617
	25	Promptness in removal and disbursement of garbage	3%	457	647
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	452	670
	27	Presence/clearance of unwanted posters/notices	0%	442	653
	28	Storage of scrap items & their prompt disposal	3%	413	693
Toilets	29	Adequate availability of toilet in General	4%	531	663
	30	Adequate availability of toilets in pay and use	0%	464	617
	31	Adequate availability of toilets in Waiting rooms	3%	477	643
	32	Adequate availability of toilets in Circulating area	0%	430	580
	33	Condition of toilets in General	3%	432	617
	34	Condition of toilets in pay and use	0%	477	667
	35	Condition of toilets in Waiting rooms	2%	454	673
	36	Condition of toilets in circulating area	0%	443	577
	37	Availability of water in toilets and in other places for cleaning	4%	473	673
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	463	690
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	455	653
	40	Cleanliness of concourse and circulating area	0%	455	627
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			640
	3	Adequate supervision for monitoring cleanliness			680
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			680
	5	Performance of service improvement groups (SIG) and their effectiveness			640
	6	Usage of recycled water for non potable uses			650
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			560
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			640
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			560
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
DELHI JN.	DELHI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	471
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	313
Cleanliness Rank of the Station (in Category)	65
Cleanliness Rank of the Station (in Footfall Class)	24
Cleanliness Rank of the Station (in Zone)	43
Cleanliness Rank of the Station (in Division)	11
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	657
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	646
Infrastructure Adequacy Level	Level 2
Process Compliance Score	665
Process Compliance Level	Level 2

Passenger Cleanliness Score



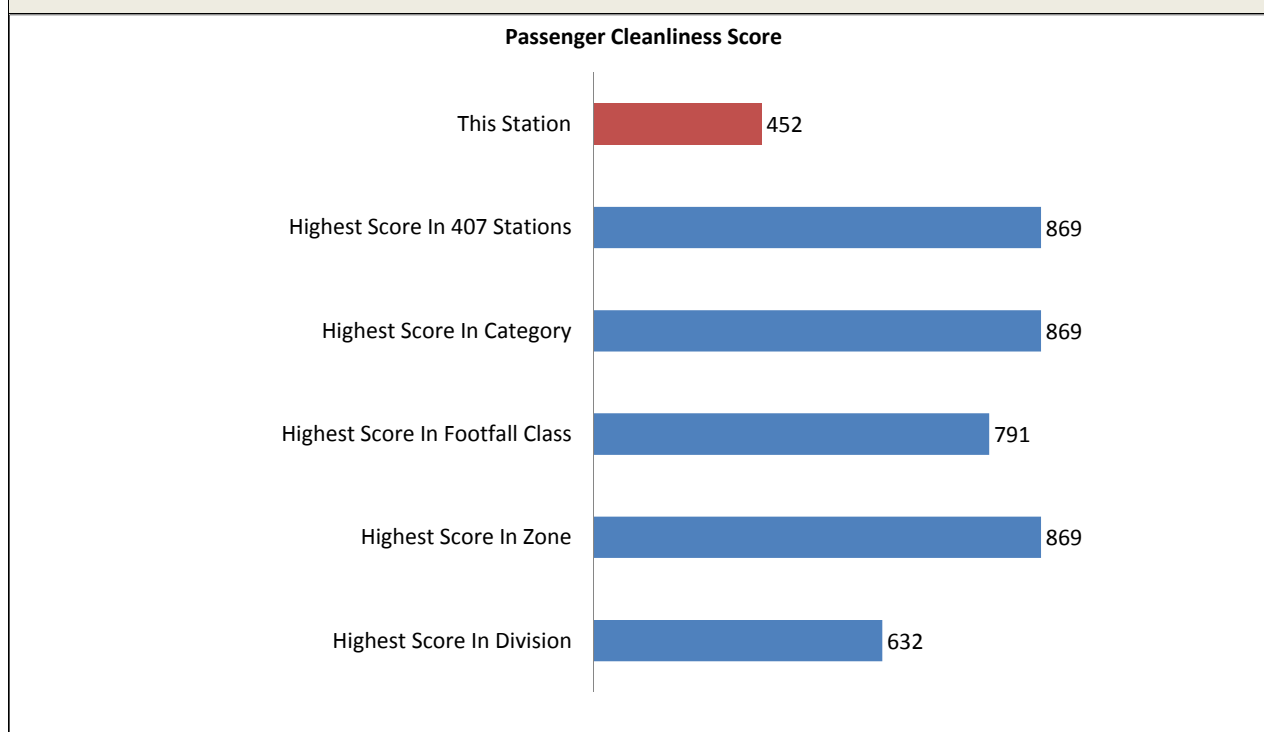
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	49
Observed the enforcement of anti-littering rules	76
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	80
Availability of Washable CC Apron over tracks at station	80

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	464	676
	2	Condition of flooring surface at waiting rooms	1%	476	747
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	453	627
	4	Condition of water booths and water coolers	2%	462	638
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	469	644
	6	Condition of vending stalls including arrangements for waste disposal	2%	481	633
	7	Proper dressing of Electric cables	2%	490	673
	8	Proper dressing of Telecom cables	2%	488	684
	9	Absence of stench in the station premises	12%	486	696
	10	Control of pest and rodent	2%	470	707
	11	Control of flies and mosquitoes	3%	473	729
	12	Stagnation of water in movement areas and non-movement areas	2%	466	676
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	466	664
	14	Cleanliness and hygiene around vending stalls	3%	464	664
	15	Cleanliness of platform areas	5%	470	662
	16	Cleanliness of advertisement hoardings/signages	3%	466	653
	17	Cleanliness of tracks between platforms	1%	449	633
	18	Cleanliness of foot over bridges	1%	467	707
	19	Cleanliness of track area up to home signal beyond platform	1%	458	613
	20	Functioning of cross and longitudinal waste water drains	2%	461	664
Waste Management	21	Adequate availability of dustbins	10%	492	591
	22	Proper system for collection and disposal of solid waste from trains	0%	463	596
	23	Proper system for collection and disposal of solid waste from stations	0%	463	684
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	469	709
	25	Promptness in removal and disbursement of garbage	3%	469	707
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	454	656
	27	Presence/clearance of unwanted posters/notices	0%	466	676
	28	Storage of scrap items & their prompt disposal	3%	467	664
Toilets	29	Adequate availability of toilet in General	4%	470	616
	30	Adequate availability of toilets in pay and use	0%	457	667
	31	Adequate availability of toilets in Waiting rooms	3%	474	676
	32	Adequate availability of toilets in Circulating area	0%	457	628
	33	Condition of toilets in General	3%	453	607
	34	Condition of toilets in pay and use	0%	465	627
	35	Condition of toilets in Waiting rooms	2%	461	676
	36	Condition of toilets in circulating area	0%	459	573
	37	Availability of water in toilets and in other places for cleaning	4%	465	633
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	455	658
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	454	576
	40	Cleanliness of concourse and circulating area	0%	454	664
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			720
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			640
	3	Adequate supervision for monitoring cleanliness			720
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			680
	5	Performance of service improvement groups (SIG) and their effectiveness			680
	6	Usage of recycled water for non potable uses			550
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			680
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			640
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			640
	13	Condition of Washable CC Apron over tracks at station			560

Name of Station	Division
MEERUT CANTT.	DELHI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	452
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	330
Cleanliness Rank of the Station (in Category)	263
Cleanliness Rank of the Station (in Footfall Class)	108
Cleanliness Rank of the Station (in Zone)	46
Cleanliness Rank of the Station (in Division)	12
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	639
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	705
Infrastructure Adequacy Level	Level 2
Process Compliance Score	811
Process Compliance Level	Level 1



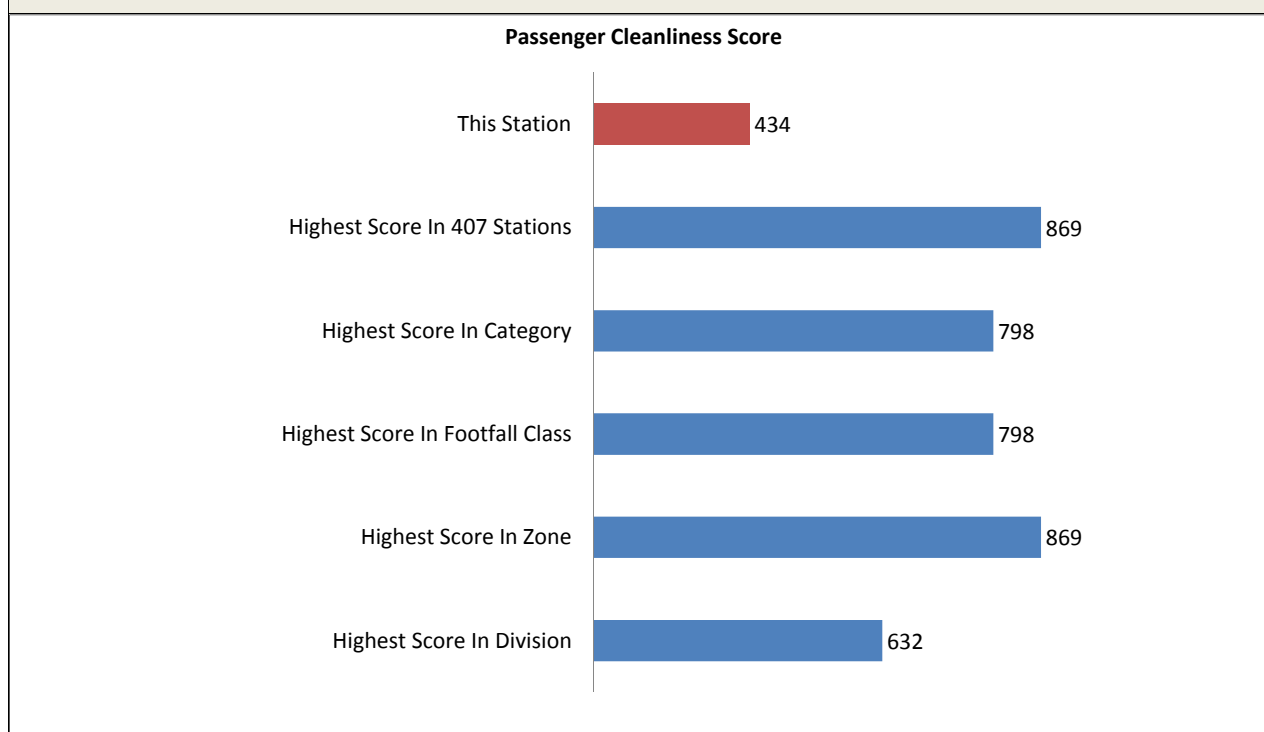
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	55
Observed the enforcement of anti-littering rules	71
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	33
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	435	520
	2	Condition of flooring surface at waiting rooms	1%	445	613
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	419	610
	4	Condition of water booths and water coolers	2%	427	690
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	429	680
	6	Condition of vending stalls including arrangements for waste disposal	2%	430	710
	7	Proper dressing of Electric cables	2%	534	697
	8	Proper dressing of Telecom cables	2%	534	667
	9	Absence of stench in the station premises	12%	495	570
	10	Control of pest and rodent	2%	419	627
	11	Control of flies and mosquitoes	3%	409	710
	12	Stagnation of water in movement areas and non-movement areas	2%	435	560
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	454	723
	14	Cleanliness and hygiene around vending stalls	3%	454	620
	15	Cleanliness of platform areas	5%	473	680
	16	Cleanliness of advertisement hoardings/signages	3%	501	750
	17	Cleanliness of tracks between platforms	1%	470	737
	18	Cleanliness of foot over bridges	1%	490	693
	19	Cleanliness of track area up to home signal beyond platform	1%	505	723
	20	Functioning of cross and longitudinal waste water drains	2%	416	590
Waste Management	21	Adequate availability of dustbins	10%	444	660
	22	Proper system for collection and disposal of solid waste from trains	0%	439	577
	23	Proper system for collection and disposal of solid waste from stations	0%	477	687
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	439	633
	25	Promptness in removal and disbursement of garbage	3%	456	690
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	525	720
	27	Presence/clearance of unwanted posters/notices	0%	487	650
	28	Storage of scrap items & their prompt disposal	3%	508	703
Toilets	29	Adequate availability of toilet in General	4%	373	567
	30	Adequate availability of toilets in pay and use	0%	384	610
	31	Adequate availability of toilets in Waiting rooms	3%	399	733
	32	Adequate availability of toilets in Circulating area	0%	379	580
	33	Condition of toilets in General	3%	378	553
	34	Condition of toilets in pay and use	0%	397	557
	35	Condition of toilets in Waiting rooms	2%	402	700
	36	Condition of toilets in circulating area	0%	396	556
	37	Availability of water in toilets and in other places for cleaning	4%	422	633
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	429	483
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	431	610
	40	Cleanliness of concourse and circulating area	0%	461	723
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			933
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			933
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			733
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			733
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			867
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
H. NIZAMUDDIN	DELHI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	434
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	348
Cleanliness Rank of the Station (in Category)	72
Cleanliness Rank of the Station (in Footfall Class)	28
Cleanliness Rank of the Station (in Zone)	48
Cleanliness Rank of the Station (in Division)	13
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	666
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	543
Infrastructure Adequacy Level	Level 3
Process Compliance Score	711
Process Compliance Level	Level 2



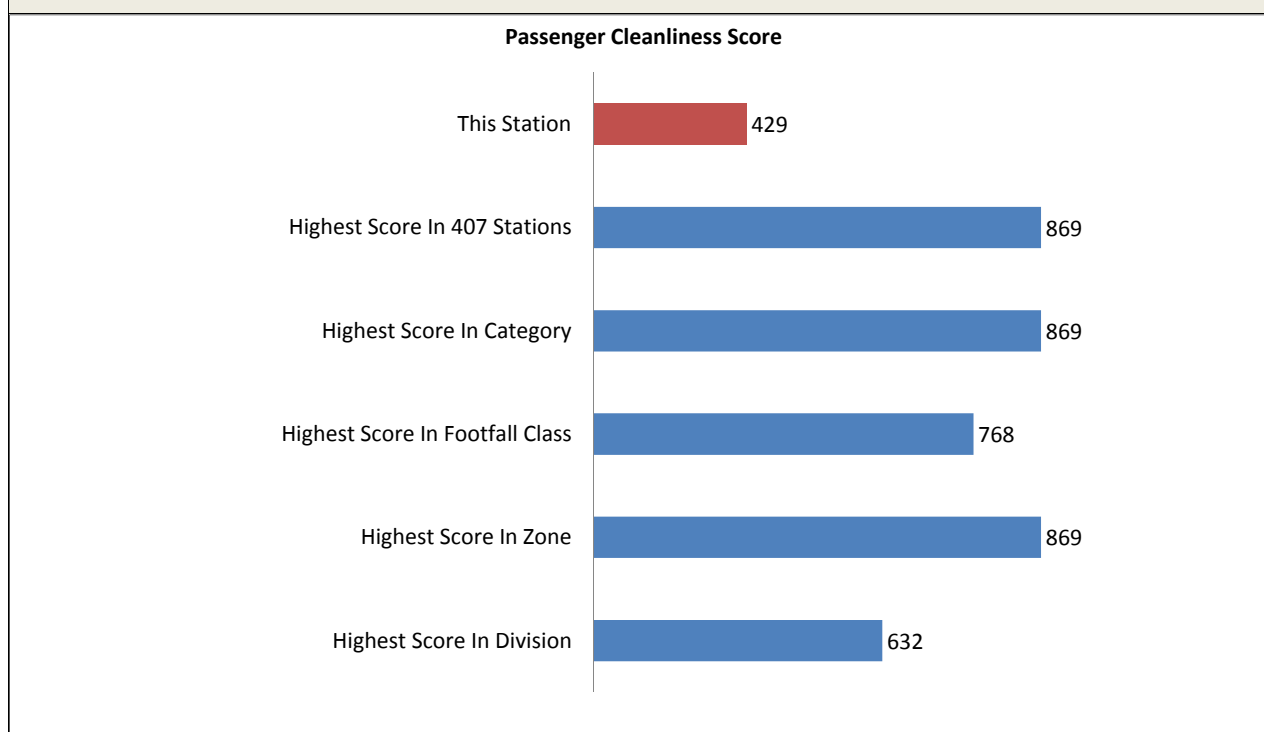
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	55
Observed the enforcement of anti-littering rules	72
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	33
Availability of Washable CC Apron over tracks at station	33

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	431	579
	2	Condition of flooring surface at waiting rooms	1%	458	742
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	411	575
	4	Condition of water booths and water coolers	2%	425	592
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	428	638
	6	Condition of vending stalls including arrangements for waste disposal	2%	439	617
	7	Proper dressing of Electric cables	2%	466	529
	8	Proper dressing of Telecom cables	2%	475	529
	9	Absence of stench in the station premises	12%	444	775
	10	Control of pest and rodent	2%	423	733
	11	Control of flies and mosquitoes	3%	409	625
	12	Stagnation of water in movement areas and non-movement areas	2%	432	617
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	442	608
	14	Cleanliness and hygiene around vending stalls	3%	435	696
	15	Cleanliness of platform areas	5%	448	763
	16	Cleanliness of advertisement hoardings/signages	3%	439	546
	17	Cleanliness of tracks between platforms	1%	440	750
	18	Cleanliness of foot over bridges	1%	485	746
	19	Cleanliness of track area up to home signal beyond platform	1%	453	642
	20	Functioning of cross and longitudinal waste water drains	2%	414	579
Waste Management	21	Adequate availability of dustbins	10%	459	729
	22	Proper system for collection and disposal of solid waste from trains	0%	422	604
	23	Proper system for collection and disposal of solid waste from stations	0%	421	629
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	428	754
	25	Promptness in removal and disbursement of garbage	3%	432	838
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	416	692
	27	Presence/clearance of unwanted posters/notices	0%	443	583
	28	Storage of scrap items & their prompt disposal	3%	451	538
Toilets	29	Adequate availability of toilet in General	4%	389	600
	30	Adequate availability of toilets in pay and use	0%	415	558
	31	Adequate availability of toilets in Waiting rooms	3%	415	708
	32	Adequate availability of toilets in Circulating area	0%	402	583
	33	Condition of toilets in General	3%	393	533
	34	Condition of toilets in pay and use	0%	422	638
	35	Condition of toilets in Waiting rooms	2%	427	704
	36	Condition of toilets in circulating area	0%	404	663
	37	Availability of water in toilets and in other places for cleaning	4%	432	629
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	423	629
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	412	604
	40	Cleanliness of concourse and circulating area	0%	450	704
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		733	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		800	
	3	Adequate supervision for monitoring cleanliness		867	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		800	
	5	Performance of service improvement groups (SIG) and their effectiveness		667	
	6	Usage of recycled water for non potable uses		400	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		467	
	8	Condition of carriage watering hydrants including their leakage		467	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		533	
	10	Final disposal of waste water from the trackside drains		467	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		400	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		733	
	13	Condition of Washable CC Apron over tracks at station		733	

Name of Station	Division
FARIDABAD	DELHI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	429
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	355
Cleanliness Rank of the Station (in Category)	282
Cleanliness Rank of the Station (in Footfall Class)	47
Cleanliness Rank of the Station (in Zone)	49
Cleanliness Rank of the Station (in Division)	14
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	451
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	445
Infrastructure Adequacy Level	Level 4
Process Compliance Score	407
Process Compliance Level	Level 4



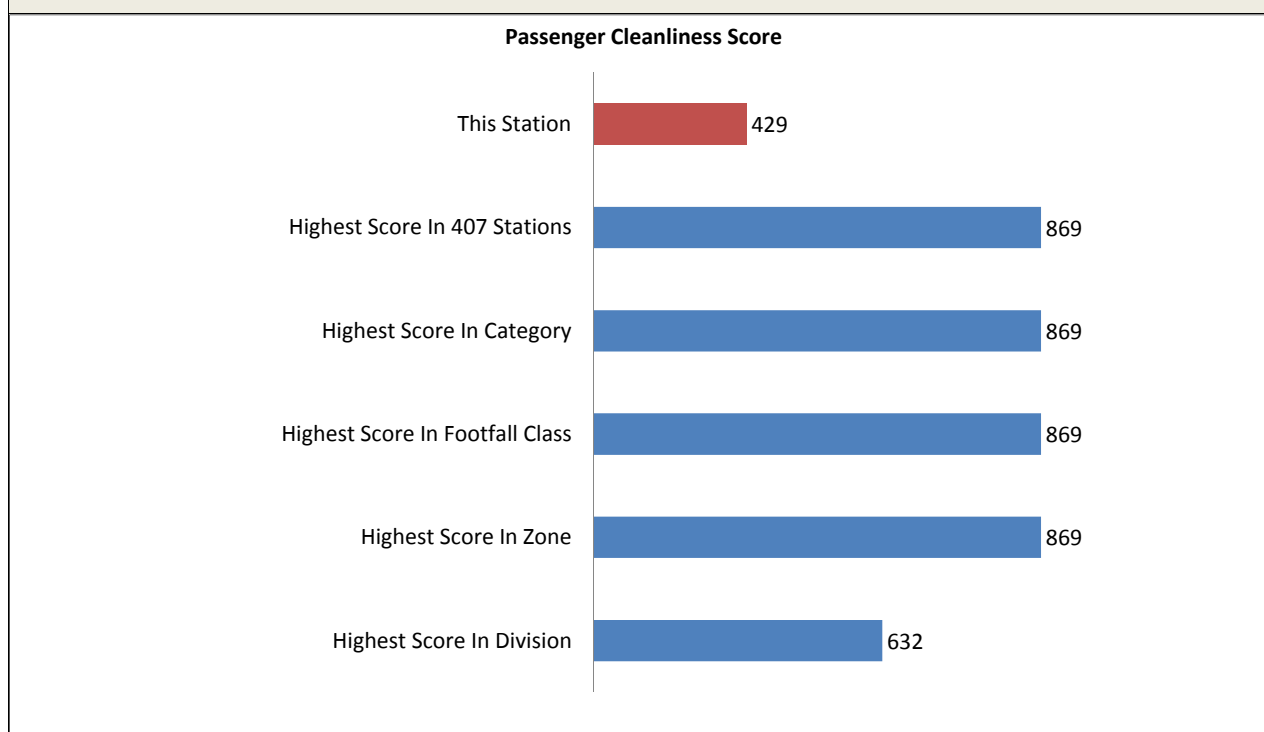
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	1
Observed the enforcement of anti-littering rules	47
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	17
Sensitized cleaning staff about correct practices	33
Observed the use of CCTVs for monitoring cleanliness at stations	17
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	452	396
	2	Condition of flooring surface at waiting rooms	1%	417	358
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	438	400
	4	Condition of water booths and water coolers	2%	420	338
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	436	438
	6	Condition of vending stalls including arrangements for waste disposal	2%	438	404
	7	Proper dressing of Electric cables	2%	414	388
	8	Proper dressing of Telecom cables	2%	393	333
	9	Absence of stench in the station premises	12%	425	554
	10	Control of pest and rodent	2%	411	629
	11	Control of flies and mosquitoes	3%	453	583
	12	Stagnation of water in movement areas and non-movement areas	2%	397	508
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	425	478
	14	Cleanliness and hygiene around vending stalls	3%	412	446
	15	Cleanliness of platform areas	5%	438	417
	16	Cleanliness of advertisement hoardings/signages	3%	406	413
	17	Cleanliness of tracks between platforms	1%	423	488
	18	Cleanliness of foot over bridges	1%	406	508
	19	Cleanliness of track area up to home signal beyond platform	1%	423	446
	20	Functioning of cross and longitudinal waste water drains	2%	463	513
Waste Management	21	Adequate availability of dustbins	10%	446	445
	22	Proper system for collection and disposal of solid waste from trains	0%	434	360
	23	Proper system for collection and disposal of solid waste from stations	0%	411	445
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	404	538
	25	Promptness in removal and disbursement of garbage	3%	427	521
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	422	417
	27	Presence/clearance of unwanted posters/notices	0%	414	488
	28	Storage of scrap items & their prompt disposal	3%	403	388
Toilets	29	Adequate availability of toilet in General	4%	439	383
	30	Adequate availability of toilets in pay and use	0%	479	424
	31	Adequate availability of toilets in Waiting rooms	3%	451	375
	32	Adequate availability of toilets in Circulating area	0%	400	355
	33	Condition of toilets in General	3%	425	470
	34	Condition of toilets in pay and use	0%	451	418
	35	Condition of toilets in Waiting rooms	2%	432	453
	36	Condition of toilets in circulating area	0%	434	400
	37	Availability of water in toilets and in other places for cleaning	4%	446	438
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	423	388
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	428	442
	40	Cleanliness of concourse and circulating area	0%	412	438
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			480
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			360
	3	Adequate supervision for monitoring cleanliness			367
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			433
	5	Performance of service improvement groups (SIG) and their effectiveness			300
	6	Usage of recycled water for non potable uses			500
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			433
	8	Condition of carriage watering hydrants including their leakage			567
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			480
	10	Final disposal of waste water from the trackside drains			400
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			433

Name of Station	Division
ADARSHNAGARDELHI	DELHI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	429
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	356
Cleanliness Rank of the Station (in Category)	283
Cleanliness Rank of the Station (in Footfall Class)	160
Cleanliness Rank of the Station (in Zone)	50
Cleanliness Rank of the Station (in Division)	15
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	420
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	436
Infrastructure Adequacy Level	Level 4
Process Compliance Score	333
Process Compliance Level	Level 5



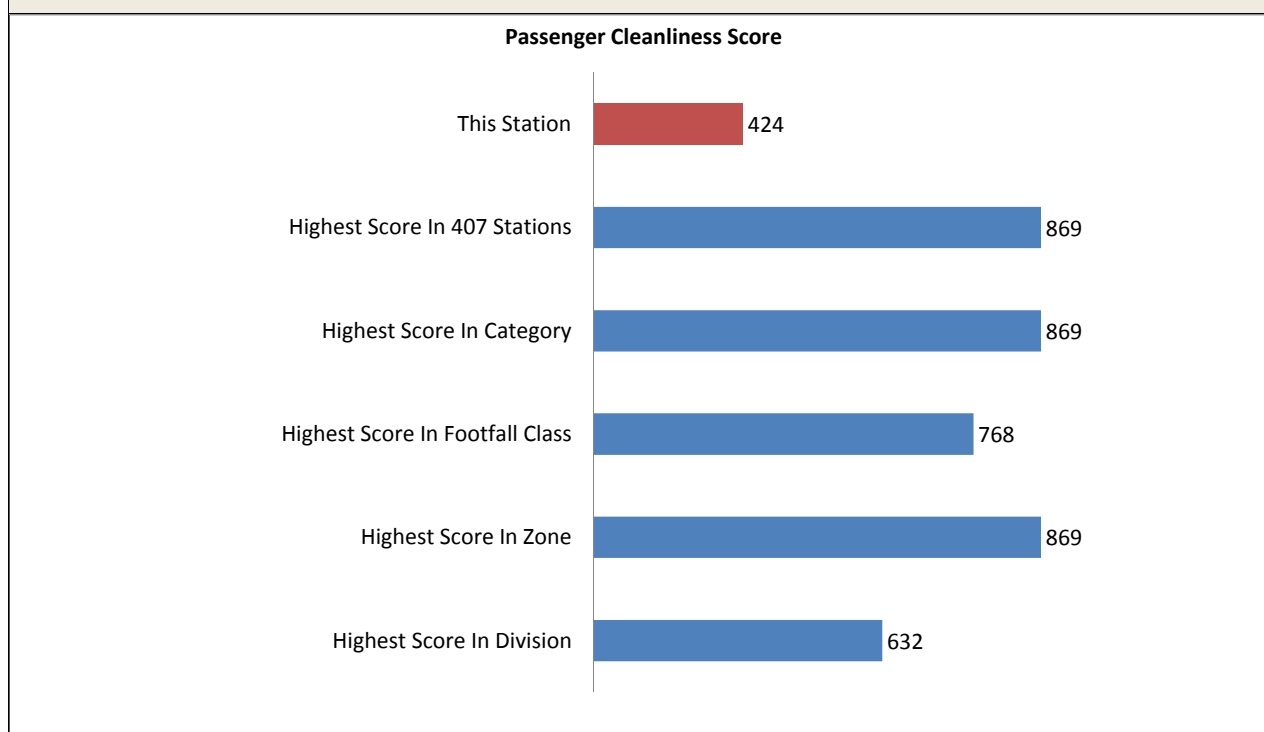
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	9
Observed the enforcement of anti-littering rules	66
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	25
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	444	400
	2	Condition of flooring surface at waiting rooms	1%	435	400
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	432	400
	4	Condition of water booths and water coolers	2%	427	467
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	433	467
	6	Condition of vending stalls including arrangements for waste disposal	2%	427	400
	7	Proper dressing of Electric cables	2%	426	350
	8	Proper dressing of Telecom cables	2%	409	400
	9	Absence of stench in the station premises	12%	415	400
	10	Control of pest and rodent	2%	385	467
	11	Control of flies and mosquitoes	3%	475	333
	12	Stagnation of water in movement areas and non-movement areas	2%	431	533
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	457	400
	14	Cleanliness and hygiene around vending stalls	3%	413	350
	15	Cleanliness of platform areas	5%	433	450
	16	Cleanliness of advertisement hoardings/signages	3%	430	467
	17	Cleanliness of tracks between platforms	1%	446	400
	18	Cleanliness of foot over bridges	1%	428	450
	19	Cleanliness of track area up to home signal beyond platform	1%	448	450
	20	Functioning of cross and longitudinal waste water drains	2%	444	533
Waste Management	21	Adequate availability of dustbins	10%	425	500
	22	Proper system for collection and disposal of solid waste from trains	0%	431	350
	23	Proper system for collection and disposal of solid waste from stations	0%	431	400
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	453	467
	25	Promptness in removal and disbursement of garbage	3%	435	467
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	432	350
	27	Presence/clearance of unwanted posters/notices	0%	419	333
	28	Storage of scrap items & their prompt disposal	3%	409	400
Toilets	29	Adequate availability of toilet in General	4%	402	550
	30	Adequate availability of toilets in pay and use	0%	493	333
	31	Adequate availability of toilets in Waiting rooms	3%	430	400
	32	Adequate availability of toilets in Circulating area	0%	407	400
	33	Condition of toilets in General	3%	435	300
	34	Condition of toilets in pay and use	0%	431	400
	35	Condition of toilets in Waiting rooms	2%	438	267
	36	Condition of toilets in circulating area	0%	427	467
	37	Availability of water in toilets and in other places for cleaning	4%	436	333
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	439	400
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	430	400
	40	Cleanliness of concourse and circulating area	0%	434	400
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			350
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			300
	3	Adequate supervision for monitoring cleanliness			300
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			350
	5	Performance of service improvement groups (SIG) and their effectiveness			350
	6	Usage of recycled water for non potable uses			350
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			400
	8	Condition of carriage watering hydrants including their leakage			550
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			350
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			350
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			400

Name of Station	Division
PANIPAT	DELHI JN.
Passenger Cleanliness Score	424
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	361
Cleanliness Rank of the Station (in Category)	288
Cleanliness Rank of the Station (in Footfall Class)	48
Cleanliness Rank of the Station (in Zone)	51
Cleanliness Rank of the Station (in Division)	16
Non-Passenger Cleanliness Score	NA
Non-Passenger Cleanliness Level	NA
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



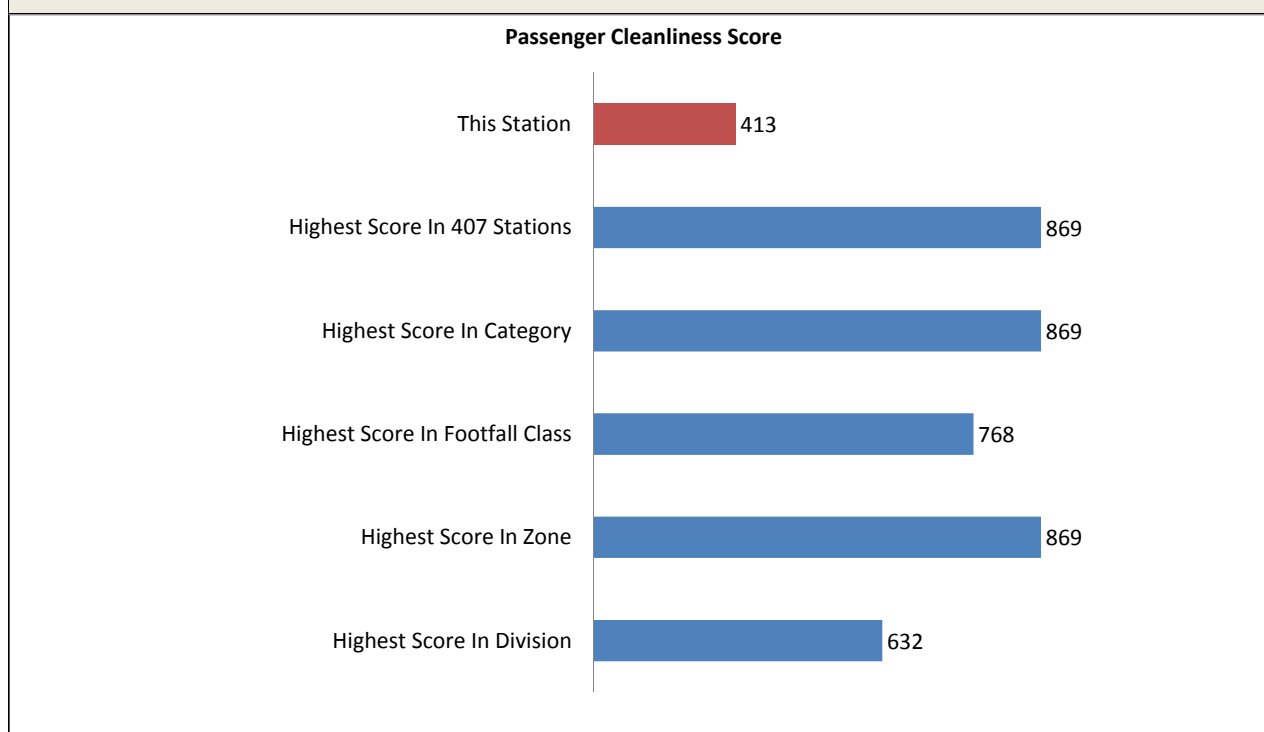
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	5
Observed the enforcement of anti-littering rules	4
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	410	380
	2	Condition of flooring surface at waiting rooms	1%	419	375
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	418	325
	4	Condition of water booths and water coolers	2%	395	378
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	387	320
	6	Condition of vending stalls including arrangements for waste disposal	2%	396	360
	7	Proper dressing of Electric cables	2%	434	NA
	8	Proper dressing of Telecom cables	2%	433	NA
	9	Absence of stench in the station premises	12%	447	400
	10	Control of pest and rodent	2%	429	400
	11	Control of flies and mosquitoes	3%	450	340
	12	Stagnation of water in movement areas and non-movement areas	2%	399	360
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	423	320
	14	Cleanliness and hygiene around vending stalls	3%	421	333
	15	Cleanliness of platform areas	5%	424	400
	16	Cleanliness of advertisement hoardings/signages	3%	421	NA
	17	Cleanliness of tracks between platforms	1%	387	320
	18	Cleanliness of foot over bridges	1%	387	356
	19	Cleanliness of track area up to home signal beyond platform	1%	401	333
	20	Functioning of cross and longitudinal waste water drains	2%	436	311
Waste Management	21	Adequate availability of dustbins	10%	454	400
	22	Proper system for collection and disposal of solid waste from trains	0%	417	371
	23	Proper system for collection and disposal of solid waste from stations	0%	455	NA
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	412	380
	25	Promptness in removal and disbursement of garbage	3%	416	333
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	389	400
	27	Presence/clearance of unwanted posters/notices	0%	444	NA
	28	Storage of scrap items & their prompt disposal	3%	451	NA
Toilets	29	Adequate availability of toilet in General	4%	434	400
	30	Adequate availability of toilets in pay and use	0%	437	380
	31	Adequate availability of toilets in Waiting rooms	3%	440	260
	32	Adequate availability of toilets in Circulating area	0%	408	340
	33	Condition of toilets in General	3%	419	220
	34	Condition of toilets in pay and use	0%	421	320
	35	Condition of toilets in Waiting rooms	2%	399	320
	36	Condition of toilets in circulating area	0%	416	289
	37	Availability of water in toilets and in other places for cleaning	4%	421	340
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	421	378
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	396	356
	40	Cleanliness of concourse and circulating area	0%	396	350
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
MEERUT CITY	DELHI JN.
Passenger Cleanliness Score	413
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	370
Cleanliness Rank of the Station (in Category)	297
Cleanliness Rank of the Station (in Footfall Class)	50
Cleanliness Rank of the Station (in Zone)	54
Cleanliness Rank of the Station (in Division)	17
Non-Passenger Cleanliness Score	630
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	724
Infrastructure Adequacy Level	Level 2
Process Compliance Score	711
Process Compliance Level	Level 2



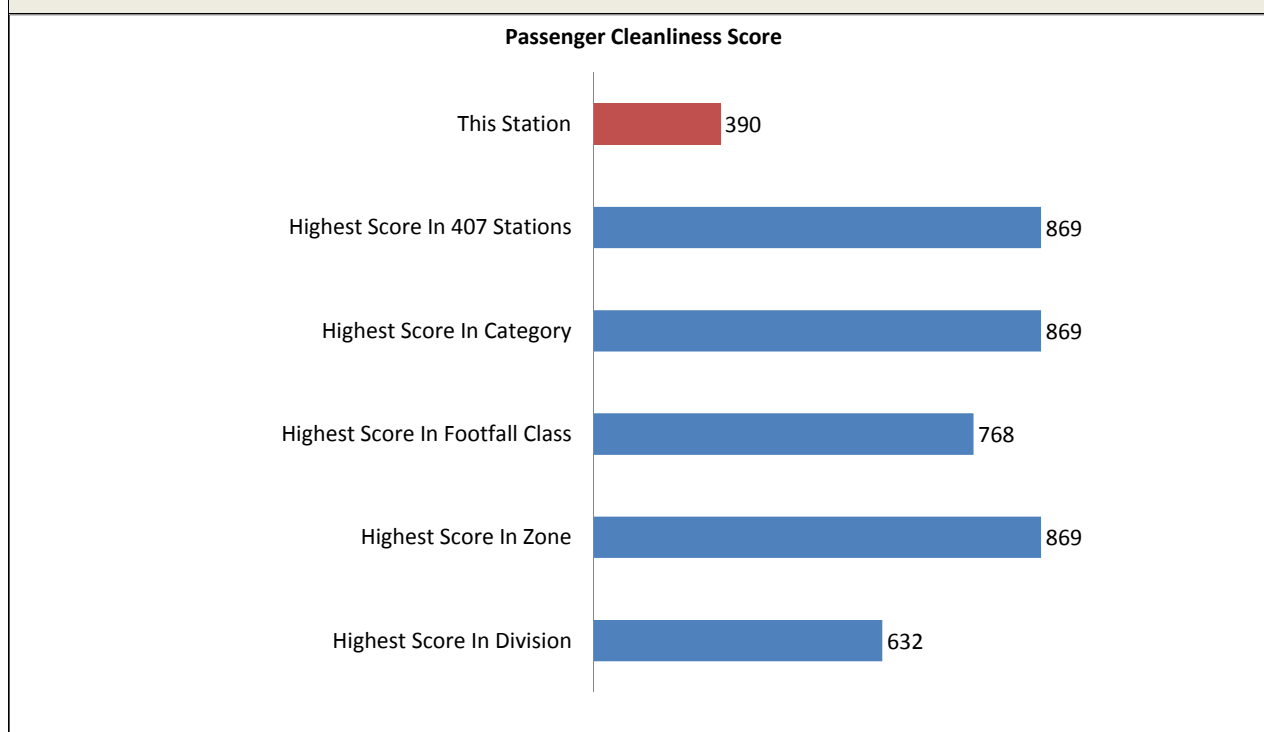
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	65
Observed the enforcement of anti-littering rules	83
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	67
Observed the use of CCTVs for monitoring cleanliness at stations	67
Availability of Washable CC Apron over tracks at station	33

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	427	633
	2	Condition of flooring surface at waiting rooms	1%	419	652
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	408	667
	4	Condition of water booths and water coolers	2%	424	681
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	424	533
	6	Condition of vending stalls including arrangements for waste disposal	2%	391	552
	7	Proper dressing of Electric cables	2%	486	633
	8	Proper dressing of Telecom cables	2%	502	571
	9	Absence of stench in the station premises	12%	389	643
	10	Control of pest and rodent	2%	391	800
	11	Control of flies and mosquitoes	3%	379	638
	12	Stagnation of water in movement areas and non-movement areas	2%	394	652
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	416	590
	14	Cleanliness and hygiene around vending stalls	3%	432	652
	15	Cleanliness of platform areas	5%	430	705
	16	Cleanliness of advertisement hoardings/signages	3%	488	700
	17	Cleanliness of tracks between platforms	1%	430	624
	18	Cleanliness of foot over bridges	1%	439	700
	19	Cleanliness of track area up to home signal beyond platform	1%	422	605
	20	Functioning of cross and longitudinal waste water drains	2%	401	667
Waste Management	21	Adequate availability of dustbins	10%	390	638
	22	Proper system for collection and disposal of solid waste from trains	0%	412	667
	23	Proper system for collection and disposal of solid waste from stations	0%	458	652
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	418	667
	25	Promptness in removal and disbursement of garbage	3%	422	652
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	380	686
	27	Presence/clearance of unwanted posters/notices	0%	446	652
	28	Storage of scrap items & their prompt disposal	3%	490	676
Toilets	29	Adequate availability of toilet in General	4%	379	505
	30	Adequate availability of toilets in pay and use	0%	376	629
	31	Adequate availability of toilets in Waiting rooms	3%	399	619
	32	Adequate availability of toilets in Circulating area	0%	379	550
	33	Condition of toilets in General	3%	380	521
	34	Condition of toilets in pay and use	0%	412	548
	35	Condition of toilets in Waiting rooms	2%	429	567
	36	Condition of toilets in circulating area	0%	407	486
	37	Availability of water in toilets and in other places for cleaning	4%	426	595
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	407	600
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	423	586
	40	Cleanliness of concourse and circulating area	0%	415	652
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			667
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			667
	3	Adequate supervision for monitoring cleanliness			733
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			733
	6	Usage of recycled water for non potable uses			667
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			667
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			733
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			667
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			1000

Name of Station	Division
DELHI SHAHADRA	DELHI JN.
Passenger Cleanliness Score	390
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	381
Cleanliness Rank of the Station (in Category)	307
Cleanliness Rank of the Station (in Footfall Class)	51
Cleanliness Rank of the Station (in Zone)	56
Cleanliness Rank of the Station (in Division)	18
Non-Passenger Cleanliness Score	NA
Non-Passenger Cleanliness Level	NA
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



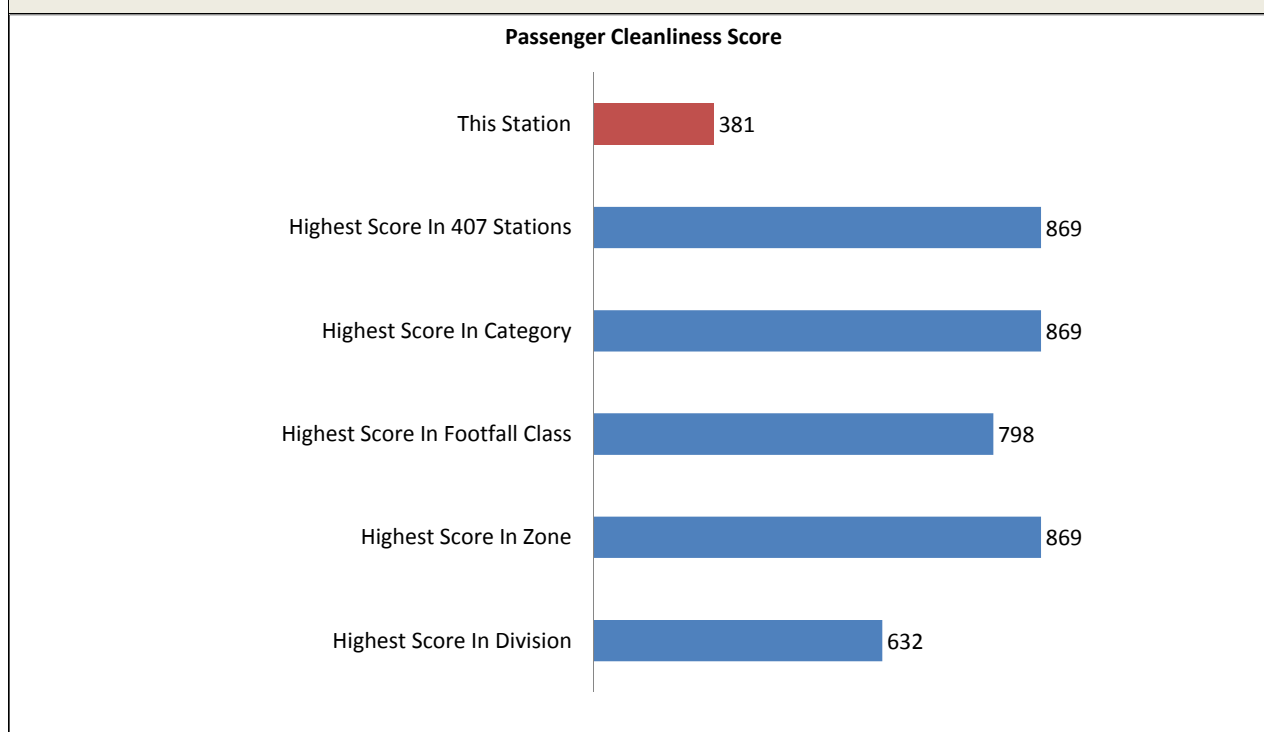
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	35
Observed the enforcement of anti-littering rules	33
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	403	NA
	2	Condition of flooring surface at waiting rooms	1%	395	NA
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	396	NA
	4	Condition of water booths and water coolers	2%	391	NA
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	387	NA
	6	Condition of vending stalls including arrangements for waste disposal	2%	390	NA
	7	Proper dressing of Electric cables	2%	376	NA
	8	Proper dressing of Telecom cables	2%	383	NA
	9	Absence of stench in the station premises	12%	404	NA
	10	Control of pest and rodent	2%	400	NA
	11	Control of flies and mosquitoes	3%	378	NA
	12	Stagnation of water in movement areas and non-movement areas	2%	377	NA
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	380	NA
	14	Cleanliness and hygiene around vending stalls	3%	387	NA
	15	Cleanliness of platform areas	5%	372	NA
	16	Cleanliness of advertisement hoardings/signages	3%	374	NA
	17	Cleanliness of tracks between platforms	1%	377	NA
	18	Cleanliness of foot over bridges	1%	379	NA
	19	Cleanliness of track area up to home signal beyond platform	1%	379	NA
	20	Functioning of cross and longitudinal waste water drains	2%	362	NA
Waste Management	21	Adequate availability of dustbins	10%	413	NA
	22	Proper system for collection and disposal of solid waste from trains	0%	374	NA
	23	Proper system for collection and disposal of solid waste from stations	0%	375	NA
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	385	NA
	25	Promptness in removal and disbursement of garbage	3%	385	NA
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	382	NA
	27	Presence/clearance of unwanted posters/notices	0%	380	NA
	28	Storage of scrap items & their prompt disposal	3%	376	NA
Toilets	29	Adequate availability of toilet in General	4%	408	NA
	30	Adequate availability of toilets in pay and use	0%	398	NA
	31	Adequate availability of toilets in Waiting rooms	3%	368	NA
	32	Adequate availability of toilets in Circulating area	0%	376	NA
	33	Condition of toilets in General	3%	379	NA
	34	Condition of toilets in pay and use	0%	383	NA
	35	Condition of toilets in Waiting rooms	2%	386	NA
	36	Condition of toilets in circulating area	0%	387	NA
	37	Availability of water in toilets and in other places for cleaning	4%	391	NA
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	396	NA
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	378	NA
	40	Cleanliness of concourse and circulating area	0%	385	NA
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		NA	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		NA	
	3	Adequate supervision for monitoring cleanliness		NA	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		NA	
	5	Performance of service improvement groups (SIG) and their effectiveness		NA	
	6	Usage of recycled water for non potable uses		NA	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		NA	
	8	Condition of carriage watering hydrants including their leakage		NA	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		NA	
	10	Final disposal of waste water from the trackside drains		NA	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		NA	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		NA	
	13	Condition of Washable CC Apron over tracks at station		NA	

Name of Station	Division
GHAZIABAD	DELHI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	381
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	385
Cleanliness Rank of the Station (in Category)	311
Cleanliness Rank of the Station (in Footfall Class)	30
Cleanliness Rank of the Station (in Zone)	58
Cleanliness Rank of the Station (in Division)	19
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	392
Non-Passenger Cleanliness Level	Level 5
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	412
Infrastructure Adequacy Level	Level 4
Process Compliance Score	445
Process Compliance Level	Level 4



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	21
Observed the enforcement of anti-littering rules	22
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	75
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	75
Availability of Washable CC Apron over tracks at station	88

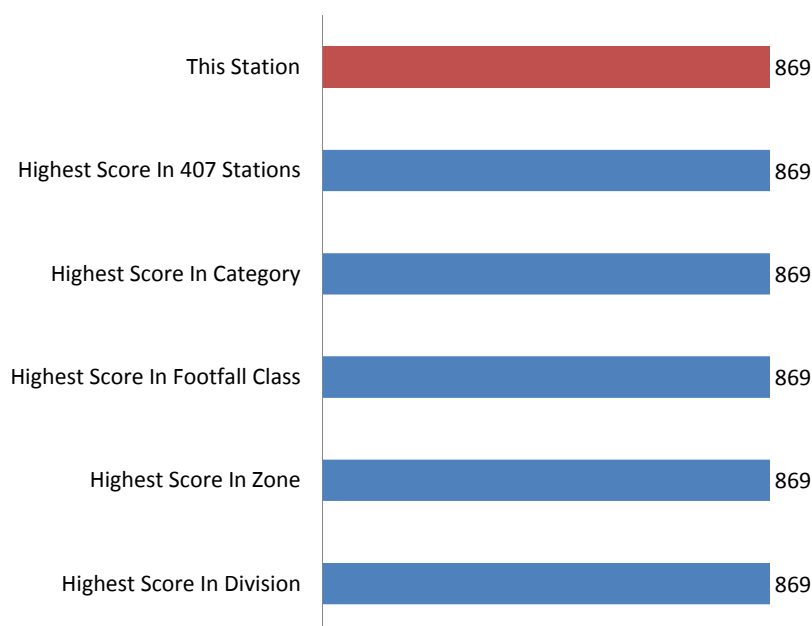
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	383	263
	2	Condition of flooring surface at waiting rooms	1%	375	288
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	387	283
	4	Condition of water booths and water coolers	2%	393	318
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	382	275
	6	Condition of vending stalls including arrangements for waste disposal	2%	387	290
	7	Proper dressing of Electric cables	2%	389	245
	8	Proper dressing of Telecom cables	2%	385	270
	9	Absence of stench in the station premises	12%	363	565
	10	Control of pest and rodent	2%	394	513
	11	Control of flies and mosquitoes	3%	411	548
	12	Stagnation of water in movement areas and non-movement areas	2%	353	490
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	375	449
	14	Cleanliness and hygiene around vending stalls	3%	383	508
	15	Cleanliness of platform areas	5%	392	468
	16	Cleanliness of advertisement hoardings/signages	3%	374	483
	17	Cleanliness of tracks between platforms	1%	384	455
	18	Cleanliness of foot over bridges	1%	385	490
	19	Cleanliness of track area up to home signal beyond platform	1%	387	475
	20	Functioning of cross and longitudinal waste water drains	2%	374	555
Waste Management	21	Adequate availability of dustbins	10%	366	298
	22	Proper system for collection and disposal of solid waste from trains	0%	385	309
	23	Proper system for collection and disposal of solid waste from stations	0%	386	277
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	372	445
	25	Promptness in removal and disbursement of garbage	3%	389	457
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	392	450
	27	Presence/clearance of unwanted posters/notices	0%	382	405
	28	Storage of scrap items & their prompt disposal	3%	389	490
Toilets	29	Adequate availability of toilet in General	4%	390	238
	30	Adequate availability of toilets in pay and use	0%	418	229
	31	Adequate availability of toilets in Waiting rooms	3%	384	355
	32	Adequate availability of toilets in Circulating area	0%	356	233
	33	Condition of toilets in General	3%	366	238
	34	Condition of toilets in pay and use	0%	360	254
	35	Condition of toilets in Waiting rooms	2%	373	270
	36	Condition of toilets in circulating area	0%	396	253
	37	Availability of water in toilets and in other places for cleaning	4%	398	305
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	382	323
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	388	270
	40	Cleanliness of concourse and circulating area	0%	378	438
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			425
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			475
	3	Adequate supervision for monitoring cleanliness			425
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			475
	5	Performance of service improvement groups (SIG) and their effectiveness			525
	6	Usage of recycled water for non potable uses			343
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			325
	8	Condition of carriage watering hydrants including their leakage			486
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			425
	10	Final disposal of waste water from the trackside drains			371
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			425
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			450

Name of Station	Division
BEAS	FIROZPUR CANTT.
Passenger Cleanliness Score	869
Passenger Cleanliness Level	Level 1
Cleanliness Rank of the Station (in 407 stations)	1
Cleanliness Rank of the Station (in Category)	1
Cleanliness Rank of the Station (in Footfall Class)	1
Cleanliness Rank of the Station (in Zone)	1
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	NA
Non-Passenger Cleanliness Level	NA
Infrastructure Adequacy Score	516
Infrastructure Adequacy Level	Level 3
Process Compliance Score	650
Process Compliance Level	Level 2

Passenger Cleanliness Score



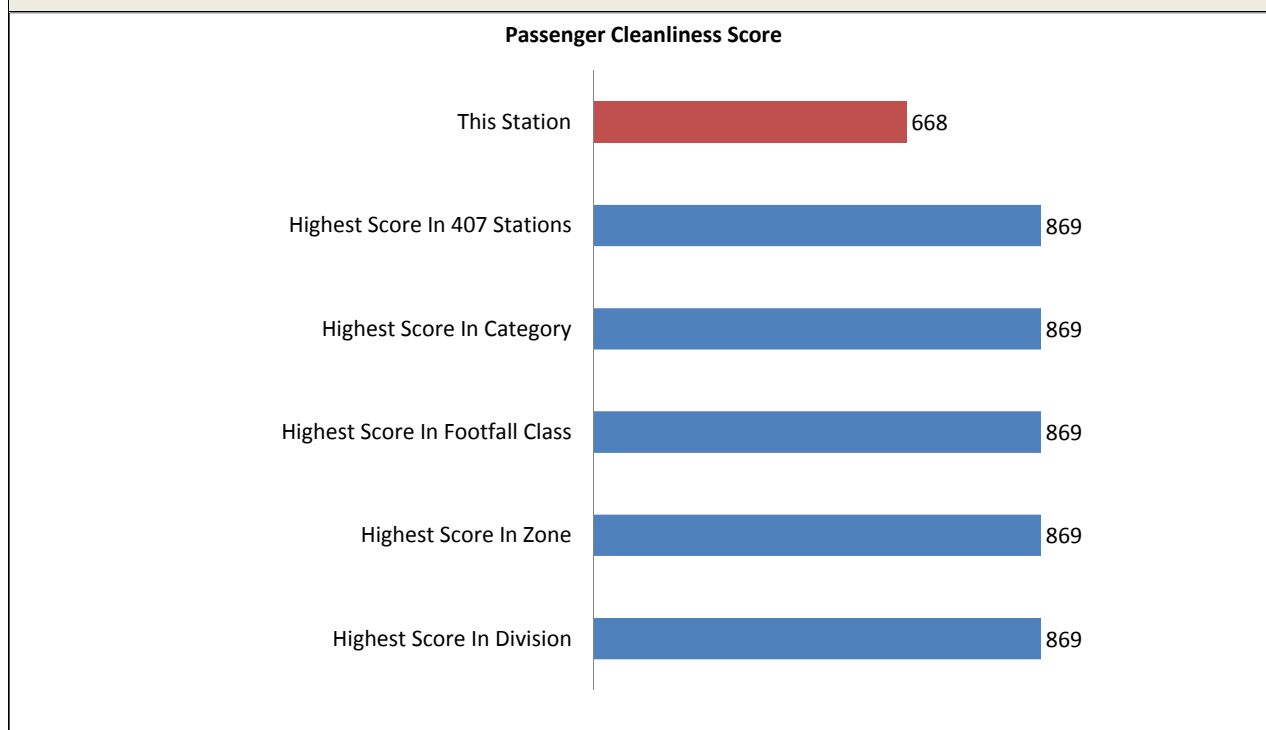
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	37
Observed the enforcement of anti-littering rules	36
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	893	760
	2	Condition of flooring surface at waiting rooms	1%	884	840
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	866	800
	4	Condition of water booths and water coolers	2%	878	680
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	862	400
	6	Condition of vending stalls including arrangements for waste disposal	2%	835	800
	7	Proper dressing of Electric cables	2%	864	840
	8	Proper dressing of Telecom cables	2%	859	840
	9	Absence of stench in the station premises	12%	875	480
	10	Control of pest and rodent	2%	868	320
	11	Control of flies and mosquitoes	3%	823	360
	12	Stagnation of water in movement areas and non-movement areas	2%	894	400
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	831	600
	14	Cleanliness and hygiene around vending stalls	3%	885	800
	15	Cleanliness of platform areas	5%	897	800
	16	Cleanliness of advertisement hoardings/signages	3%	888	650
	17	Cleanliness of tracks between platforms	1%	898	800
	18	Cleanliness of foot over bridges	1%	877	840
	19	Cleanliness of track area up to home signal beyond platform	1%	885	760
	20	Functioning of cross and longitudinal waste water drains	2%	851	300
Waste Management	21	Adequate availability of dustbins	10%	879	800
	22	Proper system for collection and disposal of solid waste from trains	0%	831	800
	23	Proper system for collection and disposal of solid waste from stations	0%	827	800
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	833	467
	25	Promptness in removal and disbursement of garbage	3%	883	640
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	819	640
	27	Presence/clearance of unwanted posters/notices	0%	903	650
	28	Storage of scrap items & their prompt disposal	3%	834	650
Toilets	29	Adequate availability of toilet in General	4%	881	680
	30	Adequate availability of toilets in pay and use	0%	835	NA
	31	Adequate availability of toilets in Waiting rooms	3%	877	800
	32	Adequate availability of toilets in Circulating area	0%	847	700
	33	Condition of toilets in General	3%	890	520
	34	Condition of toilets in pay and use	0%	840	NA
	35	Condition of toilets in Waiting rooms	2%	893	760
	36	Condition of toilets in circulating area	0%	815	750
	37	Availability of water in toilets and in other places for cleaning	4%	888	920
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	821	720
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	869	680
	40	Cleanliness of concourse and circulating area	0%	833	760
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		600	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		650	
	3	Adequate supervision for monitoring cleanliness		700	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		650	
	5	Performance of service improvement groups (SIG) and their effectiveness		0	
	6	Usage of recycled water for non potable uses		0	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		400	
	8	Condition of carriage watering hydrants including their leakage		600	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		680	
	10	Final disposal of waste water from the trackside drains		400	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		500	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		0	
	13	Condition of Washable CC Apron over tracks at station		0	

Name of Station	Division
UDHAMPUR	FIROZPUR CANTT.
Passenger Cleanliness Score	
Passenger Cleanliness Score	668
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	45
Cleanliness Rank of the Station (in Category)	36
Cleanliness Rank of the Station (in Footfall Class)	20
Cleanliness Rank of the Station (in Zone)	3
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	613
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	680
Infrastructure Adequacy Level	Level 2
Process Compliance Score	680
Process Compliance Level	Level 2



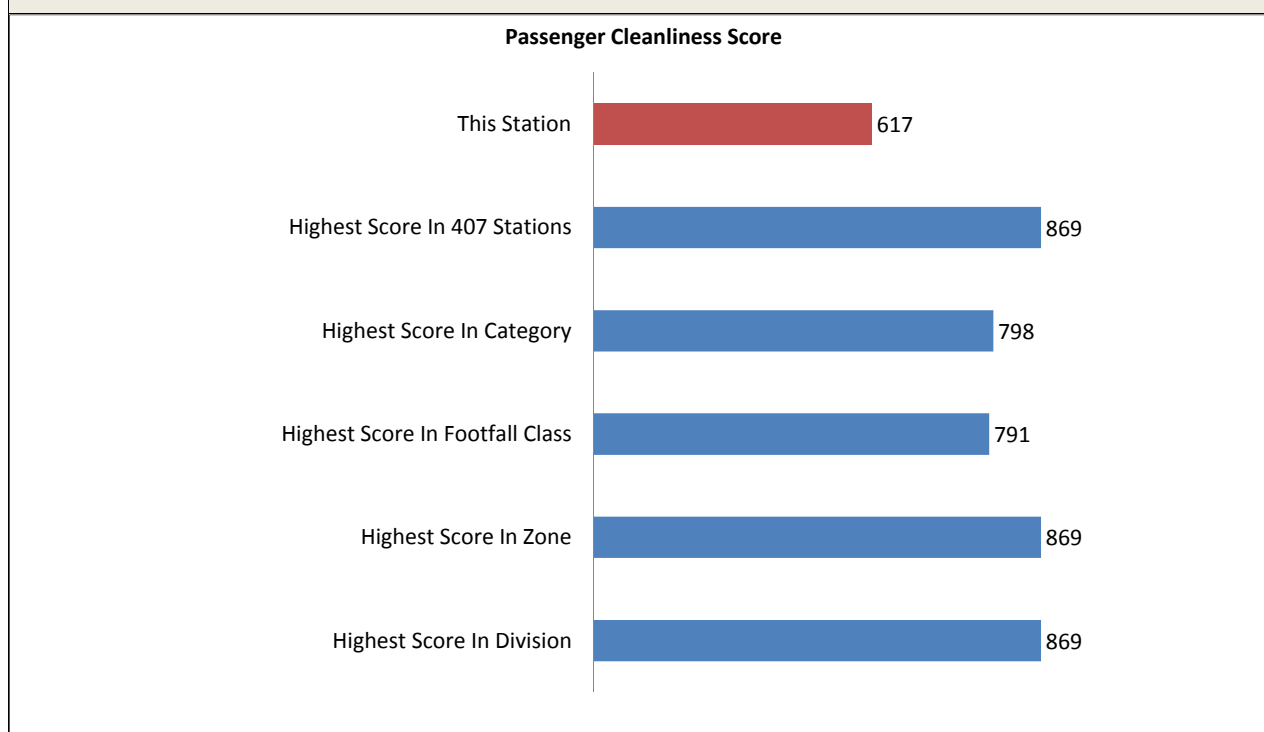
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	51
Observed the enforcement of anti-littering rules	50
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	40
Observed the use of CCTVs for monitoring cleanliness at stations	40
Availability of Washable CC Apron over tracks at station	60

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	631	620
	2	Condition of flooring surface at waiting rooms	1%	633	620
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	622	620
	4	Condition of water booths and water coolers	2%	622	620
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	642	620
	6	Condition of vending stalls including arrangements for waste disposal	2%	658	620
	7	Proper dressing of Electric cables	2%	693	620
	8	Proper dressing of Telecom cables	2%	693	620
	9	Absence of stench in the station premises	12%	713	620
	10	Control of pest and rodent	2%	699	600
	11	Control of flies and mosquitoes	3%	679	600
	12	Stagnation of water in movement areas and non-movement areas	2%	650	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	630	600
	14	Cleanliness and hygiene around vending stalls	3%	647	600
	15	Cleanliness of platform areas	5%	661	600
	16	Cleanliness of advertisement hoardings/signages	3%	662	600
	17	Cleanliness of tracks between platforms	1%	649	600
	18	Cleanliness of foot over bridges	1%	651	600
	19	Cleanliness of track area up to home signal beyond platform	1%	628	600
	20	Functioning of cross and longitudinal waste water drains	2%	669	600
Waste Management	21	Adequate availability of dustbins	10%	740	620
	22	Proper system for collection and disposal of solid waste from trains	0%	677	620
	23	Proper system for collection and disposal of solid waste from stations	0%	680	620
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	631	600
	25	Promptness in removal and disbursement of garbage	3%	647	600
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	629	600
	27	Presence/clearance of unwanted posters/notices	0%	659	600
	28	Storage of scrap items & their prompt disposal	3%	688	600
Toilets	29	Adequate availability of toilet in General	4%	727	620
	30	Adequate availability of toilets in pay and use	0%	702	634
	31	Adequate availability of toilets in Waiting rooms	3%	680	620
	32	Adequate availability of toilets in Circulating area	0%	654	620
	33	Condition of toilets in General	3%	622	620
	34	Condition of toilets in pay and use	0%	628	620
	35	Condition of toilets in Waiting rooms	2%	614	620
	36	Condition of toilets in circulating area	0%	609	620
	37	Availability of water in toilets and in other places for cleaning	4%	618	620
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	625	620
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	630	620
	40	Cleanliness of concourse and circulating area	0%	651	600
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			680
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			680
	3	Adequate supervision for monitoring cleanliness			680
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			680
	5	Performance of service improvement groups (SIG) and their effectiveness			680
	6	Usage of recycled water for non potable uses			680
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			680
	8	Condition of carriage watering hydrants including their leakage			680
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			680
	10	Final disposal of waste water from the trackside drains			680
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			680
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			680
	13	Condition of Washable CC Apron over tracks at station			680

Name of Station	Division
JAMMU TAWI	FIROZPUR CANTT.
Passenger Cleanliness Score	617
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	82
Cleanliness Rank of the Station (in Category)	20
Cleanliness Rank of the Station (in Footfall Class)	27
Cleanliness Rank of the Station (in Zone)	6
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	664
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	654
Infrastructure Adequacy Level	Level 2
Process Compliance Score	724
Process Compliance Level	Level 2



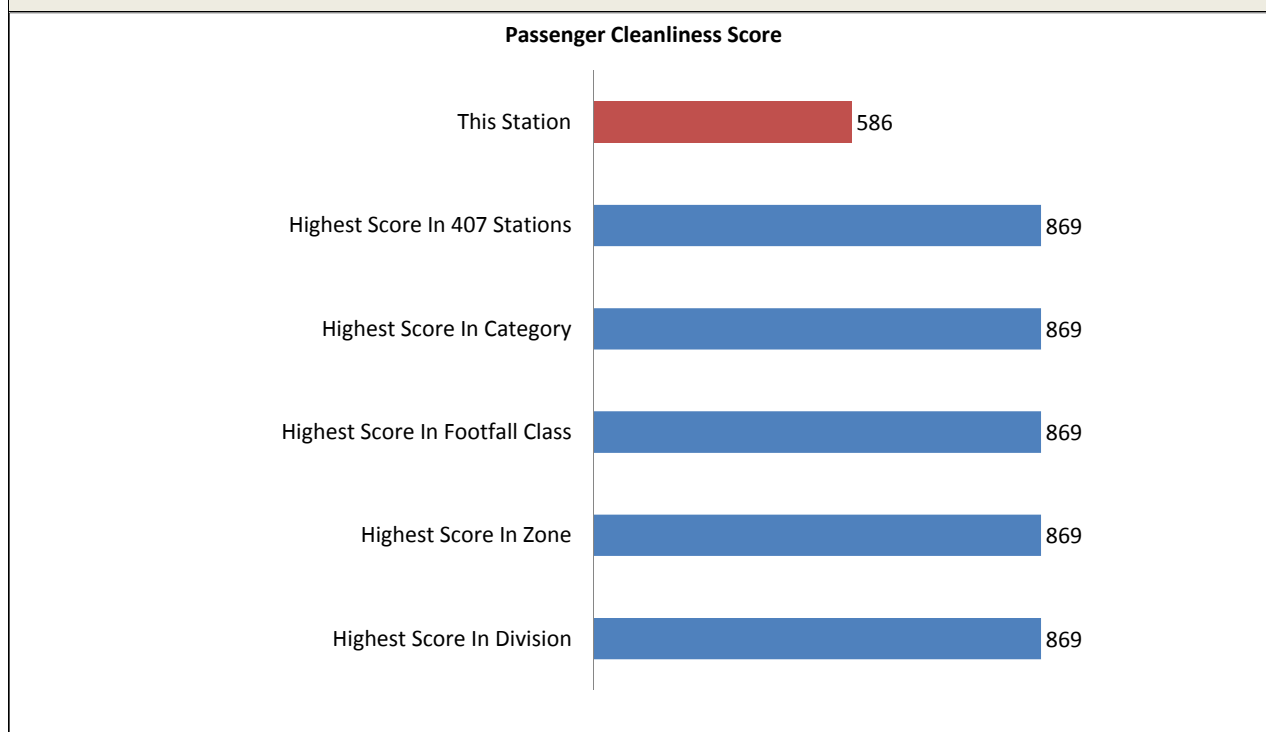
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	26
Observed the enforcement of anti-littering rules	26
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	57
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	86
Availability of Washable CC Apron over tracks at station	86

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	656	757
	2	Condition of flooring surface at waiting rooms	1%	663	757
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	630	586
	4	Condition of water booths and water coolers	2%	625	654
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	530	560
	6	Condition of vending stalls including arrangements for waste disposal	2%	646	723
	7	Proper dressing of Electric cables	2%	661	705
	8	Proper dressing of Telecom cables	2%	648	685
	9	Absence of stench in the station premises	12%	634	697
	10	Control of pest and rodent	2%	489	243
	11	Control of flies and mosquitoes	3%	559	503
	12	Stagnation of water in movement areas and non-movement areas	2%	625	668
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	596	552
	14	Cleanliness and hygiene around vending stalls	3%	656	737
	15	Cleanliness of platform areas	5%	651	814
	16	Cleanliness of advertisement hoardings/signages	3%	608	729
	17	Cleanliness of tracks between platforms	1%	624	786
	18	Cleanliness of foot over bridges	1%	625	780
	19	Cleanliness of track area up to home signal beyond platform	1%	621	711
	20	Functioning of cross and longitudinal waste water drains	2%	630	625
Waste Management	21	Adequate availability of dustbins	10%	641	554
	22	Proper system for collection and disposal of solid waste from trains	0%	616	724
	23	Proper system for collection and disposal of solid waste from stations	0%	604	743
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	621	639
	25	Promptness in removal and disbursement of garbage	3%	619	643
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	529	731
	27	Presence/clearance of unwanted posters/notices	0%	612	743
	28	Storage of scrap items & their prompt disposal	3%	609	733
Toilets	29	Adequate availability of toilet in General	4%	597	600
	30	Adequate availability of toilets in pay and use	0%	660	693
	31	Adequate availability of toilets in Waiting rooms	3%	663	674
	32	Adequate availability of toilets in Circulating area	0%	660	600
	33	Condition of toilets in General	3%	616	648
	34	Condition of toilets in pay and use	0%	642	614
	35	Condition of toilets in Waiting rooms	2%	644	643
	36	Condition of toilets in circulating area	0%	650	633
	37	Availability of water in toilets and in other places for cleaning	4%	642	689
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	541	654
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	630	717
	40	Cleanliness of concourse and circulating area	0%	608	726
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			743
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			714
	3	Adequate supervision for monitoring cleanliness			771
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			743
	5	Performance of service improvement groups (SIG) and their effectiveness			771
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			629
	8	Condition of carriage watering hydrants including their leakage			629
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			714
	10	Final disposal of waste water from the trackside drains			629
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			657
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			720
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
FIROZPUR CANTT.	FIROZPUR CANTT.
Passenger Cleanliness Score	
Passenger Cleanliness Score	586
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	124
Cleanliness Rank of the Station (in Category)	95
Cleanliness Rank of the Station (in Footfall Class)	57
Cleanliness Rank of the Station (in Zone)	9
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	656
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	697
Infrastructure Adequacy Level	Level 2
Process Compliance Score	693
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	65
Observed the enforcement of anti-littering rules	27
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	80
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	20
Availability of Washable CC Apron over tracks at station	0

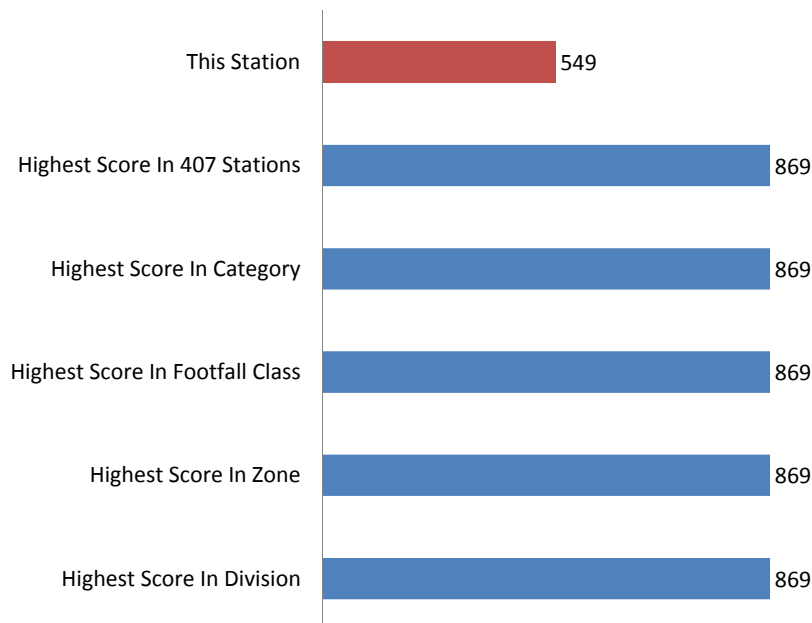
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	573	720
	2	Condition of flooring surface at waiting rooms	1%	576	720
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	563	640
	4	Condition of water booths and water coolers	2%	567	560
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	571	640
	6	Condition of vending stalls including arrangements for waste disposal	2%	566	680
	7	Proper dressing of Electric cables	2%	575	660
	8	Proper dressing of Telecom cables	2%	590	660
	9	Absence of stench in the station premises	12%	627	720
	10	Control of pest and rodent	2%	557	480
	11	Control of flies and mosquitoes	3%	602	700
	12	Stagnation of water in movement areas and non-movement areas	2%	567	620
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	584	720
	14	Cleanliness and hygiene around vending stalls	3%	579	760
	15	Cleanliness of platform areas	5%	579	760
	16	Cleanliness of advertisement hoardings/signages	3%	601	720
	17	Cleanliness of tracks between platforms	1%	587	660
	18	Cleanliness of foot over bridges	1%	587	720
	19	Cleanliness of track area up to home signal beyond platform	1%	584	720
	20	Functioning of cross and longitudinal waste water drains	2%	586	700
Waste Management	21	Adequate availability of dustbins	10%	617	640
	22	Proper system for collection and disposal of solid waste from trains	0%	580	620
	23	Proper system for collection and disposal of solid waste from stations	0%	570	680
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	565	660
	25	Promptness in removal and disbursement of garbage	3%	587	700
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	595	640
	27	Presence/clearance of unwanted posters/notices	0%	593	740
	28	Storage of scrap items & their prompt disposal	3%	602	720
Toilets	29	Adequate availability of toilet in General	4%	550	495
	30	Adequate availability of toilets in pay and use	0%	578	520
	31	Adequate availability of toilets in Waiting rooms	3%	566	700
	32	Adequate availability of toilets in Circulating area	0%	562	500
	33	Condition of toilets in General	3%	552	425
	34	Condition of toilets in pay and use	0%	555	440
	35	Condition of toilets in Waiting rooms	2%	561	600
	36	Condition of toilets in circulating area	0%	556	475
	37	Availability of water in toilets and in other places for cleaning	4%	563	440
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	555	740
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	577	620
	40	Cleanliness of concourse and circulating area	0%	585	740
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			760
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			720
	3	Adequate supervision for monitoring cleanliness			680
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			640
	5	Performance of service improvement groups (SIG) and their effectiveness			720
	6	Usage of recycled water for non potable uses			640
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			840
	8	Condition of carriage watering hydrants including their leakage			680
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			640
	10	Final disposal of waste water from the trackside drains			680
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			680
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			720
	13	Condition of Washable CC Apron over tracks at station			640

Name of Station	Division
CHAKKI BANK	FIROZPUR CANTT.
Passenger Cleanliness Score	
Passenger Cleanliness Score	549
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	190
Cleanliness Rank of the Station (in Category)	149
Cleanliness Rank of the Station (in Footfall Class)	87
Cleanliness Rank of the Station (in Zone)	16
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	691
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	729
Infrastructure Adequacy Level	Level 2
Process Compliance Score	747
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	4
Observed the enforcement of anti-littering rules	27
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	33
Sensitized cleaning staff about correct practices	67
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

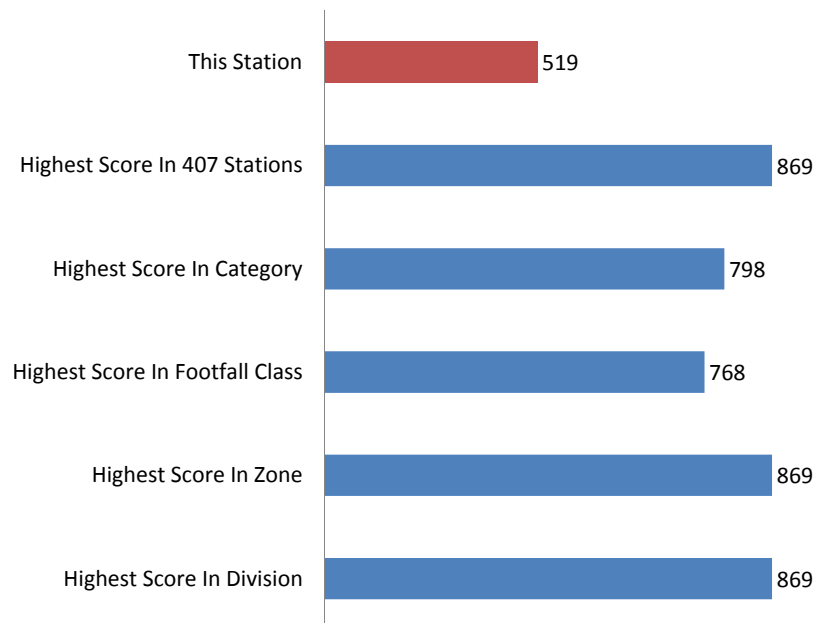
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	557	747
	2	Condition of flooring surface at waiting rooms	1%	555	690
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	517	580
	4	Condition of water booths and water coolers	2%	530	570
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	507	693
	6	Condition of vending stalls including arrangements for waste disposal	2%	527	733
	7	Proper dressing of Electric cables	2%	548	710
	8	Proper dressing of Telecom cables	2%	559	747
	9	Absence of stench in the station premises	12%	559	707
	10	Control of pest and rodent	2%	636	673
	11	Control of flies and mosquitoes	3%	611	827
	12	Stagnation of water in movement areas and non-movement areas	2%	555	700
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	538	767
	14	Cleanliness and hygiene around vending stalls	3%	561	750
	15	Cleanliness of platform areas	5%	566	770
	16	Cleanliness of advertisement hoardings/signages	3%	525	700
	17	Cleanliness of tracks between platforms	1%	562	677
	18	Cleanliness of foot over bridges	1%	523	667
	19	Cleanliness of track area up to home signal beyond platform	1%	557	707
	20	Functioning of cross and longitudinal waste water drains	2%	548	633
Waste Management	21	Adequate availability of dustbins	10%	563	637
	22	Proper system for collection and disposal of solid waste from trains	0%	464	660
	23	Proper system for collection and disposal of solid waste from stations	0%	461	613
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	556	767
	25	Promptness in removal and disbursement of garbage	3%	531	740
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	482	483
	27	Presence/clearance of unwanted posters/notices	0%	501	600
	28	Storage of scrap items & their prompt disposal	3%	506	650
Toilets	29	Adequate availability of toilet in General	4%	582	683
	30	Adequate availability of toilets in pay and use	0%	530	740
	31	Adequate availability of toilets in Waiting rooms	3%	590	780
	32	Adequate availability of toilets in Circulating area	0%	547	700
	33	Condition of toilets in General	3%	549	650
	34	Condition of toilets in pay and use	0%	516	630
	35	Condition of toilets in Waiting rooms	2%	558	660
	36	Condition of toilets in circulating area	0%	527	700
	37	Availability of water in toilets and in other places for cleaning	4%	548	817
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	494	600
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	534	617
	40	Cleanliness of concourse and circulating area	0%	517	657
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			760
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			733
	3	Adequate supervision for monitoring cleanliness			767
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			760
	5	Performance of service improvement groups (SIG) and their effectiveness			760
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			700
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
LUDHIANA	FIROZPUR CANTT.
Passenger Cleanliness Score	519
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	243
Cleanliness Rank of the Station (in Category)	54
Cleanliness Rank of the Station (in Footfall Class)	33
Cleanliness Rank of the Station (in Zone)	24
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	647
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	620
Infrastructure Adequacy Level	Level 2
Process Compliance Score	669
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	51
Observed the enforcement of anti-littering rules	36
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	33
Availability of Washable CC Apron over tracks at station	67

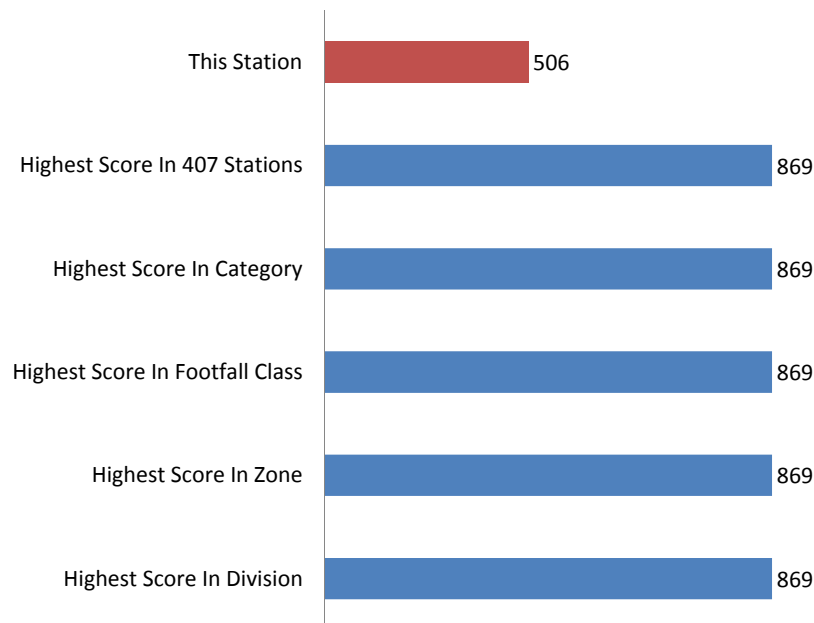
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	517	637
	2	Condition of flooring surface at waiting rooms	1%	527	730
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	517	633
	4	Condition of water booths and water coolers	2%	515	673
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	513	600
	6	Condition of vending stalls including arrangements for waste disposal	2%	500	653
	7	Proper dressing of Electric cables	2%	487	617
	8	Proper dressing of Telecom cables	2%	462	617
	9	Absence of stench in the station premises	12%	530	543
	10	Control of pest and rodent	2%	531	420
	11	Control of flies and mosquitoes	3%	508	657
	12	Stagnation of water in movement areas and non-movement areas	2%	521	690
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	513	525
	14	Cleanliness and hygiene around vending stalls	3%	520	677
	15	Cleanliness of platform areas	5%	517	747
	16	Cleanliness of advertisement hoardings/signages	3%	503	637
	17	Cleanliness of tracks between platforms	1%	517	710
	18	Cleanliness of foot over bridges	1%	513	707
	19	Cleanliness of track area up to home signal beyond platform	1%	511	642
	20	Functioning of cross and longitudinal waste water drains	2%	517	617
Waste Management	21	Adequate availability of dustbins	10%	555	747
	22	Proper system for collection and disposal of solid waste from trains	0%	496	640
	23	Proper system for collection and disposal of solid waste from stations	0%	501	693
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	514	597
	25	Promptness in removal and disbursement of garbage	3%	523	708
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	493	617
	27	Presence/clearance of unwanted posters/notices	0%	491	623
	28	Storage of scrap items & their prompt disposal	3%	474	667
Toilets	29	Adequate availability of toilet in General	4%	540	507
	30	Adequate availability of toilets in pay and use	0%	520	560
	31	Adequate availability of toilets in Waiting rooms	3%	527	783
	32	Adequate availability of toilets in Circulating area	0%	517	490
	33	Condition of toilets in General	3%	515	600
	34	Condition of toilets in pay and use	0%	516	605
	35	Condition of toilets in Waiting rooms	2%	521	673
	36	Condition of toilets in circulating area	0%	535	525
	37	Availability of water in toilets and in other places for cleaning	4%	522	763
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	517	653
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	510	642
	40	Cleanliness of concourse and circulating area	0%	518	607
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			700
	5	Performance of service improvement groups (SIG) and their effectiveness			733
	6	Usage of recycled water for non potable uses			480
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			633
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			700
	10	Final disposal of waste water from the trackside drains			567
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			567
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			640
	13	Condition of Washable CC Apron over tracks at station			633

Name of Station	Division
PATHANKOT	FIROZPUR CANTT.
Passenger Cleanliness Score	506
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	264
Cleanliness Rank of the Station (in Category)	208
Cleanliness Rank of the Station (in Footfall Class)	121
Cleanliness Rank of the Station (in Zone)	29
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	747
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	817
Infrastructure Adequacy Level	Level 1
Process Compliance Score	786
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	6
Observed the enforcement of anti-littering rules	14
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	17
Sensitized cleaning staff about correct practices	83
Observed the use of CCTVs for monitoring cleanliness at stations	17
Availability of Washable CC Apron over tracks at station	0

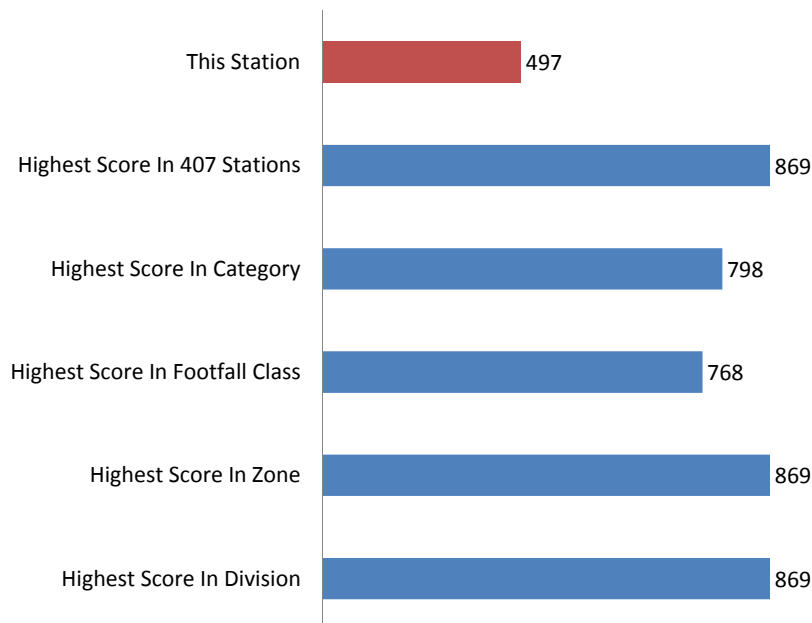
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	526	727
	2	Condition of flooring surface at waiting rooms	1%	539	800
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	465	617
	4	Condition of water booths and water coolers	2%	465	693
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	480	625
	6	Condition of vending stalls including arrangements for waste disposal	2%	499	697
	7	Proper dressing of Electric cables	2%	511	733
	8	Proper dressing of Telecom cables	2%	525	733
	9	Absence of stench in the station premises	12%	489	670
	10	Control of pest and rodent	2%	649	880
	11	Control of flies and mosquitoes	3%	605	933
	12	Stagnation of water in movement areas and non-movement areas	2%	504	735
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	468	775
	14	Cleanliness and hygiene around vending stalls	3%	524	780
	15	Cleanliness of platform areas	5%	536	890
	16	Cleanliness of advertisement hoardings/signages	3%	493	745
	17	Cleanliness of tracks between platforms	1%	508	880
	18	Cleanliness of foot over bridges	1%	480	640
	19	Cleanliness of track area up to home signal beyond platform	1%	490	750
	20	Functioning of cross and longitudinal waste water drains	2%	504	725
Waste Management	21	Adequate availability of dustbins	10%	499	740
	22	Proper system for collection and disposal of solid waste from trains	0%	438	680
	23	Proper system for collection and disposal of solid waste from stations	0%	415	713
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	490	700
	25	Promptness in removal and disbursement of garbage	3%	508	813
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	438	800
	27	Presence/clearance of unwanted posters/notices	0%	482	705
	28	Storage of scrap items & their prompt disposal	3%	473	787
Toilets	29	Adequate availability of toilet in General	4%	553	800
	30	Adequate availability of toilets in pay and use	0%	527	550
	31	Adequate availability of toilets in Waiting rooms	3%	557	820
	32	Adequate availability of toilets in Circulating area	0%	501	400
	33	Condition of toilets in General	3%	502	675
	34	Condition of toilets in pay and use	0%	492	667
	35	Condition of toilets in Waiting rooms	2%	542	760
	36	Condition of toilets in circulating area	0%	500	200
	37	Availability of water in toilets and in other places for cleaning	4%	491	750
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	476	637
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	471	683
	40	Cleanliness of concourse and circulating area	0%	469	740
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			880
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			767
	3	Adequate supervision for monitoring cleanliness			700
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			733
	5	Performance of service improvement groups (SIG) and their effectiveness			833
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			650
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			767
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			1000
	13	Condition of Washable CC Apron over tracks at station			1000

Name of Station	Division
AMRITSAR	FIROZPUR CANTT.
Passenger Cleanliness Score	
Passenger Cleanliness Score	497
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	277
Cleanliness Rank of the Station (in Category)	59
Cleanliness Rank of the Station (in Footfall Class)	36
Cleanliness Rank of the Station (in Zone)	32
Cleanliness Rank of the Station (in Division)	8
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	535
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	522
Infrastructure Adequacy Level	Level 3
Process Compliance Score	832
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	1
Observed the enforcement of anti-littering rules	1
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	40
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

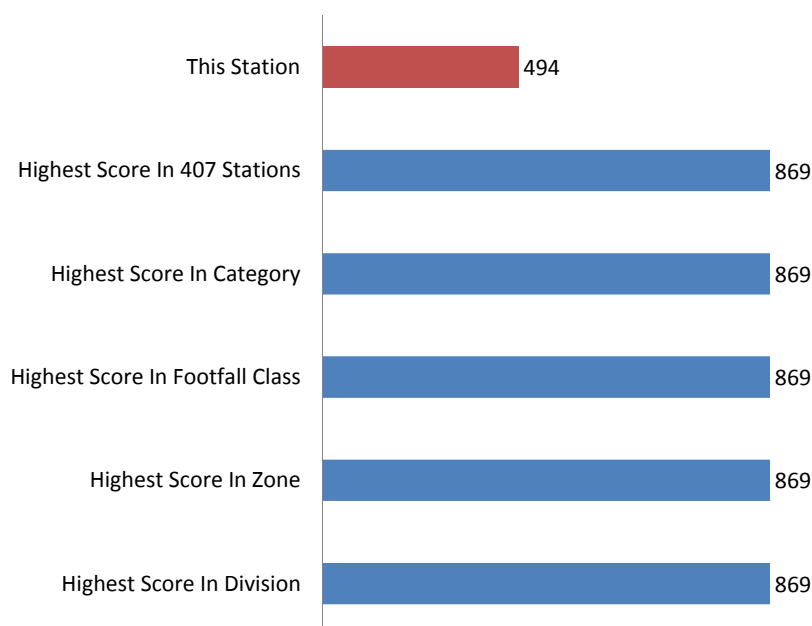
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	513	440
	2	Condition of flooring surface at waiting rooms	1%	515	620
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	445	500
	4	Condition of water booths and water coolers	2%	460	520
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	440	220
	6	Condition of vending stalls including arrangements for waste disposal	2%	485	720
	7	Proper dressing of Electric cables	2%	555	758
	8	Proper dressing of Telecom cables	2%	559	758
	9	Absence of stench in the station premises	12%	522	480
	10	Control of pest and rodent	2%	442	200
	11	Control of flies and mosquitoes	3%	460	700
	12	Stagnation of water in movement areas and non-movement areas	2%	439	340
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	438	308
	14	Cleanliness and hygiene around vending stalls	3%	518	720
	15	Cleanliness of platform areas	5%	516	740
	16	Cleanliness of advertisement hoardings/signages	3%	492	558
	17	Cleanliness of tracks between platforms	1%	472	600
	18	Cleanliness of foot over bridges	1%	506	700
	19	Cleanliness of track area up to home signal beyond platform	1%	506	680
	20	Functioning of cross and longitudinal waste water drains	2%	408	440
Waste Management	21	Adequate availability of dustbins	10%	561	440
	22	Proper system for collection and disposal of solid waste from trains	0%	426	650
	23	Proper system for collection and disposal of solid waste from stations	0%	404	650
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	438	560
	25	Promptness in removal and disbursement of garbage	3%	521	580
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	426	540
	27	Presence/clearance of unwanted posters/notices	0%	497	500
	28	Storage of scrap items & their prompt disposal	3%	379	575
Toilets	29	Adequate availability of toilet in General	4%	548	600
	30	Adequate availability of toilets in pay and use	0%	437	600
	31	Adequate availability of toilets in Waiting rooms	3%	558	720
	32	Adequate availability of toilets in Circulating area	0%	431	717
	33	Condition of toilets in General	3%	505	440
	34	Condition of toilets in pay and use	0%	391	333
	35	Condition of toilets in Waiting rooms	2%	522	560
	36	Condition of toilets in circulating area	0%	432	433
	37	Availability of water in toilets and in other places for cleaning	4%	536	660
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	425	460
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	473	500
	40	Cleanliness of concourse and circulating area	0%	468	540
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			760
	3	Adequate supervision for monitoring cleanliness			840
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			880
	5	Performance of service improvement groups (SIG) and their effectiveness			880
	6	Usage of recycled water for non potable uses			0
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			400
	8	Condition of carriage watering hydrants including their leakage			450
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			720
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			440
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			0
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
PHAGWARA	FIROZPUR CANTT.
Passenger Cleanliness Score	
Passenger Cleanliness Score	494
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	282
Cleanliness Rank of the Station (in Category)	223
Cleanliness Rank of the Station (in Footfall Class)	128
Cleanliness Rank of the Station (in Zone)	34
Cleanliness Rank of the Station (in Division)	9
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	519
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	592
Infrastructure Adequacy Level	Level 3
Process Compliance Score	715
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	5
Observed the enforcement of anti-littering rules	6
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	40
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

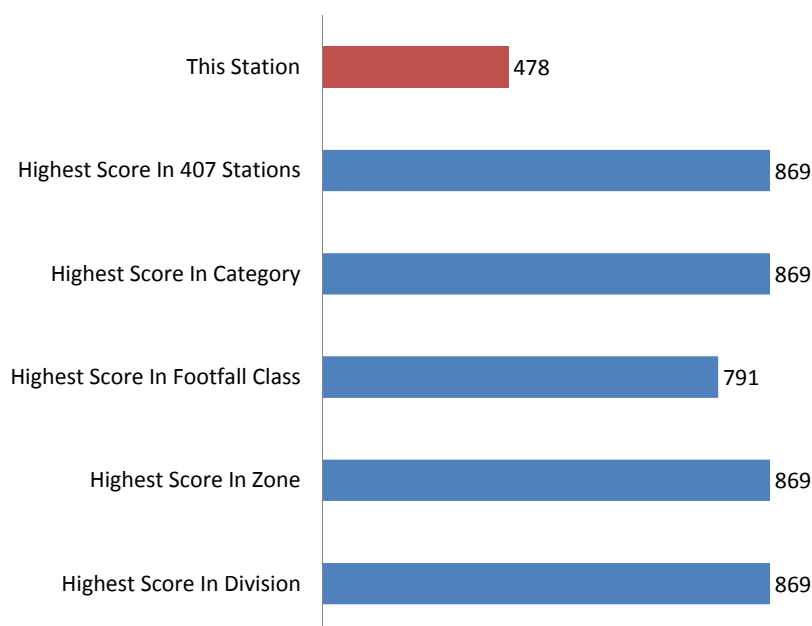
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	431	460
	2	Condition of flooring surface at waiting rooms	1%	531	613
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	491	453
	4	Condition of water booths and water coolers	2%	481	527
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	424	200
	6	Condition of vending stalls including arrangements for waste disposal	2%	513	693
	7	Proper dressing of Electric cables	2%	586	807
	8	Proper dressing of Telecom cables	2%	572	767
	9	Absence of stench in the station premises	12%	508	467
	10	Control of pest and rodent	2%	564	547
	11	Control of flies and mosquitoes	3%	544	653
	12	Stagnation of water in movement areas and non-movement areas	2%	514	400
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	485	450
	14	Cleanliness and hygiene around vending stalls	3%	526	667
	15	Cleanliness of platform areas	5%	437	720
	16	Cleanliness of advertisement hoardings/signages	3%	490	600
	17	Cleanliness of tracks between platforms	1%	388	553
	18	Cleanliness of foot over bridges	1%	431	540
	19	Cleanliness of track area up to home signal beyond platform	1%	477	540
	20	Functioning of cross and longitudinal waste water drains	2%	496	400
Waste Management	21	Adequate availability of dustbins	10%	538	500
	22	Proper system for collection and disposal of solid waste from trains	0%	473	600
	23	Proper system for collection and disposal of solid waste from stations	0%	458	600
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	498	440
	25	Promptness in removal and disbursement of garbage	3%	489	440
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	414	527
	27	Presence/clearance of unwanted posters/notices	0%	498	550
	28	Storage of scrap items & their prompt disposal	3%	439	625
Toilets	29	Adequate availability of toilet in General	4%	509	433
	30	Adequate availability of toilets in pay and use	0%	499	530
	31	Adequate availability of toilets in Waiting rooms	3%	562	667
	32	Adequate availability of toilets in Circulating area	0%	427	400
	33	Condition of toilets in General	3%	501	300
	34	Condition of toilets in pay and use	0%	480	493
	35	Condition of toilets in Waiting rooms	2%	521	580
	36	Condition of toilets in circulating area	0%	419	350
	37	Availability of water in toilets and in other places for cleaning	4%	546	547
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	398	380
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	498	520
	40	Cleanliness of concourse and circulating area	0%	460	627
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		680	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		760	
	3	Adequate supervision for monitoring cleanliness		720	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		700	
	5	Performance of service improvement groups (SIG) and their effectiveness		0	
	6	Usage of recycled water for non potable uses		0	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		480	
	8	Condition of carriage watering hydrants including their leakage		520	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		760	
	10	Final disposal of waste water from the trackside drains		560	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		640	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		0	
	13	Condition of Washable CC Apron over tracks at station		0	

Name of Station	Division
JALANDHAR CITY	FIROZPUR CANTT.
Passenger Cleanliness Score	478
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	304
Cleanliness Rank of the Station (in Category)	244
Cleanliness Rank of the Station (in Footfall Class)	100
Cleanliness Rank of the Station (in Zone)	39
Cleanliness Rank of the Station (in Division)	10
Non-Passenger Cleanliness Score	695
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	801
Infrastructure Adequacy Level	Level 1
Process Compliance Score	817
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	5
Observed the enforcement of anti-littering rules	21
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	40
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

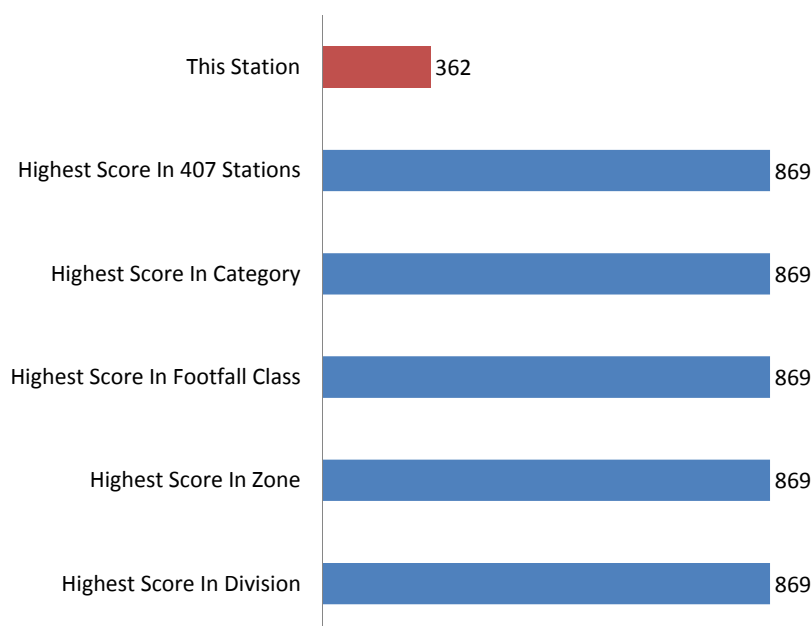
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	508	800
	2	Condition of flooring surface at waiting rooms	1%	495	880
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	463	680
	4	Condition of water booths and water coolers	2%	457	720
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	472	700
	6	Condition of vending stalls including arrangements for waste disposal	2%	513	720
	7	Proper dressing of Electric cables	2%	510	840
	8	Proper dressing of Telecom cables	2%	525	820
	9	Absence of stench in the station premises	12%	474	620
	10	Control of pest and rodent	2%	436	360
	11	Control of flies and mosquitoes	3%	431	480
	12	Stagnation of water in movement areas and non-movement areas	2%	488	700
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	481	713
	14	Cleanliness and hygiene around vending stalls	3%	494	760
	15	Cleanliness of platform areas	5%	508	800
	16	Cleanliness of advertisement hoardings/signages	3%	488	760
	17	Cleanliness of tracks between platforms	1%	493	820
	18	Cleanliness of foot over bridges	1%	464	680
	19	Cleanliness of track area up to home signal beyond platform	1%	466	740
	20	Functioning of cross and longitudinal waste water drains	2%	459	575
Waste Management	21	Adequate availability of dustbins	10%	484	600
	22	Proper system for collection and disposal of solid waste from trains	0%	468	700
	23	Proper system for collection and disposal of solid waste from stations	0%	470	760
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	481	700
	25	Promptness in removal and disbursement of garbage	3%	452	660
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	451	660
	27	Presence/clearance of unwanted posters/notices	0%	429	760
	28	Storage of scrap items & their prompt disposal	3%	494	680
Toilets	29	Adequate availability of toilet in General	4%	503	680
	30	Adequate availability of toilets in pay and use	0%	473	720
	31	Adequate availability of toilets in Waiting rooms	3%	496	820
	32	Adequate availability of toilets in Circulating area	0%	475	700
	33	Condition of toilets in General	3%	444	720
	34	Condition of toilets in pay and use	0%	453	720
	35	Condition of toilets in Waiting rooms	2%	466	700
	36	Condition of toilets in circulating area	0%	432	660
	37	Availability of water in toilets and in other places for cleaning	4%	458	800
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	472	760
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	461	740
	40	Cleanliness of concourse and circulating area	0%	466	700
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			720
	5	Performance of service improvement groups (SIG) and their effectiveness			880
	6	Usage of recycled water for non potable uses			1000
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			850
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			760
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			1000
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
JALLANDHAR CANTT.	FIROZPUR CANTT.
Passenger Cleanliness Score	362
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	394
Cleanliness Rank of the Station (in Category)	319
Cleanliness Rank of the Station (in Footfall Class)	175
Cleanliness Rank of the Station (in Zone)	60
Cleanliness Rank of the Station (in Division)	11
Non-Passenger Cleanliness Score	NA
Non-Passenger Cleanliness Level	NA
Infrastructure Adequacy Score	295
Infrastructure Adequacy Level	Level 5
Process Compliance Score	418
Process Compliance Level	Level 4

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	5
Observed the enforcement of anti-littering rules	18
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

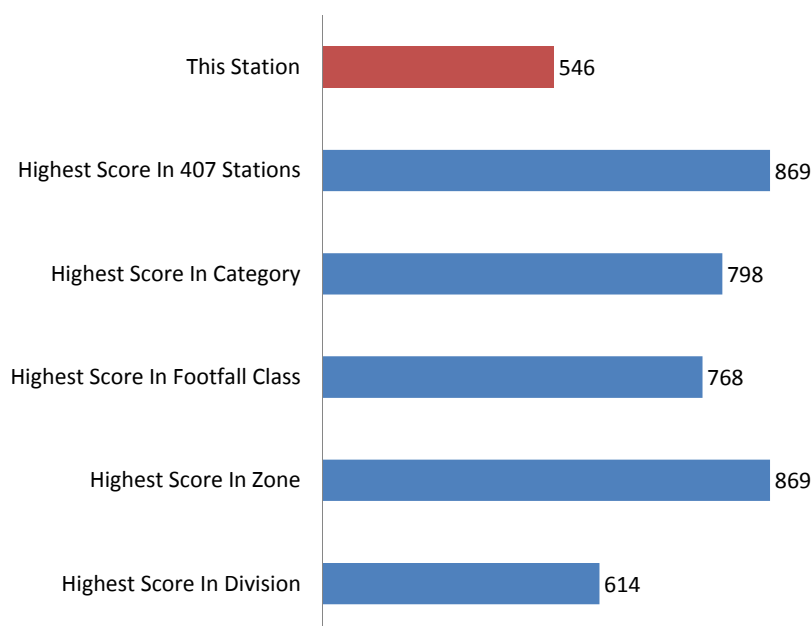
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	408	640
	2	Condition of flooring surface at waiting rooms	1%	413	680
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	356	488
	4	Condition of water booths and water coolers	2%	361	560
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	354	430
	6	Condition of vending stalls including arrangements for waste disposal	2%	356	630
	7	Proper dressing of Electric cables	2%	399	588
	8	Proper dressing of Telecom cables	2%	401	600
	9	Absence of stench in the station premises	12%	378	440
	10	Control of pest and rodent	2%	379	340
	11	Control of flies and mosquitoes	3%	313	573
	12	Stagnation of water in movement areas and non-movement areas	2%	379	375
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	265	583
	14	Cleanliness and hygiene around vending stalls	3%	377	650
	15	Cleanliness of platform areas	5%	396	660
	16	Cleanliness of advertisement hoardings/signages	3%	378	333
	17	Cleanliness of tracks between platforms	1%	383	640
	18	Cleanliness of foot over bridges	1%	400	490
	19	Cleanliness of track area up to home signal beyond platform	1%	405	560
	20	Functioning of cross and longitudinal waste water drains	2%	361	350
Waste Management	21	Adequate availability of dustbins	10%	382	490
	22	Proper system for collection and disposal of solid waste from trains	0%	264	200
	23	Proper system for collection and disposal of solid waste from stations	0%	273	267
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	271	488
	25	Promptness in removal and disbursement of garbage	3%	363	600
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	253	560
	27	Presence/clearance of unwanted posters/notices	0%	366	489
	28	Storage of scrap items & their prompt disposal	3%	259	425
Toilets	29	Adequate availability of toilet in General	4%	385	624
	30	Adequate availability of toilets in pay and use	0%	279	NA
	31	Adequate availability of toilets in Waiting rooms	3%	385	590
	32	Adequate availability of toilets in Circulating area	0%	504	600
	33	Condition of toilets in General	3%	378	338
	34	Condition of toilets in pay and use	0%	359	600
	35	Condition of toilets in Waiting rooms	2%	333	480
	36	Condition of toilets in circulating area	0%	378	NA
	37	Availability of water in toilets and in other places for cleaning	4%	365	610
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	341	570
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	378	539
	40	Cleanliness of concourse and circulating area	0%	352	500
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			371
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			467
	3	Adequate supervision for monitoring cleanliness			480
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			480
	5	Performance of service improvement groups (SIG) and their effectiveness			511
	6	Usage of recycled water for non potable uses			200
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			200
	8	Condition of carriage watering hydrants including their leakage			200
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			467
	10	Final disposal of waste water from the trackside drains			200
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			300
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			300

Name of Station	Division
LUCKNOW	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	546
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	197
Cleanliness Rank of the Station (in Category)	43
Cleanliness Rank of the Station (in Footfall Class)	28
Cleanliness Rank of the Station (in Zone)	17
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	583
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	539
Infrastructure Adequacy Level	Level 3
Process Compliance Score	651
Process Compliance Level	Level 2

Passenger Cleanliness Score



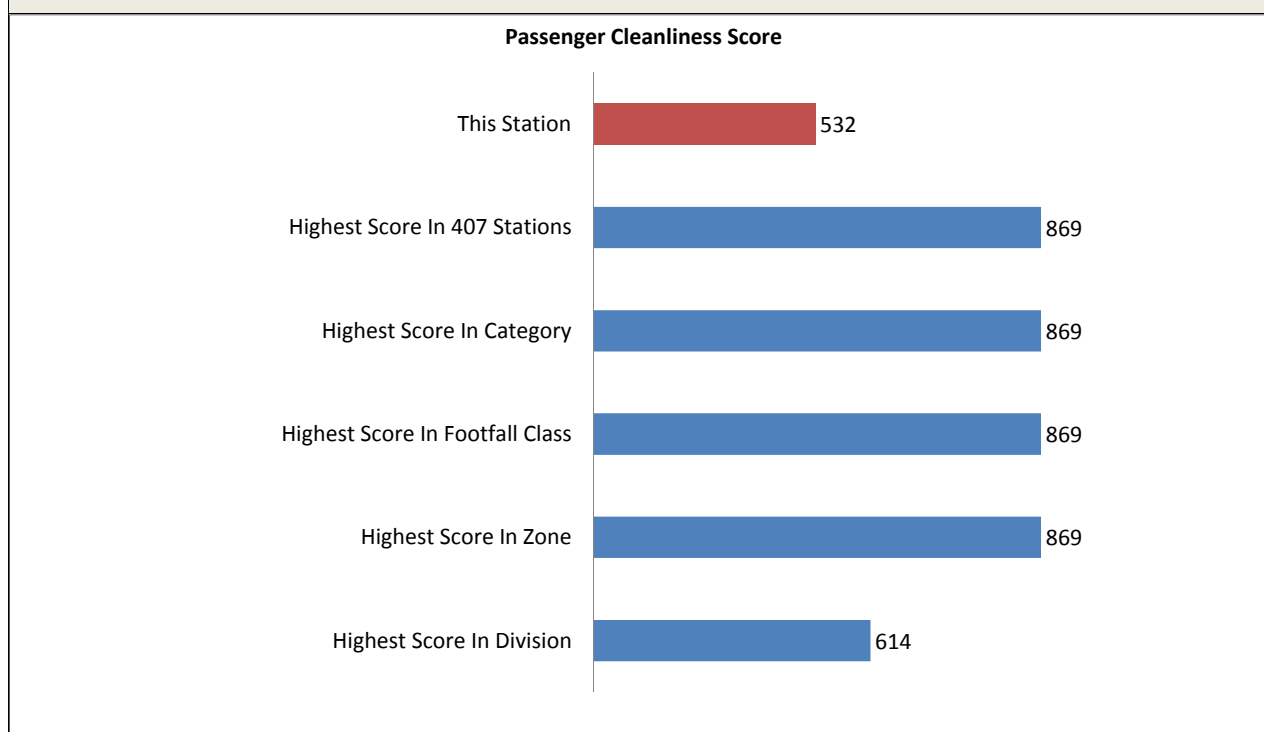
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	85
Observed the enforcement of anti-littering rules	58
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	14
Sensitized cleaning staff about correct practices	86
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	57

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	593	504
	2	Condition of flooring surface at waiting rooms	1%	606	561
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	574	521
	4	Condition of water booths and water coolers	2%	572	589
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	555	564
	6	Condition of vending stalls including arrangements for waste disposal	2%	565	604
	7	Proper dressing of Electric cables	2%	538	550
	8	Proper dressing of Telecom cables	2%	547	550
	9	Absence of stench in the station premises	12%	599	671
	10	Control of pest and rodent	2%	370	368
	11	Control of flies and mosquitoes	3%	391	432
	12	Stagnation of water in movement areas and non-movement areas	2%	502	557
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	528	664
	14	Cleanliness and hygiene around vending stalls	3%	585	521
	15	Cleanliness of platform areas	5%	591	639
	16	Cleanliness of advertisement hoardings/signages	3%	530	614
	17	Cleanliness of tracks between platforms	1%	538	604
	18	Cleanliness of foot over bridges	1%	546	657
	19	Cleanliness of track area up to home signal beyond platform	1%	537	507
	20	Functioning of cross and longitudinal waste water drains	2%	471	561
Waste Management	21	Adequate availability of dustbins	10%	599	668
	22	Proper system for collection and disposal of solid waste from trains	0%	536	618
	23	Proper system for collection and disposal of solid waste from stations	0%	539	579
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	538	557
	25	Promptness in removal and disbursement of garbage	3%	564	629
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	505	589
	27	Presence/clearance of unwanted posters/notices	0%	506	625
	28	Storage of scrap items & their prompt disposal	3%	529	671
Toilets	29	Adequate availability of toilet in General	4%	481	507
	30	Adequate availability of toilets in pay and use	0%	487	511
	31	Adequate availability of toilets in Waiting rooms	3%	536	539
	32	Adequate availability of toilets in Circulating area	0%	513	536
	33	Condition of toilets in General	3%	487	550
	34	Condition of toilets in pay and use	0%	501	564
	35	Condition of toilets in Waiting rooms	2%	535	550
	36	Condition of toilets in circulating area	0%	515	575
	37	Availability of water in toilets and in other places for cleaning	4%	504	550
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	581	518
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	546	493
	40	Cleanliness of concourse and circulating area	0%	571	618
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			686
	3	Adequate supervision for monitoring cleanliness			629
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			743
	5	Performance of service improvement groups (SIG) and their effectiveness			714
	6	Usage of recycled water for non potable uses			533
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			514
	8	Condition of carriage watering hydrants including their leakage			486
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			514
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			543
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			543
	13	Condition of Washable CC Apron over tracks at station			571

Name of Station	Division
BARABANKI	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	532
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	221
Cleanliness Rank of the Station (in Category)	172
Cleanliness Rank of the Station (in Footfall Class)	99
Cleanliness Rank of the Station (in Zone)	19
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	666
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	622
Infrastructure Adequacy Level	Level 2
Process Compliance Score	678
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	76
Observed the enforcement of anti-littering rules	88
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	33
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	50

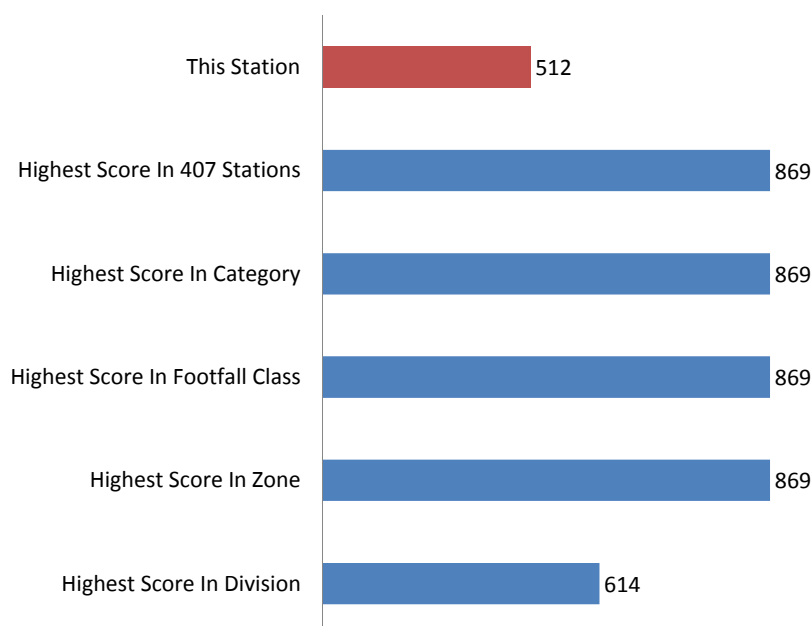
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	587	700
	2	Condition of flooring surface at waiting rooms	1%	585	704
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	571	683
	4	Condition of water booths and water coolers	2%	590	654
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	564	676
	6	Condition of vending stalls including arrangements for waste disposal	2%	544	642
	7	Proper dressing of Electric cables	2%	546	658
	8	Proper dressing of Telecom cables	2%	521	688
	9	Absence of stench in the station premises	12%	584	779
	10	Control of pest and rodent	2%	432	479
	11	Control of flies and mosquitoes	3%	402	546
	12	Stagnation of water in movement areas and non-movement areas	2%	509	720
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	567	700
	14	Cleanliness and hygiene around vending stalls	3%	583	563
	15	Cleanliness of platform areas	5%	594	592
	16	Cleanliness of advertisement hoardings/signages	3%	517	633
	17	Cleanliness of tracks between platforms	1%	559	583
	18	Cleanliness of foot over bridges	1%	572	704
	19	Cleanliness of track area up to home signal beyond platform	1%	534	696
	20	Functioning of cross and longitudinal waste water drains	2%	438	567
Waste Management	21	Adequate availability of dustbins	10%	587	713
	22	Proper system for collection and disposal of solid waste from trains	0%	545	738
	23	Proper system for collection and disposal of solid waste from stations	0%	526	688
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	537	663
	25	Promptness in removal and disbursement of garbage	3%	556	654
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	487	679
	27	Presence/clearance of unwanted posters/notices	0%	502	613
	28	Storage of scrap items & their prompt disposal	3%	511	563
Toilets	29	Adequate availability of toilet in General	4%	371	650
	30	Adequate availability of toilets in pay and use	0%	448	700
	31	Adequate availability of toilets in Waiting rooms	3%	491	729
	32	Adequate availability of toilets in Circulating area	0%	432	646
	33	Condition of toilets in General	3%	362	542
	34	Condition of toilets in pay and use	0%	480	600
	35	Condition of toilets in Waiting rooms	2%	535	675
	36	Condition of toilets in circulating area	0%	468	617
	37	Availability of water in toilets and in other places for cleaning	4%	506	633
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	537	663
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	562	725
	40	Cleanliness of concourse and circulating area	0%	541	658
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		633	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		633	
	3	Adequate supervision for monitoring cleanliness		667	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		733	
	5	Performance of service improvement groups (SIG) and their effectiveness		833	
	6	Usage of recycled water for non potable uses		567	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		567	
	8	Condition of carriage watering hydrants including their leakage		667	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		733	
	10	Final disposal of waste water from the trackside drains		600	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		667	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		600	
	13	Condition of Washable CC Apron over tracks at station		520	

Name of Station	Division
FAIZABAD	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	512
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	252
Cleanliness Rank of the Station (in Category)	197
Cleanliness Rank of the Station (in Footfall Class)	115
Cleanliness Rank of the Station (in Zone)	26
Cleanliness Rank of the Station (in Division)	8
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	542
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	576
Infrastructure Adequacy Level	Level 3
Process Compliance Score	633
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	71
Observed the enforcement of anti-littering rules	69
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	71
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	14
Availability of Washable CC Apron over tracks at station	29

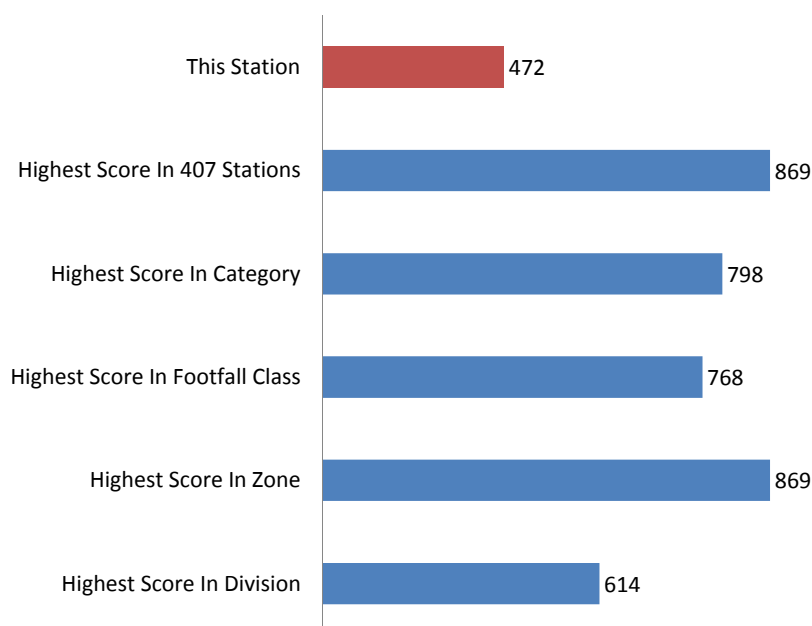
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	549	564
	2	Condition of flooring surface at waiting rooms	1%	548	525
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	502	550
	4	Condition of water booths and water coolers	2%	500	511
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	479	550
	6	Condition of vending stalls including arrangements for waste disposal	2%	522	471
	7	Proper dressing of Electric cables	2%	513	511
	8	Proper dressing of Telecom cables	2%	529	579
	9	Absence of stench in the station premises	12%	539	529
	10	Control of pest and rodent	2%	485	439
	11	Control of flies and mosquitoes	3%	494	561
	12	Stagnation of water in movement areas and non-movement areas	2%	489	561
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	518	604
	14	Cleanliness and hygiene around vending stalls	3%	520	550
	15	Cleanliness of platform areas	5%	545	632
	16	Cleanliness of advertisement hoardings/signages	3%	501	561
	17	Cleanliness of tracks between platforms	1%	497	571
	18	Cleanliness of foot over bridges	1%	539	621
	19	Cleanliness of track area up to home signal beyond platform	1%	501	600
	20	Functioning of cross and longitudinal waste water drains	2%	493	486
Waste Management	21	Adequate availability of dustbins	10%	516	525
	22	Proper system for collection and disposal of solid waste from trains	0%	507	521
	23	Proper system for collection and disposal of solid waste from stations	0%	510	468
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	499	561
	25	Promptness in removal and disbursement of garbage	3%	516	521
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	521	575
	27	Presence/clearance of unwanted posters/notices	0%	511	550
	28	Storage of scrap items & their prompt disposal	3%	511	521
Toilets	29	Adequate availability of toilet in General	4%	472	468
	30	Adequate availability of toilets in pay and use	0%	482	561
	31	Adequate availability of toilets in Waiting rooms	3%	484	514
	32	Adequate availability of toilets in Circulating area	0%	464	500
	33	Condition of toilets in General	3%	445	500
	34	Condition of toilets in pay and use	0%	461	471
	35	Condition of toilets in Waiting rooms	2%	498	514
	36	Condition of toilets in circulating area	0%	458	511
	37	Availability of water in toilets and in other places for cleaning	4%	488	554
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	522	554
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	498	561
	40	Cleanliness of concourse and circulating area	0%	509	604
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			629
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			629
	3	Adequate supervision for monitoring cleanliness			686
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			629
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			629
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			514
	8	Condition of carriage watering hydrants including their leakage			571
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			629
	10	Final disposal of waste water from the trackside drains			571
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			571
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			571
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
VARANASI	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	472
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	312
Cleanliness Rank of the Station (in Category)	64
Cleanliness Rank of the Station (in Footfall Class)	43
Cleanliness Rank of the Station (in Zone)	42
Cleanliness Rank of the Station (in Division)	9
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	722
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	1000
Infrastructure Adequacy Level	Level 1
Process Compliance Score	978
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	71
Observed the enforcement of anti-littering rules	77
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

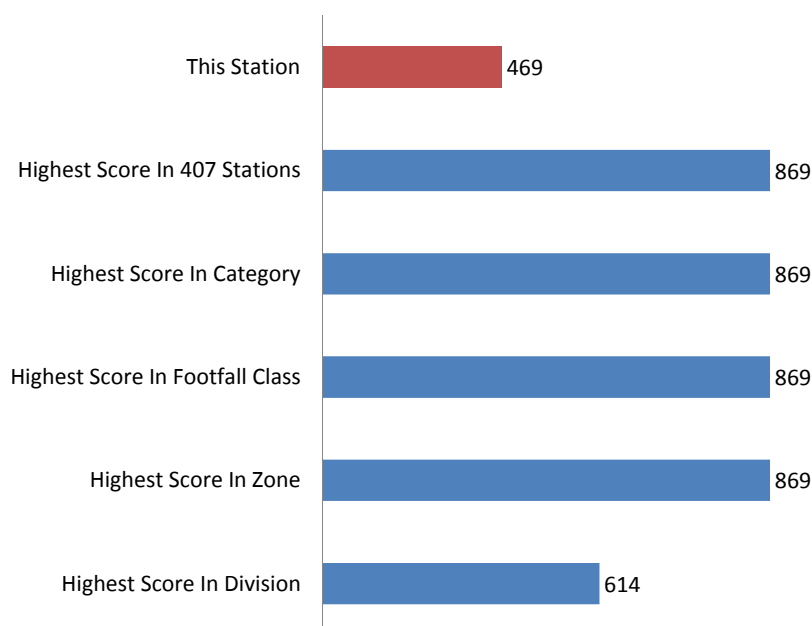
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	505	720
	2	Condition of flooring surface at waiting rooms	1%	517	720
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	489	670
	4	Condition of water booths and water coolers	2%	479	720
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	478	720
	6	Condition of vending stalls including arrangements for waste disposal	2%	484	720
	7	Proper dressing of Electric cables	2%	502	1000
	8	Proper dressing of Telecom cables	2%	468	1000
	9	Absence of stench in the station premises	12%	456	740
	10	Control of pest and rodent	2%	459	740
	11	Control of flies and mosquitoes	3%	443	700
	12	Stagnation of water in movement areas and non-movement areas	2%	453	720
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	460	720
	14	Cleanliness and hygiene around vending stalls	3%	478	720
	15	Cleanliness of platform areas	5%	468	700
	16	Cleanliness of advertisement hoardings/signages	3%	433	720
	17	Cleanliness of tracks between platforms	1%	456	720
	18	Cleanliness of foot over bridges	1%	472	720
	19	Cleanliness of track area up to home signal beyond platform	1%	451	700
	20	Functioning of cross and longitudinal waste water drains	2%	453	720
Waste Management	21	Adequate availability of dustbins	10%	505	720
	22	Proper system for collection and disposal of solid waste from trains	0%	469	720
	23	Proper system for collection and disposal of solid waste from stations	0%	474	675
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	467	720
	25	Promptness in removal and disbursement of garbage	3%	454	720
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	447	720
	27	Presence/clearance of unwanted posters/notices	0%	447	725
	28	Storage of scrap items & their prompt disposal	3%	435	700
Toilets	29	Adequate availability of toilet in General	4%	449	600
	30	Adequate availability of toilets in pay and use	0%	464	650
	31	Adequate availability of toilets in Waiting rooms	3%	496	720
	32	Adequate availability of toilets in Circulating area	0%	469	520
	33	Condition of toilets in General	3%	461	620
	34	Condition of toilets in pay and use	0%	470	670
	35	Condition of toilets in Waiting rooms	2%	490	720
	36	Condition of toilets in circulating area	0%	468	520
	37	Availability of water in toilets and in other places for cleaning	4%	511	720
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	488	700
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	466	720
	40	Cleanliness of concourse and circulating area	0%	452	720
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		1000	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		1000	
	3	Adequate supervision for monitoring cleanliness		1000	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		1000	
	5	Performance of service improvement groups (SIG) and their effectiveness		1000	
	6	Usage of recycled water for non potable uses		867	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		1000	
	8	Condition of carriage watering hydrants including their leakage		1000	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		1000	
	10	Final disposal of waste water from the trackside drains		1000	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		1000	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		1000	
	13	Condition of Washable CC Apron over tracks at station		1000	

Name of Station	Division
BHADOHI	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	469
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	316
Cleanliness Rank of the Station (in Category)	251
Cleanliness Rank of the Station (in Footfall Class)	141
Cleanliness Rank of the Station (in Zone)	44
Cleanliness Rank of the Station (in Division)	10
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	452
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	486
Infrastructure Adequacy Level	Level 4
Process Compliance Score	561
Process Compliance Level	Level 3

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	51
Observed the enforcement of anti-littering rules	52
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

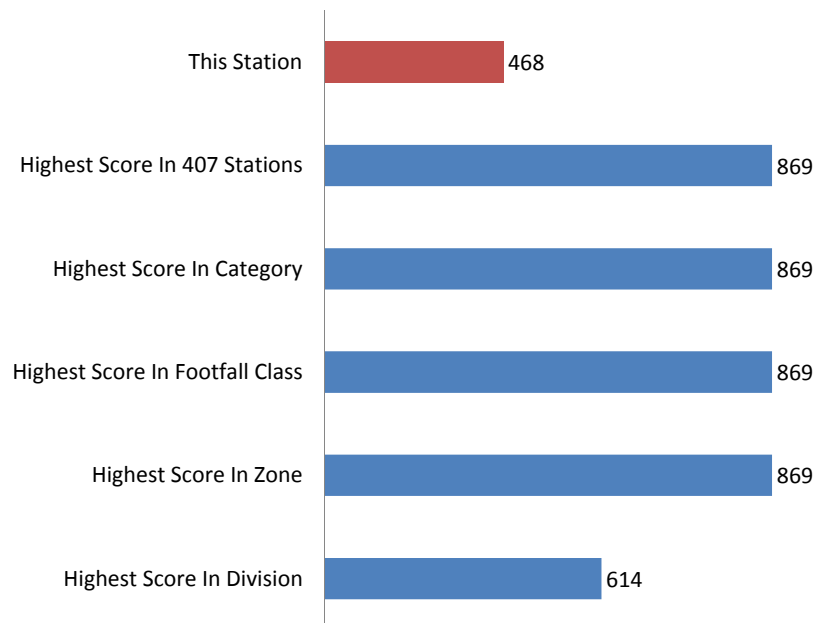
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	489	429
	2	Condition of flooring surface at waiting rooms	1%	496	600
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	476	467
	4	Condition of water booths and water coolers	2%	480	571
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	469	310
	6	Condition of vending stalls including arrangements for waste disposal	2%	461	481
	7	Proper dressing of Electric cables	2%	583	676
	8	Proper dressing of Telecom cables	2%	584	690
	9	Absence of stench in the station premises	12%	525	452
	10	Control of pest and rodent	2%	409	405
	11	Control of flies and mosquitoes	3%	327	233
	12	Stagnation of water in movement areas and non-movement areas	2%	467	464
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	469	495
	14	Cleanliness and hygiene around vending stalls	3%	477	567
	15	Cleanliness of platform areas	5%	478	524
	16	Cleanliness of advertisement hoardings/signages	3%	504	476
	17	Cleanliness of tracks between platforms	1%	461	481
	18	Cleanliness of foot over bridges	1%	479	452
	19	Cleanliness of track area up to home signal beyond platform	1%	471	429
	20	Functioning of cross and longitudinal waste water drains	2%	442	429
Waste Management	21	Adequate availability of dustbins	10%	490	462
	22	Proper system for collection and disposal of solid waste from trains	0%	473	367
	23	Proper system for collection and disposal of solid waste from stations	0%	460	400
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	462	400
	25	Promptness in removal and disbursement of garbage	3%	466	462
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	452	262
	27	Presence/clearance of unwanted posters/notices	0%	481	476
	28	Storage of scrap items & their prompt disposal	3%	491	552
Toilets	29	Adequate availability of toilet in General	4%	365	367
	30	Adequate availability of toilets in pay and use	0%	354	200
	31	Adequate availability of toilets in Waiting rooms	3%	377	424
	32	Adequate availability of toilets in Circulating area	0%	400	300
	33	Condition of toilets in General	3%	414	367
	34	Condition of toilets in pay and use	0%	420	233
	35	Condition of toilets in Waiting rooms	2%	409	395
	36	Condition of toilets in circulating area	0%	423	300
	37	Availability of water in toilets and in other places for cleaning	4%	442	405
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	486	614
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	463	510
	40	Cleanliness of concourse and circulating area	0%	468	510
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		467	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		500	
	3	Adequate supervision for monitoring cleanliness		667	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		667	
	5	Performance of service improvement groups (SIG) and their effectiveness		600	
	6	Usage of recycled water for non potable uses		467	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		533	
	8	Condition of carriage watering hydrants including their leakage		467	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		467	
	10	Final disposal of waste water from the trackside drains		467	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		467	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		533	
	13	Condition of Washable CC Apron over tracks at station		467	

Name of Station	Division
SULTANPUR	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	468
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	317
Cleanliness Rank of the Station (in Category)	252
Cleanliness Rank of the Station (in Footfall Class)	142
Cleanliness Rank of the Station (in Zone)	45
Cleanliness Rank of the Station (in Division)	11
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	632
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	557
Infrastructure Adequacy Level	Level 3
Process Compliance Score	583
Process Compliance Level	Level 3

Passenger Cleanliness Score



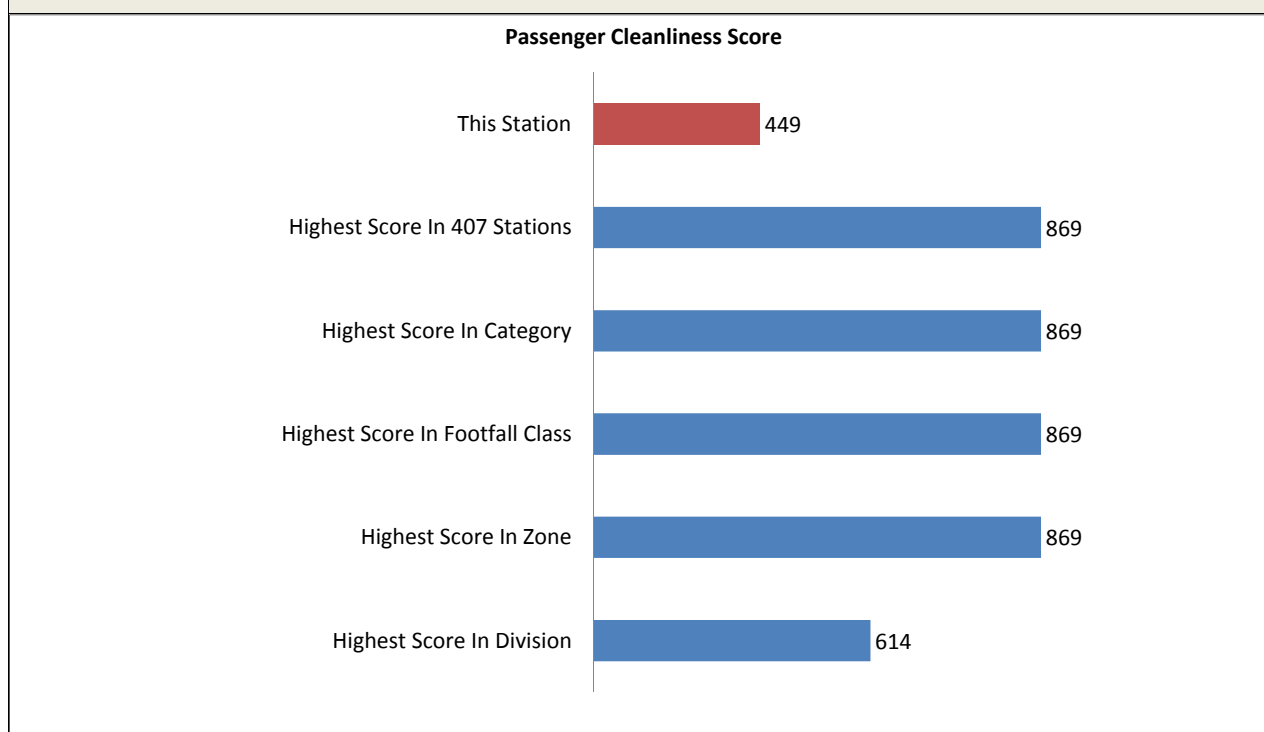
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	34
Observed the enforcement of anti-littering rules	94
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	25
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	569	808
	2	Condition of flooring surface at waiting rooms	1%	568	758
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	460	608
	4	Condition of water booths and water coolers	2%	440	667
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	453	625
	6	Condition of vending stalls including arrangements for waste disposal	2%	498	567
	7	Proper dressing of Electric cables	2%	498	633
	8	Proper dressing of Telecom cables	2%	500	592
	9	Absence of stench in the station premises	12%	478	683
	10	Control of pest and rodent	2%	457	658
	11	Control of flies and mosquitoes	3%	460	633
	12	Stagnation of water in movement areas and non-movement areas	2%	448	567
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	443	508
	14	Cleanliness and hygiene around vending stalls	3%	506	600
	15	Cleanliness of platform areas	5%	519	617
	16	Cleanliness of advertisement hoardings/signages	3%	404	500
	17	Cleanliness of tracks between platforms	1%	457	642
	18	Cleanliness of foot over bridges	1%	504	617
	19	Cleanliness of track area up to home signal beyond platform	1%	444	592
	20	Functioning of cross and longitudinal waste water drains	2%	426	567
Waste Management	21	Adequate availability of dustbins	10%	464	692
	22	Proper system for collection and disposal of solid waste from trains	0%	481	617
	23	Proper system for collection and disposal of solid waste from stations	0%	443	608
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	472	617
	25	Promptness in removal and disbursement of garbage	3%	466	600
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	492	583
	27	Presence/clearance of unwanted posters/notices	0%	432	550
	28	Storage of scrap items & their prompt disposal	3%	369	475
Toilets	29	Adequate availability of toilet in General	4%	370	600
	30	Adequate availability of toilets in pay and use	0%	398	542
	31	Adequate availability of toilets in Waiting rooms	3%	450	617
	32	Adequate availability of toilets in Circulating area	0%	375	633
	33	Condition of toilets in General	3%	401	592
	34	Condition of toilets in pay and use	0%	410	550
	35	Condition of toilets in Waiting rooms	2%	459	633
	36	Condition of toilets in circulating area	0%	407	600
	37	Availability of water in toilets and in other places for cleaning	4%	455	642
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	519	700
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	450	567
	40	Cleanliness of concourse and circulating area	0%	464	600
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			550
	5	Performance of service improvement groups (SIG) and their effectiveness			550
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			650
	8	Condition of carriage watering hydrants including their leakage			450
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			500
	10	Final disposal of waste water from the trackside drains			550
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			650
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			500
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
RAE	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	449
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	336
Cleanliness Rank of the Station (in Category)	267
Cleanliness Rank of the Station (in Footfall Class)	152
Cleanliness Rank of the Station (in Zone)	47
Cleanliness Rank of the Station (in Division)	12
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	622
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	659
Infrastructure Adequacy Level	Level 2
Process Compliance Score	832
Process Compliance Level	Level 1



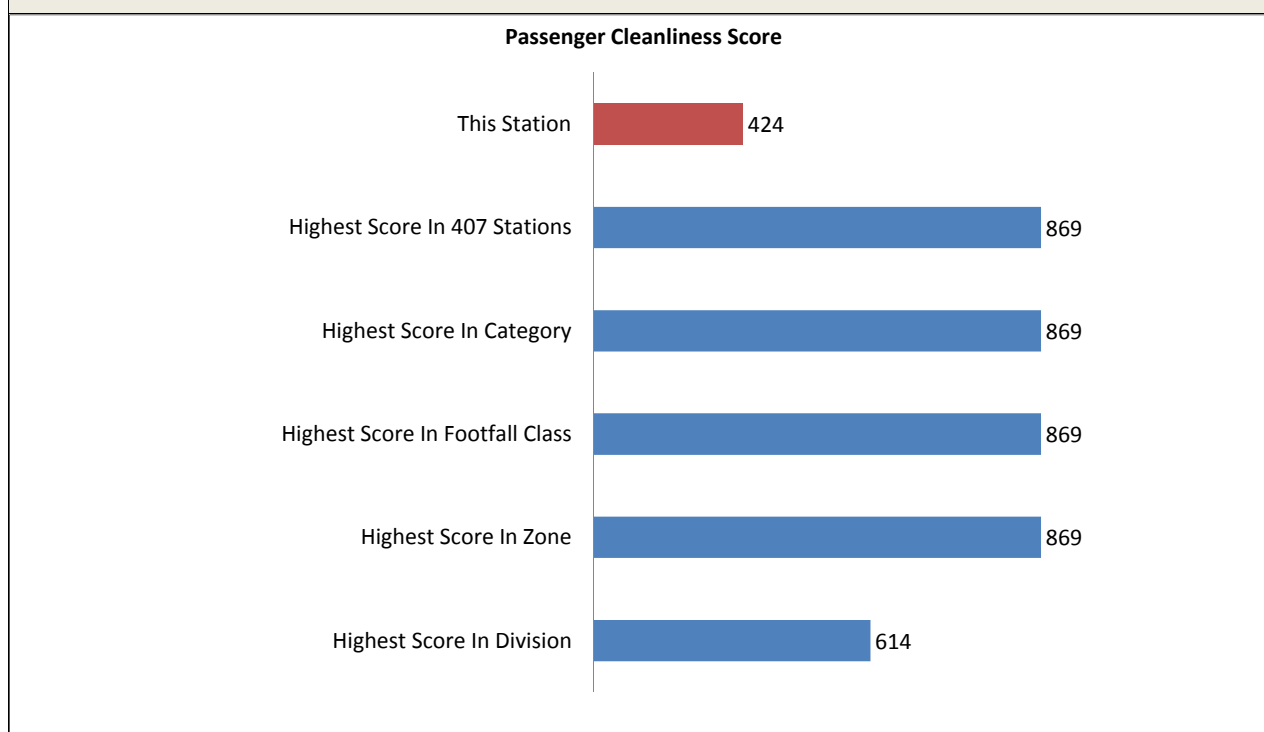
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	2
Observed the enforcement of anti-littering rules	2
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	60
Sensitized cleaning staff about correct practices	60
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	496	650
	2	Condition of flooring surface at waiting rooms	1%	549	763
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	508	660
	4	Condition of water booths and water coolers	2%	470	630
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	441	627
	6	Condition of vending stalls including arrangements for waste disposal	2%	471	553
	7	Proper dressing of Electric cables	2%	477	647
	8	Proper dressing of Telecom cables	2%	455	613
	9	Absence of stench in the station premises	12%	454	607
	10	Control of pest and rodent	2%	420	593
	11	Control of flies and mosquitoes	3%	402	573
	12	Stagnation of water in movement areas and non-movement areas	2%	475	540
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	461	600
	14	Cleanliness and hygiene around vending stalls	3%	478	627
	15	Cleanliness of platform areas	5%	492	630
	16	Cleanliness of advertisement hoardings/signages	3%	427	557
	17	Cleanliness of tracks between platforms	1%	424	563
	18	Cleanliness of foot over bridges	1%	472	650
	19	Cleanliness of track area up to home signal beyond platform	1%	435	553
	20	Functioning of cross and longitudinal waste water drains	2%	466	513
Waste Management	21	Adequate availability of dustbins	10%	455	658
	22	Proper system for collection and disposal of solid waste from trains	0%	427	667
	23	Proper system for collection and disposal of solid waste from stations	0%	438	500
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	457	593
	25	Promptness in removal and disbursement of garbage	3%	440	583
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	380	533
	27	Presence/clearance of unwanted posters/notices	0%	444	580
	28	Storage of scrap items & their prompt disposal	3%	406	560
Toilets	29	Adequate availability of toilet in General	4%	411	677
	30	Adequate availability of toilets in pay and use	0%	455	697
	31	Adequate availability of toilets in Waiting rooms	3%	498	660
	32	Adequate availability of toilets in Circulating area	0%	427	620
	33	Condition of toilets in General	3%	397	557
	34	Condition of toilets in pay and use	0%	434	597
	35	Condition of toilets in Waiting rooms	2%	487	670
	36	Condition of toilets in circulating area	0%	397	507
	37	Availability of water in toilets and in other places for cleaning	4%	417	697
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	440	730
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	480	723
	40	Cleanliness of concourse and circulating area	0%	433	580
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			900
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			840
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			850
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			733
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			640
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			640
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
AYODHYA	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	424
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	362
Cleanliness Rank of the Station (in Category)	289
Cleanliness Rank of the Station (in Footfall Class)	162
Cleanliness Rank of the Station (in Zone)	52
Cleanliness Rank of the Station (in Division)	13
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	522
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	657
Infrastructure Adequacy Level	Level 2
Process Compliance Score	617
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	85
Observed the enforcement of anti-littering rules	87
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	50

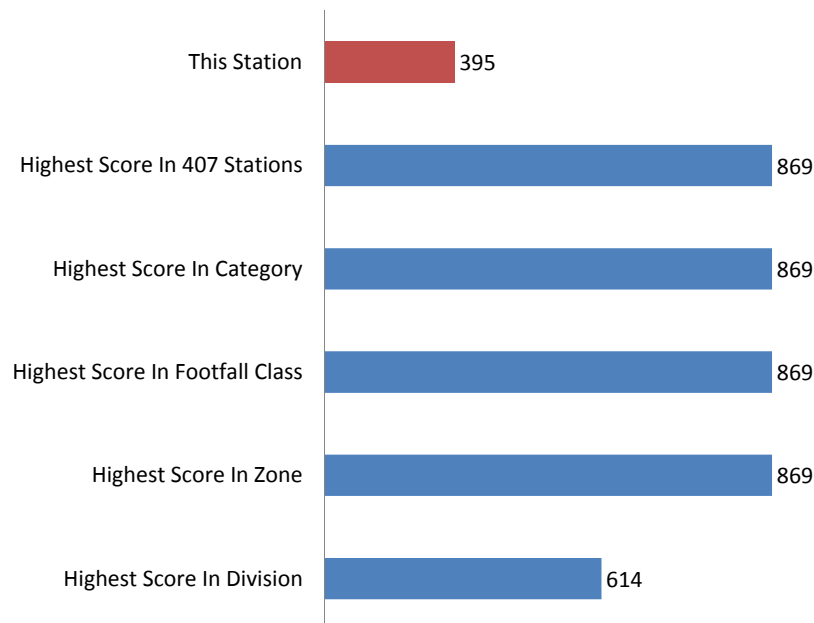
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	456	450
	2	Condition of flooring surface at waiting rooms	1%	474	563
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	431	550
	4	Condition of water booths and water coolers	2%	412	575
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	429	525
	6	Condition of vending stalls including arrangements for waste disposal	2%	462	588
	7	Proper dressing of Electric cables	2%	435	550
	8	Proper dressing of Telecom cables	2%	439	538
	9	Absence of stench in the station premises	12%	444	550
	10	Control of pest and rodent	2%	381	400
	11	Control of flies and mosquitoes	3%	436	438
	12	Stagnation of water in movement areas and non-movement areas	2%	404	563
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	431	550
	14	Cleanliness and hygiene around vending stalls	3%	448	500
	15	Cleanliness of platform areas	5%	461	550
	16	Cleanliness of advertisement hoardings/signages	3%	432	600
	17	Cleanliness of tracks between platforms	1%	411	538
	18	Cleanliness of foot over bridges	1%	447	575
	19	Cleanliness of track area up to home signal beyond platform	1%	431	538
	20	Functioning of cross and longitudinal waste water drains	2%	419	613
Waste Management	21	Adequate availability of dustbins	10%	418	450
	22	Proper system for collection and disposal of solid waste from trains	0%	424	525
	23	Proper system for collection and disposal of solid waste from stations	0%	424	538
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	451	563
	25	Promptness in removal and disbursement of garbage	3%	452	588
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	469	613
	27	Presence/clearance of unwanted posters/notices	0%	421	525
	28	Storage of scrap items & their prompt disposal	3%	444	475
Toilets	29	Adequate availability of toilet in General	4%	307	450
	30	Adequate availability of toilets in pay and use	0%	334	400
	31	Adequate availability of toilets in Waiting rooms	3%	367	450
	32	Adequate availability of toilets in Circulating area	0%	309	450
	33	Condition of toilets in General	3%	315	500
	34	Condition of toilets in pay and use	0%	320	400
	35	Condition of toilets in Waiting rooms	2%	367	450
	36	Condition of toilets in circulating area	0%	319	350
	37	Availability of water in toilets and in other places for cleaning	4%	408	500
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	425	575
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	419	588
	40	Cleanliness of concourse and circulating area	0%	423	588
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			700
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			700
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			700
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
JAUNPUR	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	395
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	380
Cleanliness Rank of the Station (in Category)	306
Cleanliness Rank of the Station (in Footfall Class)	169
Cleanliness Rank of the Station (in Zone)	55
Cleanliness Rank of the Station (in Division)	14
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	384
Non-Passenger Cleanliness Level	Level 5
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	607
Infrastructure Adequacy Level	Level 2
Process Compliance Score	608
Process Compliance Level	Level 2

Passenger Cleanliness Score



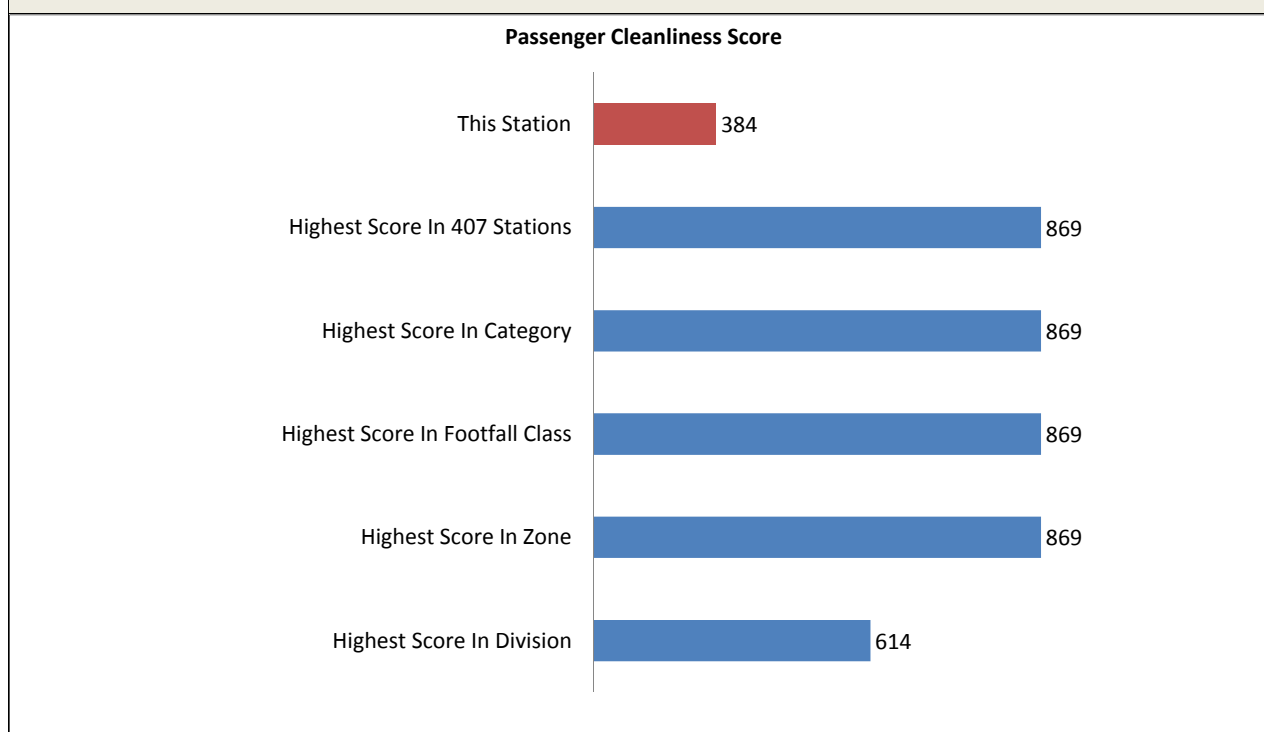
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	50
Observed the enforcement of anti-littering rules	52
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	426	425
	2	Condition of flooring surface at waiting rooms	1%	434	425
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	412	425
	4	Condition of water booths and water coolers	2%	417	375
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	408	433
	6	Condition of vending stalls including arrangements for waste disposal	2%	407	425
	7	Proper dressing of Electric cables	2%	387	425
	8	Proper dressing of Telecom cables	2%	386	425
	9	Absence of stench in the station premises	12%	395	400
	10	Control of pest and rodent	2%	400	375
	11	Control of flies and mosquitoes	3%	384	375
	12	Stagnation of water in movement areas and non-movement areas	2%	397	375
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	399	400
	14	Cleanliness and hygiene around vending stalls	3%	410	400
	15	Cleanliness of platform areas	5%	406	375
	16	Cleanliness of advertisement hoardings/signages	3%	382	350
	17	Cleanliness of tracks between platforms	1%	388	400
	18	Cleanliness of foot over bridges	1%	403	400
	19	Cleanliness of track area up to home signal beyond platform	1%	390	400
	20	Functioning of cross and longitudinal waste water drains	2%	399	375
Waste Management	21	Adequate availability of dustbins	10%	401	400
	22	Proper system for collection and disposal of solid waste from trains	0%	397	400
	23	Proper system for collection and disposal of solid waste from stations	0%	390	375
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	402	375
	25	Promptness in removal and disbursement of garbage	3%	403	375
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	395	375
	27	Presence/clearance of unwanted posters/notices	0%	398	400
	28	Storage of scrap items & their prompt disposal	3%	377	400
Toilets	29	Adequate availability of toilet in General	4%	345	200
	30	Adequate availability of toilets in pay and use	0%	353	275
	31	Adequate availability of toilets in Waiting rooms	3%	360	400
	32	Adequate availability of toilets in Circulating area	0%	362	200
	33	Condition of toilets in General	3%	352	225
	34	Condition of toilets in pay and use	0%	359	300
	35	Condition of toilets in Waiting rooms	2%	358	375
	36	Condition of toilets in circulating area	0%	357	200
	37	Availability of water in toilets and in other places for cleaning	4%	382	450
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	428	400
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	408	400
	40	Cleanliness of concourse and circulating area	0%	403	425
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			650
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			650
	6	Usage of recycled water for non potable uses			550
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			650
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			650
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			550
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
AKBAR PUR	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	384
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	384
Cleanliness Rank of the Station (in Category)	310
Cleanliness Rank of the Station (in Footfall Class)	171
Cleanliness Rank of the Station (in Zone)	57
Cleanliness Rank of the Station (in Division)	15
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	488
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	400
Infrastructure Adequacy Level	Level 4
Process Compliance Score	500
Process Compliance Level	Level 3



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	30
Observed the enforcement of anti-littering rules	57
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

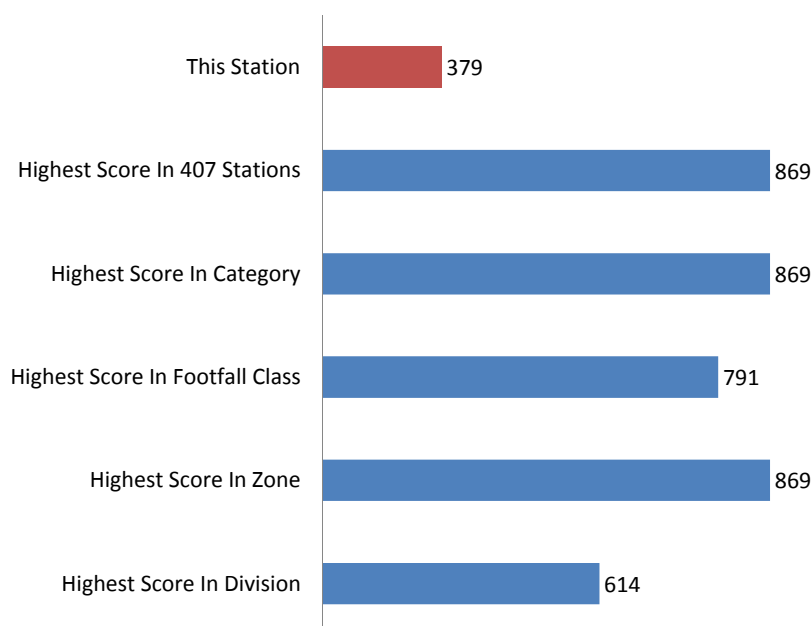
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	448	600
	2	Condition of flooring surface at waiting rooms	1%	468	600
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	366	500
	4	Condition of water booths and water coolers	2%	368	430
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	392	413
	6	Condition of vending stalls including arrangements for waste disposal	2%	395	543
	7	Proper dressing of Electric cables	2%	409	580
	8	Proper dressing of Telecom cables	2%	396	460
	9	Absence of stench in the station premises	12%	427	470
	10	Control of pest and rodent	2%	383	620
	11	Control of flies and mosquitoes	3%	347	640
	12	Stagnation of water in movement areas and non-movement areas	2%	366	422
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	378	544
	14	Cleanliness and hygiene around vending stalls	3%	402	580
	15	Cleanliness of platform areas	5%	451	600
	16	Cleanliness of advertisement hoardings/signages	3%	391	463
	17	Cleanliness of tracks between platforms	1%	382	460
	18	Cleanliness of foot over bridges	1%	384	550
	19	Cleanliness of track area up to home signal beyond platform	1%	377	440
	20	Functioning of cross and longitudinal waste water drains	2%	345	411
Waste Management	21	Adequate availability of dustbins	10%	430	550
	22	Proper system for collection and disposal of solid waste from trains	0%	392	514
	23	Proper system for collection and disposal of solid waste from stations	0%	363	429
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	424	444
	25	Promptness in removal and disbursement of garbage	3%	398	520
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	406	540
	27	Presence/clearance of unwanted posters/notices	0%	398	544
	28	Storage of scrap items & their prompt disposal	3%	383	450
Toilets	29	Adequate availability of toilet in General	4%	226	240
	30	Adequate availability of toilets in pay and use	0%	224	300
	31	Adequate availability of toilets in Waiting rooms	3%	282	378
	32	Adequate availability of toilets in Circulating area	0%	221	280
	33	Condition of toilets in General	3%	225	320
	34	Condition of toilets in pay and use	0%	228	400
	35	Condition of toilets in Waiting rooms	2%	318	583
	36	Condition of toilets in circulating area	0%	231	400
	37	Availability of water in toilets and in other places for cleaning	4%	306	325
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	400	450
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	356	500
	40	Cleanliness of concourse and circulating area	0%	398	480
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			400
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			400
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			400
	8	Condition of carriage watering hydrants including their leakage			0
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			400
	10	Final disposal of waste water from the trackside drains			400
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			0
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
UNNAO	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	379
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	388
Cleanliness Rank of the Station (in Category)	314
Cleanliness Rank of the Station (in Footfall Class)	130
Cleanliness Rank of the Station (in Zone)	59
Cleanliness Rank of the Station (in Division)	16
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	508
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	457
Infrastructure Adequacy Level	Level 4
Process Compliance Score	535
Process Compliance Level	Level 3

Passenger Cleanliness Score



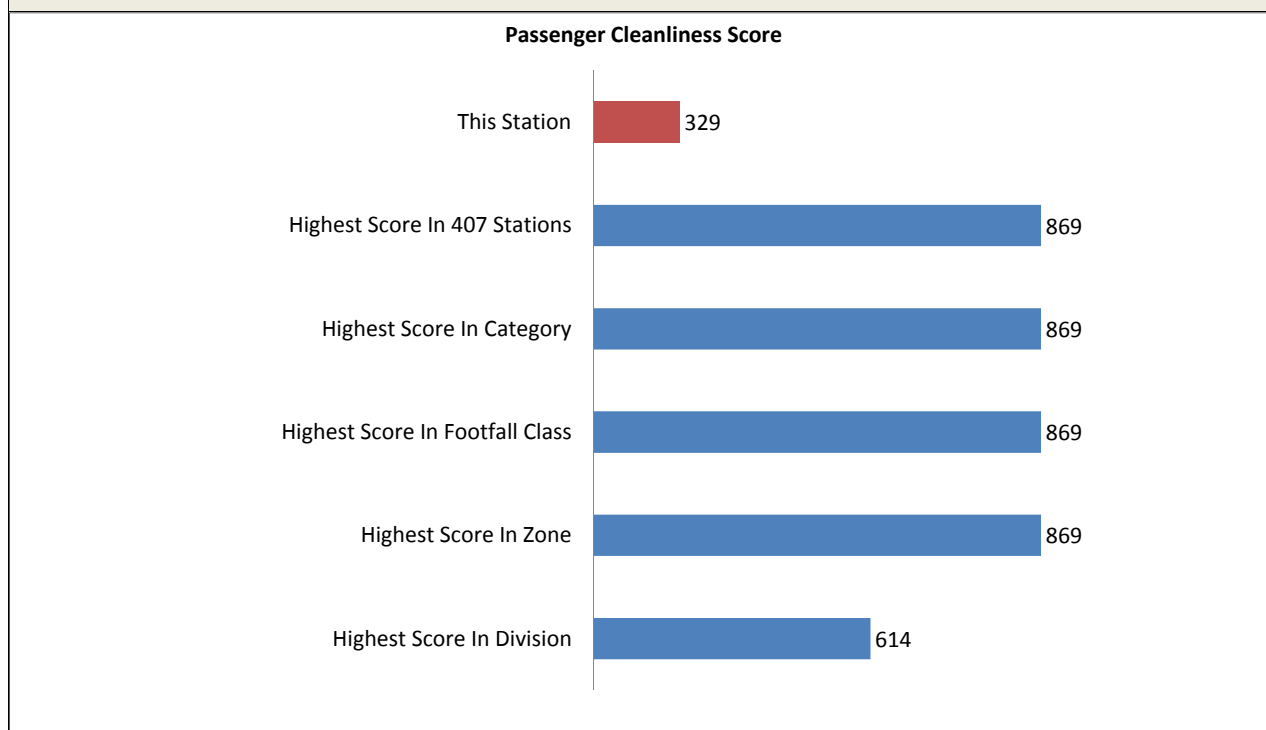
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	2
Observed the enforcement of anti-littering rules	3
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	60
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	427	497
	2	Condition of flooring surface at waiting rooms	1%	517	697
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	449	510
	4	Condition of water booths and water coolers	2%	382	507
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	329	410
	6	Condition of vending stalls including arrangements for waste disposal	2%	393	650
	7	Proper dressing of Electric cables	2%	547	677
	8	Proper dressing of Telecom cables	2%	564	653
	9	Absence of stench in the station premises	12%	358	520
	10	Control of pest and rodent	2%	340	520
	11	Control of flies and mosquitoes	3%	274	370
	12	Stagnation of water in movement areas and non-movement areas	2%	460	590
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	390	433
	14	Cleanliness and hygiene around vending stalls	3%	443	627
	15	Cleanliness of platform areas	5%	412	587
	16	Cleanliness of advertisement hoardings/signages	3%	441	507
	17	Cleanliness of tracks between platforms	1%	351	587
	18	Cleanliness of foot over bridges	1%	423	573
	19	Cleanliness of track area up to home signal beyond platform	1%	345	545
	20	Functioning of cross and longitudinal waste water drains	2%	404	480
Waste Management	21	Adequate availability of dustbins	10%	378	460
	22	Proper system for collection and disposal of solid waste from trains	0%	333	550
	23	Proper system for collection and disposal of solid waste from stations	0%	347	500
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	376	570
	25	Promptness in removal and disbursement of garbage	3%	311	375
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	290	407
	27	Presence/clearance of unwanted posters/notices	0%	415	480
	28	Storage of scrap items & their prompt disposal	3%	346	483
Toilets	29	Adequate availability of toilet in General	4%	306	500
	30	Adequate availability of toilets in pay and use	0%	414	700
	31	Adequate availability of toilets in Waiting rooms	3%	418	580
	32	Adequate availability of toilets in Circulating area	0%	359	440
	33	Condition of toilets in General	3%	276	340
	34	Condition of toilets in pay and use	0%	458	680
	35	Condition of toilets in Waiting rooms	2%	396	535
	36	Condition of toilets in circulating area	0%	327	420
	37	Availability of water in toilets and in other places for cleaning	4%	385	560
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	392	530
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	406	530
	40	Cleanliness of concourse and circulating area	0%	340	570
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			480
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			520
	3	Adequate supervision for monitoring cleanliness			640
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			520
	6	Usage of recycled water for non potable uses			450
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			440
	8	Condition of carriage watering hydrants including their leakage			500
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			560
	10	Final disposal of waste water from the trackside drains			440
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			360
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			300

Name of Station	Division
PARTAPGARH	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	329
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	398
Cleanliness Rank of the Station (in Category)	323
Cleanliness Rank of the Station (in Footfall Class)	178
Cleanliness Rank of the Station (in Zone)	61
Cleanliness Rank of the Station (in Division)	17
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	432
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	379
Infrastructure Adequacy Level	Level 5
Process Compliance Score	392
Process Compliance Level	Level 5



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	37
Observed the enforcement of anti-littering rules	96
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

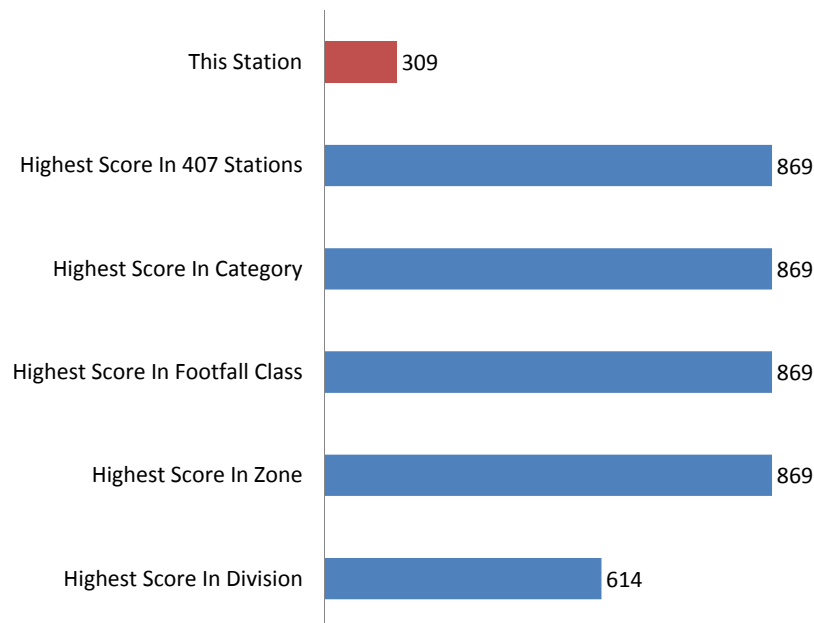
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	422	492
	2	Condition of flooring surface at waiting rooms	1%	422	650
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	319	450
	4	Condition of water booths and water coolers	2%	350	458
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	272	445
	6	Condition of vending stalls including arrangements for waste disposal	2%	387	530
	7	Proper dressing of Electric cables	2%	401	625
	8	Proper dressing of Telecom cables	2%	381	625
	9	Absence of stench in the station premises	12%	343	508
	10	Control of pest and rodent	2%	314	420
	11	Control of flies and mosquitoes	3%	317	440
	12	Stagnation of water in movement areas and non-movement areas	2%	341	392
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	309	475
	14	Cleanliness and hygiene around vending stalls	3%	368	442
	15	Cleanliness of platform areas	5%	387	375
	16	Cleanliness of advertisement hoardings/signages	3%	287	308
	17	Cleanliness of tracks between platforms	1%	351	425
	18	Cleanliness of foot over bridges	1%	356	450
	19	Cleanliness of track area up to home signal beyond platform	1%	310	415
	20	Functioning of cross and longitudinal waste water drains	2%	306	425
Waste Management	21	Adequate availability of dustbins	10%	319	467
	22	Proper system for collection and disposal of solid waste from trains	0%	357	500
	23	Proper system for collection and disposal of solid waste from stations	0%	291	467
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	292	390
	25	Promptness in removal and disbursement of garbage	3%	280	400
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	274	500
	27	Presence/clearance of unwanted posters/notices	0%	312	308
	28	Storage of scrap items & their prompt disposal	3%	230	333
Toilets	29	Adequate availability of toilet in General	4%	318	275
	30	Adequate availability of toilets in pay and use	0%	279	200
	31	Adequate availability of toilets in Waiting rooms	3%	291	250
	32	Adequate availability of toilets in Circulating area	0%	283	300
	33	Condition of toilets in General	3%	247	300
	34	Condition of toilets in pay and use	0%	249	275
	35	Condition of toilets in Waiting rooms	2%	267	300
	36	Condition of toilets in circulating area	0%	254	325
	37	Availability of water in toilets and in other places for cleaning	4%	327	275
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	398	517
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	322	440
	40	Cleanliness of concourse and circulating area	0%	336	433
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		450	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		400	
	3	Adequate supervision for monitoring cleanliness		400	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		400	
	5	Performance of service improvement groups (SIG) and their effectiveness		350	
	6	Usage of recycled water for non potable uses		350	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		400	
	8	Condition of carriage watering hydrants including their leakage		400	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		300	
	10	Final disposal of waste water from the trackside drains		400	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		400	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		450	
	13	Condition of Washable CC Apron over tracks at station		300	

Name of Station	Division
JANGHAI	LUCKNOW
Passenger Cleanliness Score	309
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	402
Cleanliness Rank of the Station (in Category)	327
Cleanliness Rank of the Station (in Footfall Class)	179
Cleanliness Rank of the Station (in Zone)	62
Cleanliness Rank of the Station (in Division)	18
Non-Passenger Cleanliness Score	417
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	619
Infrastructure Adequacy Level	Level 2
Process Compliance Score	689
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	18
Observed the enforcement of anti-littering rules	28
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

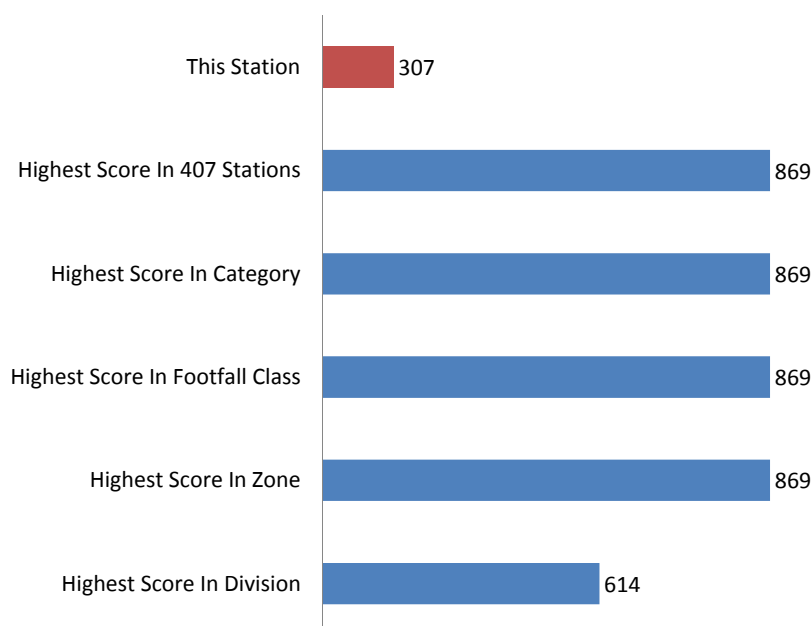
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	324	471
	2	Condition of flooring surface at waiting rooms	1%	320	471
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	321	471
	4	Condition of water booths and water coolers	2%	324	471
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	315	471
	6	Condition of vending stalls including arrangements for waste disposal	2%	318	505
	7	Proper dressing of Electric cables	2%	324	420
	8	Proper dressing of Telecom cables	2%	326	420
	9	Absence of stench in the station premises	12%	304	467
	10	Control of pest and rodent	2%	305	433
	11	Control of flies and mosquitoes	3%	305	433
	12	Stagnation of water in movement areas and non-movement areas	2%	305	333
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	307	433
	14	Cleanliness and hygiene around vending stalls	3%	334	400
	15	Cleanliness of platform areas	5%	336	433
	16	Cleanliness of advertisement hoardings/signages	3%	303	367
	17	Cleanliness of tracks between platforms	1%	319	467
	18	Cleanliness of foot over bridges	1%	330	433
	19	Cleanliness of track area up to home signal beyond platform	1%	314	433
	20	Functioning of cross and longitudinal waste water drains	2%	307	333
Waste Management	21	Adequate availability of dustbins	10%	297	400
	22	Proper system for collection and disposal of solid waste from trains	0%	314	438
	23	Proper system for collection and disposal of solid waste from stations	0%	307	524
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	302	400
	25	Promptness in removal and disbursement of garbage	3%	310	400
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	307	433
	27	Presence/clearance of unwanted posters/notices	0%	308	433
	28	Storage of scrap items & their prompt disposal	3%	303	367
Toilets	29	Adequate availability of toilet in General	4%	295	400
	30	Adequate availability of toilets in pay and use	0%	297	400
	31	Adequate availability of toilets in Waiting rooms	3%	296	400
	32	Adequate availability of toilets in Circulating area	0%	291	333
	33	Condition of toilets in General	3%	283	200
	34	Condition of toilets in pay and use	0%	295	200
	35	Condition of toilets in Waiting rooms	2%	294	200
	36	Condition of toilets in circulating area	0%	290	200
	37	Availability of water in toilets and in other places for cleaning	4%	290	367
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	321	471
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	313	505
	40	Cleanliness of concourse and circulating area	0%	322	433
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			667
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			667
	3	Adequate supervision for monitoring cleanliness			667
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			667
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			667
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			667
	8	Condition of carriage watering hydrants including their leakage			667
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			667
	13	Condition of Washable CC Apron over tracks at station			533

Name of Station	Division
SHAHGANJ	LUCKNOW
Passenger Cleanliness Score	
Passenger Cleanliness Score	307
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	403
Cleanliness Rank of the Station (in Category)	328
Cleanliness Rank of the Station (in Footfall Class)	180
Cleanliness Rank of the Station (in Zone)	63
Cleanliness Rank of the Station (in Division)	19
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	335
Non-Passenger Cleanliness Level	Level 5
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	300
Infrastructure Adequacy Level	Level 5
Process Compliance Score	300
Process Compliance Level	Level 5

Passenger Cleanliness Score



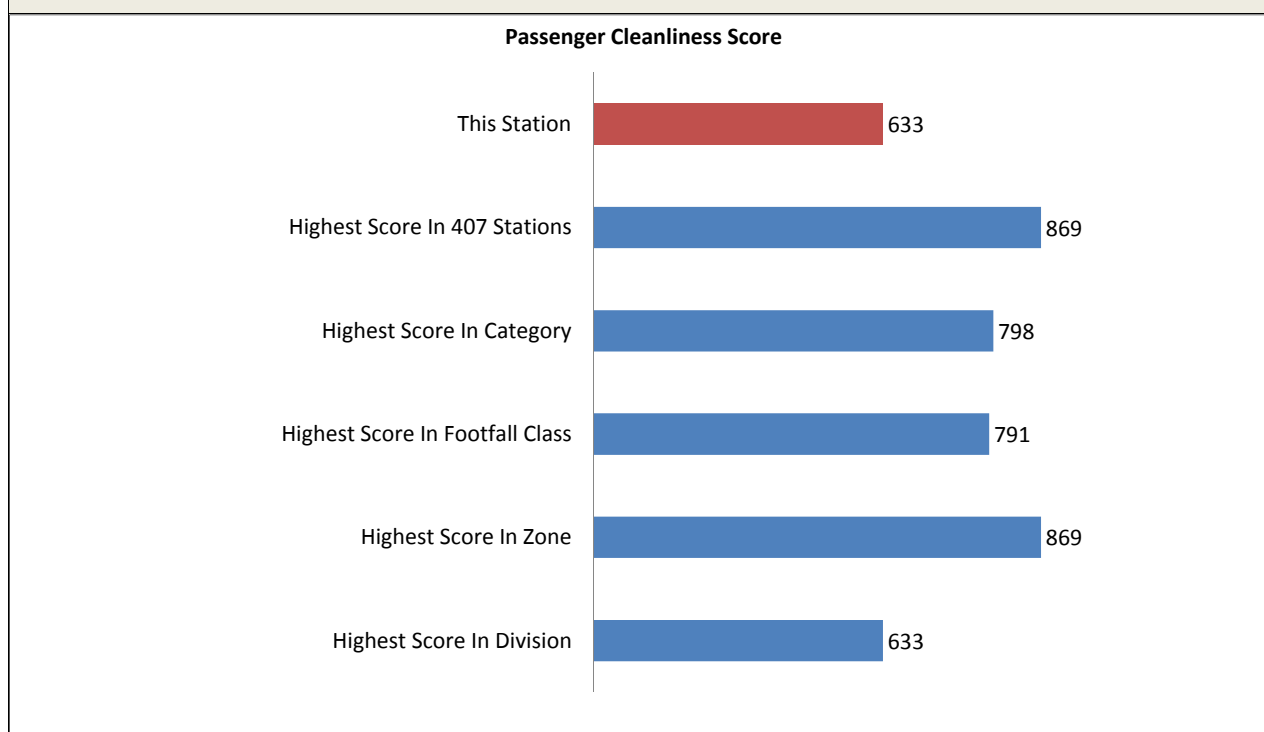
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	25
Observed the enforcement of anti-littering rules	74
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	402	278
	2	Condition of flooring surface at waiting rooms	1%	390	489
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	311	300
	4	Condition of water booths and water coolers	2%	324	367
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	288	383
	6	Condition of vending stalls including arrangements for waste disposal	2%	360	357
	7	Proper dressing of Electric cables	2%	397	400
	8	Proper dressing of Telecom cables	2%	386	400
	9	Absence of stench in the station premises	12%	300	289
	10	Control of pest and rodent	2%	285	333
	11	Control of flies and mosquitoes	3%	255	311
	12	Stagnation of water in movement areas and non-movement areas	2%	315	378
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	291	400
	14	Cleanliness and hygiene around vending stalls	3%	339	400
	15	Cleanliness of platform areas	5%	349	400
	16	Cleanliness of advertisement hoardings/signages	3%	345	400
	17	Cleanliness of tracks between platforms	1%	286	388
	18	Cleanliness of foot over bridges	1%	307	386
	19	Cleanliness of track area up to home signal beyond platform	1%	294	371
	20	Functioning of cross and longitudinal waste water drains	2%	267	367
Waste Management	21	Adequate availability of dustbins	10%	302	300
	22	Proper system for collection and disposal of solid waste from trains	0%	331	225
	23	Proper system for collection and disposal of solid waste from stations	0%	303	250
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	336	350
	25	Promptness in removal and disbursement of garbage	3%	263	400
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	272	371
	27	Presence/clearance of unwanted posters/notices	0%	287	267
	28	Storage of scrap items & their prompt disposal	3%	317	400
Toilets	29	Adequate availability of toilet in General	4%	229	244
	30	Adequate availability of toilets in pay and use	0%	225	250
	31	Adequate availability of toilets in Waiting rooms	3%	258	350
	32	Adequate availability of toilets in Circulating area	0%	217	233
	33	Condition of toilets in General	3%	212	244
	34	Condition of toilets in pay and use	0%	213	200
	35	Condition of toilets in Waiting rooms	2%	227	244
	36	Condition of toilets in circulating area	0%	215	238
	37	Availability of water in toilets and in other places for cleaning	4%	286	225
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	365	378
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	297	322
	40	Cleanliness of concourse and circulating area	0%	317	375
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			200
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			200
	3	Adequate supervision for monitoring cleanliness			400
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			400
	5	Performance of service improvement groups (SIG) and their effectiveness			0
	6	Usage of recycled water for non potable uses			0
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			200
	8	Condition of carriage watering hydrants including their leakage			200
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			400
	10	Final disposal of waste water from the trackside drains			400
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			200
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
HARIDWAR	MORADABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	633
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	67
Cleanliness Rank of the Station (in Category)	16
Cleanliness Rank of the Station (in Footfall Class)	22
Cleanliness Rank of the Station (in Zone)	4
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	710
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	725
Infrastructure Adequacy Level	Level 2
Process Compliance Score	754
Process Compliance Level	Level 1



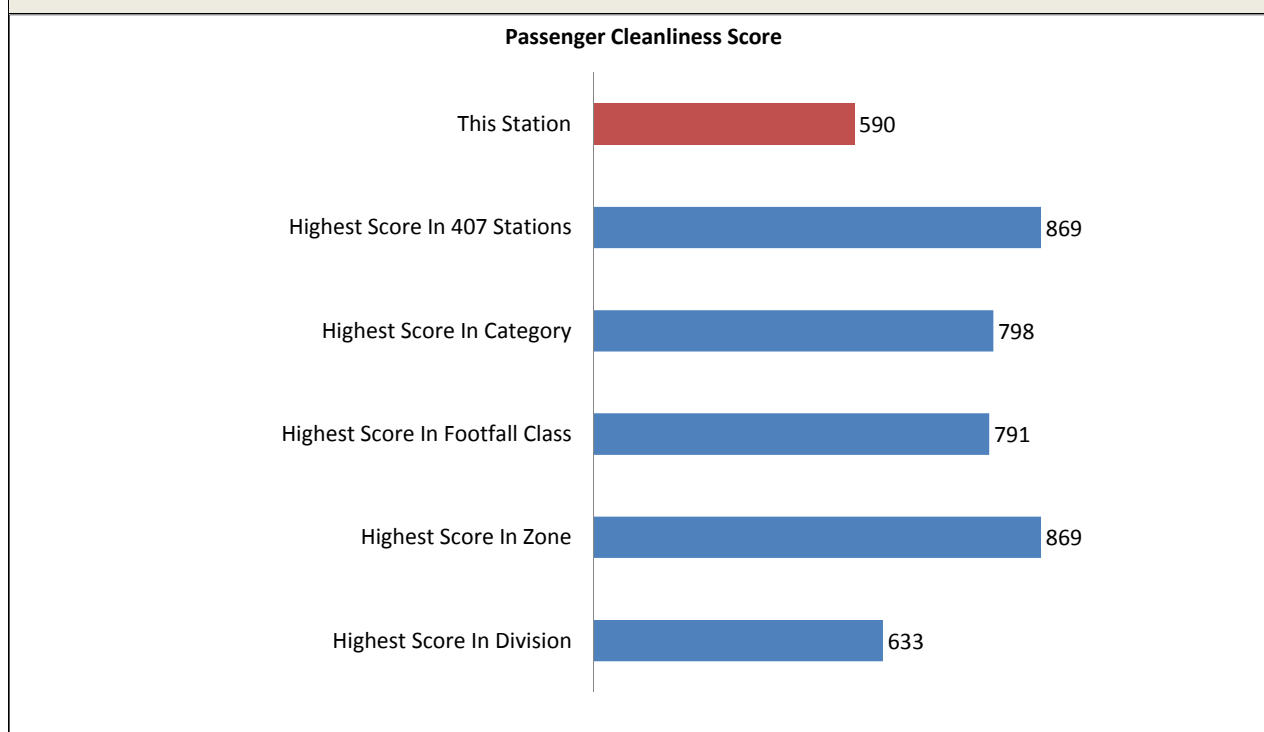
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	42
Observed the enforcement of anti-littering rules	62
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	13
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	63

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	609	640
	2	Condition of flooring surface at waiting rooms	1%	618	663
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	595	638
	4	Condition of water booths and water coolers	2%	609	650
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	612	728
	6	Condition of vending stalls including arrangements for waste disposal	2%	608	650
	7	Proper dressing of Electric cables	2%	598	630
	8	Proper dressing of Telecom cables	2%	586	623
	9	Absence of stench in the station premises	12%	706	795
	10	Control of pest and rodent	2%	649	746
	11	Control of flies and mosquitoes	3%	602	731
	12	Stagnation of water in movement areas and non-movement areas	2%	604	593
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	605	710
	14	Cleanliness and hygiene around vending stalls	3%	606	688
	15	Cleanliness of platform areas	5%	598	760
	16	Cleanliness of advertisement hoardings/signages	3%	603	708
	17	Cleanliness of tracks between platforms	1%	601	728
	18	Cleanliness of foot over bridges	1%	610	773
	19	Cleanliness of track area up to home signal beyond platform	1%	613	735
	20	Functioning of cross and longitudinal waste water drains	2%	606	633
Waste Management	21	Adequate availability of dustbins	10%	740	865
	22	Proper system for collection and disposal of solid waste from trains	0%	614	645
	23	Proper system for collection and disposal of solid waste from stations	0%	616	670
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	599	675
	25	Promptness in removal and disbursement of garbage	3%	609	748
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	604	660
	27	Presence/clearance of unwanted posters/notices	0%	603	688
	28	Storage of scrap items & their prompt disposal	3%	582	673
Toilets	29	Adequate availability of toilet in General	4%	639	693
	30	Adequate availability of toilets in pay and use	0%	609	658
	31	Adequate availability of toilets in Waiting rooms	3%	620	650
	32	Adequate availability of toilets in Circulating area	0%	604	658
	33	Condition of toilets in General	3%	597	608
	34	Condition of toilets in pay and use	0%	611	658
	35	Condition of toilets in Waiting rooms	2%	604	655
	36	Condition of toilets in circulating area	0%	600	658
	37	Availability of water in toilets and in other places for cleaning	4%	615	635
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	605	645
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	606	643
	40	Cleanliness of concourse and circulating area	0%	602	728
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			750
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			775
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			700
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			750
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			725
	10	Final disposal of waste water from the trackside drains			725
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			575
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
DEHRADUN	MORADABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	590
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	119
Cleanliness Rank of the Station (in Category)	28
Cleanliness Rank of the Station (in Footfall Class)	36
Cleanliness Rank of the Station (in Zone)	8
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	665
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	754
Infrastructure Adequacy Level	Level 1
Process Compliance Score	757
Process Compliance Level	Level 1



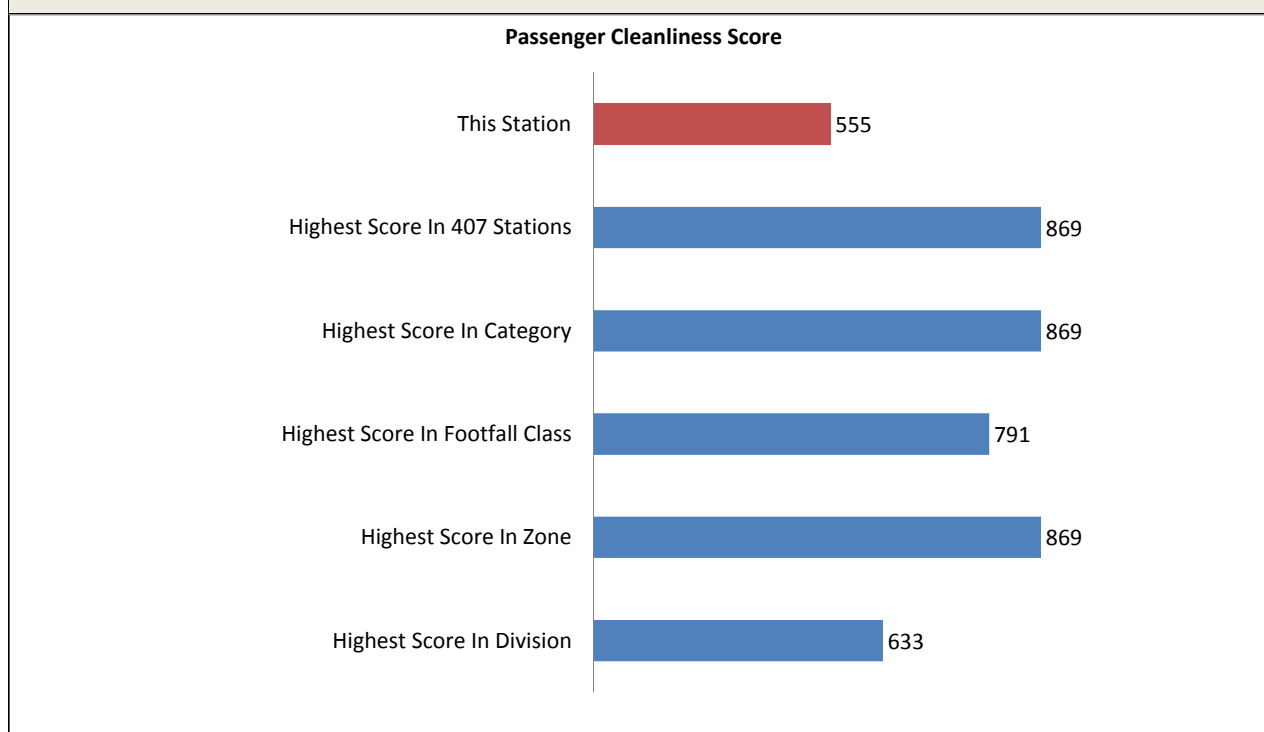
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	23
Observed the enforcement of anti-littering rules	93
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	40
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	611	608
	2	Condition of flooring surface at waiting rooms	1%	600	680
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	599	550
	4	Condition of water booths and water coolers	2%	603	680
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	589	670
	6	Condition of vending stalls including arrangements for waste disposal	2%	592	668
	7	Proper dressing of Electric cables	2%	591	633
	8	Proper dressing of Telecom cables	2%	608	665
	9	Absence of stench in the station premises	12%	623	745
	10	Control of pest and rodent	2%	506	533
	11	Control of flies and mosquitoes	3%	521	629
	12	Stagnation of water in movement areas and non-movement areas	2%	470	625
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	585	587
	14	Cleanliness and hygiene around vending stalls	3%	606	680
	15	Cleanliness of platform areas	5%	610	700
	16	Cleanliness of advertisement hoardings/signages	3%	582	683
	17	Cleanliness of tracks between platforms	1%	582	660
	18	Cleanliness of foot over bridges	1%	590	708
	19	Cleanliness of track area up to home signal beyond platform	1%	582	610
	20	Functioning of cross and longitudinal waste water drains	2%	434	560
Waste Management	21	Adequate availability of dustbins	10%	631	693
	22	Proper system for collection and disposal of solid waste from trains	0%	600	660
	23	Proper system for collection and disposal of solid waste from stations	0%	596	680
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	515	753
	25	Promptness in removal and disbursement of garbage	3%	606	668
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	562	700
	27	Presence/clearance of unwanted posters/notices	0%	600	720
	28	Storage of scrap items & their prompt disposal	3%	614	643
Toilets	29	Adequate availability of toilet in General	4%	578	535
	30	Adequate availability of toilets in pay and use	0%	593	651
	31	Adequate availability of toilets in Waiting rooms	3%	598	777
	32	Adequate availability of toilets in Circulating area	0%	432	300
	33	Condition of toilets in General	3%	568	480
	34	Condition of toilets in pay and use	0%	600	700
	35	Condition of toilets in Waiting rooms	2%	609	723
	36	Condition of toilets in circulating area	0%	512	314
	37	Availability of water in toilets and in other places for cleaning	4%	593	753
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	600	610
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	582	630
	40	Cleanliness of concourse and circulating area	0%	594	668
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			720
	5	Performance of service improvement groups (SIG) and their effectiveness			720
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			760
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			720
	10	Final disposal of waste water from the trackside drains			720
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			680
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
HARDOI	MORADABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	555
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	182
Cleanliness Rank of the Station (in Category)	143
Cleanliness Rank of the Station (in Footfall Class)	57
Cleanliness Rank of the Station (in Zone)	14
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	684
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	669
Infrastructure Adequacy Level	Level 2
Process Compliance Score	743
Process Compliance Level	Level 2



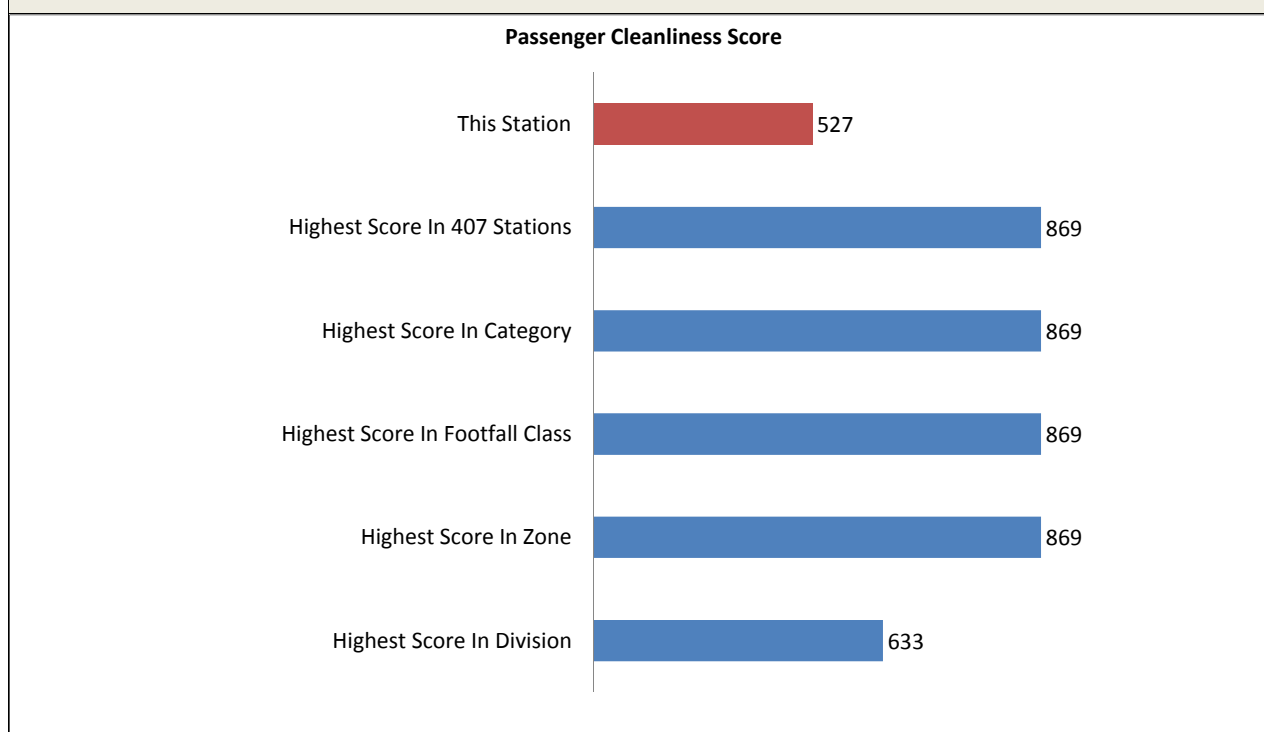
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	71
Observed the enforcement of anti-littering rules	78
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	576	704
	2	Condition of flooring surface at waiting rooms	1%	566	721
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	531	711
	4	Condition of water booths and water coolers	2%	558	707
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	564	707
	6	Condition of vending stalls including arrangements for waste disposal	2%	544	736
	7	Proper dressing of Electric cables	2%	625	711
	8	Proper dressing of Telecom cables	2%	623	775
	9	Absence of stench in the station premises	12%	580	746
	10	Control of pest and rodent	2%	515	200
	11	Control of flies and mosquitoes	3%	499	229
	12	Stagnation of water in movement areas and non-movement areas	2%	553	775
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	544	736
	14	Cleanliness and hygiene around vending stalls	3%	561	750
	15	Cleanliness of platform areas	5%	562	786
	16	Cleanliness of advertisement hoardings/signages	3%	567	721
	17	Cleanliness of tracks between platforms	1%	545	718
	18	Cleanliness of foot over bridges	1%	567	643
	19	Cleanliness of track area up to home signal beyond platform	1%	539	679
	20	Functioning of cross and longitudinal waste water drains	2%	528	657
Waste Management	21	Adequate availability of dustbins	10%	584	682
	22	Proper system for collection and disposal of solid waste from trains	0%	560	629
	23	Proper system for collection and disposal of solid waste from stations	0%	555	721
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	536	761
	25	Promptness in removal and disbursement of garbage	3%	555	761
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	535	586
	27	Presence/clearance of unwanted posters/notices	0%	559	757
	28	Storage of scrap items & their prompt disposal	3%	569	775
Toilets	29	Adequate availability of toilet in General	4%	513	621
	30	Adequate availability of toilets in pay and use	0%	537	679
	31	Adequate availability of toilets in Waiting rooms	3%	509	668
	32	Adequate availability of toilets in Circulating area	0%	519	650
	33	Condition of toilets in General	3%	504	646
	34	Condition of toilets in pay and use	0%	535	707
	35	Condition of toilets in Waiting rooms	2%	523	668
	36	Condition of toilets in circulating area	0%	526	650
	37	Availability of water in toilets and in other places for cleaning	4%	538	671
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	553	761
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	533	704
	40	Cleanliness of concourse and circulating area	0%	531	693
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			771
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			829
	6	Usage of recycled water for non potable uses			457
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			743
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			743
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			657
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			686
	13	Condition of Washable CC Apron over tracks at station			257

Name of Station	Division
CHANDAUSI	MORADABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	527
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	228
Cleanliness Rank of the Station (in Category)	176
Cleanliness Rank of the Station (in Footfall Class)	4
Cleanliness Rank of the Station (in Zone)	20
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	604
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	600
Infrastructure Adequacy Level	Level 2
Process Compliance Score	609
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	67
Observed the enforcement of anti-littering rules	81
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	33
Availability of Washable CC Apron over tracks at station	0

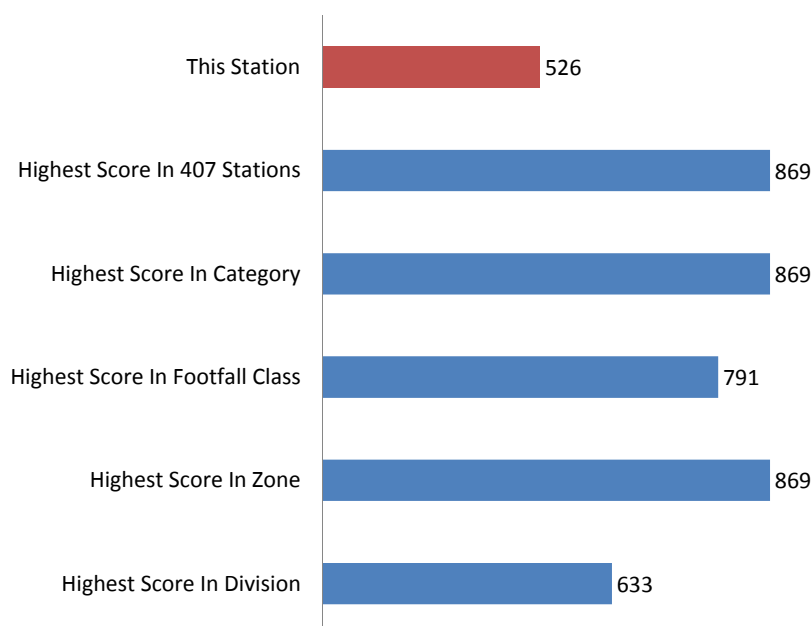
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	577	586
	2	Condition of flooring surface at waiting rooms	1%	648	664
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	462	602
	4	Condition of water booths and water coolers	2%	505	676
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	501	662
	6	Condition of vending stalls including arrangements for waste disposal	2%	502	648
	7	Proper dressing of Electric cables	2%	549	588
	8	Proper dressing of Telecom cables	2%	526	602
	9	Absence of stench in the station premises	12%	599	714
	10	Control of pest and rodent	2%	353	295
	11	Control of flies and mosquitoes	3%	405	383
	12	Stagnation of water in movement areas and non-movement areas	2%	492	633
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	500	626
	14	Cleanliness and hygiene around vending stalls	3%	536	662
	15	Cleanliness of platform areas	5%	574	617
	16	Cleanliness of advertisement hoardings/signages	3%	519	681
	17	Cleanliness of tracks between platforms	1%	430	519
	18	Cleanliness of foot over bridges	1%	556	664
	19	Cleanliness of track area up to home signal beyond platform	1%	505	648
	20	Functioning of cross and longitudinal waste water drains	2%	478	614
Waste Management	21	Adequate availability of dustbins	10%	611	650
	22	Proper system for collection and disposal of solid waste from trains	0%	452	557
	23	Proper system for collection and disposal of solid waste from stations	0%	476	586
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	486	634
	25	Promptness in removal and disbursement of garbage	3%	497	605
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	478	557
	27	Presence/clearance of unwanted posters/notices	0%	534	617
	28	Storage of scrap items & their prompt disposal	3%	485	569
Toilets	29	Adequate availability of toilet in General	4%	403	512
	30	Adequate availability of toilets in pay and use	0%	474	512
	31	Adequate availability of toilets in Waiting rooms	3%	578	714
	32	Adequate availability of toilets in Circulating area	0%	439	514
	33	Condition of toilets in General	3%	426	436
	34	Condition of toilets in pay and use	0%	494	414
	35	Condition of toilets in Waiting rooms	2%	634	681
	36	Condition of toilets in circulating area	0%	414	463
	37	Availability of water in toilets and in other places for cleaning	4%	523	538
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	523	524
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	497	552
	40	Cleanliness of concourse and circulating area	0%	499	617
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			567
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			733
	3	Adequate supervision for monitoring cleanliness			633
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			533
	5	Performance of service improvement groups (SIG) and their effectiveness			667
	6	Usage of recycled water for non potable uses			520
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			567
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			533
	10	Final disposal of waste water from the trackside drains			567
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			633
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
MORADABAD	MORADABAD
Passenger Cleanliness Score	526
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	232
Cleanliness Rank of the Station (in Category)	180
Cleanliness Rank of the Station (in Footfall Class)	76
Cleanliness Rank of the Station (in Zone)	21
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	645
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	764
Infrastructure Adequacy Level	Level 1
Process Compliance Score	731
Process Compliance Level	Level 2

Passenger Cleanliness Score



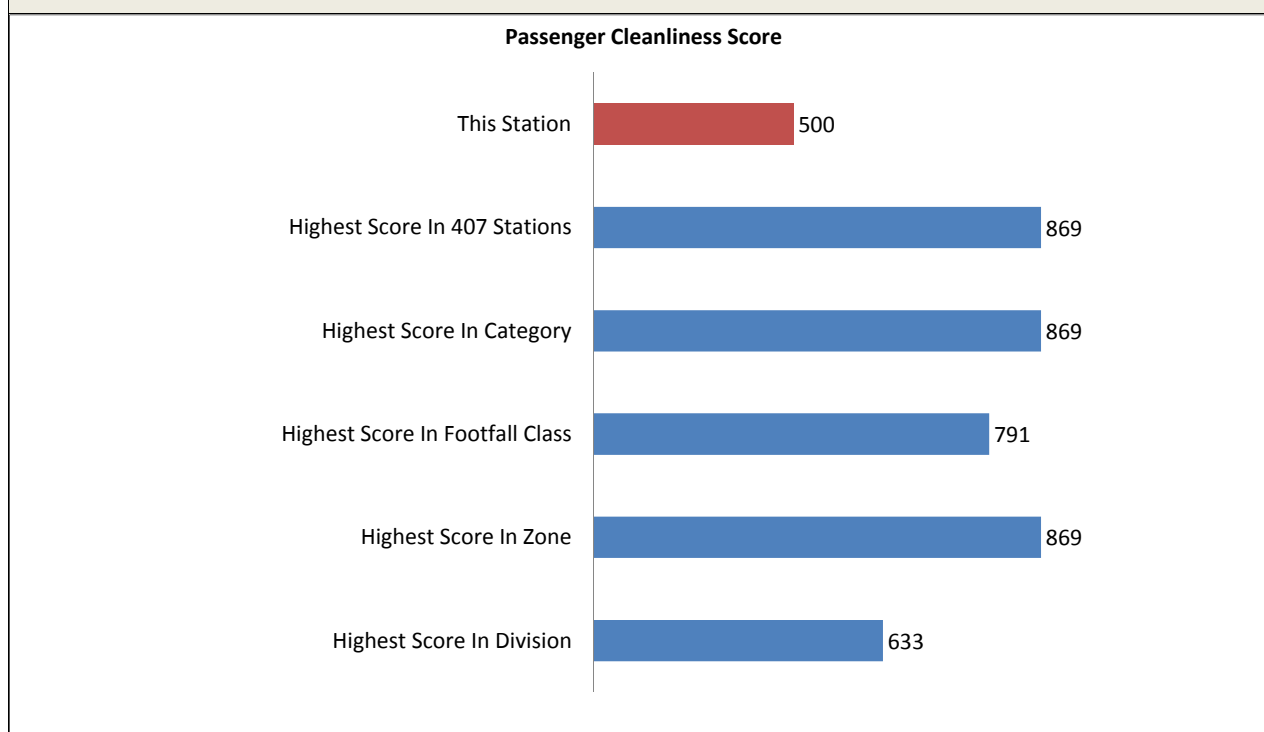
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	91
Observed the enforcement of anti-littering rules	83
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	75
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	554	639
	2	Condition of flooring surface at waiting rooms	1%	594	700
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	486	667
	4	Condition of water booths and water coolers	2%	543	739
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	521	596
	6	Condition of vending stalls including arrangements for waste disposal	2%	535	700
	7	Proper dressing of Electric cables	2%	546	679
	8	Proper dressing of Telecom cables	2%	523	704
	9	Absence of stench in the station premises	12%	583	718
	10	Control of pest and rodent	2%	359	336
	11	Control of flies and mosquitoes	3%	374	439
	12	Stagnation of water in movement areas and non-movement areas	2%	472	611
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	471	632
	14	Cleanliness and hygiene around vending stalls	3%	554	711
	15	Cleanliness of platform areas	5%	564	636
	16	Cleanliness of advertisement hoardings/signages	3%	559	679
	17	Cleanliness of tracks between platforms	1%	444	571
	18	Cleanliness of foot over bridges	1%	565	679
	19	Cleanliness of track area up to home signal beyond platform	1%	515	714
	20	Functioning of cross and longitudinal waste water drains	2%	458	582
Waste Management	21	Adequate availability of dustbins	10%	580	668
	22	Proper system for collection and disposal of solid waste from trains	0%	502	717
	23	Proper system for collection and disposal of solid waste from stations	0%	521	686
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	509	700
	25	Promptness in removal and disbursement of garbage	3%	521	646
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	490	725
	27	Presence/clearance of unwanted posters/notices	0%	548	650
	28	Storage of scrap items & their prompt disposal	3%	552	679
Toilets	29	Adequate availability of toilet in General	4%	440	500
	30	Adequate availability of toilets in pay and use	0%	453	643
	31	Adequate availability of toilets in Waiting rooms	3%	565	661
	32	Adequate availability of toilets in Circulating area	0%	427	500
	33	Condition of toilets in General	3%	401	550
	34	Condition of toilets in pay and use	0%	482	593
	35	Condition of toilets in Waiting rooms	2%	571	625
	36	Condition of toilets in circulating area	0%	414	614
	37	Availability of water in toilets and in other places for cleaning	4%	551	621
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	533	639
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	486	671
	40	Cleanliness of concourse and circulating area	0%	502	675
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			650
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			850
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			750
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			733
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			850
	10	Final disposal of waste water from the trackside drains			750
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			850
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
HAPUR	MORADABAD
Passenger Cleanliness Score	500
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	272
Cleanliness Rank of the Station (in Category)	216
Cleanliness Rank of the Station (in Footfall Class)	84
Cleanliness Rank of the Station (in Zone)	30
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	568
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	614
Infrastructure Adequacy Level	Level 2
Process Compliance Score	617
Process Compliance Level	Level 2



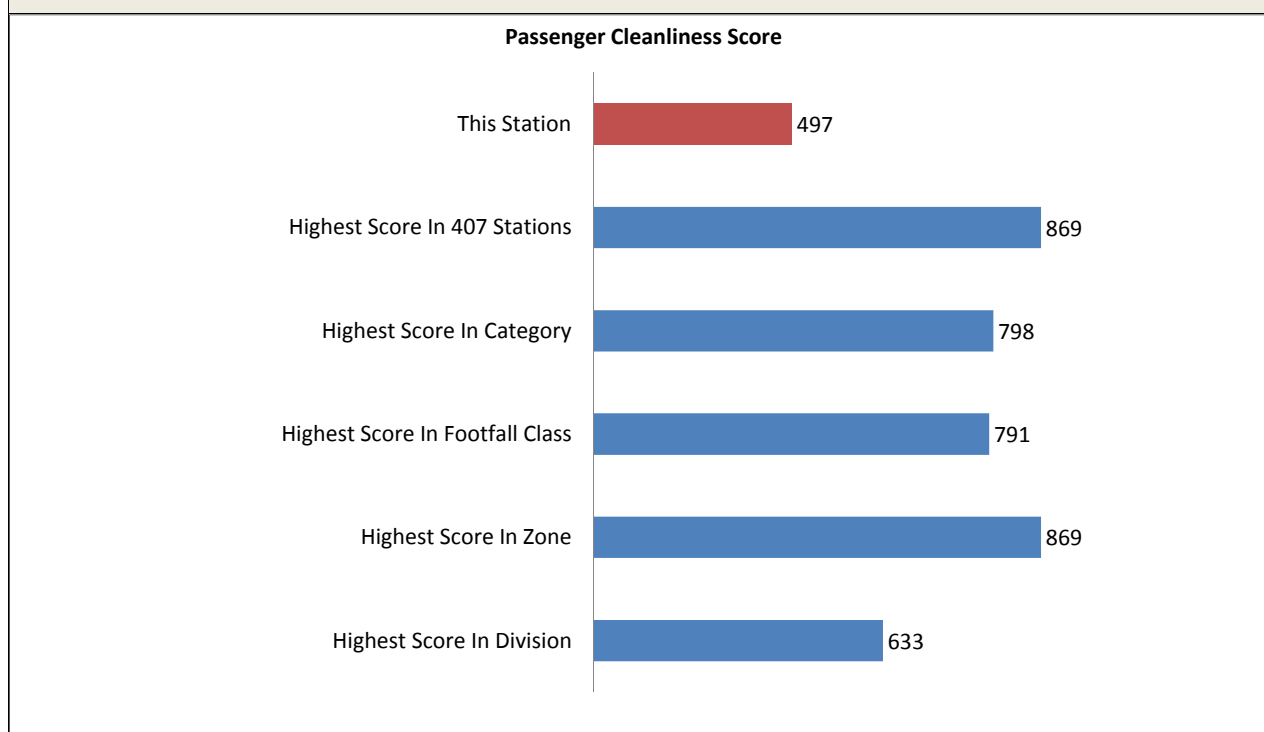
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	70
Observed the enforcement of anti-littering rules	86
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	75
Availability of Washable CC Apron over tracks at station	88

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	625	679
	2	Condition of flooring surface at waiting rooms	1%	635	658
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	525	542
	4	Condition of water booths and water coolers	2%	464	542
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	461	546
	6	Condition of vending stalls including arrangements for waste disposal	2%	473	483
	7	Proper dressing of Electric cables	2%	534	683
	8	Proper dressing of Telecom cables	2%	534	696
	9	Absence of stench in the station premises	12%	597	638
	10	Control of pest and rodent	2%	274	300
	11	Control of flies and mosquitoes	3%	340	375
	12	Stagnation of water in movement areas and non-movement areas	2%	425	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	445	504
	14	Cleanliness and hygiene around vending stalls	3%	503	667
	15	Cleanliness of platform areas	5%	535	617
	16	Cleanliness of advertisement hoardings/signages	3%	497	679
	17	Cleanliness of tracks between platforms	1%	225	258
	18	Cleanliness of foot over bridges	1%	431	613
	19	Cleanliness of track area up to home signal beyond platform	1%	366	567
	20	Functioning of cross and longitudinal waste water drains	2%	448	600
Waste Management	21	Adequate availability of dustbins	10%	617	600
	22	Proper system for collection and disposal of solid waste from trains	0%	396	550
	23	Proper system for collection and disposal of solid waste from stations	0%	436	600
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	445	579
	25	Promptness in removal and disbursement of garbage	3%	453	567
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	402	388
	27	Presence/clearance of unwanted posters/notices	0%	486	658
	28	Storage of scrap items & their prompt disposal	3%	478	621
Toilets	29	Adequate availability of toilet in General	4%	399	542
	30	Adequate availability of toilets in pay and use	0%	494	600
	31	Adequate availability of toilets in Waiting rooms	3%	581	683
	32	Adequate availability of toilets in Circulating area	0%	431	600
	33	Condition of toilets in General	3%	357	300
	34	Condition of toilets in pay and use	0%	432	395
	35	Condition of toilets in Waiting rooms	2%	620	646
	36	Condition of toilets in circulating area	0%	357	379
	37	Availability of water in toilets and in other places for cleaning	4%	495	508
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	497	558
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	429	579
	40	Cleanliness of concourse and circulating area	0%	391	542
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			575
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			575
	3	Adequate supervision for monitoring cleanliness			650
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			675
	6	Usage of recycled water for non potable uses			625
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			625
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			650
	10	Final disposal of waste water from the trackside drains			550
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			625
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			625
	13	Condition of Washable CC Apron over tracks at station			625

Name of Station	Division
BAREILLY	MORADABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	497
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	276
Cleanliness Rank of the Station (in Category)	58
Cleanliness Rank of the Station (in Footfall Class)	87
Cleanliness Rank of the Station (in Zone)	31
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	644
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	598
Infrastructure Adequacy Level	Level 3
Process Compliance Score	633
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	22
Observed the enforcement of anti-littering rules	22
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	25
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	25

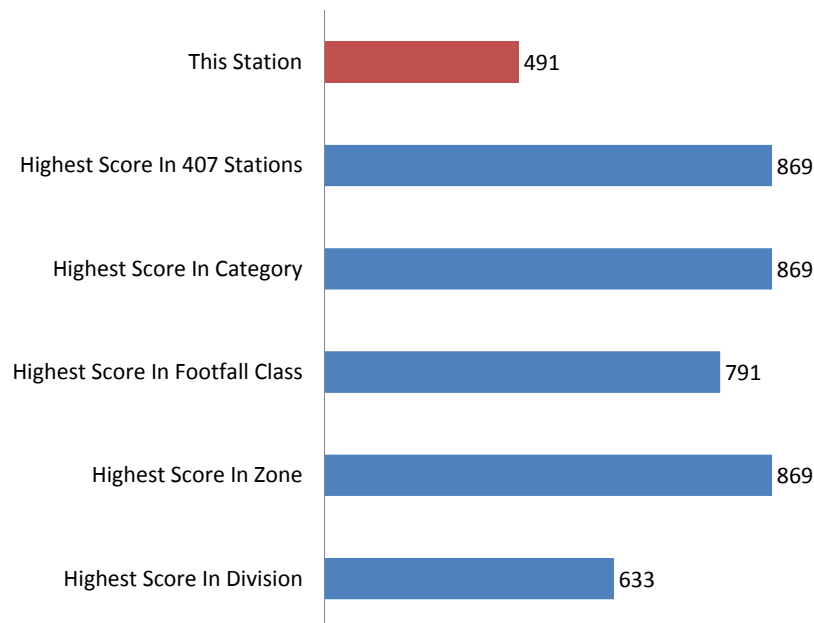
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	497	711
	2	Condition of flooring surface at waiting rooms	1%	539	679
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	489	711
	4	Condition of water booths and water coolers	2%	491	714
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	498	586
	6	Condition of vending stalls including arrangements for waste disposal	2%	493	600
	7	Proper dressing of Electric cables	2%	507	661
	8	Proper dressing of Telecom cables	2%	502	700
	9	Absence of stench in the station premises	12%	496	636
	10	Control of pest and rodent	2%	499	661
	11	Control of flies and mosquitoes	3%	483	600
	12	Stagnation of water in movement areas and non-movement areas	2%	488	611
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	481	625
	14	Cleanliness and hygiene around vending stalls	3%	487	625
	15	Cleanliness of platform areas	5%	487	611
	16	Cleanliness of advertisement hoardings/signages	3%	482	650
	17	Cleanliness of tracks between platforms	1%	486	700
	18	Cleanliness of foot over bridges	1%	484	650
	19	Cleanliness of track area up to home signal beyond platform	1%	485	636
	20	Functioning of cross and longitudinal waste water drains	2%	483	586
Waste Management	21	Adequate availability of dustbins	10%	511	657
	22	Proper system for collection and disposal of solid waste from trains	0%	508	664
	23	Proper system for collection and disposal of solid waste from stations	0%	508	675
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	496	611
	25	Promptness in removal and disbursement of garbage	3%	488	586
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	481	625
	27	Presence/clearance of unwanted posters/notices	0%	482	661
	28	Storage of scrap items & their prompt disposal	3%	487	611
Toilets	29	Adequate availability of toilet in General	4%	504	661
	30	Adequate availability of toilets in pay and use	0%	503	704
	31	Adequate availability of toilets in Waiting rooms	3%	550	721
	32	Adequate availability of toilets in Circulating area	0%	509	689
	33	Condition of toilets in General	3%	496	661
	34	Condition of toilets in pay and use	0%	503	650
	35	Condition of toilets in Waiting rooms	2%	536	693
	36	Condition of toilets in circulating area	0%	508	686
	37	Availability of water in toilets and in other places for cleaning	4%	500	671
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	498	646
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	500	625
	40	Cleanliness of concourse and circulating area	0%	484	636
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			550
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			750
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			650
	5	Performance of service improvement groups (SIG) and their effectiveness			650
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			733
	8	Condition of carriage watering hydrants including their leakage			550
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			650
	10	Final disposal of waste water from the trackside drains			500
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			650
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			550
	13	Condition of Washable CC Apron over tracks at station			550

Name of Station	Division
SHAHJAHANPUR	MORADABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	491
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	287
Cleanliness Rank of the Station (in Category)	228
Cleanliness Rank of the Station (in Footfall Class)	91
Cleanliness Rank of the Station (in Zone)	35
Cleanliness Rank of the Station (in Division)	8
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	623
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	645
Infrastructure Adequacy Level	Level 2
Process Compliance Score	724
Process Compliance Level	Level 2

Passenger Cleanliness Score



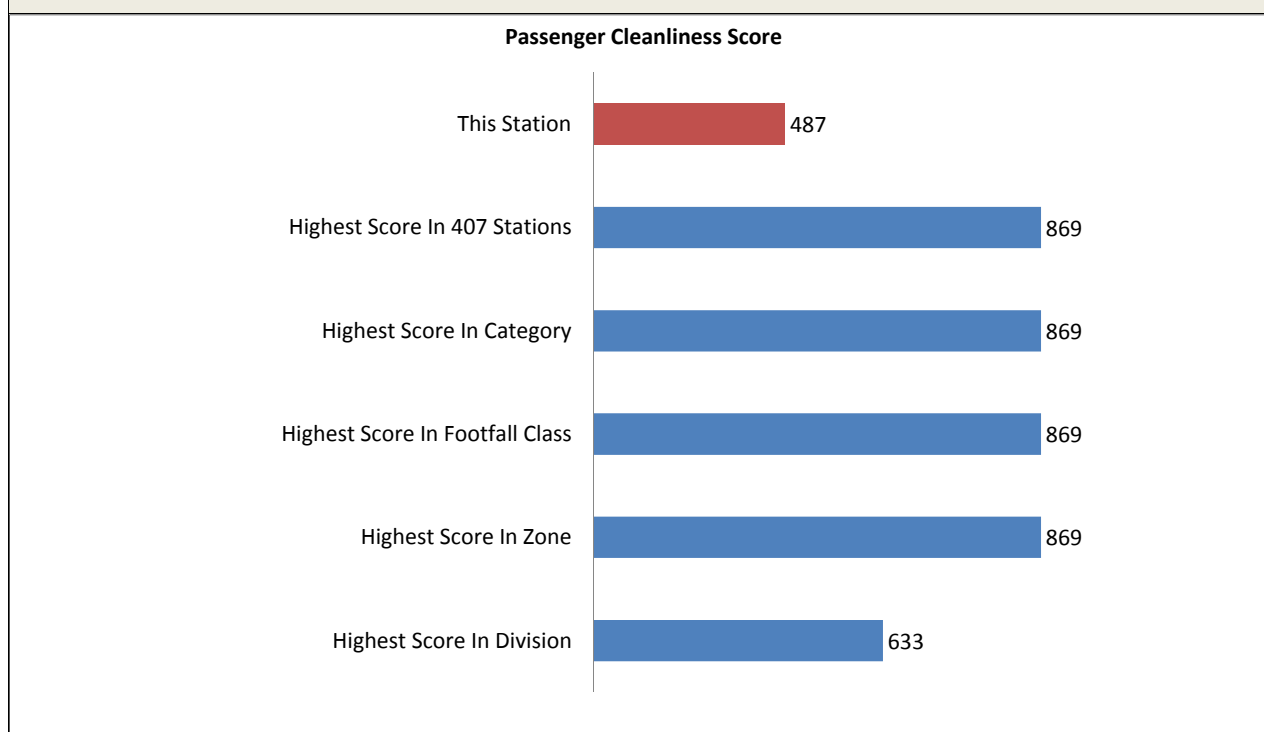
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	72
Observed the enforcement of anti-littering rules	77
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	528	700
	2	Condition of flooring surface at waiting rooms	1%	482	729
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	473	583
	4	Condition of water booths and water coolers	2%	492	614
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	498	614
	6	Condition of vending stalls including arrangements for waste disposal	2%	451	629
	7	Proper dressing of Electric cables	2%	550	743
	8	Proper dressing of Telecom cables	2%	518	800
	9	Absence of stench in the station premises	12%	537	700
	10	Control of pest and rodent	2%	417	286
	11	Control of flies and mosquitoes	3%	408	557
	12	Stagnation of water in movement areas and non-movement areas	2%	507	629
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	504	657
	14	Cleanliness and hygiene around vending stalls	3%	528	643
	15	Cleanliness of platform areas	5%	476	729
	16	Cleanliness of advertisement hoardings/signages	3%	513	674
	17	Cleanliness of tracks between platforms	1%	502	614
	18	Cleanliness of foot over bridges	1%	504	614
	19	Cleanliness of track area up to home signal beyond platform	1%	465	586
	20	Functioning of cross and longitudinal waste water drains	2%	436	600
Waste Management	21	Adequate availability of dustbins	10%	537	586
	22	Proper system for collection and disposal of solid waste from trains	0%	495	586
	23	Proper system for collection and disposal of solid waste from stations	0%	457	614
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	467	614
	25	Promptness in removal and disbursement of garbage	3%	475	657
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	493	543
	27	Presence/clearance of unwanted posters/notices	0%	463	600
	28	Storage of scrap items & their prompt disposal	3%	481	610
Toilets	29	Adequate availability of toilet in General	4%	433	557
	30	Adequate availability of toilets in pay and use	0%	438	600
	31	Adequate availability of toilets in Waiting rooms	3%	432	645
	32	Adequate availability of toilets in Circulating area	0%	484	583
	33	Condition of toilets in General	3%	441	571
	34	Condition of toilets in pay and use	0%	488	571
	35	Condition of toilets in Waiting rooms	2%	445	629
	36	Condition of toilets in circulating area	0%	489	550
	37	Availability of water in toilets and in other places for cleaning	4%	453	486
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	520	657
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	439	529
	40	Cleanliness of concourse and circulating area	0%	466	586
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			657
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			714
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			743
	5	Performance of service improvement groups (SIG) and their effectiveness			771
	6	Usage of recycled water for non potable uses			657
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			686
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			629
	10	Final disposal of waste water from the trackside drains			629
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			686
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			714
	13	Condition of Washable CC Apron over tracks at station			571

Name of Station	Division
ROORKEE	MORADABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	487
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	294
Cleanliness Rank of the Station (in Category)	234
Cleanliness Rank of the Station (in Footfall Class)	132
Cleanliness Rank of the Station (in Zone)	38
Cleanliness Rank of the Station (in Division)	9
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	471
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	413
Infrastructure Adequacy Level	Level 4
Process Compliance Score	412
Process Compliance Level	Level 4



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	27
Observed the enforcement of anti-littering rules	5
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	60
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

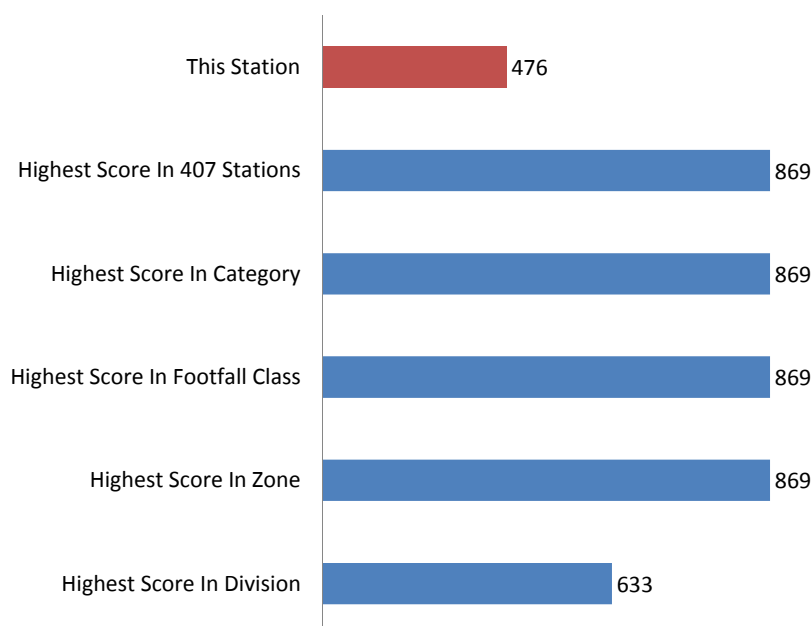
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	469	500
	2	Condition of flooring surface at waiting rooms	1%	474	420
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	468	420
	4	Condition of water booths and water coolers	2%	465	420
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	469	400
	6	Condition of vending stalls including arrangements for waste disposal	2%	475	420
	7	Proper dressing of Electric cables	2%	453	440
	8	Proper dressing of Telecom cables	2%	422	440
	9	Absence of stench in the station premises	12%	562	540
	10	Control of pest and rodent	2%	450	420
	11	Control of flies and mosquitoes	3%	448	460
	12	Stagnation of water in movement areas and non-movement areas	2%	461	500
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	478	460
	14	Cleanliness and hygiene around vending stalls	3%	466	520
	15	Cleanliness of platform areas	5%	482	480
	16	Cleanliness of advertisement hoardings/signages	3%	445	400
	17	Cleanliness of tracks between platforms	1%	467	380
	18	Cleanliness of foot over bridges	1%	478	440
	19	Cleanliness of track area up to home signal beyond platform	1%	478	420
	20	Functioning of cross and longitudinal waste water drains	2%	478	480
Waste Management	21	Adequate availability of dustbins	10%	601	600
	22	Proper system for collection and disposal of solid waste from trains	0%	460	380
	23	Proper system for collection and disposal of solid waste from stations	0%	470	380
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	462	400
	25	Promptness in removal and disbursement of garbage	3%	475	420
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	468	440
	27	Presence/clearance of unwanted posters/notices	0%	460	440
	28	Storage of scrap items & their prompt disposal	3%	420	460
Toilets	29	Adequate availability of toilet in General	4%	402	480
	30	Adequate availability of toilets in pay and use	0%	406	420
	31	Adequate availability of toilets in Waiting rooms	3%	442	460
	32	Adequate availability of toilets in Circulating area	0%	430	440
	33	Condition of toilets in General	3%	437	440
	34	Condition of toilets in pay and use	0%	444	440
	35	Condition of toilets in Waiting rooms	2%	446	500
	36	Condition of toilets in circulating area	0%	443	420
	37	Availability of water in toilets and in other places for cleaning	4%	499	400
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	482	380
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	471	380
	40	Cleanliness of concourse and circulating area	0%	469	440
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			360
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			440
	3	Adequate supervision for monitoring cleanliness			560
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			360
	5	Performance of service improvement groups (SIG) and their effectiveness			350
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			560
	8	Condition of carriage watering hydrants including their leakage			450
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			360
	10	Final disposal of waste water from the trackside drains			360
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			440
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			320

Name of Station	Division
RAMPUR	MORADABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	476
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	308
Cleanliness Rank of the Station (in Category)	247
Cleanliness Rank of the Station (in Footfall Class)	137
Cleanliness Rank of the Station (in Zone)	41
Cleanliness Rank of the Station (in Division)	10
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	548
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	538
Infrastructure Adequacy Level	Level 3
Process Compliance Score	522
Process Compliance Level	Level 3

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	48
Observed the enforcement of anti-littering rules	63
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	83
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	0

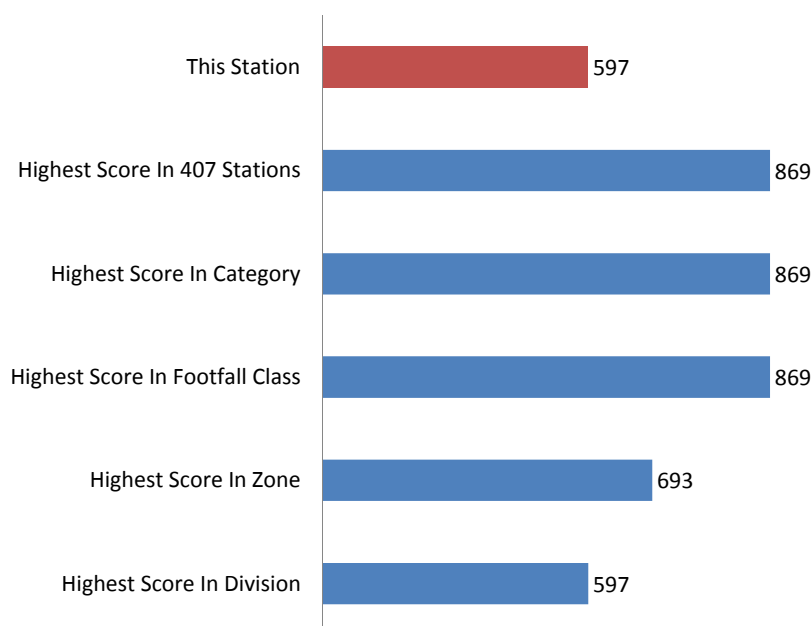
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	513	663
	2	Condition of flooring surface at waiting rooms	1%	578	650
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	408	490
	4	Condition of water booths and water coolers	2%	489	503
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	464	493
	6	Condition of vending stalls including arrangements for waste disposal	2%	486	443
	7	Proper dressing of Electric cables	2%	519	640
	8	Proper dressing of Telecom cables	2%	482	640
	9	Absence of stench in the station premises	12%	532	693
	10	Control of pest and rodent	2%	297	343
	11	Control of flies and mosquitoes	3%	333	327
	12	Stagnation of water in movement areas and non-movement areas	2%	436	583
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	465	563
	14	Cleanliness and hygiene around vending stalls	3%	512	463
	15	Cleanliness of platform areas	5%	520	570
	16	Cleanliness of advertisement hoardings/signages	3%	493	620
	17	Cleanliness of tracks between platforms	1%	388	460
	18	Cleanliness of foot over bridges	1%	513	510
	19	Cleanliness of track area up to home signal beyond platform	1%	450	513
	20	Functioning of cross and longitudinal waste water drains	2%	436	583
Waste Management	21	Adequate availability of dustbins	10%	541	710
	22	Proper system for collection and disposal of solid waste from trains	0%	444	500
	23	Proper system for collection and disposal of solid waste from stations	0%	478	545
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	438	567
	25	Promptness in removal and disbursement of garbage	3%	457	513
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	430	327
	27	Presence/clearance of unwanted posters/notices	0%	480	570
	28	Storage of scrap items & their prompt disposal	3%	477	583
Toilets	29	Adequate availability of toilet in General	4%	331	367
	30	Adequate availability of toilets in pay and use	0%	369	523
	31	Adequate availability of toilets in Waiting rooms	3%	512	743
	32	Adequate availability of toilets in Circulating area	0%	369	367
	33	Condition of toilets in General	3%	364	333
	34	Condition of toilets in pay and use	0%	429	447
	35	Condition of toilets in Waiting rooms	2%	554	620
	36	Condition of toilets in circulating area	0%	364	423
	37	Availability of water in toilets and in other places for cleaning	4%	504	427
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	463	510
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	436	443
	40	Cleanliness of concourse and circulating area	0%	453	550
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		633	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		500	
	3	Adequate supervision for monitoring cleanliness		533	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		500	
	5	Performance of service improvement groups (SIG) and their effectiveness		500	
	6	Usage of recycled water for non potable uses		467	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		667	
	8	Condition of carriage watering hydrants including their leakage		467	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		533	
	10	Final disposal of waste water from the trackside drains		500	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		533	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		533	
	13	Condition of Washable CC Apron over tracks at station		533	

Name of Station	Division
UDAIPUR CITY	AJMER
Passenger Cleanliness Score	
Passenger Cleanliness Score	597
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	108
Cleanliness Rank of the Station (in Category)	81
Cleanliness Rank of the Station (in Footfall Class)	50
Cleanliness Rank of the Station (in Zone)	8
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	624
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	698
Infrastructure Adequacy Level	Level 2
Process Compliance Score	808
Process Compliance Level	Level 1

Passenger Cleanliness Score



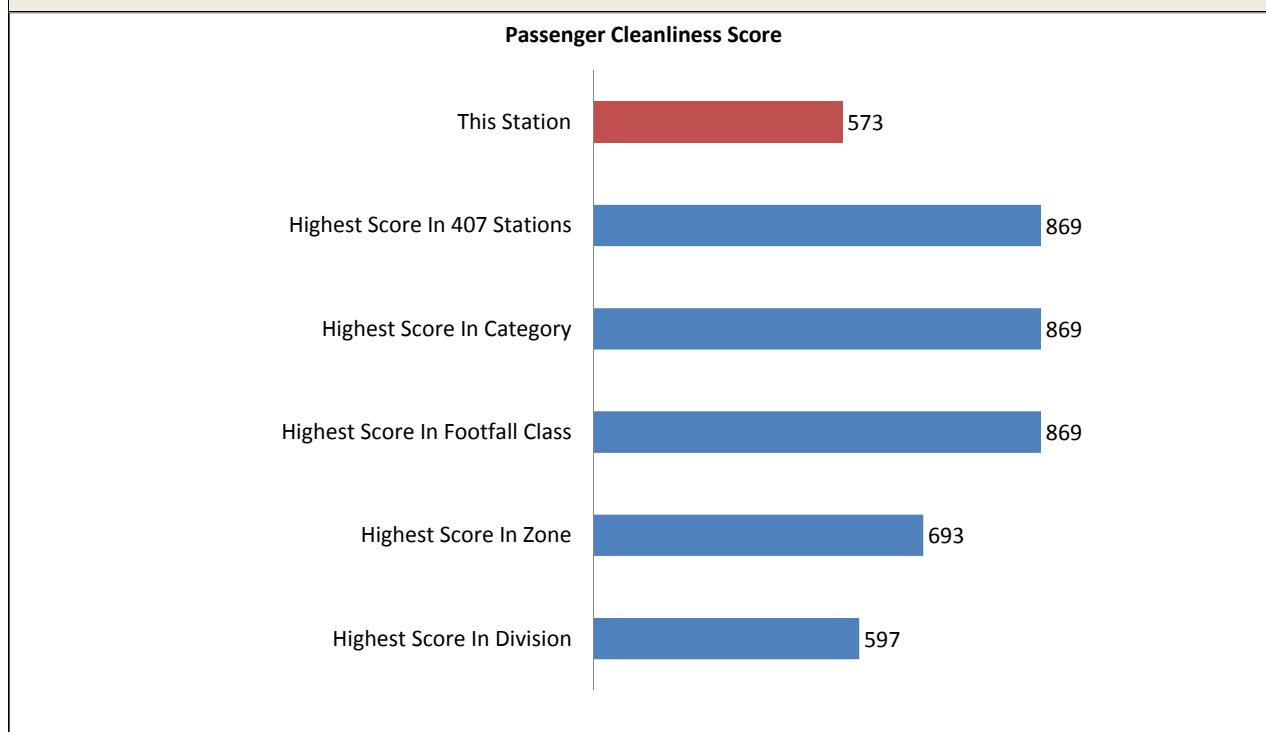
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	50
Observed the enforcement of anti-littering rules	64
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	63
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	88
Availability of Washable CC Apron over tracks at station	88

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	615	592
	2	Condition of flooring surface at waiting rooms	1%	616	625
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	575	543
	4	Condition of water booths and water coolers	2%	563	617
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	576	567
	6	Condition of vending stalls including arrangements for waste disposal	2%	589	533
	7	Proper dressing of Electric cables	2%	622	671
	8	Proper dressing of Telecom cables	2%	638	650
	9	Absence of stench in the station premises	12%	665	729
	10	Control of pest and rodent	2%	539	467
	11	Control of flies and mosquitoes	3%	590	579
	12	Stagnation of water in movement areas and non-movement areas	2%	579	683
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	593	696
	14	Cleanliness and hygiene around vending stalls	3%	612	713
	15	Cleanliness of platform areas	5%	618	700
	16	Cleanliness of advertisement hoardings/signages	3%	600	650
	17	Cleanliness of tracks between platforms	1%	535	579
	18	Cleanliness of foot over bridges	1%	575	650
	19	Cleanliness of track area up to home signal beyond platform	1%	579	638
	20	Functioning of cross and longitudinal waste water drains	2%	565	554
Waste Management	21	Adequate availability of dustbins	10%	651	613
	22	Proper system for collection and disposal of solid waste from trains	0%	589	600
	23	Proper system for collection and disposal of solid waste from stations	0%	594	550
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	601	708
	25	Promptness in removal and disbursement of garbage	3%	598	708
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	489	454
	27	Presence/clearance of unwanted posters/notices	0%	567	638
	28	Storage of scrap items & their prompt disposal	3%	620	650
Toilets	29	Adequate availability of toilet in General	4%	551	583
	30	Adequate availability of toilets in pay and use	0%	601	625
	31	Adequate availability of toilets in Waiting rooms	3%	583	658
	32	Adequate availability of toilets in Circulating area	0%	548	460
	33	Condition of toilets in General	3%	570	550
	34	Condition of toilets in pay and use	0%	563	567
	35	Condition of toilets in Waiting rooms	2%	576	617
	36	Condition of toilets in circulating area	0%	552	450
	37	Availability of water in toilets and in other places for cleaning	4%	528	629
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	595	625
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	547	475
	40	Cleanliness of concourse and circulating area	0%	596	663
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			825
	3	Adequate supervision for monitoring cleanliness			825
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			750
	8	Condition of carriage watering hydrants including their leakage			625
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			825
	10	Final disposal of waste water from the trackside drains			760
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			575
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			667
	13	Condition of Washable CC Apron over tracks at station			686

Name of Station	Division
RANI	AJMER
Passenger Cleanliness Score	
Passenger Cleanliness Score	573
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	150
Cleanliness Rank of the Station (in Category)	115
Cleanliness Rank of the Station (in Footfall Class)	70
Cleanliness Rank of the Station (in Zone)	10
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	545
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	500
Infrastructure Adequacy Level	Level 3
Process Compliance Score	578
Process Compliance Level	Level 3



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	34
Observed the enforcement of anti-littering rules	77
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	67
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

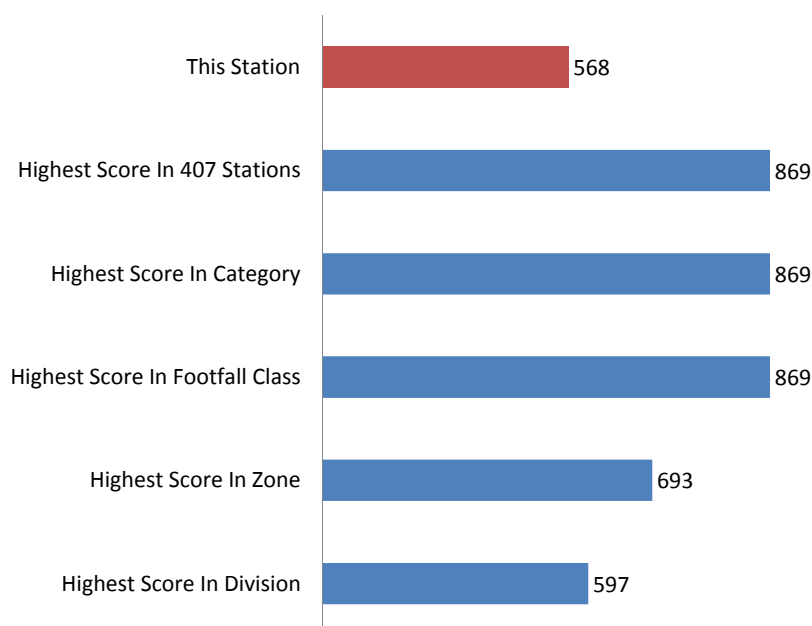
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	591	567
	2	Condition of flooring surface at waiting rooms	1%	591	633
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	576	400
	4	Condition of water booths and water coolers	2%	545	400
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	553	600
	6	Condition of vending stalls including arrangements for waste disposal	2%	570	400
	7	Proper dressing of Electric cables	2%	550	367
	8	Proper dressing of Telecom cables	2%	560	433
	9	Absence of stench in the station premises	12%	593	567
	10	Control of pest and rodent	2%	565	567
	11	Control of flies and mosquitoes	3%	511	567
	12	Stagnation of water in movement areas and non-movement areas	2%	542	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	571	200
	14	Cleanliness and hygiene around vending stalls	3%	551	200
	15	Cleanliness of platform areas	5%	596	733
	16	Cleanliness of advertisement hoardings/signages	3%	553	400
	17	Cleanliness of tracks between platforms	1%	565	600
	18	Cleanliness of foot over bridges	1%	566	600
	19	Cleanliness of track area up to home signal beyond platform	1%	553	600
	20	Functioning of cross and longitudinal waste water drains	2%	551	467
Waste Management	21	Adequate availability of dustbins	10%	606	500
	22	Proper system for collection and disposal of solid waste from trains	0%	549	200
	23	Proper system for collection and disposal of solid waste from stations	0%	570	400
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	579	733
	25	Promptness in removal and disbursement of garbage	3%	583	600
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	565	567
	27	Presence/clearance of unwanted posters/notices	0%	544	567
	28	Storage of scrap items & their prompt disposal	3%	550	700
Toilets	29	Adequate availability of toilet in General	4%	605	600
	30	Adequate availability of toilets in pay and use	0%	572	500
	31	Adequate availability of toilets in Waiting rooms	3%	554	533
	32	Adequate availability of toilets in Circulating area	0%	549	600
	33	Condition of toilets in General	3%	559	600
	34	Condition of toilets in pay and use	0%	564	700
	35	Condition of toilets in Waiting rooms	2%	568	700
	36	Condition of toilets in circulating area	0%	557	500
	37	Availability of water in toilets and in other places for cleaning	4%	577	500
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	566	567
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	545	633
	40	Cleanliness of concourse and circulating area	0%	581	467
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		667	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		600	
	3	Adequate supervision for monitoring cleanliness		600	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		600	
	5	Performance of service improvement groups (SIG) and their effectiveness		600	
	6	Usage of recycled water for non potable uses		400	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		533	
	8	Condition of carriage watering hydrants including their leakage		533	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		533	
	10	Final disposal of waste water from the trackside drains		400	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		500	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		600	
	13	Condition of Washable CC Apron over tracks at station		400	

Name of Station	Division
ABUROAD	AJMER
Passenger Cleanliness Score	
Passenger Cleanliness Score	568
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	161
Cleanliness Rank of the Station (in Category)	124
Cleanliness Rank of the Station (in Footfall Class)	76
Cleanliness Rank of the Station (in Zone)	11
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	655
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	623
Infrastructure Adequacy Level	Level 2
Process Compliance Score	663
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	75
Observed the enforcement of anti-littering rules	83
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	80

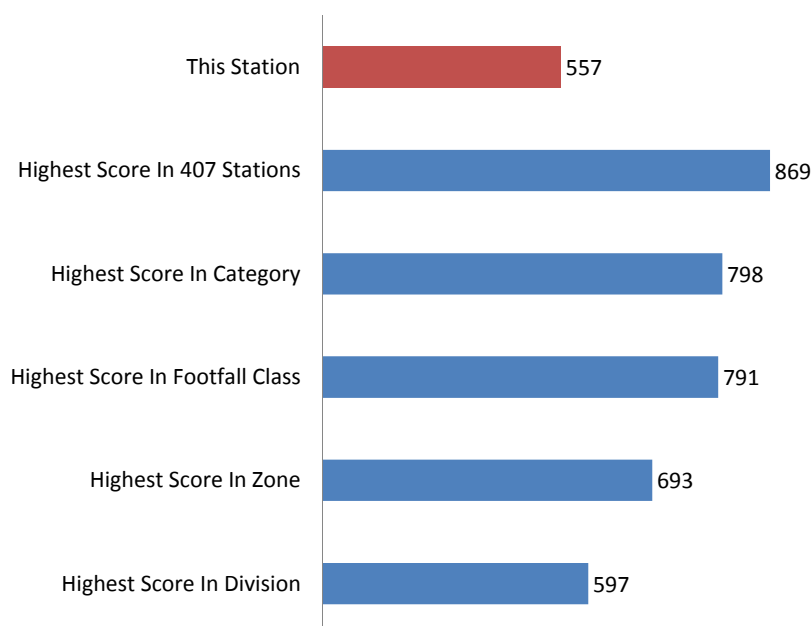
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	580	716
	2	Condition of flooring surface at waiting rooms	1%	587	673
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	560	631
	4	Condition of water booths and water coolers	2%	570	696
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	577	582
	6	Condition of vending stalls including arrangements for waste disposal	2%	565	622
	7	Proper dressing of Electric cables	2%	588	606
	8	Proper dressing of Telecom cables	2%	585	581
	9	Absence of stench in the station premises	12%	578	727
	10	Control of pest and rodent	2%	542	481
	11	Control of flies and mosquitoes	3%	500	575
	12	Stagnation of water in movement areas and non-movement areas	2%	541	620
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	571	647
	14	Cleanliness and hygiene around vending stalls	3%	579	713
	15	Cleanliness of platform areas	5%	576	711
	16	Cleanliness of advertisement hoardings/signages	3%	594	682
	17	Cleanliness of tracks between platforms	1%	531	578
	18	Cleanliness of foot over bridges	1%	573	662
	19	Cleanliness of track area up to home signal beyond platform	1%	569	600
	20	Functioning of cross and longitudinal waste water drains	2%	548	602
Waste Management	21	Adequate availability of dustbins	10%	572	662
	22	Proper system for collection and disposal of solid waste from trains	0%	561	583
	23	Proper system for collection and disposal of solid waste from stations	0%	568	593
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	565	669
	25	Promptness in removal and disbursement of garbage	3%	577	700
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	534	638
	27	Presence/clearance of unwanted posters/notices	0%	584	631
	28	Storage of scrap items & their prompt disposal	3%	592	660
Toilets	29	Adequate availability of toilet in General	4%	564	611
	30	Adequate availability of toilets in pay and use	0%	565	662
	31	Adequate availability of toilets in Waiting rooms	3%	577	642
	32	Adequate availability of toilets in Circulating area	0%	559	522
	33	Condition of toilets in General	3%	549	629
	34	Condition of toilets in pay and use	0%	565	622
	35	Condition of toilets in Waiting rooms	2%	574	631
	36	Condition of toilets in circulating area	0%	563	500
	37	Availability of water in toilets and in other places for cleaning	4%	571	642
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	572	644
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	569	591
	40	Cleanliness of concourse and circulating area	0%	572	702
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			680
	3	Adequate supervision for monitoring cleanliness			680
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			680
	5	Performance of service improvement groups (SIG) and their effectiveness			640
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			640
	8	Condition of carriage watering hydrants including their leakage			400
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			680
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			720
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			720

Name of Station	Division
AJMER	AJMER
Passenger Cleanliness Score	
Passenger Cleanliness Score	557
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	175
Cleanliness Rank of the Station (in Category)	39
Cleanliness Rank of the Station (in Footfall Class)	52
Cleanliness Rank of the Station (in Zone)	12
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	721
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	707
Infrastructure Adequacy Level	Level 2
Process Compliance Score	733
Process Compliance Level	Level 2

Passenger Cleanliness Score



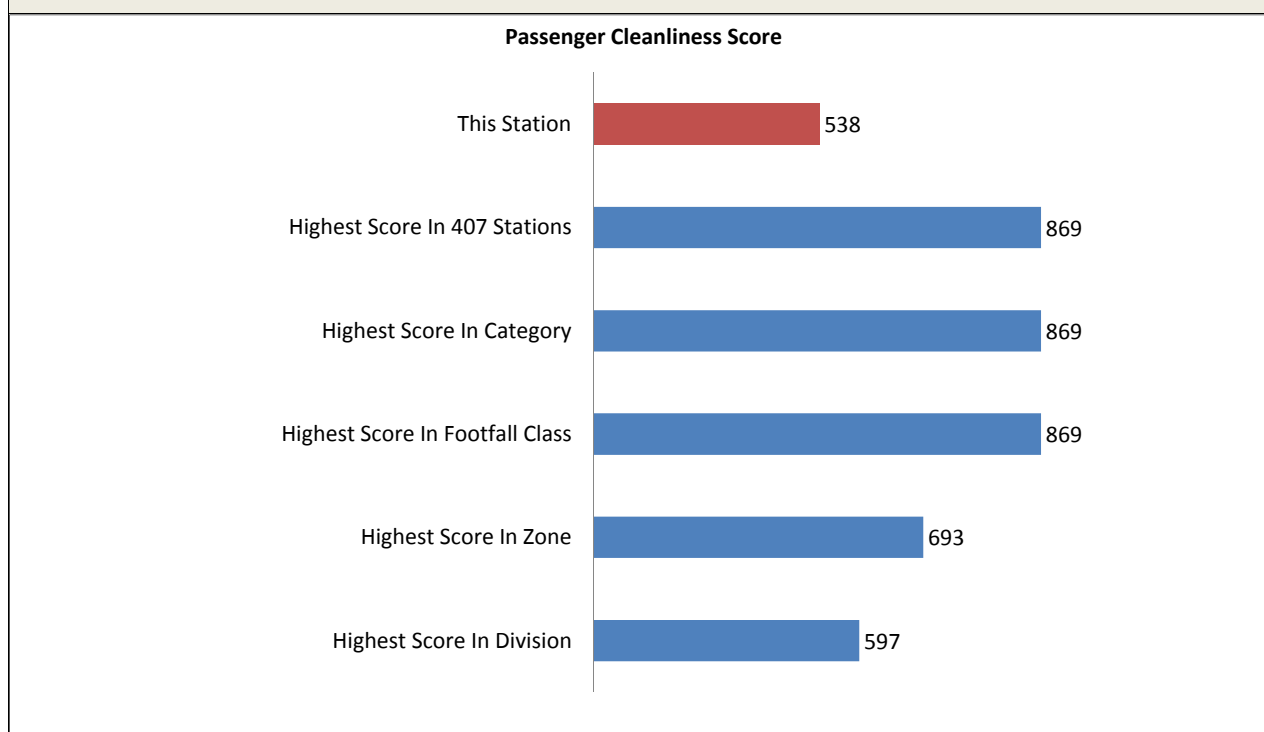
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	57
Observed the enforcement of anti-littering rules	65
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	8
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	92

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	586	800
	2	Condition of flooring surface at waiting rooms	1%	631	833
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	493	608
	4	Condition of water booths and water coolers	2%	504	717
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	537	742
	6	Condition of vending stalls including arrangements for waste disposal	2%	565	800
	7	Proper dressing of Electric cables	2%	687	817
	8	Proper dressing of Telecom cables	2%	694	825
	9	Absence of stench in the station premises	12%	586	717
	10	Control of pest and rodent	2%	517	500
	11	Control of flies and mosquitoes	3%	583	583
	12	Stagnation of water in movement areas and non-movement areas	2%	536	602
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	540	583
	14	Cleanliness and hygiene around vending stalls	3%	580	833
	15	Cleanliness of platform areas	5%	586	833
	16	Cleanliness of advertisement hoardings/signages	3%	528	711
	17	Cleanliness of tracks between platforms	1%	518	800
	18	Cleanliness of foot over bridges	1%	555	817
	19	Cleanliness of track area up to home signal beyond platform	1%	508	567
	20	Functioning of cross and longitudinal waste water drains	2%	500	645
Waste Management	21	Adequate availability of dustbins	10%	580	750
	22	Proper system for collection and disposal of solid waste from trains	0%	514	680
	23	Proper system for collection and disposal of solid waste from stations	0%	509	725
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	538	725
	25	Promptness in removal and disbursement of garbage	3%	529	758
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	491	708
	27	Presence/clearance of unwanted posters/notices	0%	521	667
	28	Storage of scrap items & their prompt disposal	3%	476	745
Toilets	29	Adequate availability of toilet in General	4%	508	617
	30	Adequate availability of toilets in pay and use	0%	516	675
	31	Adequate availability of toilets in Waiting rooms	3%	581	783
	32	Adequate availability of toilets in Circulating area	0%	501	282
	33	Condition of toilets in General	3%	492	583
	34	Condition of toilets in pay and use	0%	506	642
	35	Condition of toilets in Waiting rooms	2%	566	783
	36	Condition of toilets in circulating area	0%	495	264
	37	Availability of water in toilets and in other places for cleaning	4%	577	750
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	569	700
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	510	600
	40	Cleanliness of concourse and circulating area	0%	557	725
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		750	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		783	
	3	Adequate supervision for monitoring cleanliness		750	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		750	
	5	Performance of service improvement groups (SIG) and their effectiveness		767	
	6	Usage of recycled water for non potable uses		600	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		709	
	8	Condition of carriage watering hydrants including their leakage		673	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		767	
	10	Final disposal of waste water from the trackside drains		655	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		683	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		727	
	13	Condition of Washable CC Apron over tracks at station		733	

Name of Station	Division
FALNA	AJMER
Passenger Cleanliness Score	538
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	214
Cleanliness Rank of the Station (in Category)	167
Cleanliness Rank of the Station (in Footfall Class)	94
Cleanliness Rank of the Station (in Zone)	15
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	811
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	867
Infrastructure Adequacy Level	Level 1
Process Compliance Score	933
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	44
Observed the enforcement of anti-littering rules	71
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	25
Sensitized cleaning staff about correct practices	38
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

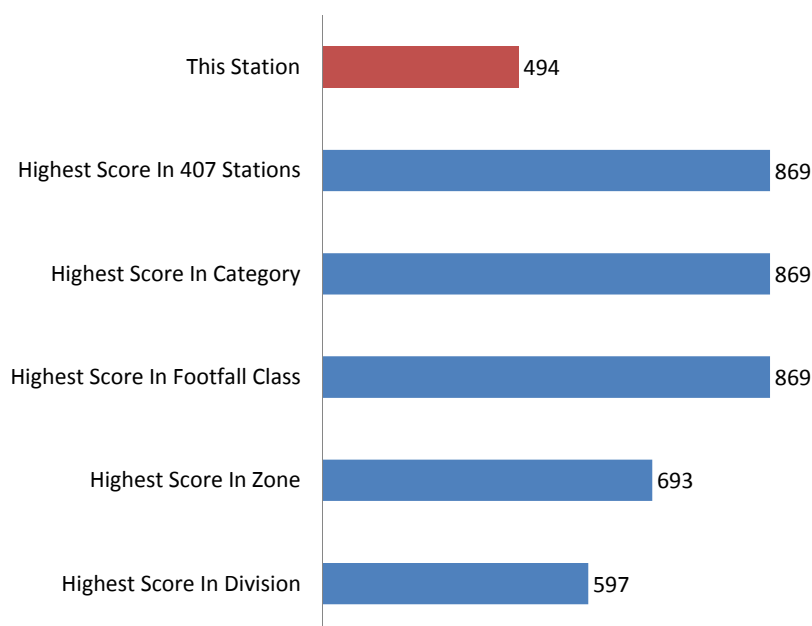
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	585	813
	2	Condition of flooring surface at waiting rooms	1%	588	875
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	540	867
	4	Condition of water booths and water coolers	2%	516	810
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	478	785
	6	Condition of vending stalls including arrangements for waste disposal	2%	530	817
	7	Proper dressing of Electric cables	2%	537	803
	8	Proper dressing of Telecom cables	2%	533	803
	9	Absence of stench in the station premises	12%	564	840
	10	Control of pest and rodent	2%	514	735
	11	Control of flies and mosquitoes	3%	473	663
	12	Stagnation of water in movement areas and non-movement areas	2%	544	660
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	530	752
	14	Cleanliness and hygiene around vending stalls	3%	573	880
	15	Cleanliness of platform areas	5%	586	868
	16	Cleanliness of advertisement hoardings/signages	3%	498	883
	17	Cleanliness of tracks between platforms	1%	463	723
	18	Cleanliness of foot over bridges	1%	543	775
	19	Cleanliness of track area up to home signal beyond platform	1%	546	710
	20	Functioning of cross and longitudinal waste water drains	2%	539	651
Waste Management	21	Adequate availability of dustbins	10%	534	755
	22	Proper system for collection and disposal of solid waste from trains	0%	511	840
	23	Proper system for collection and disposal of solid waste from stations	0%	502	838
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	596	875
	25	Promptness in removal and disbursement of garbage	3%	534	888
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	510	730
	27	Presence/clearance of unwanted posters/notices	0%	509	810
	28	Storage of scrap items & their prompt disposal	3%	532	863
Toilets	29	Adequate availability of toilet in General	4%	533	967
	30	Adequate availability of toilets in pay and use	0%	532	790
	31	Adequate availability of toilets in Waiting rooms	3%	548	798
	32	Adequate availability of toilets in Circulating area	0%	512	900
	33	Condition of toilets in General	3%	529	971
	34	Condition of toilets in pay and use	0%	542	818
	35	Condition of toilets in Waiting rooms	2%	545	855
	36	Condition of toilets in circulating area	0%	516	800
	37	Availability of water in toilets and in other places for cleaning	4%	558	838
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	534	838
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	492	723
	40	Cleanliness of concourse and circulating area	0%	531	675
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			875
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			950
	3	Adequate supervision for monitoring cleanliness			950
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			975
	5	Performance of service improvement groups (SIG) and their effectiveness			850
	6	Usage of recycled water for non potable uses			1000
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			886
	8	Condition of carriage watering hydrants including their leakage			967
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			900
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			850
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
BHILWARA	AJMER
Passenger Cleanliness Score	
Passenger Cleanliness Score	494
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	281
Cleanliness Rank of the Station (in Category)	222
Cleanliness Rank of the Station (in Footfall Class)	6
Cleanliness Rank of the Station (in Zone)	20
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	597
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	748
Infrastructure Adequacy Level	Level 2
Process Compliance Score	720
Process Compliance Level	Level 2

Passenger Cleanliness Score



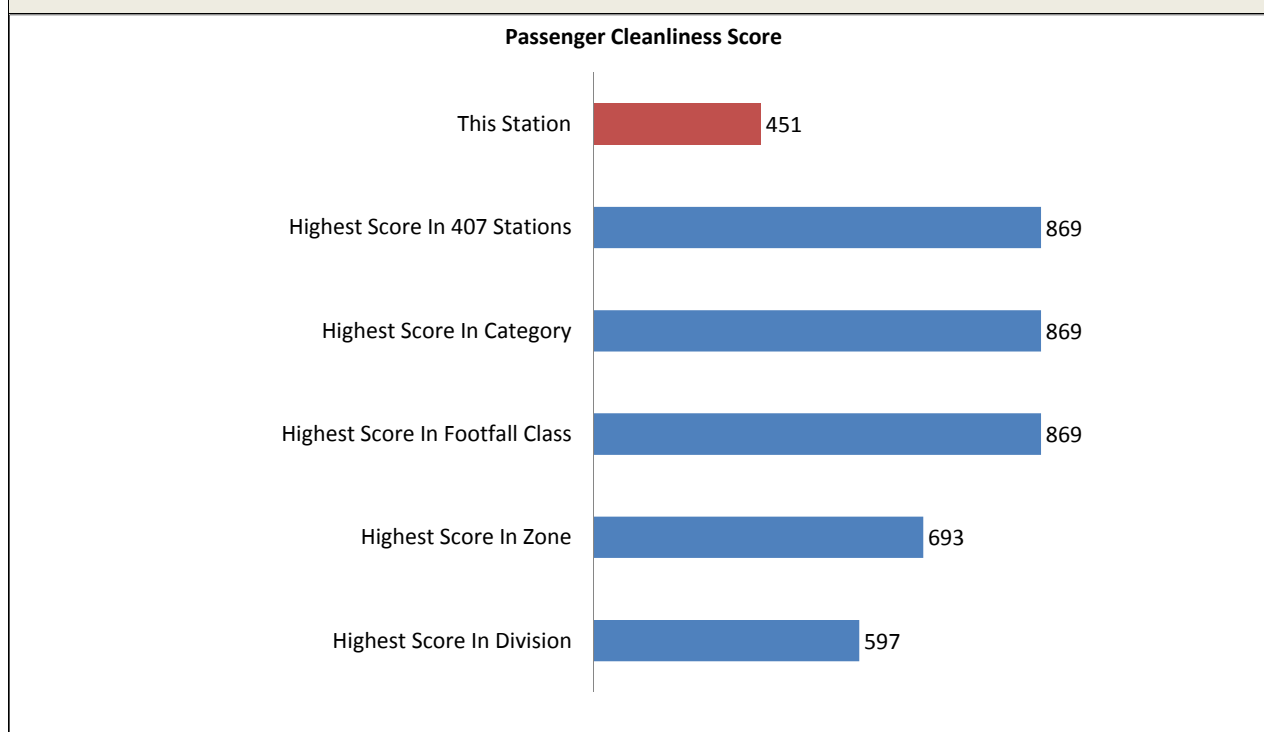
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	50
Observed the enforcement of anti-littering rules	32
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	38
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	13
Availability of Washable CC Apron over tracks at station	75

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	517	638
	2	Condition of flooring surface at waiting rooms	1%	532	650
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	458	500
	4	Condition of water booths and water coolers	2%	498	525
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	469	650
	6	Condition of vending stalls including arrangements for waste disposal	2%	487	650
	7	Proper dressing of Electric cables	2%	538	663
	8	Proper dressing of Telecom cables	2%	538	650
	9	Absence of stench in the station premises	12%	557	663
	10	Control of pest and rodent	2%	401	313
	11	Control of flies and mosquitoes	3%	468	563
	12	Stagnation of water in movement areas and non-movement areas	2%	469	700
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	488	688
	14	Cleanliness and hygiene around vending stalls	3%	520	663
	15	Cleanliness of platform areas	5%	526	600
	16	Cleanliness of advertisement hoardings/signages	3%	434	675
	17	Cleanliness of tracks between platforms	1%	462	525
	18	Cleanliness of foot over bridges	1%	505	675
	19	Cleanliness of track area up to home signal beyond platform	1%	462	625
	20	Functioning of cross and longitudinal waste water drains	2%	455	533
Waste Management	21	Adequate availability of dustbins	10%	536	650
	22	Proper system for collection and disposal of solid waste from trains	0%	458	600
	23	Proper system for collection and disposal of solid waste from stations	0%	453	667
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	498	663
	25	Promptness in removal and disbursement of garbage	3%	483	688
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	417	388
	27	Presence/clearance of unwanted posters/notices	0%	450	663
	28	Storage of scrap items & their prompt disposal	3%	446	575
Toilets	29	Adequate availability of toilet in General	4%	434	600
	30	Adequate availability of toilets in pay and use	0%	465	667
	31	Adequate availability of toilets in Waiting rooms	3%	472	663
	32	Adequate availability of toilets in Circulating area	0%	450	300
	33	Condition of toilets in General	3%	465	333
	34	Condition of toilets in pay and use	0%	451	533
	35	Condition of toilets in Waiting rooms	2%	451	550
	36	Condition of toilets in circulating area	0%	452	400
	37	Availability of water in toilets and in other places for cleaning	4%	466	538
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	520	600
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	478	471
	40	Cleanliness of concourse and circulating area	0%	486	675
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			725
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			775
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			775
	5	Performance of service improvement groups (SIG) and their effectiveness			714
	6	Usage of recycled water for non potable uses			533
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			733
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			725
	10	Final disposal of waste water from the trackside drains			743
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			767
	13	Condition of Washable CC Apron over tracks at station			767

Name of Station	Division
MARWAR JN.	AJMER
Passenger Cleanliness Score	
Passenger Cleanliness Score	451
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	332
Cleanliness Rank of the Station (in Category)	265
Cleanliness Rank of the Station (in Footfall Class)	150
Cleanliness Rank of the Station (in Zone)	24
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	585
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	521
Infrastructure Adequacy Level	Level 3
Process Compliance Score	617
Process Compliance Level	Level 2



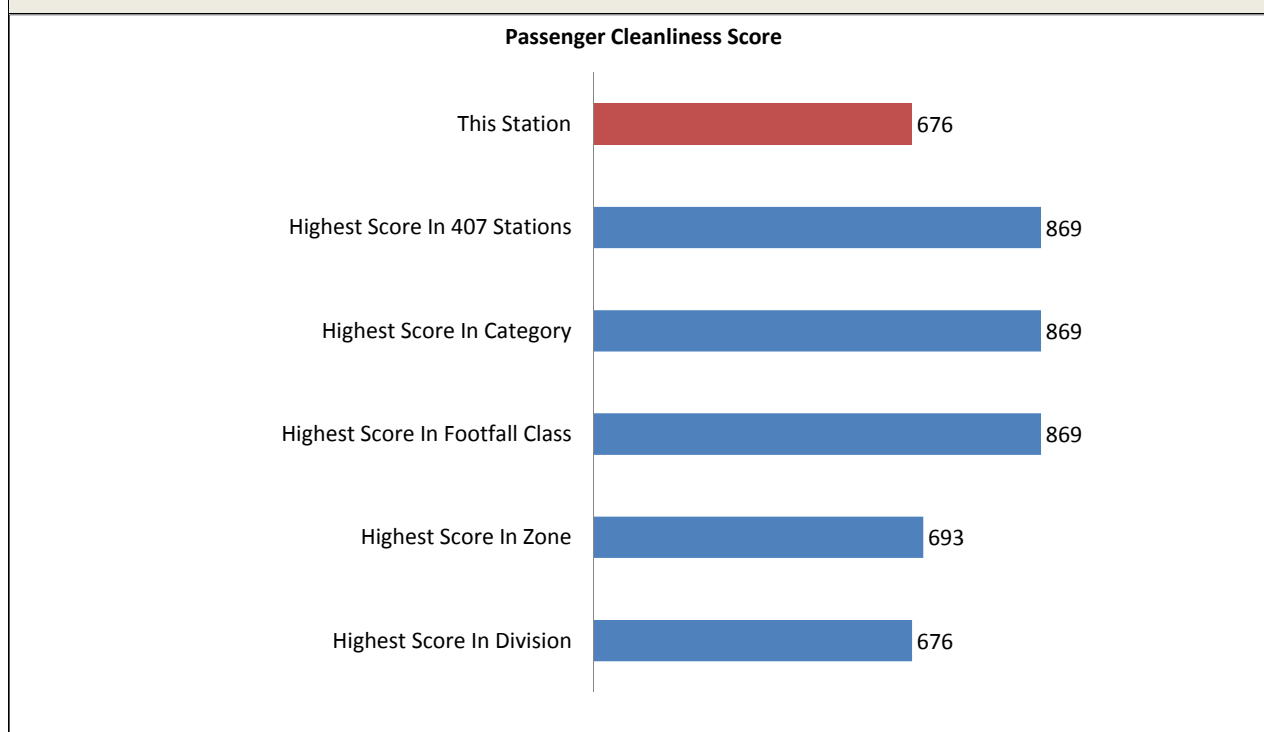
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	37
Observed the enforcement of anti-littering rules	79
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	439	500
	2	Condition of flooring surface at waiting rooms	1%	471	588
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	451	500
	4	Condition of water booths and water coolers	2%	430	538
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	448	625
	6	Condition of vending stalls including arrangements for waste disposal	2%	463	575
	7	Proper dressing of Electric cables	2%	505	638
	8	Proper dressing of Telecom cables	2%	504	643
	9	Absence of stench in the station premises	12%	467	588
	10	Control of pest and rodent	2%	363	613
	11	Control of flies and mosquitoes	3%	323	588
	12	Stagnation of water in movement areas and non-movement areas	2%	471	488
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	458	625
	14	Cleanliness and hygiene around vending stalls	3%	461	550
	15	Cleanliness of platform areas	5%	433	650
	16	Cleanliness of advertisement hoardings/signages	3%	484	625
	17	Cleanliness of tracks between platforms	1%	399	588
	18	Cleanliness of foot over bridges	1%	474	613
	19	Cleanliness of track area up to home signal beyond platform	1%	459	588
	20	Functioning of cross and longitudinal waste water drains	2%	432	457
Waste Management	21	Adequate availability of dustbins	10%	471	713
	22	Proper system for collection and disposal of solid waste from trains	0%	461	571
	23	Proper system for collection and disposal of solid waste from stations	0%	469	613
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	445	575
	25	Promptness in removal and disbursement of garbage	3%	446	563
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	430	575
	27	Presence/clearance of unwanted posters/notices	0%	474	588
	28	Storage of scrap items & their prompt disposal	3%	476	613
Toilets	29	Adequate availability of toilet in General	4%	454	500
	30	Adequate availability of toilets in pay and use	0%	470	550
	31	Adequate availability of toilets in Waiting rooms	3%	460	583
	32	Adequate availability of toilets in Circulating area	0%	451	414
	33	Condition of toilets in General	3%	440	513
	34	Condition of toilets in pay and use	0%	464	575
	35	Condition of toilets in Waiting rooms	2%	466	543
	36	Condition of toilets in circulating area	0%	458	564
	37	Availability of water in toilets and in other places for cleaning	4%	462	525
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	438	550
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	460	513
	40	Cleanliness of concourse and circulating area	0%	434	588
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			750
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			700
	5	Performance of service improvement groups (SIG) and their effectiveness			450
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			533
	8	Condition of carriage watering hydrants including their leakage			450
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			500
	10	Final disposal of waste water from the trackside drains			467
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			550
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			750
	13	Condition of Washable CC Apron over tracks at station			400

Name of Station	Division
LALGARH	BIKANER
Passenger Cleanliness Score	676
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	36
Cleanliness Rank of the Station (in Category)	30
Cleanliness Rank of the Station (in Footfall Class)	17
Cleanliness Rank of the Station (in Zone)	2
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	704
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	633
Infrastructure Adequacy Level	Level 2
Process Compliance Score	683
Process Compliance Level	Level 2



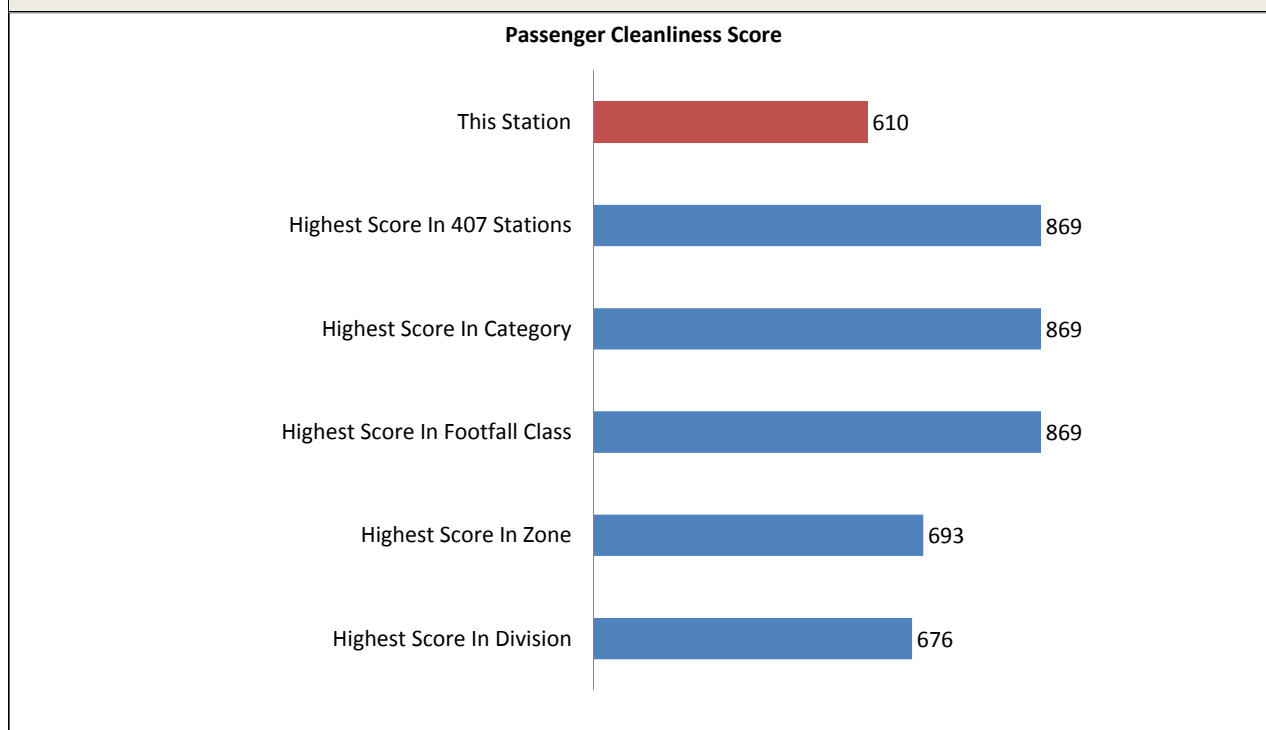
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	4
Observed the enforcement of anti-littering rules	75
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	17
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	33

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	690	833
	2	Condition of flooring surface at waiting rooms	1%	689	883
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	667	667
	4	Condition of water booths and water coolers	2%	653	667
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	658	650
	6	Condition of vending stalls including arrangements for waste disposal	2%	651	533
	7	Proper dressing of Electric cables	2%	676	683
	8	Proper dressing of Telecom cables	2%	694	683
	9	Absence of stench in the station premises	12%	704	800
	10	Control of pest and rodent	2%	654	733
	11	Control of flies and mosquitoes	3%	676	733
	12	Stagnation of water in movement areas and non-movement areas	2%	682	750
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	685	650
	14	Cleanliness and hygiene around vending stalls	3%	686	750
	15	Cleanliness of platform areas	5%	698	767
	16	Cleanliness of advertisement hoardings/signages	3%	686	783
	17	Cleanliness of tracks between platforms	1%	678	850
	18	Cleanliness of foot over bridges	1%	679	850
	19	Cleanliness of track area up to home signal beyond platform	1%	673	767
	20	Functioning of cross and longitudinal waste water drains	2%	686	683
Waste Management	21	Adequate availability of dustbins	10%	703	683
	22	Proper system for collection and disposal of solid waste from trains	0%	653	650
	23	Proper system for collection and disposal of solid waste from stations	0%	653	633
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	677	700
	25	Promptness in removal and disbursement of garbage	3%	681	717
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	679	533
	27	Presence/clearance of unwanted posters/notices	0%	681	733
	28	Storage of scrap items & their prompt disposal	3%	702	750
Toilets	29	Adequate availability of toilet in General	4%	616	620
	30	Adequate availability of toilets in pay and use	0%	633	500
	31	Adequate availability of toilets in Waiting rooms	3%	647	683
	32	Adequate availability of toilets in Circulating area	0%	599	750
	33	Condition of toilets in General	3%	616	550
	34	Condition of toilets in pay and use	0%	624	517
	35	Condition of toilets in Waiting rooms	2%	628	620
	36	Condition of toilets in circulating area	0%	597	600
	37	Availability of water in toilets and in other places for cleaning	4%	632	650
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	674	733
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	662	570
	40	Cleanliness of concourse and circulating area	0%	676	750
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		600	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		667	
	3	Adequate supervision for monitoring cleanliness		700	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		733	
	5	Performance of service improvement groups (SIG) and their effectiveness		700	
	6	Usage of recycled water for non potable uses		700	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		650	
	8	Condition of carriage watering hydrants including their leakage		667	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		633	
	10	Final disposal of waste water from the trackside drains		550	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		633	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		633	
	13	Condition of Washable CC Apron over tracks at station		667	

Name of Station	Division
HANUMANGARH JN.	BIKANER
Passenger Cleanliness Score	
Passenger Cleanliness Score	610
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	90
Cleanliness Rank of the Station (in Category)	68
Cleanliness Rank of the Station (in Footfall Class)	1
Cleanliness Rank of the Station (in Zone)	5
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	802
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	774
Infrastructure Adequacy Level	Level 1
Process Compliance Score	842
Process Compliance Level	Level 1



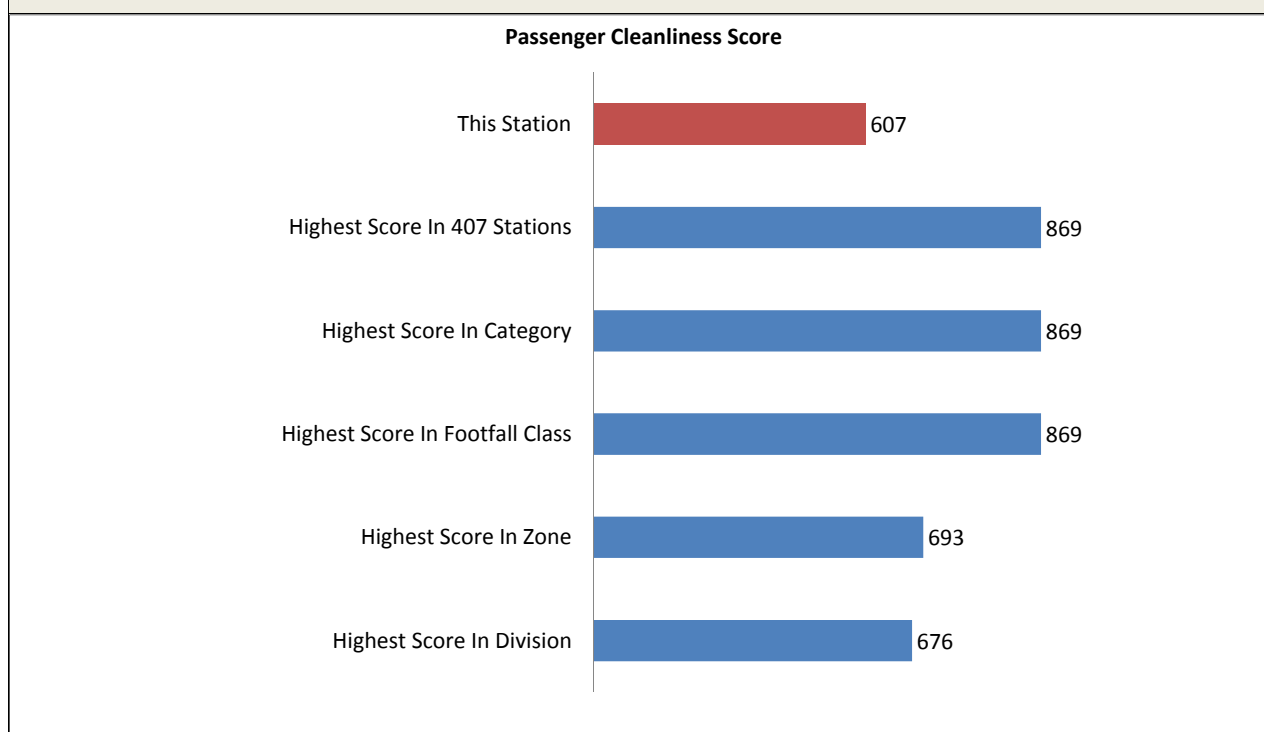
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	29
Observed the enforcement of anti-littering rules	65
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	630	686
	2	Condition of flooring surface at waiting rooms	1%	623	736
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	586	682
	4	Condition of water booths and water coolers	2%	584	861
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	588	846
	6	Condition of vending stalls including arrangements for waste disposal	2%	589	850
	7	Proper dressing of Electric cables	2%	623	736
	8	Proper dressing of Telecom cables	2%	635	686
	9	Absence of stench in the station premises	12%	624	861
	10	Control of pest and rodent	2%	619	850
	11	Control of flies and mosquitoes	3%	593	836
	12	Stagnation of water in movement areas and non-movement areas	2%	592	771
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	598	861
	14	Cleanliness and hygiene around vending stalls	3%	622	836
	15	Cleanliness of platform areas	5%	637	875
	16	Cleanliness of advertisement hoardings/signages	3%	613	811
	17	Cleanliness of tracks between platforms	1%	566	836
	18	Cleanliness of foot over bridges	1%	593	900
	19	Cleanliness of track area up to home signal beyond platform	1%	584	825
	20	Functioning of cross and longitudinal waste water drains	2%	593	811
Waste Management	21	Adequate availability of dustbins	10%	633	821
	22	Proper system for collection and disposal of solid waste from trains	0%	589	867
	23	Proper system for collection and disposal of solid waste from stations	0%	594	875
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	603	836
	25	Promptness in removal and disbursement of garbage	3%	602	821
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	587	671
	27	Presence/clearance of unwanted posters/notices	0%	582	811
	28	Storage of scrap items & their prompt disposal	3%	612	825
Toilets	29	Adequate availability of toilet in General	4%	622	786
	30	Adequate availability of toilets in pay and use	0%	620	786
	31	Adequate availability of toilets in Waiting rooms	3%	603	757
	32	Adequate availability of toilets in Circulating area	0%	598	693
	33	Condition of toilets in General	3%	582	738
	34	Condition of toilets in pay and use	0%	577	771
	35	Condition of toilets in Waiting rooms	2%	581	850
	36	Condition of toilets in circulating area	0%	573	771
	37	Availability of water in toilets and in other places for cleaning	4%	590	793
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	611	721
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	585	757
	40	Cleanliness of concourse and circulating area	0%	597	861
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			850
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			850
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			900
	5	Performance of service improvement groups (SIG) and their effectiveness			850
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			750
	8	Condition of carriage watering hydrants including their leakage			667
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			750
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			750
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			900
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
BIKANER	BIKANER
Passenger Cleanliness Score	607
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	93
Cleanliness Rank of the Station (in Category)	71
Cleanliness Rank of the Station (in Footfall Class)	41
Cleanliness Rank of the Station (in Zone)	6
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	763
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	783
Infrastructure Adequacy Level	Level 1
Process Compliance Score	772
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	36
Observed the enforcement of anti-littering rules	78
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	50

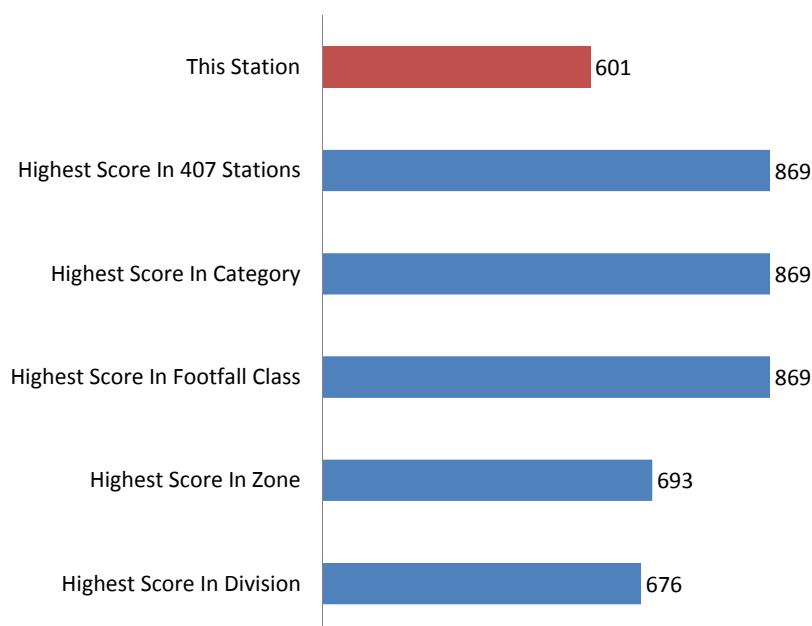
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	614	757
	2	Condition of flooring surface at waiting rooms	1%	623	864
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	591	800
	4	Condition of water booths and water coolers	2%	585	757
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	604	771
	6	Condition of vending stalls including arrangements for waste disposal	2%	597	771
	7	Proper dressing of Electric cables	2%	619	819
	8	Proper dressing of Telecom cables	2%	620	819
	9	Absence of stench in the station premises	12%	619	786
	10	Control of pest and rodent	2%	621	761
	11	Control of flies and mosquitoes	3%	617	750
	12	Stagnation of water in movement areas and non-movement areas	2%	618	738
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	617	719
	14	Cleanliness and hygiene around vending stalls	3%	620	757
	15	Cleanliness of platform areas	5%	630	732
	16	Cleanliness of advertisement hoardings/signages	3%	636	738
	17	Cleanliness of tracks between platforms	1%	605	704
	18	Cleanliness of foot over bridges	1%	631	736
	19	Cleanliness of track area up to home signal beyond platform	1%	616	761
	20	Functioning of cross and longitudinal waste water drains	2%	612	757
Waste Management	21	Adequate availability of dustbins	10%	619	781
	22	Proper system for collection and disposal of solid waste from trains	0%	586	800
	23	Proper system for collection and disposal of solid waste from stations	0%	595	757
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	612	757
	25	Promptness in removal and disbursement of garbage	3%	619	707
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	596	732
	27	Presence/clearance of unwanted posters/notices	0%	624	771
	28	Storage of scrap items & their prompt disposal	3%	629	746
Toilets	29	Adequate availability of toilet in General	4%	565	729
	30	Adequate availability of toilets in pay and use	0%	569	662
	31	Adequate availability of toilets in Waiting rooms	3%	582	771
	32	Adequate availability of toilets in Circulating area	0%	573	733
	33	Condition of toilets in General	3%	557	771
	34	Condition of toilets in pay and use	0%	551	724
	35	Condition of toilets in Waiting rooms	2%	576	757
	36	Condition of toilets in circulating area	0%	564	725
	37	Availability of water in toilets and in other places for cleaning	4%	576	786
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	595	811
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	582	757
	40	Cleanliness of concourse and circulating area	0%	626	721
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			733
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			750
	3	Adequate supervision for monitoring cleanliness			750
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			750
	5	Performance of service improvement groups (SIG) and their effectiveness			850
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			750
	10	Final disposal of waste water from the trackside drains			733
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
SRI GANGANAGAR	BIKANER
Passenger Cleanliness Score	601
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	105
Cleanliness Rank of the Station (in Category)	79
Cleanliness Rank of the Station (in Footfall Class)	48
Cleanliness Rank of the Station (in Zone)	7
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	774
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	800
Infrastructure Adequacy Level	Level 1
Process Compliance Score	800
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	38
Observed the enforcement of anti-littering rules	57
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	80
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

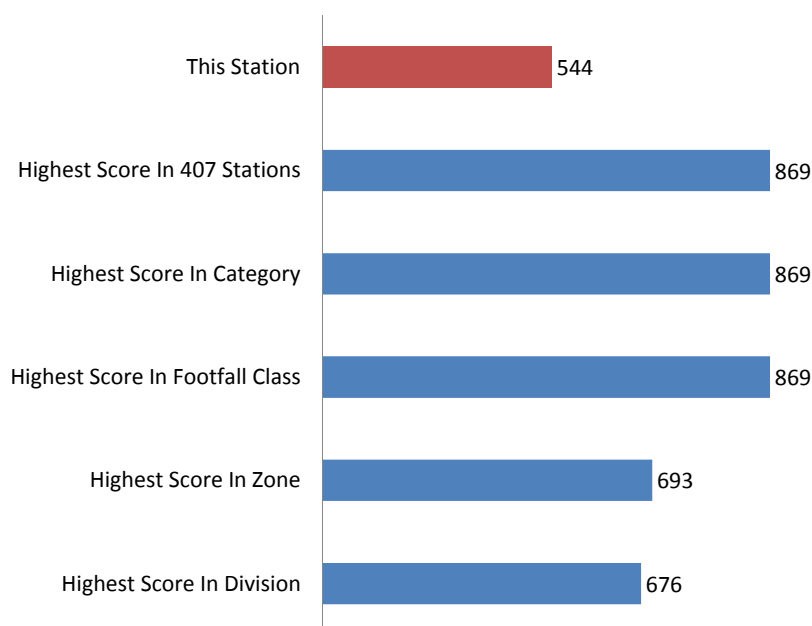
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	632	767
	2	Condition of flooring surface at waiting rooms	1%	632	780
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	576	700
	4	Condition of water booths and water coolers	2%	595	833
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	582	727
	6	Condition of vending stalls including arrangements for waste disposal	2%	579	747
	7	Proper dressing of Electric cables	2%	615	767
	8	Proper dressing of Telecom cables	2%	630	793
	9	Absence of stench in the station premises	12%	610	800
	10	Control of pest and rodent	2%	609	787
	11	Control of flies and mosquitoes	3%	586	720
	12	Stagnation of water in movement areas and non-movement areas	2%	591	807
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	605	800
	14	Cleanliness and hygiene around vending stalls	3%	595	800
	15	Cleanliness of platform areas	5%	633	800
	16	Cleanliness of advertisement hoardings/signages	3%	617	733
	17	Cleanliness of tracks between platforms	1%	588	747
	18	Cleanliness of foot over bridges	1%	607	833
	19	Cleanliness of track area up to home signal beyond platform	1%	579	800
	20	Functioning of cross and longitudinal waste water drains	2%	566	767
Waste Management	21	Adequate availability of dustbins	10%	619	800
	22	Proper system for collection and disposal of solid waste from trains	0%	584	833
	23	Proper system for collection and disposal of solid waste from stations	0%	585	833
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	595	767
	25	Promptness in removal and disbursement of garbage	3%	577	800
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	577	633
	27	Presence/clearance of unwanted posters/notices	0%	585	733
	28	Storage of scrap items & their prompt disposal	3%	624	767
Toilets	29	Adequate availability of toilet in General	4%	619	780
	30	Adequate availability of toilets in pay and use	0%	587	713
	31	Adequate availability of toilets in Waiting rooms	3%	593	747
	32	Adequate availability of toilets in Circulating area	0%	588	600
	33	Condition of toilets in General	3%	558	708
	34	Condition of toilets in pay and use	0%	560	767
	35	Condition of toilets in Waiting rooms	2%	567	747
	36	Condition of toilets in circulating area	0%	579	500
	37	Availability of water in toilets and in other places for cleaning	4%	557	833
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	598	800
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	580	780
	40	Cleanliness of concourse and circulating area	0%	591	800
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
SURATGARH	BIKANER
Passenger Cleanliness Score	
Passenger Cleanliness Score	544
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	203
Cleanliness Rank of the Station (in Category)	159
Cleanliness Rank of the Station (in Footfall Class)	91
Cleanliness Rank of the Station (in Zone)	14
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	704
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	714
Infrastructure Adequacy Level	Level 2
Process Compliance Score	772
Process Compliance Level	Level 1

Passenger Cleanliness Score



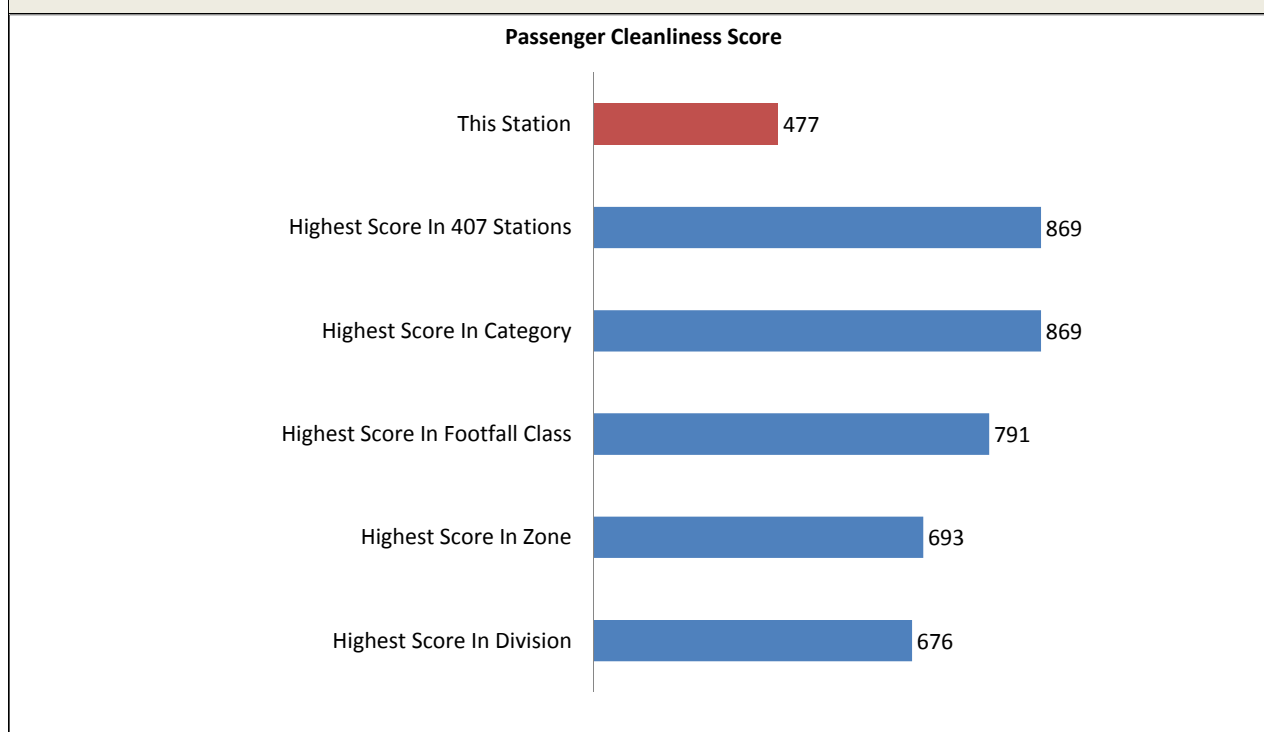
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	35
Observed the enforcement of anti-littering rules	75
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	638	704
	2	Condition of flooring surface at waiting rooms	1%	582	718
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	520	654
	4	Condition of water booths and water coolers	2%	569	654
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	519	696
	6	Condition of vending stalls including arrangements for waste disposal	2%	504	682
	7	Proper dressing of Electric cables	2%	507	693
	8	Proper dressing of Telecom cables	2%	510	761
	9	Absence of stench in the station premises	12%	572	707
	10	Control of pest and rodent	2%	549	757
	11	Control of flies and mosquitoes	3%	527	714
	12	Stagnation of water in movement areas and non-movement areas	2%	524	689
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	534	668
	14	Cleanliness and hygiene around vending stalls	3%	558	704
	15	Cleanliness of platform areas	5%	656	732
	16	Cleanliness of advertisement hoardings/signages	3%	508	693
	17	Cleanliness of tracks between platforms	1%	524	693
	18	Cleanliness of foot over bridges	1%	593	679
	19	Cleanliness of track area up to home signal beyond platform	1%	508	664
	20	Functioning of cross and longitudinal waste water drains	2%	513	693
Waste Management	21	Adequate availability of dustbins	10%	549	704
	22	Proper system for collection and disposal of solid waste from trains	0%	503	696
	23	Proper system for collection and disposal of solid waste from stations	0%	511	668
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	523	757
	25	Promptness in removal and disbursement of garbage	3%	535	714
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	482	729
	27	Presence/clearance of unwanted posters/notices	0%	512	718
	28	Storage of scrap items & their prompt disposal	3%	506	732
Toilets	29	Adequate availability of toilet in General	4%	556	664
	30	Adequate availability of toilets in pay and use	0%	528	679
	31	Adequate availability of toilets in Waiting rooms	3%	542	754
	32	Adequate availability of toilets in Circulating area	0%	514	800
	33	Condition of toilets in General	3%	480	762
	34	Condition of toilets in pay and use	0%	490	714
	35	Condition of toilets in Waiting rooms	2%	512	718
	36	Condition of toilets in circulating area	0%	465	600
	37	Availability of water in toilets and in other places for cleaning	4%	494	650
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	524	668
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	509	668
	40	Cleanliness of concourse and circulating area	0%	522	693
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			750
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			750
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			733
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			650
	8	Condition of carriage watering hydrants including their leakage			650
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			750
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			850
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
HISAR	BIKANER
Passenger Cleanliness Score	
Passenger Cleanliness Score	477
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	306
Cleanliness Rank of the Station (in Category)	246
Cleanliness Rank of the Station (in Footfall Class)	101
Cleanliness Rank of the Station (in Zone)	23
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	791
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	743
Infrastructure Adequacy Level	Level 2
Process Compliance Score	583
Process Compliance Level	Level 3



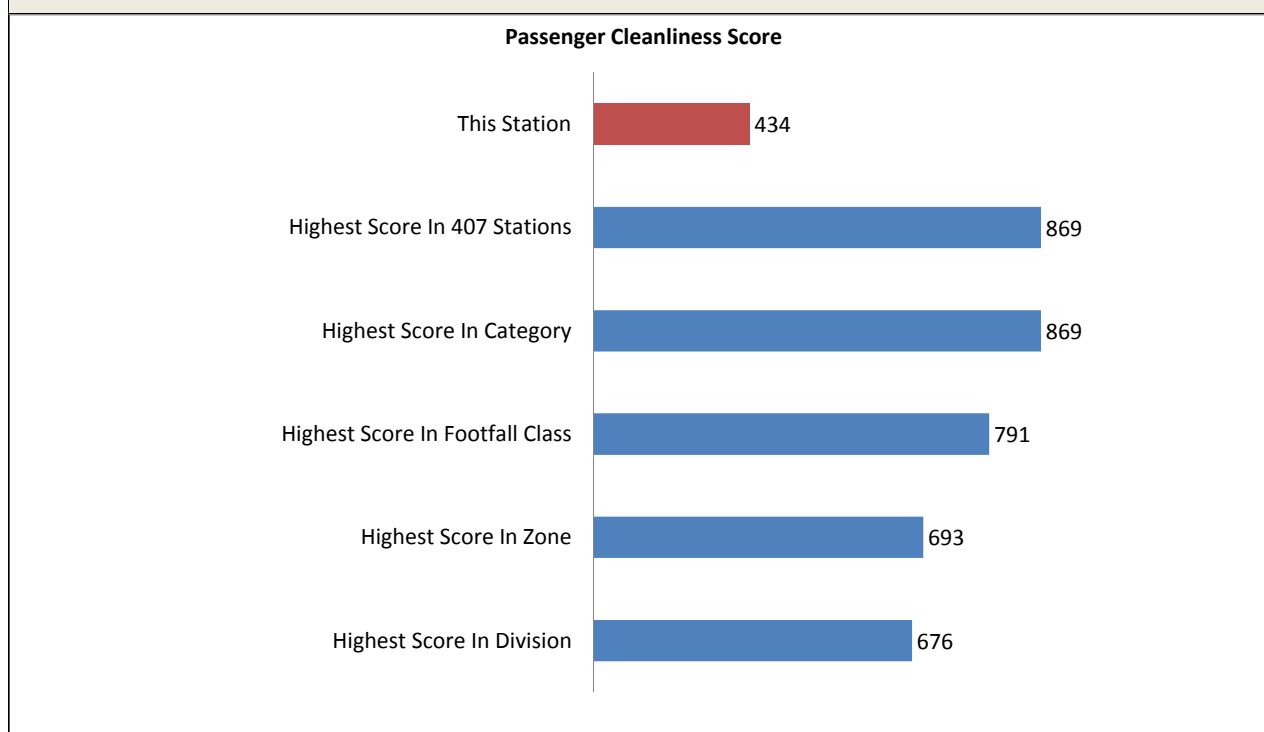
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	3
Observed the enforcement of anti-littering rules	3
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	67
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	67

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	488	838
	2	Condition of flooring surface at waiting rooms	1%	474	792
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	448	704
	4	Condition of water booths and water coolers	2%	447	671
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	465	758
	6	Condition of vending stalls including arrangements for waste disposal	2%	463	738
	7	Proper dressing of Electric cables	2%	502	914
	8	Proper dressing of Telecom cables	2%	500	943
	9	Absence of stench in the station premises	12%	477	804
	10	Control of pest and rodent	2%	555	817
	11	Control of flies and mosquitoes	3%	510	779
	12	Stagnation of water in movement areas and non-movement areas	2%	438	758
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	480	771
	14	Cleanliness and hygiene around vending stalls	3%	446	758
	15	Cleanliness of platform areas	5%	463	713
	16	Cleanliness of advertisement hoardings/signages	3%	533	838
	17	Cleanliness of tracks between platforms	1%	471	663
	18	Cleanliness of foot over bridges	1%	437	704
	19	Cleanliness of track area up to home signal beyond platform	1%	455	633
	20	Functioning of cross and longitudinal waste water drains	2%	479	738
Waste Management	21	Adequate availability of dustbins	10%	484	792
	22	Proper system for collection and disposal of solid waste from trains	0%	470	538
	23	Proper system for collection and disposal of solid waste from stations	0%	488	943
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	453	738
	25	Promptness in removal and disbursement of garbage	3%	482	858
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	432	750
	27	Presence/clearance of unwanted posters/notices	0%	469	825
	28	Storage of scrap items & their prompt disposal	3%	563	950
Toilets	29	Adequate availability of toilet in General	4%	498	804
	30	Adequate availability of toilets in pay and use	0%	490	804
	31	Adequate availability of toilets in Waiting rooms	3%	486	800
	32	Adequate availability of toilets in Circulating area	0%	469	679
	33	Condition of toilets in General	3%	447	783
	34	Condition of toilets in pay and use	0%	461	713
	35	Condition of toilets in Waiting rooms	2%	474	771
	36	Condition of toilets in circulating area	0%	460	758
	37	Availability of water in toilets and in other places for cleaning	4%	467	871
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	452	758
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	460	779
	40	Cleanliness of concourse and circulating area	0%	451	625
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		733	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		600	
	3	Adequate supervision for monitoring cleanliness		600	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		400	
	5	Performance of service improvement groups (SIG) and their effectiveness		700	
	6	Usage of recycled water for non potable uses		467	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		733	
	8	Condition of carriage watering hydrants including their leakage		733	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		667	
	10	Final disposal of waste water from the trackside drains		733	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		533	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		800	
	13	Condition of Washable CC Apron over tracks at station		1000	

Name of Station	Division
BHIWANI	BIKANER
Passenger Cleanliness Score	434
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	347
Cleanliness Rank of the Station (in Category)	276
Cleanliness Rank of the Station (in Footfall Class)	112
Cleanliness Rank of the Station (in Zone)	25
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	671
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	829
Infrastructure Adequacy Level	Level 1
Process Compliance Score	761
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	1
Observed the enforcement of anti-littering rules	1
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	33
Observed the use of CCTVs for monitoring cleanliness at stations	33
Availability of Washable CC Apron over tracks at station	67

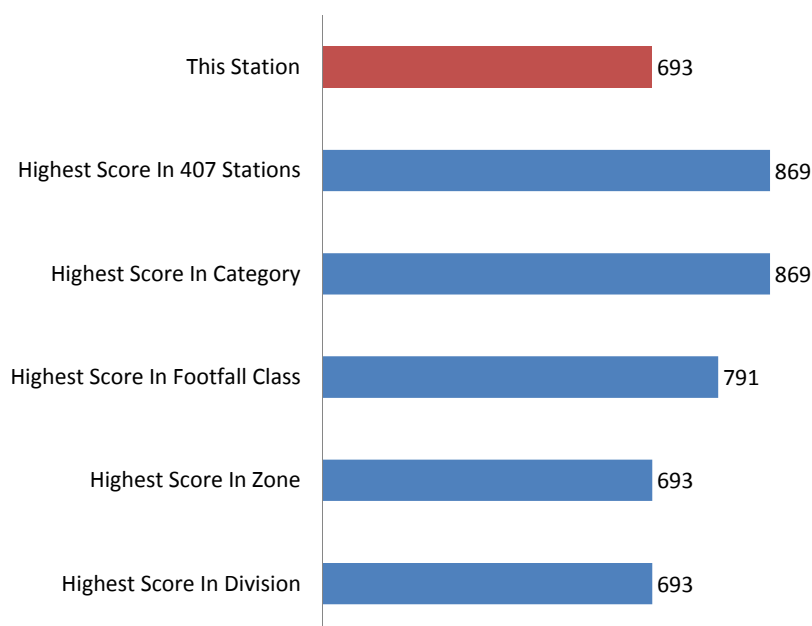
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	429	686
	2	Condition of flooring surface at waiting rooms	1%	425	652
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	422	667
	4	Condition of water booths and water coolers	2%	430	617
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	406	814
	6	Condition of vending stalls including arrangements for waste disposal	2%	417	613
	7	Proper dressing of Electric cables	2%	500	400
	8	Proper dressing of Telecom cables	2%	600	400
	9	Absence of stench in the station premises	12%	457	733
	10	Control of pest and rodent	2%	473	600
	11	Control of flies and mosquitoes	3%	477	708
	12	Stagnation of water in movement areas and non-movement areas	2%	452	733
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	425	700
	14	Cleanliness and hygiene around vending stalls	3%	428	667
	15	Cleanliness of platform areas	5%	407	719
	16	Cleanliness of advertisement hoardings/signages	3%	343	650
	17	Cleanliness of tracks between platforms	1%	426	750
	18	Cleanliness of foot over bridges	1%	410	650
	19	Cleanliness of track area up to home signal beyond platform	1%	394	617
	20	Functioning of cross and longitudinal waste water drains	2%	479	700
Waste Management	21	Adequate availability of dustbins	10%	455	700
	22	Proper system for collection and disposal of solid waste from trains	0%	380	575
	23	Proper system for collection and disposal of solid waste from stations	0%	329	733
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	415	707
	25	Promptness in removal and disbursement of garbage	3%	420	733
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	323	638
	27	Presence/clearance of unwanted posters/notices	0%	408	600
	28	Storage of scrap items & their prompt disposal	3%	400	650
Toilets	29	Adequate availability of toilet in General	4%	466	619
	30	Adequate availability of toilets in pay and use	0%	461	733
	31	Adequate availability of toilets in Waiting rooms	3%	478	619
	32	Adequate availability of toilets in Circulating area	0%	470	600
	33	Condition of toilets in General	3%	450	620
	34	Condition of toilets in pay and use	0%	427	610
	35	Condition of toilets in Waiting rooms	2%	439	525
	36	Condition of toilets in circulating area	0%	427	500
	37	Availability of water in toilets and in other places for cleaning	4%	416	667
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	428	662
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	420	700
	40	Cleanliness of concourse and circulating area	0%	415	633
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			867
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			1000
	5	Performance of service improvement groups (SIG) and their effectiveness			700
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			667
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			733
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			1000
	13	Condition of Washable CC Apron over tracks at station			1000

Name of Station	Division
ALWAR	JAIPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	693
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	30
Cleanliness Rank of the Station (in Category)	25
Cleanliness Rank of the Station (in Footfall Class)	11
Cleanliness Rank of the Station (in Zone)	1
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	917
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	854
Infrastructure Adequacy Level	Level 1
Process Compliance Score	876
Process Compliance Level	Level 1

Passenger Cleanliness Score



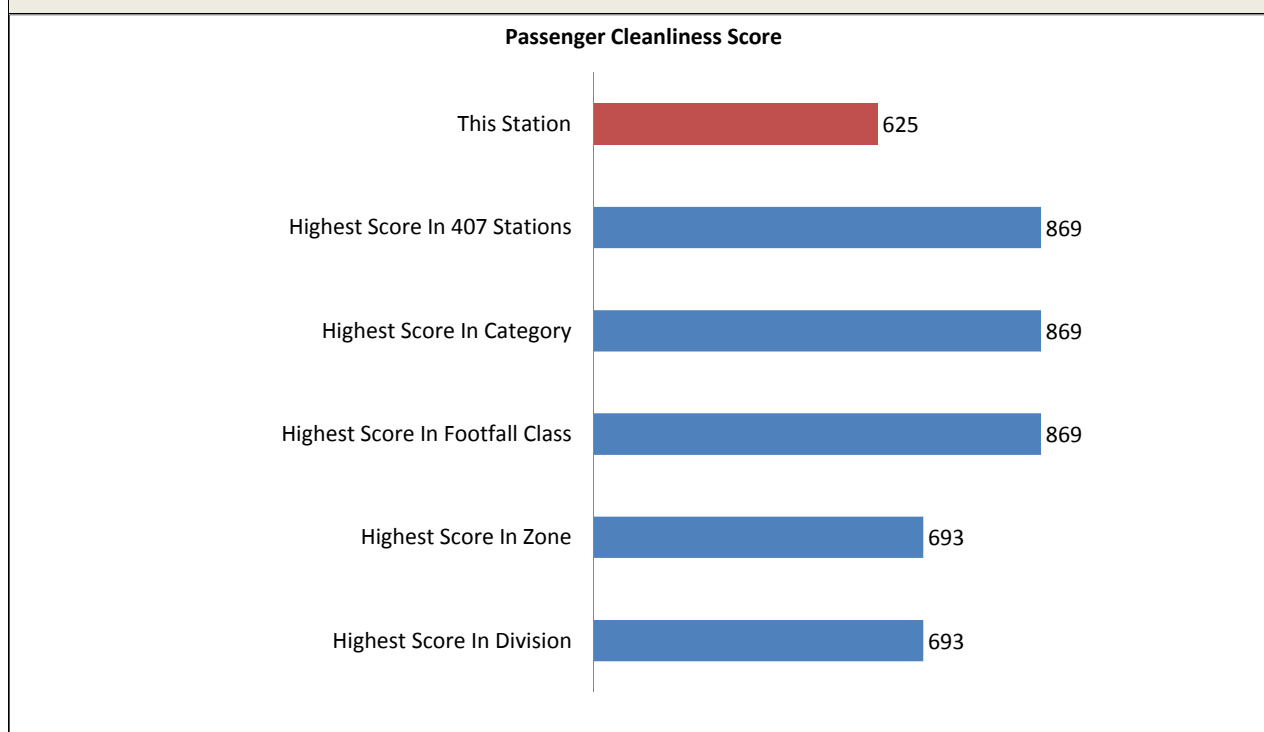
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	96
Observed the enforcement of anti-littering rules	89
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	25
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	13

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	686	929
	2	Condition of flooring surface at waiting rooms	1%	664	963
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	640	825
	4	Condition of water booths and water coolers	2%	663	821
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	661	883
	6	Condition of vending stalls including arrangements for waste disposal	2%	653	858
	7	Proper dressing of Electric cables	2%	712	813
	8	Proper dressing of Telecom cables	2%	704	896
	9	Absence of stench in the station premises	12%	802	988
	10	Control of pest and rodent	2%	652	871
	11	Control of flies and mosquitoes	3%	629	892
	12	Stagnation of water in movement areas and non-movement areas	2%	672	854
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	691	890
	14	Cleanliness and hygiene around vending stalls	3%	690	938
	15	Cleanliness of platform areas	5%	677	950
	16	Cleanliness of advertisement hoardings/signages	3%	672	892
	17	Cleanliness of tracks between platforms	1%	631	871
	18	Cleanliness of foot over bridges	1%	697	825
	19	Cleanliness of track area up to home signal beyond platform	1%	644	854
	20	Functioning of cross and longitudinal waste water drains	2%	645	871
Waste Management	21	Adequate availability of dustbins	10%	799	988
	22	Proper system for collection and disposal of solid waste from trains	0%	646	890
	23	Proper system for collection and disposal of solid waste from stations	0%	672	858
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	646	942
	25	Promptness in removal and disbursement of garbage	3%	656	858
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	653	929
	27	Presence/clearance of unwanted posters/notices	0%	664	904
	28	Storage of scrap items & their prompt disposal	3%	670	904
Toilets	29	Adequate availability of toilet in General	4%	646	950
	30	Adequate availability of toilets in pay and use	0%	648	917
	31	Adequate availability of toilets in Waiting rooms	3%	680	975
	32	Adequate availability of toilets in Circulating area	0%	621	883
	33	Condition of toilets in General	3%	649	904
	34	Condition of toilets in pay and use	0%	665	963
	35	Condition of toilets in Waiting rooms	2%	677	917
	36	Condition of toilets in circulating area	0%	636	900
	37	Availability of water in toilets and in other places for cleaning	4%	616	800
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	657	913
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	645	883
	40	Cleanliness of concourse and circulating area	0%	653	833
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			850
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			950
	3	Adequate supervision for monitoring cleanliness			850
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			875
	5	Performance of service improvement groups (SIG) and their effectiveness			875
	6	Usage of recycled water for non potable uses			857
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			925
	8	Condition of carriage watering hydrants including their leakage			900
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			900
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			850
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
GANDHINAGAR-JP	JAIPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	625
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	73
Cleanliness Rank of the Station (in Category)	56
Cleanliness Rank of the Station (in Footfall Class)	33
Cleanliness Rank of the Station (in Zone)	3
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	679
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	617
Infrastructure Adequacy Level	Level 2
Process Compliance Score	800
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	48
Observed the enforcement of anti-littering rules	61
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

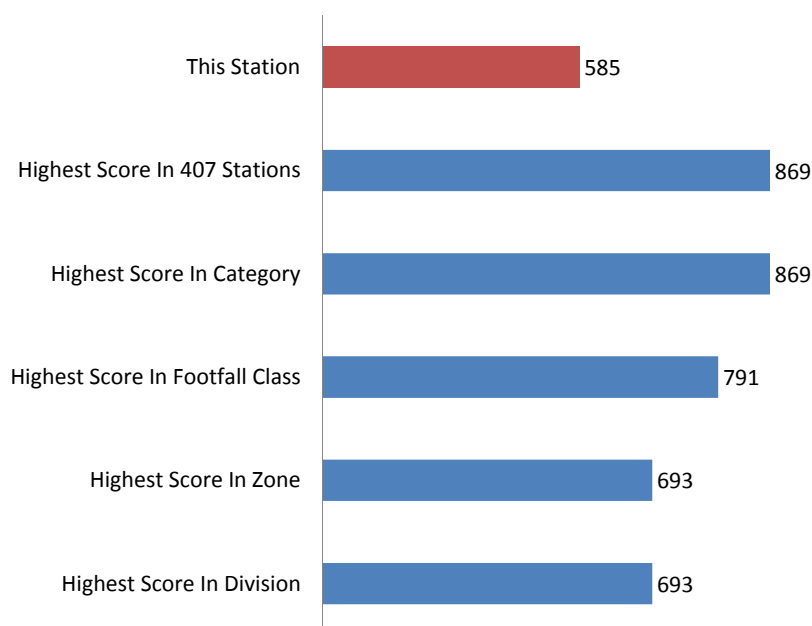
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	618	650
	2	Condition of flooring surface at waiting rooms	1%	624	767
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	606	583
	4	Condition of water booths and water coolers	2%	585	725
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	581	642
	6	Condition of vending stalls including arrangements for waste disposal	2%	575	733
	7	Proper dressing of Electric cables	2%	611	683
	8	Proper dressing of Telecom cables	2%	613	750
	9	Absence of stench in the station premises	12%	700	792
	10	Control of pest and rodent	2%	661	650
	11	Control of flies and mosquitoes	3%	620	633
	12	Stagnation of water in movement areas and non-movement areas	2%	647	485
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	627	340
	14	Cleanliness and hygiene around vending stalls	3%	619	758
	15	Cleanliness of platform areas	5%	615	767
	16	Cleanliness of advertisement hoardings/signages	3%	593	742
	17	Cleanliness of tracks between platforms	1%	566	717
	18	Cleanliness of foot over bridges	1%	591	717
	19	Cleanliness of track area up to home signal beyond platform	1%	573	658
	20	Functioning of cross and longitudinal waste water drains	2%	691	633
Waste Management	21	Adequate availability of dustbins	10%	694	767
	22	Proper system for collection and disposal of solid waste from trains	0%	589	425
	23	Proper system for collection and disposal of solid waste from stations	0%	595	633
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	635	708
	25	Promptness in removal and disbursement of garbage	3%	613	767
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	530	675
	27	Presence/clearance of unwanted posters/notices	0%	592	758
	28	Storage of scrap items & their prompt disposal	3%	611	683
Toilets	29	Adequate availability of toilet in General	4%	631	573
	30	Adequate availability of toilets in pay and use	0%	682	500
	31	Adequate availability of toilets in Waiting rooms	3%	683	483
	32	Adequate availability of toilets in Circulating area	0%	624	383
	33	Condition of toilets in General	3%	576	600
	34	Condition of toilets in pay and use	0%	634	450
	35	Condition of toilets in Waiting rooms	2%	615	620
	36	Condition of toilets in circulating area	0%	580	450
	37	Availability of water in toilets and in other places for cleaning	4%	589	600
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	593	575
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	556	600
	40	Cleanliness of concourse and circulating area	0%	589	692
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			850
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			850
	5	Performance of service improvement groups (SIG) and their effectiveness			900
	6	Usage of recycled water for non potable uses			0
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
PHULERA	JAIPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	585
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	127
Cleanliness Rank of the Station (in Category)	98
Cleanliness Rank of the Station (in Footfall Class)	39
Cleanliness Rank of the Station (in Zone)	9
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	549
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	375
Infrastructure Adequacy Level	Level 5
Process Compliance Score	490
Process Compliance Level	Level 4

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	47
Observed the enforcement of anti-littering rules	73
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

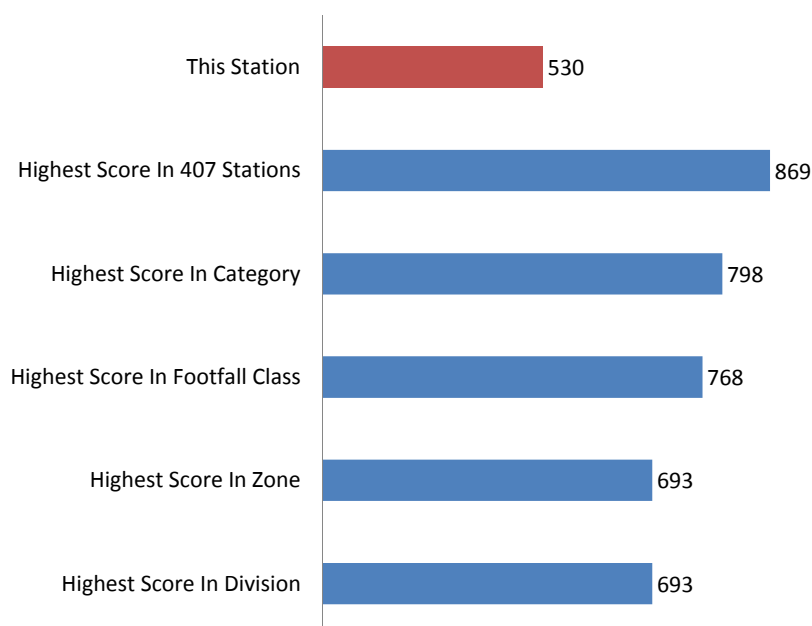
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	594	614
	2	Condition of flooring surface at waiting rooms	1%	618	664
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	493	453
	4	Condition of water booths and water coolers	2%	566	586
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	550	533
	6	Condition of vending stalls including arrangements for waste disposal	2%	556	652
	7	Proper dressing of Electric cables	2%	624	783
	8	Proper dressing of Telecom cables	2%	615	783
	9	Absence of stench in the station premises	12%	673	562
	10	Control of pest and rodent	2%	560	257
	11	Control of flies and mosquitoes	3%	538	364
	12	Stagnation of water in movement areas and non-movement areas	2%	560	369
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	590	417
	14	Cleanliness and hygiene around vending stalls	3%	593	679
	15	Cleanliness of platform areas	5%	589	690
	16	Cleanliness of advertisement hoardings/signages	3%	570	631
	17	Cleanliness of tracks between platforms	1%	517	545
	18	Cleanliness of foot over bridges	1%	589	617
	19	Cleanliness of track area up to home signal beyond platform	1%	534	426
	20	Functioning of cross and longitudinal waste water drains	2%	531	500
Waste Management	21	Adequate availability of dustbins	10%	693	581
	22	Proper system for collection and disposal of solid waste from trains	0%	523	506
	23	Proper system for collection and disposal of solid waste from stations	0%	547	543
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	570	598
	25	Promptness in removal and disbursement of garbage	3%	581	552
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	513	502
	27	Presence/clearance of unwanted posters/notices	0%	560	555
	28	Storage of scrap items & their prompt disposal	3%	585	529
Toilets	29	Adequate availability of toilet in General	4%	529	451
	30	Adequate availability of toilets in pay and use	0%	539	200
	31	Adequate availability of toilets in Waiting rooms	3%	545	581
	32	Adequate availability of toilets in Circulating area	0%	532	200
	33	Condition of toilets in General	3%	477	430
	34	Condition of toilets in pay and use	0%	487	200
	35	Condition of toilets in Waiting rooms	2%	504	629
	36	Condition of toilets in circulating area	0%	474	220
	37	Availability of water in toilets and in other places for cleaning	4%	555	526
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	538	448
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	505	471
	40	Cleanliness of concourse and circulating area	0%	556	455
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			514
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			571
	3	Adequate supervision for monitoring cleanliness			571
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			543
	5	Performance of service improvement groups (SIG) and their effectiveness			543
	6	Usage of recycled water for non potable uses			200
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			0
	8	Condition of carriage watering hydrants including their leakage			450
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			514
	10	Final disposal of waste water from the trackside drains			200
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			286
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			200

Name of Station	Division
JAIPUR	JAIPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	530
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	225
Cleanliness Rank of the Station (in Category)	51
Cleanliness Rank of the Station (in Footfall Class)	32
Cleanliness Rank of the Station (in Zone)	16
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	837
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	707
Infrastructure Adequacy Level	Level 2
Process Compliance Score	778
Process Compliance Level	Level 1

Passenger Cleanliness Score



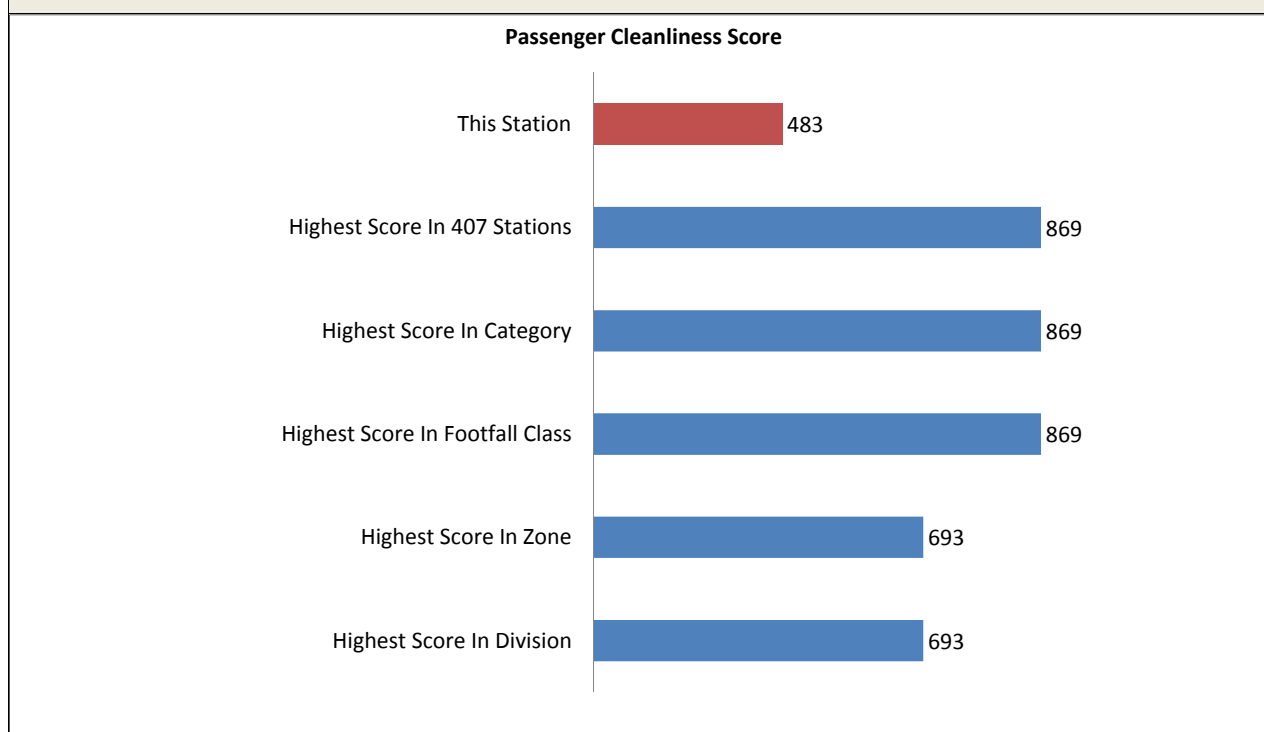
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	47
Observed the enforcement of anti-littering rules	61
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	33
Sensitized cleaning staff about correct practices	83
Observed the use of CCTVs for monitoring cleanliness at stations	94
Availability of Washable CC Apron over tracks at station	78

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	557	922
	2	Condition of flooring surface at waiting rooms	1%	558	963
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	499	759
	4	Condition of water booths and water coolers	2%	513	906
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	533	894
	6	Condition of vending stalls including arrangements for waste disposal	2%	524	828
	7	Proper dressing of Electric cables	2%	577	917
	8	Proper dressing of Telecom cables	2%	582	917
	9	Absence of stench in the station premises	12%	554	783
	10	Control of pest and rodent	2%	506	718
	11	Control of flies and mosquitoes	3%	497	750
	12	Stagnation of water in movement areas and non-movement areas	2%	510	750
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	548	856
	14	Cleanliness and hygiene around vending stalls	3%	545	906
	15	Cleanliness of platform areas	5%	564	928
	16	Cleanliness of advertisement hoardings/signages	3%	535	906
	17	Cleanliness of tracks between platforms	1%	470	878
	18	Cleanliness of foot over bridges	1%	547	944
	19	Cleanliness of track area up to home signal beyond platform	1%	511	678
	20	Functioning of cross and longitudinal waste water drains	2%	516	650
Waste Management	21	Adequate availability of dustbins	10%	559	878
	22	Proper system for collection and disposal of solid waste from trains	0%	509	765
	23	Proper system for collection and disposal of solid waste from stations	0%	527	694
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	526	856
	25	Promptness in removal and disbursement of garbage	3%	518	922
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	459	828
	27	Presence/clearance of unwanted posters/notices	0%	516	800
	28	Storage of scrap items & their prompt disposal	3%	524	753
Toilets	29	Adequate availability of toilet in General	4%	497	861
	30	Adequate availability of toilets in pay and use	0%	501	817
	31	Adequate availability of toilets in Waiting rooms	3%	516	875
	32	Adequate availability of toilets in Circulating area	0%	490	791
	33	Condition of toilets in General	3%	487	689
	34	Condition of toilets in pay and use	0%	505	782
	35	Condition of toilets in Waiting rooms	2%	521	938
	36	Condition of toilets in circulating area	0%	492	744
	37	Availability of water in toilets and in other places for cleaning	4%	533	800
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	524	772
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	483	709
	40	Cleanliness of concourse and circulating area	0%	506	761
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			711
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			822
	3	Adequate supervision for monitoring cleanliness			822
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			867
	5	Performance of service improvement groups (SIG) and their effectiveness			844
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			694
	8	Condition of carriage watering hydrants including their leakage			725
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			767
	10	Final disposal of waste water from the trackside drains			773
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			678
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			711

Name of Station	Division
BANDIKUI	JAIPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	483
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	298
Cleanliness Rank of the Station (in Category)	238
Cleanliness Rank of the Station (in Footfall Class)	135
Cleanliness Rank of the Station (in Zone)	21
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	783
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	787
Infrastructure Adequacy Level	Level 1
Process Compliance Score	771
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	87
Observed the enforcement of anti-littering rules	87
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	75
Sensitized cleaning staff about correct practices	88
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	88

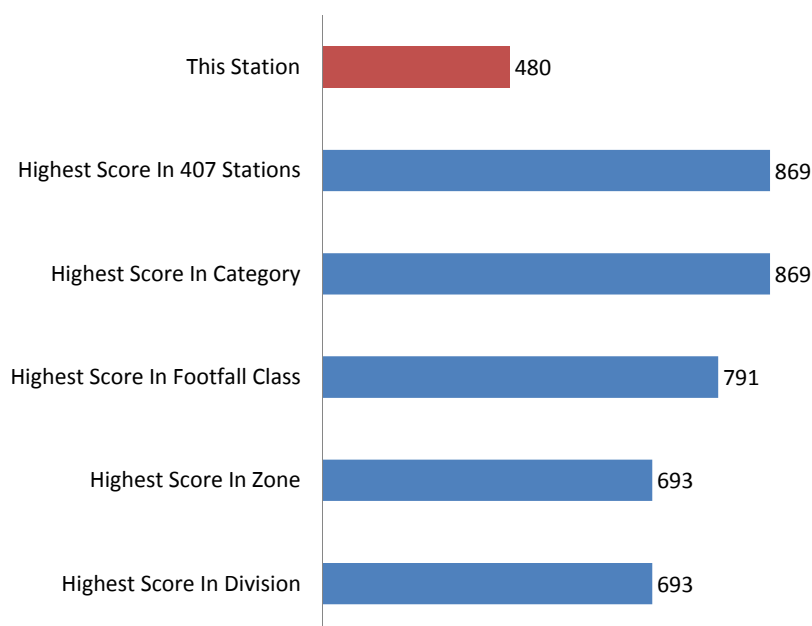
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	495	850
	2	Condition of flooring surface at waiting rooms	1%	478	800
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	442	713
	4	Condition of water booths and water coolers	2%	443	700
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	460	775
	6	Condition of vending stalls including arrangements for waste disposal	2%	466	775
	7	Proper dressing of Electric cables	2%	526	838
	8	Proper dressing of Telecom cables	2%	491	788
	9	Absence of stench in the station premises	12%	568	838
	10	Control of pest and rodent	2%	433	700
	11	Control of flies and mosquitoes	3%	420	688
	12	Stagnation of water in movement areas and non-movement areas	2%	467	788
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	472	700
	14	Cleanliness and hygiene around vending stalls	3%	478	850
	15	Cleanliness of platform areas	5%	478	875
	16	Cleanliness of advertisement hoardings/signages	3%	482	738
	17	Cleanliness of tracks between platforms	1%	439	750
	18	Cleanliness of foot over bridges	1%	479	738
	19	Cleanliness of track area up to home signal beyond platform	1%	449	850
	20	Functioning of cross and longitudinal waste water drains	2%	439	763
Waste Management	21	Adequate availability of dustbins	10%	567	838
	22	Proper system for collection and disposal of solid waste from trains	0%	486	688
	23	Proper system for collection and disposal of solid waste from stations	0%	470	813
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	456	850
	25	Promptness in removal and disbursement of garbage	3%	439	850
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	452	738
	27	Presence/clearance of unwanted posters/notices	0%	441	825
	28	Storage of scrap items & their prompt disposal	3%	471	863
Toilets	29	Adequate availability of toilet in General	4%	422	738
	30	Adequate availability of toilets in pay and use	0%	436	775
	31	Adequate availability of toilets in Waiting rooms	3%	441	725
	32	Adequate availability of toilets in Circulating area	0%	471	650
	33	Condition of toilets in General	3%	406	613
	34	Condition of toilets in pay and use	0%	458	638
	35	Condition of toilets in Waiting rooms	2%	465	800
	36	Condition of toilets in circulating area	0%	455	613
	37	Availability of water in toilets and in other places for cleaning	4%	444	675
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	468	750
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	465	738
	40	Cleanliness of concourse and circulating area	0%	458	913
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		725	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		825	
	3	Adequate supervision for monitoring cleanliness		775	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		800	
	5	Performance of service improvement groups (SIG) and their effectiveness		775	
	6	Usage of recycled water for non potable uses		725	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		775	
	8	Condition of carriage watering hydrants including their leakage		825	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		800	
	10	Final disposal of waste water from the trackside drains		750	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		750	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		857	
	13	Condition of Washable CC Apron over tracks at station		750	

Name of Station	Division
REWARI	JAIPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	480
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	302
Cleanliness Rank of the Station (in Category)	242
Cleanliness Rank of the Station (in Footfall Class)	99
Cleanliness Rank of the Station (in Zone)	22
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	586
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	629
Infrastructure Adequacy Level	Level 2
Process Compliance Score	567
Process Compliance Level	Level 3

Passenger Cleanliness Score



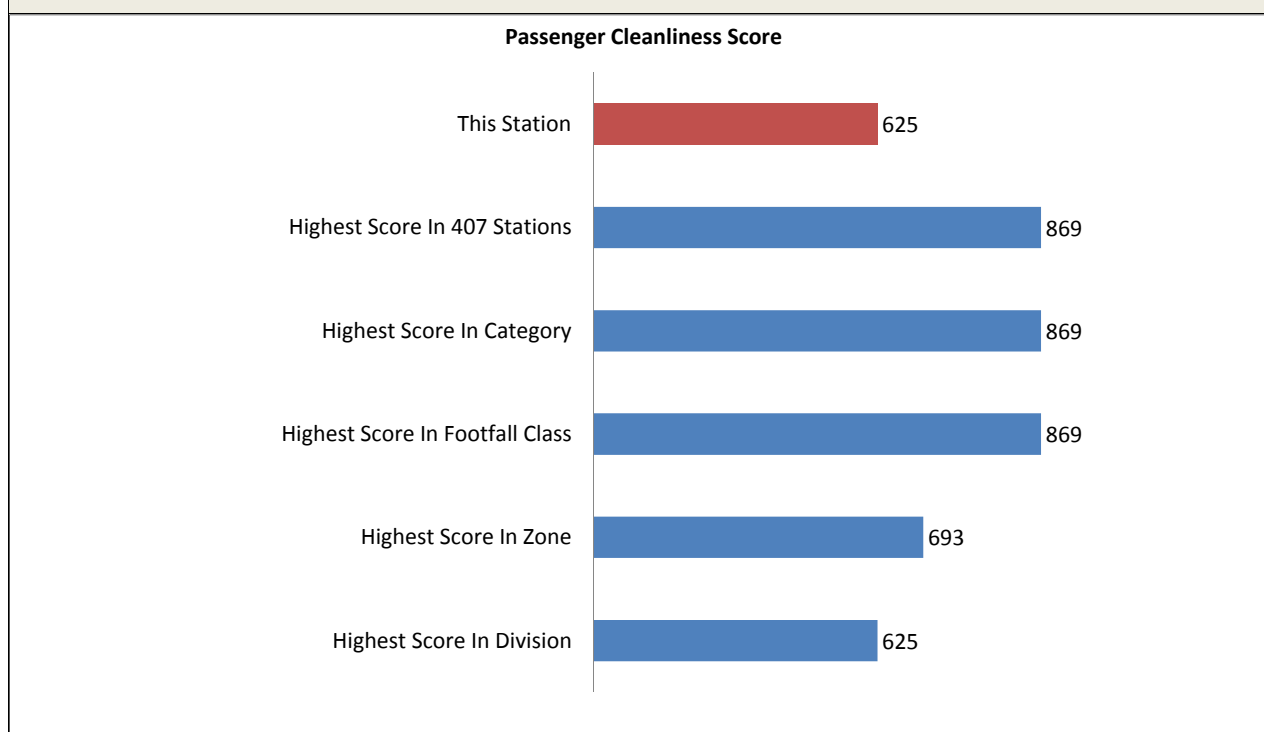
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	42
Observed the enforcement of anti-littering rules	48
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	478	521
	2	Condition of flooring surface at waiting rooms	1%	468	575
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	474	575
	4	Condition of water booths and water coolers	2%	475	550
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	478	700
	6	Condition of vending stalls including arrangements for waste disposal	2%	464	725
	7	Proper dressing of Electric cables	2%	493	500
	8	Proper dressing of Telecom cables	2%	428	480
	9	Absence of stench in the station premises	12%	482	650
	10	Control of pest and rodent	2%	481	507
	11	Control of flies and mosquitoes	3%	483	533
	12	Stagnation of water in movement areas and non-movement areas	2%	466	557
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	511	650
	14	Cleanliness and hygiene around vending stalls	3%	493	650
	15	Cleanliness of platform areas	5%	467	607
	16	Cleanliness of advertisement hoardings/signages	3%	483	500
	17	Cleanliness of tracks between platforms	1%	470	438
	18	Cleanliness of foot over bridges	1%	482	614
	19	Cleanliness of track area up to home signal beyond platform	1%	481	675
	20	Functioning of cross and longitudinal waste water drains	2%	455	500
Waste Management	21	Adequate availability of dustbins	10%	508	638
	22	Proper system for collection and disposal of solid waste from trains	0%	473	717
	23	Proper system for collection and disposal of solid waste from stations	0%	502	570
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	497	636
	25	Promptness in removal and disbursement of garbage	3%	511	638
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	458	575
	27	Presence/clearance of unwanted posters/notices	0%	513	640
	28	Storage of scrap items & their prompt disposal	3%	448	500
Toilets	29	Adequate availability of toilet in General	4%	475	513
	30	Adequate availability of toilets in pay and use	0%	472	479
	31	Adequate availability of toilets in Waiting rooms	3%	453	507
	32	Adequate availability of toilets in Circulating area	0%	442	500
	33	Condition of toilets in General	3%	472	538
	34	Condition of toilets in pay and use	0%	516	593
	35	Condition of toilets in Waiting rooms	2%	517	700
	36	Condition of toilets in circulating area	0%	505	660
	37	Availability of water in toilets and in other places for cleaning	4%	492	600
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	482	500
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	493	588
	40	Cleanliness of concourse and circulating area	0%	464	500
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			500
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			500
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
NAGPUR	JODHPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	625
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	75
Cleanliness Rank of the Station (in Category)	58
Cleanliness Rank of the Station (in Footfall Class)	34
Cleanliness Rank of the Station (in Zone)	4
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	803
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	688
Infrastructure Adequacy Level	Level 2
Process Compliance Score	827
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	10
Observed the enforcement of anti-littering rules	57
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

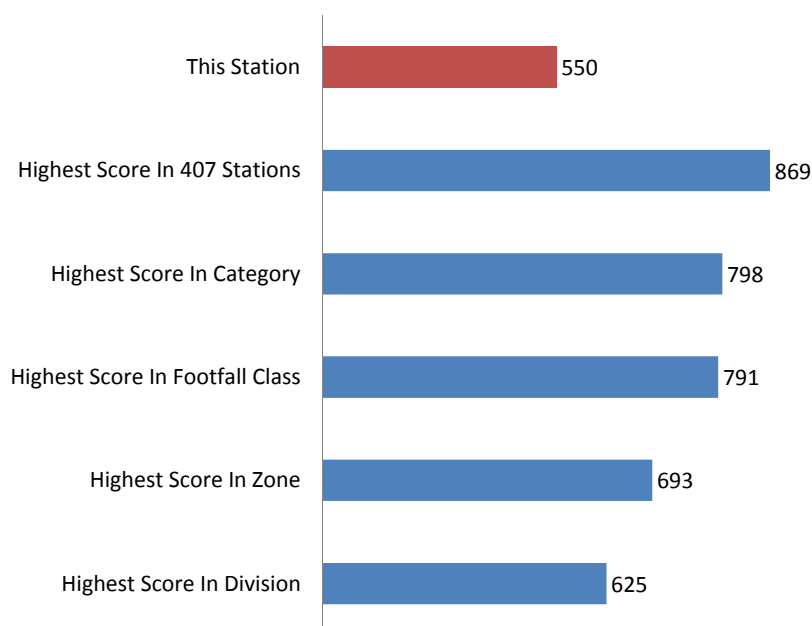
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	621	830
	2	Condition of flooring surface at waiting rooms	1%	625	790
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	640	610
	4	Condition of water booths and water coolers	2%	607	810
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	616	850
	6	Condition of vending stalls including arrangements for waste disposal	2%	628	820
	7	Proper dressing of Electric cables	2%	635	800
	8	Proper dressing of Telecom cables	2%	656	860
	9	Absence of stench in the station premises	12%	676	850
	10	Control of pest and rodent	2%	596	695
	11	Control of flies and mosquitoes	3%	602	790
	12	Stagnation of water in movement areas and non-movement areas	2%	604	765
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	623	780
	14	Cleanliness and hygiene around vending stalls	3%	630	780
	15	Cleanliness of platform areas	5%	625	820
	16	Cleanliness of advertisement hoardings/signages	3%	617	730
	17	Cleanliness of tracks between platforms	1%	604	790
	18	Cleanliness of foot over bridges	1%	620	810
	19	Cleanliness of track area up to home signal beyond platform	1%	616	710
	20	Functioning of cross and longitudinal waste water drains	2%	605	683
Waste Management	21	Adequate availability of dustbins	10%	666	850
	22	Proper system for collection and disposal of solid waste from trains	0%	641	780
	23	Proper system for collection and disposal of solid waste from stations	0%	632	790
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	629	765
	25	Promptness in removal and disbursement of garbage	3%	622	790
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	626	820
	27	Presence/clearance of unwanted posters/notices	0%	604	760
	28	Storage of scrap items & their prompt disposal	3%	661	820
Toilets	29	Adequate availability of toilet in General	4%	581	770
	30	Adequate availability of toilets in pay and use	0%	591	738
	31	Adequate availability of toilets in Waiting rooms	3%	594	790
	32	Adequate availability of toilets in Circulating area	0%	589	813
	33	Condition of toilets in General	3%	540	680
	34	Condition of toilets in pay and use	0%	561	725
	35	Condition of toilets in Waiting rooms	2%	543	790
	36	Condition of toilets in circulating area	0%	549	733
	37	Availability of water in toilets and in other places for cleaning	4%	576	810
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	619	830
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	616	700
	40	Cleanliness of concourse and circulating area	0%	620	790
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			840
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			840
	3	Adequate supervision for monitoring cleanliness			920
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			880
	5	Performance of service improvement groups (SIG) and their effectiveness			680
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			533
	8	Condition of carriage watering hydrants including their leakage			667
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			880
	10	Final disposal of waste water from the trackside drains			733
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			560
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			840
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
JODHPUR	JODHPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	550
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	187
Cleanliness Rank of the Station (in Category)	41
Cleanliness Rank of the Station (in Footfall Class)	59
Cleanliness Rank of the Station (in Zone)	13
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	720
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	608
Infrastructure Adequacy Level	Level 2
Process Compliance Score	631
Process Compliance Level	Level 2

Passenger Cleanliness Score



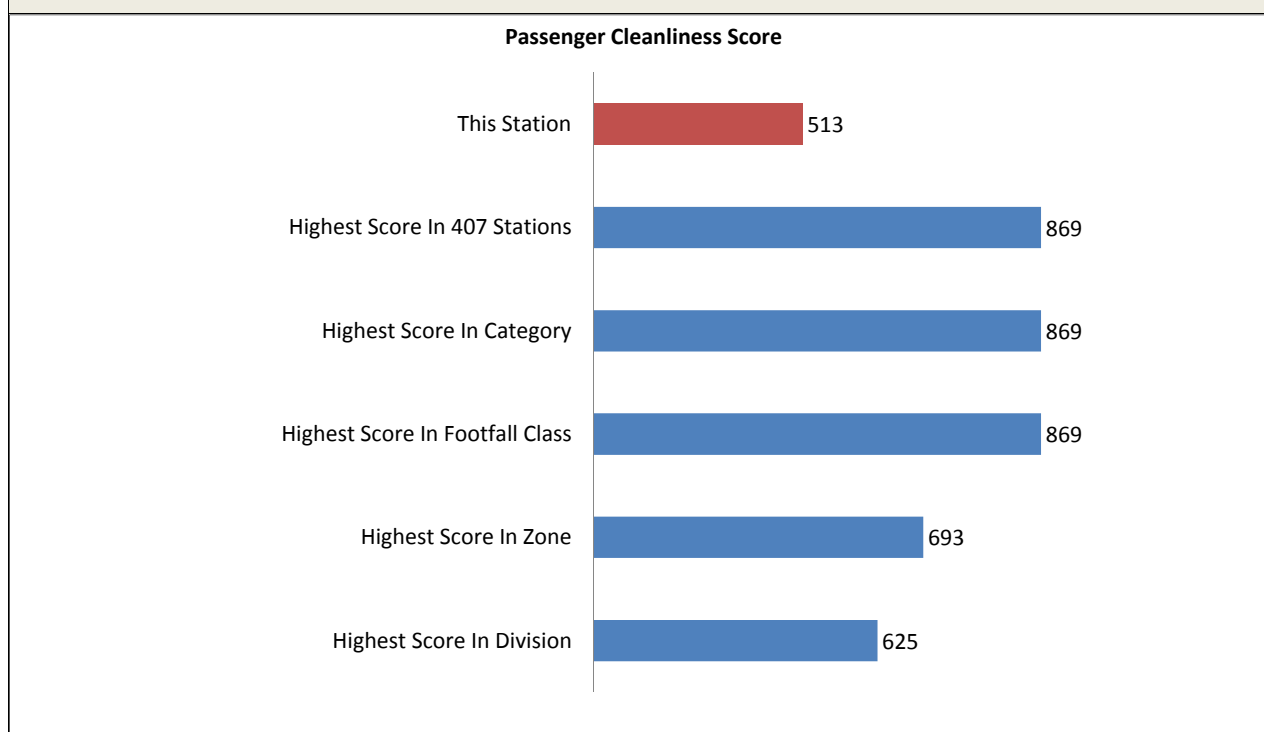
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	68
Observed the enforcement of anti-littering rules	49
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	43
Sensitized cleaning staff about correct practices	86
Observed the use of CCTVs for monitoring cleanliness at stations	86
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	589	675
	2	Condition of flooring surface at waiting rooms	1%	593	707
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	525	511
	4	Condition of water booths and water coolers	2%	553	725
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	561	743
	6	Condition of vending stalls including arrangements for waste disposal	2%	574	729
	7	Proper dressing of Electric cables	2%	607	614
	8	Proper dressing of Telecom cables	2%	612	714
	9	Absence of stench in the station premises	12%	555	757
	10	Control of pest and rodent	2%	421	461
	11	Control of flies and mosquitoes	3%	481	600
	12	Stagnation of water in movement areas and non-movement areas	2%	563	718
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	540	661
	14	Cleanliness and hygiene around vending stalls	3%	577	704
	15	Cleanliness of platform areas	5%	580	793
	16	Cleanliness of advertisement hoardings/signages	3%	589	793
	17	Cleanliness of tracks between platforms	1%	502	604
	18	Cleanliness of foot over bridges	1%	576	807
	19	Cleanliness of track area up to home signal beyond platform	1%	540	668
	20	Functioning of cross and longitudinal waste water drains	2%	527	614
Waste Management	21	Adequate availability of dustbins	10%	552	807
	22	Proper system for collection and disposal of solid waste from trains	0%	537	661
	23	Proper system for collection and disposal of solid waste from stations	0%	560	732
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	517	757
	25	Promptness in removal and disbursement of garbage	3%	536	796
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	543	846
	27	Presence/clearance of unwanted posters/notices	0%	574	793
	28	Storage of scrap items & their prompt disposal	3%	585	704
Toilets	29	Adequate availability of toilet in General	4%	495	575
	30	Adequate availability of toilets in pay and use	0%	548	496
	31	Adequate availability of toilets in Waiting rooms	3%	561	757
	32	Adequate availability of toilets in Circulating area	0%	516	482
	33	Condition of toilets in General	3%	501	646
	34	Condition of toilets in pay and use	0%	543	675
	35	Condition of toilets in Waiting rooms	2%	564	779
	36	Condition of toilets in circulating area	0%	510	664
	37	Availability of water in toilets and in other places for cleaning	4%	539	743
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	544	679
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	528	532
	40	Cleanliness of concourse and circulating area	0%	522	718
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			657
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			657
	3	Adequate supervision for monitoring cleanliness			686
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			686
	5	Performance of service improvement groups (SIG) and their effectiveness			743
	6	Usage of recycled water for non potable uses			360
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			543
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			629
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			629
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			657

Name of Station	Division
BARMER	JODHPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	513
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	249
Cleanliness Rank of the Station (in Category)	194
Cleanliness Rank of the Station (in Footfall Class)	112
Cleanliness Rank of the Station (in Zone)	17
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	NA
Non-Passenger Cleanliness Level	NA
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	560
Infrastructure Adequacy Level	Level 3
Process Compliance Score	542
Process Compliance Level	Level 3



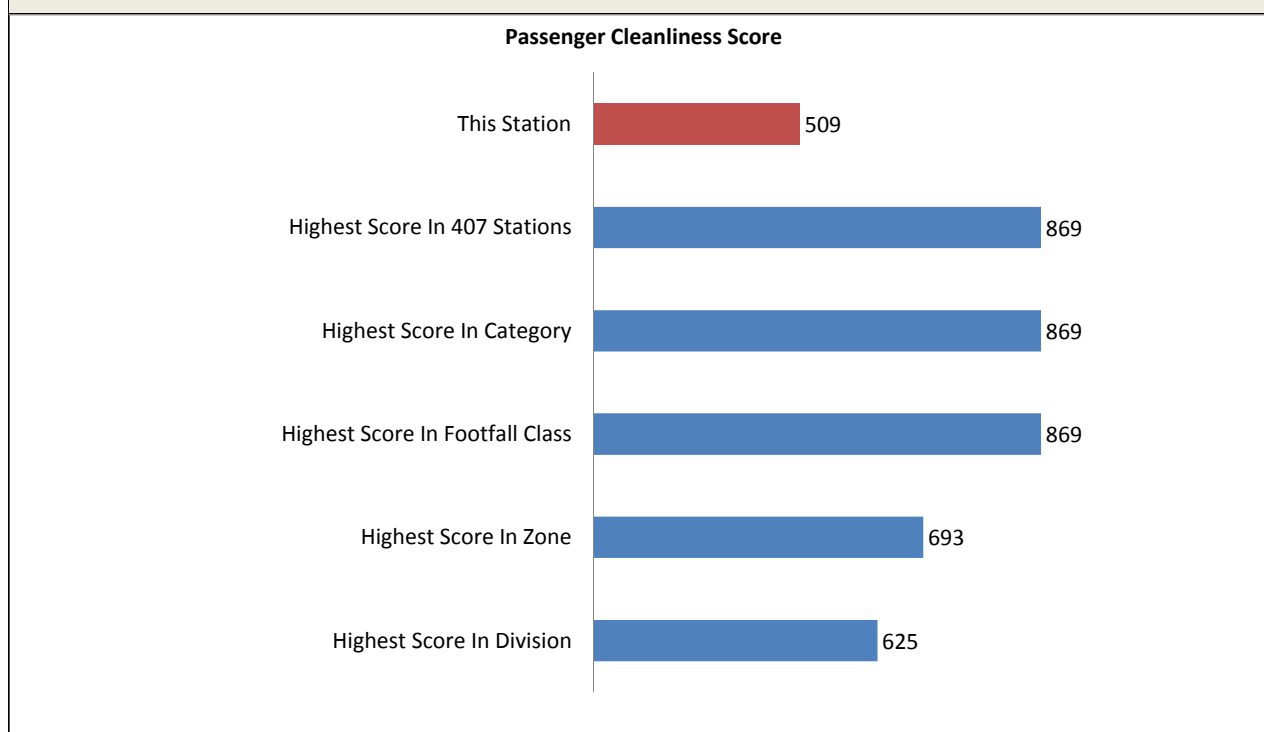
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	96
Observed the enforcement of anti-littering rules	48
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	547	675
	2	Condition of flooring surface at waiting rooms	1%	577	600
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	453	450
	4	Condition of water booths and water coolers	2%	474	650
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	541	600
	6	Condition of vending stalls including arrangements for waste disposal	2%	532	575
	7	Proper dressing of Electric cables	2%	620	700
	8	Proper dressing of Telecom cables	2%	606	600
	9	Absence of stench in the station premises	12%	583	725
	10	Control of pest and rodent	2%	381	433
	11	Control of flies and mosquitoes	3%	402	425
	12	Stagnation of water in movement areas and non-movement areas	2%	490	675
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	507	600
	14	Cleanliness and hygiene around vending stalls	3%	553	750
	15	Cleanliness of platform areas	5%	549	650
	16	Cleanliness of advertisement hoardings/signages	3%	603	550
	17	Cleanliness of tracks between platforms	1%	446	550
	18	Cleanliness of foot over bridges	1%	585	550
	19	Cleanliness of track area up to home signal beyond platform	1%	500	575
	20	Functioning of cross and longitudinal waste water drains	2%	457	475
Waste Management	21	Adequate availability of dustbins	10%	531	650
	22	Proper system for collection and disposal of solid waste from trains	0%	492	533
	23	Proper system for collection and disposal of solid waste from stations	0%	500	450
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	494	500
	25	Promptness in removal and disbursement of garbage	3%	521	675
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	519	600
	27	Presence/clearance of unwanted posters/notices	0%	514	725
	28	Storage of scrap items & their prompt disposal	3%	459	500
Toilets	29	Adequate availability of toilet in General	4%	400	575
	30	Adequate availability of toilets in pay and use	0%	316	NA
	31	Adequate availability of toilets in Waiting rooms	3%	521	750
	32	Adequate availability of toilets in Circulating area	0%	333	NA
	33	Condition of toilets in General	3%	415	475
	34	Condition of toilets in pay and use	0%	478	NA
	35	Condition of toilets in Waiting rooms	2%	566	700
	36	Condition of toilets in circulating area	0%	409	NA
	37	Availability of water in toilets and in other places for cleaning	4%	443	525
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	460	625
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	440	500
	40	Cleanliness of concourse and circulating area	0%	490	675
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			650
	3	Adequate supervision for monitoring cleanliness			650
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			550
	6	Usage of recycled water for non potable uses			200
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			500
	8	Condition of carriage watering hydrants including their leakage			500
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			550
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			667
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			550
	13	Condition of Washable CC Apron over tracks at station			550

Name of Station	Division
JAISALMER	JODHPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	509
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	254
Cleanliness Rank of the Station (in Category)	199
Cleanliness Rank of the Station (in Footfall Class)	116
Cleanliness Rank of the Station (in Zone)	18
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	730
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	783
Infrastructure Adequacy Level	Level 1
Process Compliance Score	824
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	76
Observed the enforcement of anti-littering rules	54
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	80
Availability of Washable CC Apron over tracks at station	100

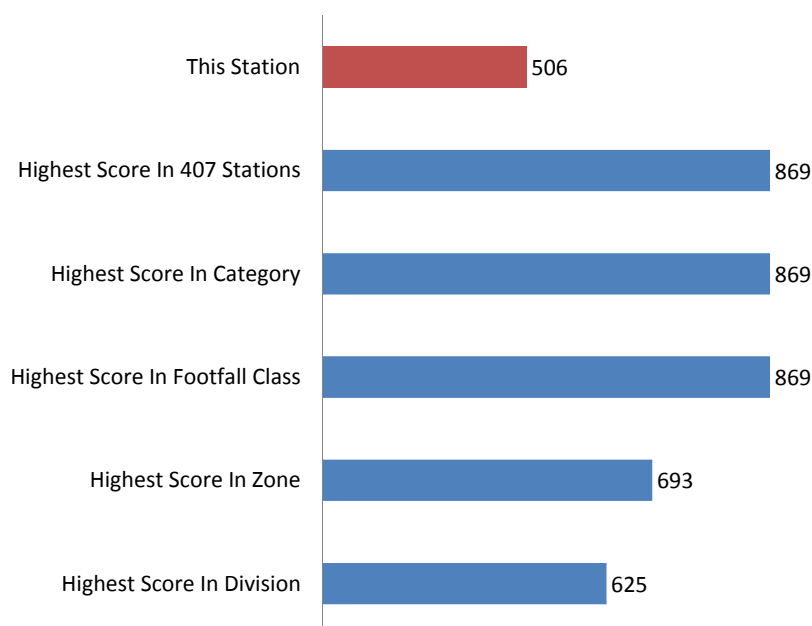
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	555	790
	2	Condition of flooring surface at waiting rooms	1%	550	790
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	519	700
	4	Condition of water booths and water coolers	2%	524	710
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	520	610
	6	Condition of vending stalls including arrangements for waste disposal	2%	536	790
	7	Proper dressing of Electric cables	2%	566	760
	8	Proper dressing of Telecom cables	2%	563	720
	9	Absence of stench in the station premises	12%	479	790
	10	Control of pest and rodent	2%	460	790
	11	Control of flies and mosquitoes	3%	496	790
	12	Stagnation of water in movement areas and non-movement areas	2%	513	810
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	487	750
	14	Cleanliness and hygiene around vending stalls	3%	525	800
	15	Cleanliness of platform areas	5%	535	840
	16	Cleanliness of advertisement hoardings/signages	3%	518	600
	17	Cleanliness of tracks between platforms	1%	496	700
	18	Cleanliness of foot over bridges	1%	548	790
	19	Cleanliness of track area up to home signal beyond platform	1%	516	680
	20	Functioning of cross and longitudinal waste water drains	2%	501	630
Waste Management	21	Adequate availability of dustbins	10%	483	760
	22	Proper system for collection and disposal of solid waste from trains	0%	526	620
	23	Proper system for collection and disposal of solid waste from stations	0%	523	650
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	508	750
	25	Promptness in removal and disbursement of garbage	3%	498	660
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	517	700
	27	Presence/clearance of unwanted posters/notices	0%	529	770
	28	Storage of scrap items & their prompt disposal	3%	530	650
Toilets	29	Adequate availability of toilet in General	4%	480	630
	30	Adequate availability of toilets in pay and use	0%	537	600
	31	Adequate availability of toilets in Waiting rooms	3%	494	800
	32	Adequate availability of toilets in Circulating area	0%	513	483
	33	Condition of toilets in General	3%	507	530
	34	Condition of toilets in pay and use	0%	516	200
	35	Condition of toilets in Waiting rooms	2%	497	670
	36	Condition of toilets in circulating area	0%	486	700
	37	Availability of water in toilets and in other places for cleaning	4%	514	690
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	515	790
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	512	610
	40	Cleanliness of concourse and circulating area	0%	502	720
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			760
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			840
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			880
	5	Performance of service improvement groups (SIG) and their effectiveness			840
	6	Usage of recycled water for non potable uses			0
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			760
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			640
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			880
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
PALI MARWAR	JODHPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	506
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	262
Cleanliness Rank of the Station (in Category)	206
Cleanliness Rank of the Station (in Footfall Class)	119
Cleanliness Rank of the Station (in Zone)	19
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	704
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	621
Infrastructure Adequacy Level	Level 2
Process Compliance Score	718
Process Compliance Level	Level 2

Passenger Cleanliness Score



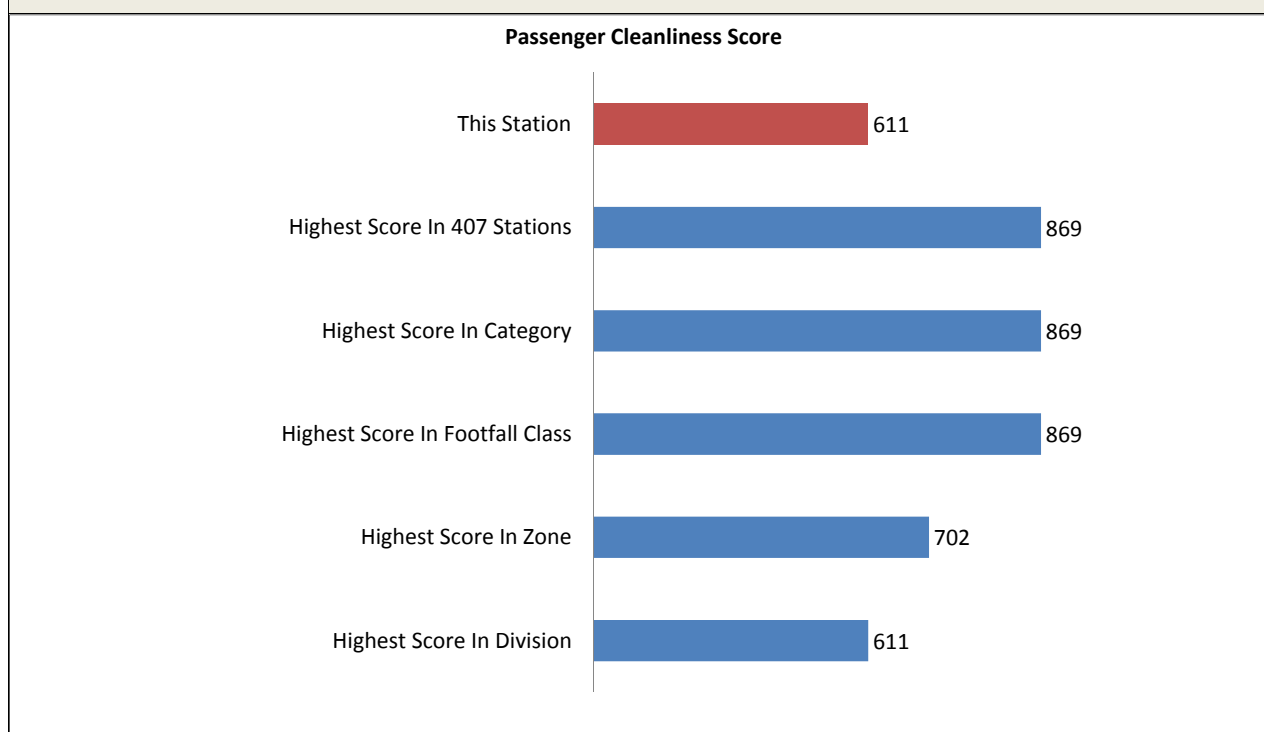
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	42
Observed the enforcement of anti-littering rules	72
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	25
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
NWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	519	643
	2	Condition of flooring surface at waiting rooms	1%	541	788
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	516	598
	4	Condition of water booths and water coolers	2%	499	675
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	499	663
	6	Condition of vending stalls including arrangements for waste disposal	2%	506	708
	7	Proper dressing of Electric cables	2%	524	728
	8	Proper dressing of Telecom cables	2%	521	728
	9	Absence of stench in the station premises	12%	542	753
	10	Control of pest and rodent	2%	517	697
	11	Control of flies and mosquitoes	3%	427	591
	12	Stagnation of water in movement areas and non-movement areas	2%	507	580
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	502	708
	14	Cleanliness and hygiene around vending stalls	3%	522	723
	15	Cleanliness of platform areas	5%	524	793
	16	Cleanliness of advertisement hoardings/signages	3%	485	723
	17	Cleanliness of tracks between platforms	1%	522	703
	18	Cleanliness of foot over bridges	1%	508	735
	19	Cleanliness of track area up to home signal beyond platform	1%	494	633
	20	Functioning of cross and longitudinal waste water drains	2%	475	625
Waste Management	21	Adequate availability of dustbins	10%	513	793
	22	Proper system for collection and disposal of solid waste from trains	0%	482	670
	23	Proper system for collection and disposal of solid waste from stations	0%	502	658
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	493	688
	25	Promptness in removal and disbursement of garbage	3%	503	698
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	490	713
	27	Presence/clearance of unwanted posters/notices	0%	502	723
	28	Storage of scrap items & their prompt disposal	3%	497	640
Toilets	29	Adequate availability of toilet in General	4%	464	740
	30	Adequate availability of toilets in pay and use	0%	454	700
	31	Adequate availability of toilets in Waiting rooms	3%	478	675
	32	Adequate availability of toilets in Circulating area	0%	482	650
	33	Condition of toilets in General	3%	483	625
	34	Condition of toilets in pay and use	0%	447	700
	35	Condition of toilets in Waiting rooms	2%	494	740
	36	Condition of toilets in circulating area	0%	468	630
	37	Availability of water in toilets and in other places for cleaning	4%	514	693
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	512	598
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	502	650
	40	Cleanliness of concourse and circulating area	0%	499	678
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			775
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			725
	5	Performance of service improvement groups (SIG) and their effectiveness			775
	6	Usage of recycled water for non potable uses			733
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			675
	8	Condition of carriage watering hydrants including their leakage			675
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			650
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			500
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			550
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
YADGIR	GUNTAKAL JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	611
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	87
Cleanliness Rank of the Station (in Category)	65
Cleanliness Rank of the Station (in Footfall Class)	38
Cleanliness Rank of the Station (in Zone)	5
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	692
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	638
Infrastructure Adequacy Level	Level 2
Process Compliance Score	675
Process Compliance Level	Level 2



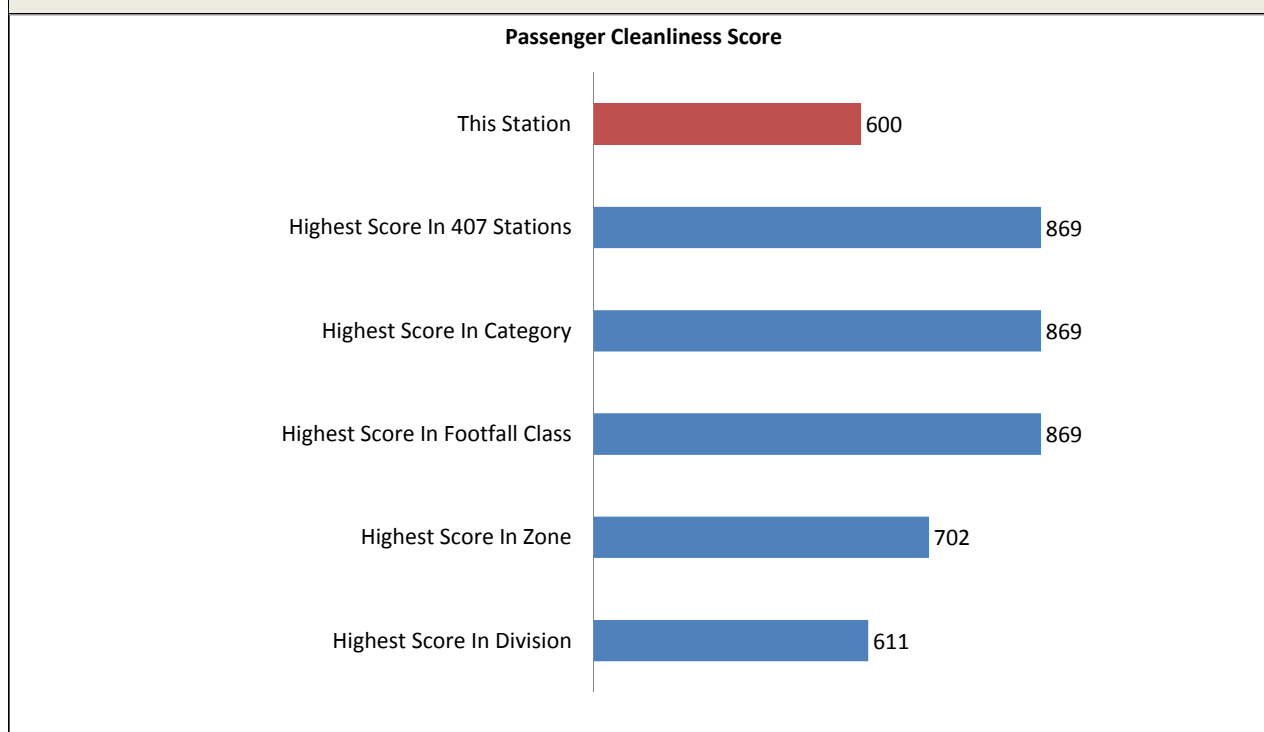
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	41
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	630	750
	2	Condition of flooring surface at waiting rooms	1%	646	750
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	643	700
	4	Condition of water booths and water coolers	2%	582	675
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	635	700
	6	Condition of vending stalls including arrangements for waste disposal	2%	633	675
	7	Proper dressing of Electric cables	2%	613	583
	8	Proper dressing of Telecom cables	2%	606	583
	9	Absence of stench in the station premises	12%	570	650
	10	Control of pest and rodent	2%	510	667
	11	Control of flies and mosquitoes	3%	465	608
	12	Stagnation of water in movement areas and non-movement areas	2%	553	650
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	570	658
	14	Cleanliness and hygiene around vending stalls	3%	622	675
	15	Cleanliness of platform areas	5%	614	767
	16	Cleanliness of advertisement hoardings/signages	3%	617	642
	17	Cleanliness of tracks between platforms	1%	578	650
	18	Cleanliness of foot over bridges	1%	636	683
	19	Cleanliness of track area up to home signal beyond platform	1%	602	617
	20	Functioning of cross and longitudinal waste water drains	2%	505	617
Waste Management	21	Adequate availability of dustbins	10%	707	783
	22	Proper system for collection and disposal of solid waste from trains	0%	641	650
	23	Proper system for collection and disposal of solid waste from stations	0%	634	675
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	571	667
	25	Promptness in removal and disbursement of garbage	3%	588	692
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	605	717
	27	Presence/clearance of unwanted posters/notices	0%	613	692
	28	Storage of scrap items & their prompt disposal	3%	613	642
Toilets	29	Adequate availability of toilet in General	4%	628	675
	30	Adequate availability of toilets in pay and use	0%	581	675
	31	Adequate availability of toilets in Waiting rooms	3%	606	725
	32	Adequate availability of toilets in Circulating area	0%	630	600
	33	Condition of toilets in General	3%	625	700
	34	Condition of toilets in pay and use	0%	620	675
	35	Condition of toilets in Waiting rooms	2%	641	767
	36	Condition of toilets in circulating area	0%	639	683
	37	Availability of water in toilets and in other places for cleaning	4%	622	692
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	657	725
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	632	675
	40	Cleanliness of concourse and circulating area	0%	622	767
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			650
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			750
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			650
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			667
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			750
	10	Final disposal of waste water from the trackside drains			650
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
CUDDAPAH	GUNTAKAL JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	600
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	106
Cleanliness Rank of the Station (in Category)	80
Cleanliness Rank of the Station (in Footfall Class)	49
Cleanliness Rank of the Station (in Zone)	8
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	626
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	597
Infrastructure Adequacy Level	Level 3
Process Compliance Score	661
Process Compliance Level	Level 2



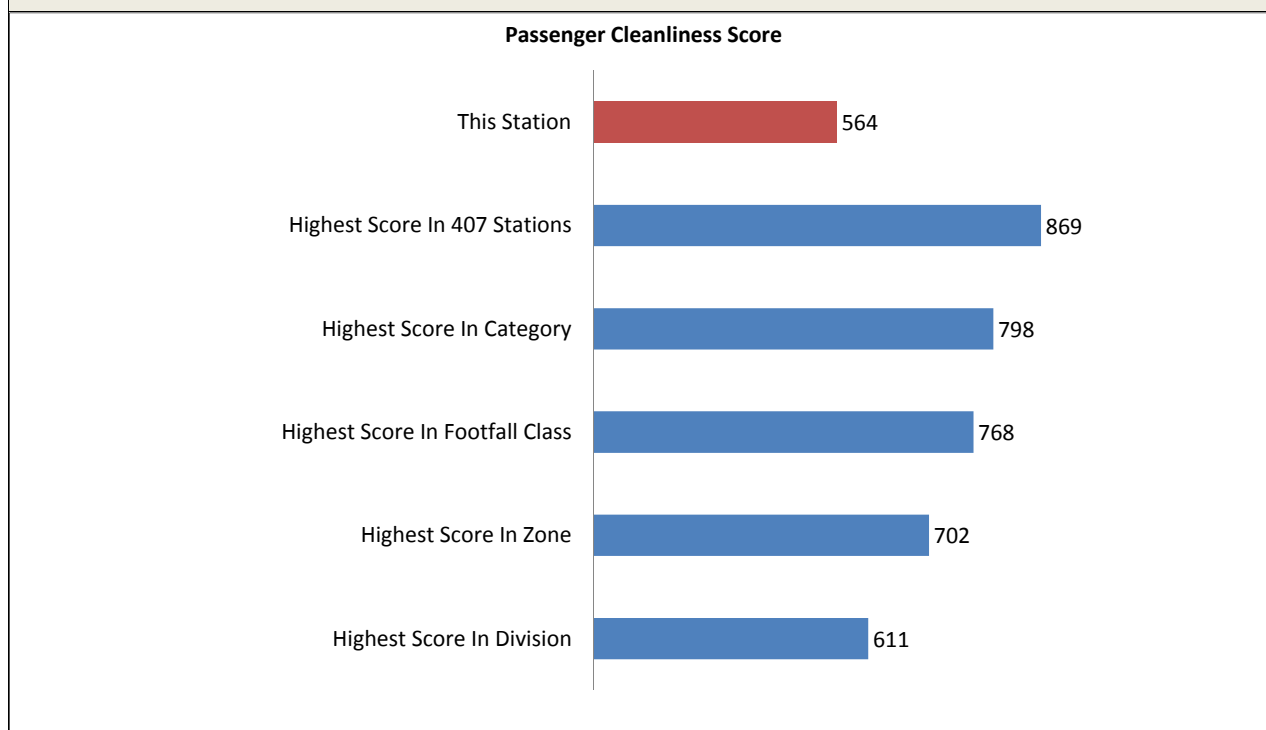
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	98
Observed the enforcement of anti-littering rules	94
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	83
Observed the use of CCTVs for monitoring cleanliness at stations	67
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	623	700
	2	Condition of flooring surface at waiting rooms	1%	611	683
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	568	550
	4	Condition of water booths and water coolers	2%	580	533
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	599	617
	6	Condition of vending stalls including arrangements for waste disposal	2%	585	425
	7	Proper dressing of Electric cables	2%	677	683
	8	Proper dressing of Telecom cables	2%	656	650
	9	Absence of stench in the station premises	12%	625	617
	10	Control of pest and rodent	2%	542	600
	11	Control of flies and mosquitoes	3%	554	583
	12	Stagnation of water in movement areas and non-movement areas	2%	586	617
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	594	667
	14	Cleanliness and hygiene around vending stalls	3%	621	667
	15	Cleanliness of platform areas	5%	615	667
	16	Cleanliness of advertisement hoardings/signages	3%	588	550
	17	Cleanliness of tracks between platforms	1%	520	517
	18	Cleanliness of foot over bridges	1%	618	650
	19	Cleanliness of track area up to home signal beyond platform	1%	592	617
	20	Functioning of cross and longitudinal waste water drains	2%	554	583
Waste Management	21	Adequate availability of dustbins	10%	628	633
	22	Proper system for collection and disposal of solid waste from trains	0%	584	633
	23	Proper system for collection and disposal of solid waste from stations	0%	610	600
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	603	683
	25	Promptness in removal and disbursement of garbage	3%	604	650
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	592	633
	27	Presence/clearance of unwanted posters/notices	0%	600	633
	28	Storage of scrap items & their prompt disposal	3%	590	600
Toilets	29	Adequate availability of toilet in General	4%	538	573
	30	Adequate availability of toilets in pay and use	0%	607	610
	31	Adequate availability of toilets in Waiting rooms	3%	577	617
	32	Adequate availability of toilets in Circulating area	0%	587	600
	33	Condition of toilets in General	3%	559	607
	34	Condition of toilets in pay and use	0%	610	700
	35	Condition of toilets in Waiting rooms	2%	586	650
	36	Condition of toilets in circulating area	0%	603	680
	37	Availability of water in toilets and in other places for cleaning	4%	592	667
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	604	717
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	590	600
	40	Cleanliness of concourse and circulating area	0%	574	600
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			667
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			667
	3	Adequate supervision for monitoring cleanliness			667
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			667
	5	Performance of service improvement groups (SIG) and their effectiveness			700
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			633
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			633
	10	Final disposal of waste water from the trackside drains			550
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			567
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
TIRUPATI	GUNTAKAL JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	564
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	168
Cleanliness Rank of the Station (in Category)	38
Cleanliness Rank of the Station (in Footfall Class)	24
Cleanliness Rank of the Station (in Zone)	12
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	692
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	776
Infrastructure Adequacy Level	Level 1
Process Compliance Score	737
Process Compliance Level	Level 2



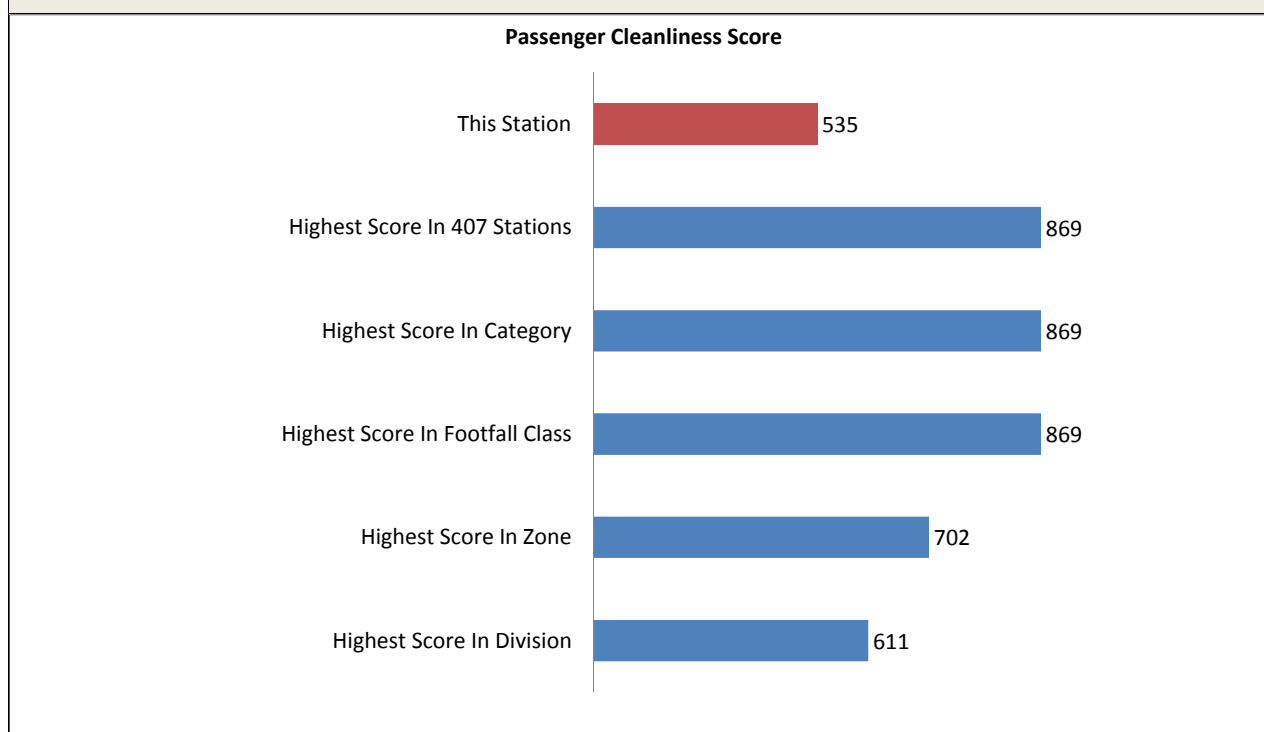
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	98
Observed the enforcement of anti-littering rules	76
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	14
Sensitized cleaning staff about correct practices	71
Observed the use of CCTVs for monitoring cleanliness at stations	57
Availability of Washable CC Apron over tracks at station	86

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	597	756
	2	Condition of flooring surface at waiting rooms	1%	603	759
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	591	567
	4	Condition of water booths and water coolers	2%	558	635
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	587	676
	6	Condition of vending stalls including arrangements for waste disposal	2%	589	730
	7	Proper dressing of Electric cables	2%	635	705
	8	Proper dressing of Telecom cables	2%	612	668
	9	Absence of stench in the station premises	12%	537	678
	10	Control of pest and rodent	2%	507	540
	11	Control of flies and mosquitoes	3%	523	598
	12	Stagnation of water in movement areas and non-movement areas	2%	516	657
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	568	711
	14	Cleanliness and hygiene around vending stalls	3%	602	759
	15	Cleanliness of platform areas	5%	606	787
	16	Cleanliness of advertisement hoardings/signages	3%	612	730
	17	Cleanliness of tracks between platforms	1%	551	708
	18	Cleanliness of foot over bridges	1%	605	773
	19	Cleanliness of track area up to home signal beyond platform	1%	604	675
	20	Functioning of cross and longitudinal waste water drains	2%	498	610
Waste Management	21	Adequate availability of dustbins	10%	582	694
	22	Proper system for collection and disposal of solid waste from trains	0%	597	665
	23	Proper system for collection and disposal of solid waste from stations	0%	609	624
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	551	730
	25	Promptness in removal and disbursement of garbage	3%	570	744
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	581	737
	27	Presence/clearance of unwanted posters/notices	0%	606	751
	28	Storage of scrap items & their prompt disposal	3%	609	708
Toilets	29	Adequate availability of toilet in General	4%	479	587
	30	Adequate availability of toilets in pay and use	0%	520	565
	31	Adequate availability of toilets in Waiting rooms	3%	505	697
	32	Adequate availability of toilets in Circulating area	0%	504	627
	33	Condition of toilets in General	3%	490	616
	34	Condition of toilets in pay and use	0%	534	678
	35	Condition of toilets in Waiting rooms	2%	523	697
	36	Condition of toilets in circulating area	0%	518	595
	37	Availability of water in toilets and in other places for cleaning	4%	550	657
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	589	737
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	583	660
	40	Cleanliness of concourse and circulating area	0%	595	733
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			771
	3	Adequate supervision for monitoring cleanliness			743
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			771
	5	Performance of service improvement groups (SIG) and their effectiveness			833
	6	Usage of recycled water for non potable uses			500
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			714
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			829
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			657
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			829

Name of Station	Division
RENIGUNTA	GUNTAKAL JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	535
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	218
Cleanliness Rank of the Station (in Category)	170
Cleanliness Rank of the Station (in Footfall Class)	97
Cleanliness Rank of the Station (in Zone)	20
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	695
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	684
Infrastructure Adequacy Level	Level 2
Process Compliance Score	656
Process Compliance Level	Level 2



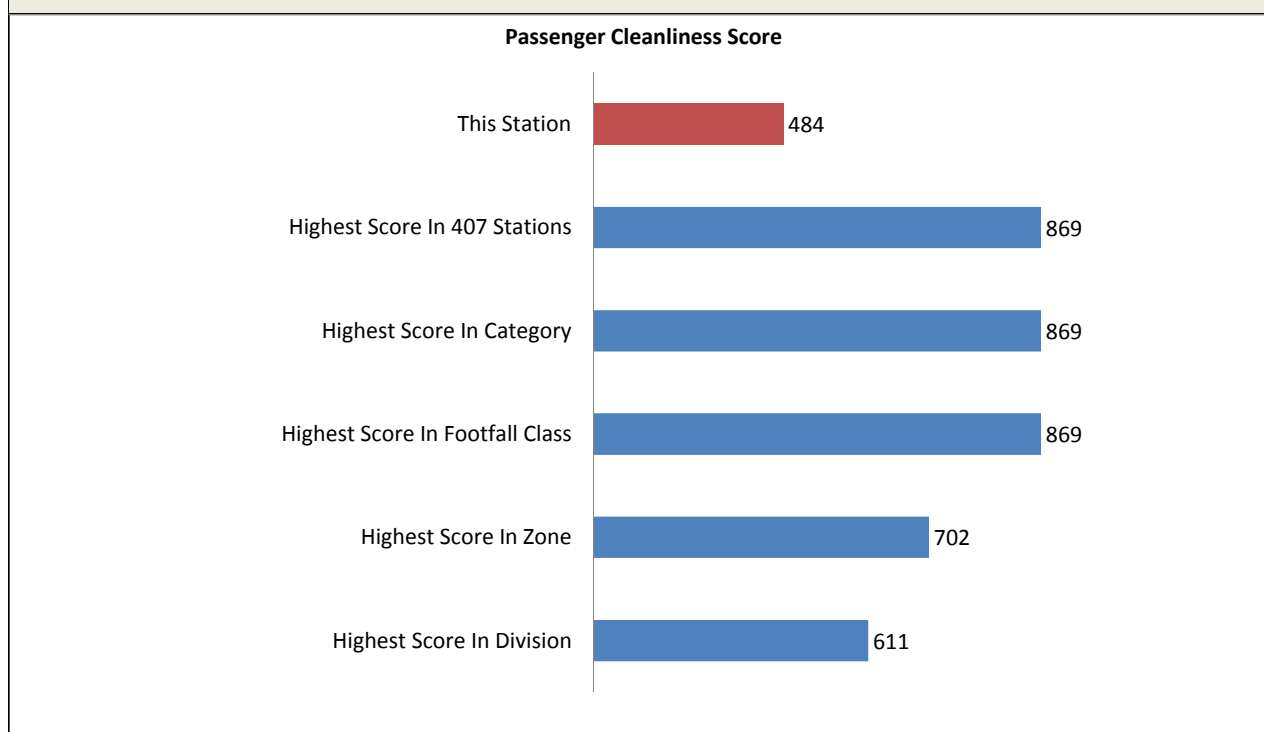
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	98
Observed the enforcement of anti-littering rules	64
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	40
Availability of Washable CC Apron over tracks at station	60

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	553	751
	2	Condition of flooring surface at waiting rooms	1%	549	729
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	528	663
	4	Condition of water booths and water coolers	2%	535	677
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	536	646
	6	Condition of vending stalls including arrangements for waste disposal	2%	516	643
	7	Proper dressing of Electric cables	2%	587	717
	8	Proper dressing of Telecom cables	2%	569	663
	9	Absence of stench in the station premises	12%	568	694
	10	Control of pest and rodent	2%	483	680
	11	Control of flies and mosquitoes	3%	517	660
	12	Stagnation of water in movement areas and non-movement areas	2%	513	689
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	527	611
	14	Cleanliness and hygiene around vending stalls	3%	559	717
	15	Cleanliness of platform areas	5%	542	771
	16	Cleanliness of advertisement hoardings/signages	3%	539	683
	17	Cleanliness of tracks between platforms	1%	510	693
	18	Cleanliness of foot over bridges	1%	555	694
	19	Cleanliness of track area up to home signal beyond platform	1%	509	663
	20	Functioning of cross and longitudinal waste water drains	2%	464	650
Waste Management	21	Adequate availability of dustbins	10%	566	751
	22	Proper system for collection and disposal of solid waste from trains	0%	559	740
	23	Proper system for collection and disposal of solid waste from stations	0%	579	766
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	501	689
	25	Promptness in removal and disbursement of garbage	3%	517	709
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	544	649
	27	Presence/clearance of unwanted posters/notices	0%	537	703
	28	Storage of scrap items & their prompt disposal	3%	530	717
Toilets	29	Adequate availability of toilet in General	4%	479	654
	30	Adequate availability of toilets in pay and use	0%	510	618
	31	Adequate availability of toilets in Waiting rooms	3%	495	614
	32	Adequate availability of toilets in Circulating area	0%	500	674
	33	Condition of toilets in General	3%	472	669
	34	Condition of toilets in pay and use	0%	521	625
	35	Condition of toilets in Waiting rooms	2%	514	717
	36	Condition of toilets in circulating area	0%	485	614
	37	Availability of water in toilets and in other places for cleaning	4%	545	709
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	521	691
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	517	669
	40	Cleanliness of concourse and circulating area	0%	534	703
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			640
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			720
	3	Adequate supervision for monitoring cleanliness			520
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			720
	5	Performance of service improvement groups (SIG) and their effectiveness			680
	6	Usage of recycled water for non potable uses			0
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			650
	8	Condition of carriage watering hydrants including their leakage			680
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			760
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			680
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			640
	13	Condition of Washable CC Apron over tracks at station			680

Name of Station	Division
GUNTAKAL JN.	GUNTAKAL JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	484
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	297
Cleanliness Rank of the Station (in Category)	237
Cleanliness Rank of the Station (in Footfall Class)	134
Cleanliness Rank of the Station (in Zone)	28
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	737
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	629
Infrastructure Adequacy Level	Level 2
Process Compliance Score	728
Process Compliance Level	Level 2



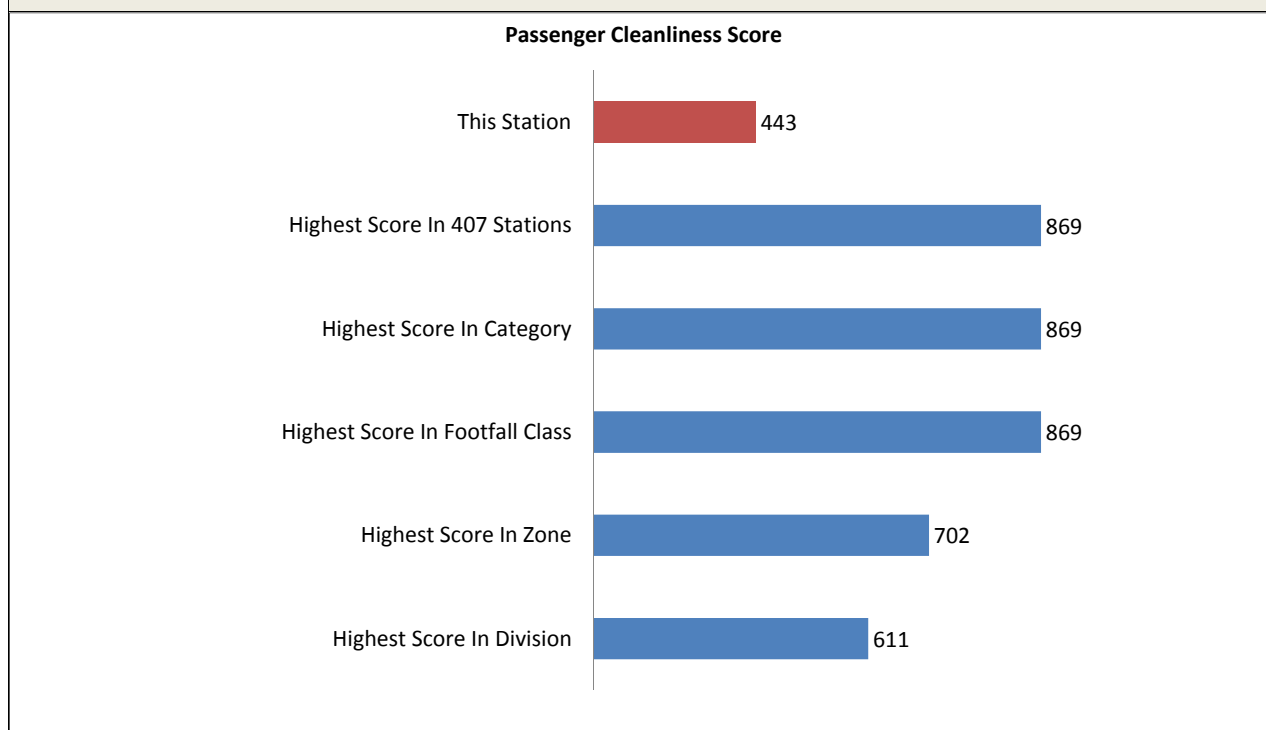
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	97
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	508	721
	2	Condition of flooring surface at waiting rooms	1%	501	761
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	484	800
	4	Condition of water booths and water coolers	2%	490	775
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	484	771
	6	Condition of vending stalls including arrangements for waste disposal	2%	495	736
	7	Proper dressing of Electric cables	2%	484	746
	8	Proper dressing of Telecom cables	2%	470	732
	9	Absence of stench in the station premises	12%	407	664
	10	Control of pest and rodent	2%	404	679
	11	Control of flies and mosquitoes	3%	409	743
	12	Stagnation of water in movement areas and non-movement areas	2%	481	679
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	528	811
	14	Cleanliness and hygiene around vending stalls	3%	577	761
	15	Cleanliness of platform areas	5%	557	732
	16	Cleanliness of advertisement hoardings/signages	3%	472	736
	17	Cleanliness of tracks between platforms	1%	554	718
	18	Cleanliness of foot over bridges	1%	524	761
	19	Cleanliness of track area up to home signal beyond platform	1%	505	796
	20	Functioning of cross and longitudinal waste water drains	2%	464	654
Waste Management	21	Adequate availability of dustbins	10%	457	761
	22	Proper system for collection and disposal of solid waste from trains	0%	485	800
	23	Proper system for collection and disposal of solid waste from stations	0%	493	786
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	512	746
	25	Promptness in removal and disbursement of garbage	3%	568	775
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	500	757
	27	Presence/clearance of unwanted posters/notices	0%	482	693
	28	Storage of scrap items & their prompt disposal	3%	469	775
Toilets	29	Adequate availability of toilet in General	4%	476	743
	30	Adequate availability of toilets in pay and use	0%	481	721
	31	Adequate availability of toilets in Waiting rooms	3%	470	771
	32	Adequate availability of toilets in Circulating area	0%	505	743
	33	Condition of toilets in General	3%	541	692
	34	Condition of toilets in pay and use	0%	540	757
	35	Condition of toilets in Waiting rooms	2%	567	764
	36	Condition of toilets in circulating area	0%	555	775
	37	Availability of water in toilets and in other places for cleaning	4%	516	786
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	484	721
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	488	771
	40	Cleanliness of concourse and circulating area	0%	559	761
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			750
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			750
	3	Adequate supervision for monitoring cleanliness			700
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			750
	5	Performance of service improvement groups (SIG) and their effectiveness			750
	6	Usage of recycled water for non potable uses			667
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			550
	8	Condition of carriage watering hydrants including their leakage			550
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			700
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
ANANTAPUR	GUNTAKAL JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	443
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	342
Cleanliness Rank of the Station (in Category)	273
Cleanliness Rank of the Station (in Footfall Class)	156
Cleanliness Rank of the Station (in Zone)	32
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	627
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	574
Infrastructure Adequacy Level	Level 3
Process Compliance Score	700
Process Compliance Level	Level 2



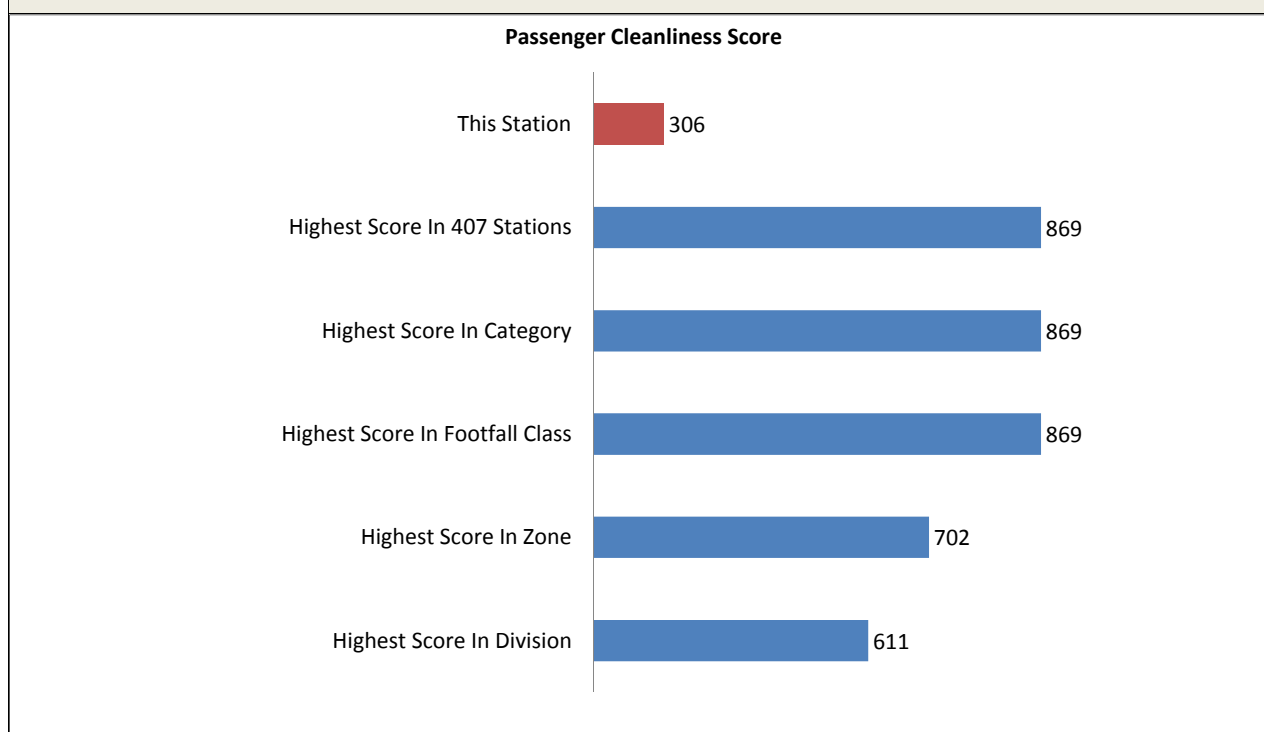
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	100
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	50

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	468	700
	2	Condition of flooring surface at waiting rooms	1%	479	742
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	461	617
	4	Condition of water booths and water coolers	2%	473	717
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	450	642
	6	Condition of vending stalls including arrangements for waste disposal	2%	462	692
	7	Proper dressing of Electric cables	2%	456	650
	8	Proper dressing of Telecom cables	2%	452	675
	9	Absence of stench in the station premises	12%	394	517
	10	Control of pest and rodent	2%	385	508
	11	Control of flies and mosquitoes	3%	359	400
	12	Stagnation of water in movement areas and non-movement areas	2%	443	633
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	444	625
	14	Cleanliness and hygiene around vending stalls	3%	461	642
	15	Cleanliness of platform areas	5%	443	650
	16	Cleanliness of advertisement hoardings/signages	3%	465	650
	17	Cleanliness of tracks between platforms	1%	461	700
	18	Cleanliness of foot over bridges	1%	460	675
	19	Cleanliness of track area up to home signal beyond platform	1%	471	633
	20	Functioning of cross and longitudinal waste water drains	2%	441	650
Waste Management	21	Adequate availability of dustbins	10%	418	600
	22	Proper system for collection and disposal of solid waste from trains	0%	463	675
	23	Proper system for collection and disposal of solid waste from stations	0%	457	675
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	448	558
	25	Promptness in removal and disbursement of garbage	3%	468	675
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	459	675
	27	Presence/clearance of unwanted posters/notices	0%	470	692
	28	Storage of scrap items & their prompt disposal	3%	464	625
Toilets	29	Adequate availability of toilet in General	4%	466	717
	30	Adequate availability of toilets in pay and use	0%	455	592
	31	Adequate availability of toilets in Waiting rooms	3%	438	633
	32	Adequate availability of toilets in Circulating area	0%	475	683
	33	Condition of toilets in General	3%	464	633
	34	Condition of toilets in pay and use	0%	471	658
	35	Condition of toilets in Waiting rooms	2%	503	700
	36	Condition of toilets in circulating area	0%	493	692
	37	Availability of water in toilets and in other places for cleaning	4%	461	642
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	467	625
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	470	717
	40	Cleanliness of concourse and circulating area	0%	463	733
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			750
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			750
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			650
	5	Performance of service improvement groups (SIG) and their effectiveness			750
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			400
	8	Condition of carriage watering hydrants including their leakage			500
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			650
	10	Final disposal of waste water from the trackside drains			500
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			667
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
RAICHUR	GUNTAKAL JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	306
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	404
Cleanliness Rank of the Station (in Category)	329
Cleanliness Rank of the Station (in Footfall Class)	181
Cleanliness Rank of the Station (in Zone)	36
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	788
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	799
Infrastructure Adequacy Level	Level 1
Process Compliance Score	829
Process Compliance Level	Level 1



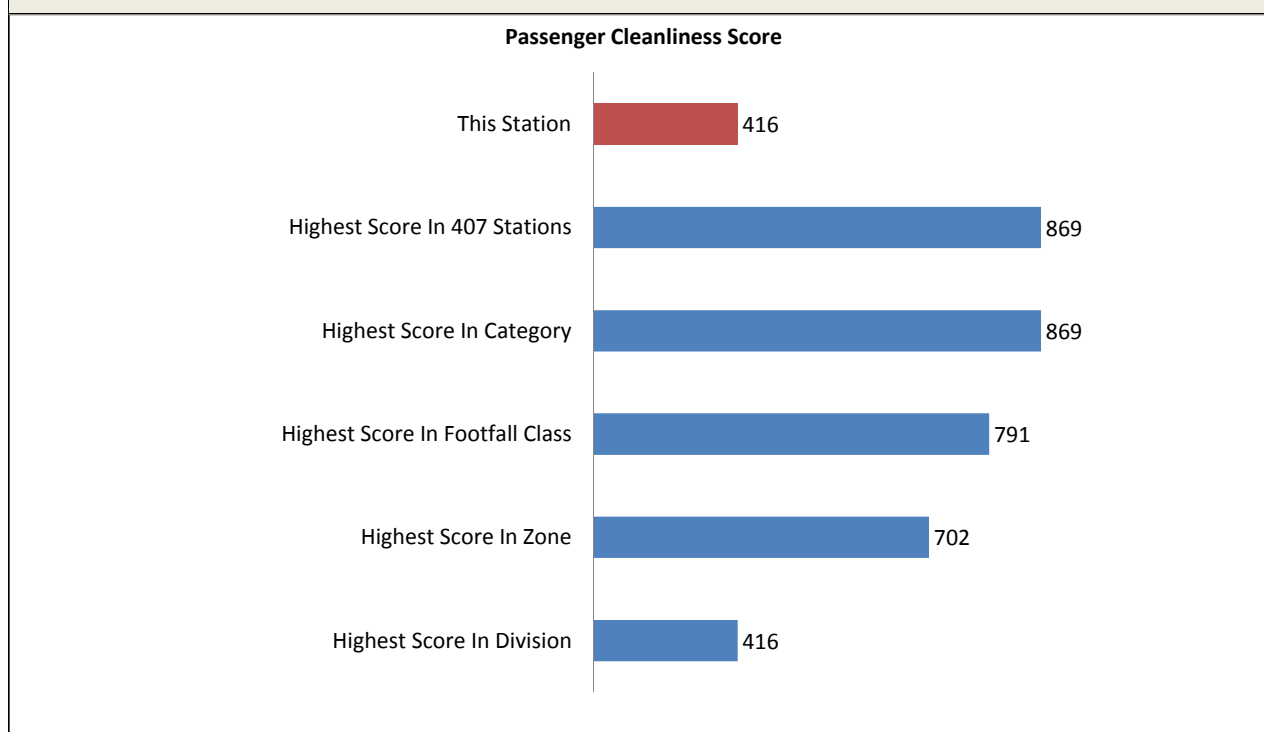
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	89
Observed the enforcement of anti-littering rules	13
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	91
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	36

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	357	800
	2	Condition of flooring surface at waiting rooms	1%	357	836
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	323	782
	4	Condition of water booths and water coolers	2%	302	764
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	303	764
	6	Condition of vending stalls including arrangements for waste disposal	2%	303	745
	7	Proper dressing of Electric cables	2%	356	745
	8	Proper dressing of Telecom cables	2%	345	745
	9	Absence of stench in the station premises	12%	277	780
	10	Control of pest and rodent	2%	262	782
	11	Control of flies and mosquitoes	3%	265	800
	12	Stagnation of water in movement areas and non-movement areas	2%	266	760
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	275	800
	14	Cleanliness and hygiene around vending stalls	3%	318	800
	15	Cleanliness of platform areas	5%	362	836
	16	Cleanliness of advertisement hoardings/signages	3%	299	764
	17	Cleanliness of tracks between platforms	1%	317	855
	18	Cleanliness of foot over bridges	1%	328	800
	19	Cleanliness of track area up to home signal beyond platform	1%	283	800
	20	Functioning of cross and longitudinal waste water drains	2%	253	782
Waste Management	21	Adequate availability of dustbins	10%	358	800
	22	Proper system for collection and disposal of solid waste from trains	0%	318	760
	23	Proper system for collection and disposal of solid waste from stations	0%	305	745
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	262	820
	25	Promptness in removal and disbursement of garbage	3%	286	818
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	298	782
	27	Presence/clearance of unwanted posters/notices	0%	288	764
	28	Storage of scrap items & their prompt disposal	3%	285	782
Toilets	29	Adequate availability of toilet in General	4%	264	764
	30	Adequate availability of toilets in pay and use	0%	287	727
	31	Adequate availability of toilets in Waiting rooms	3%	276	782
	32	Adequate availability of toilets in Circulating area	0%	278	760
	33	Condition of toilets in General	3%	272	745
	34	Condition of toilets in pay and use	0%	291	745
	35	Condition of toilets in Waiting rooms	2%	286	836
	36	Condition of toilets in circulating area	0%	294	780
	37	Availability of water in toilets and in other places for cleaning	4%	282	782
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	361	800
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	301	800
	40	Cleanliness of concourse and circulating area	0%	346	855
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			855
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			836
	5	Performance of service improvement groups (SIG) and their effectiveness			836
	6	Usage of recycled water for non potable uses			844
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			780
	8	Condition of carriage watering hydrants including their leakage			764
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			782
	10	Final disposal of waste water from the trackside drains			782
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			844
	13	Condition of Washable CC Apron over tracks at station			844

Name of Station	Division
GUNTUR JN.	GUNTUR JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	416
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	368
Cleanliness Rank of the Station (in Category)	295
Cleanliness Rank of the Station (in Footfall Class)	123
Cleanliness Rank of the Station (in Zone)	35
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	545
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	646
Infrastructure Adequacy Level	Level 2
Process Compliance Score	706
Process Compliance Level	Level 2



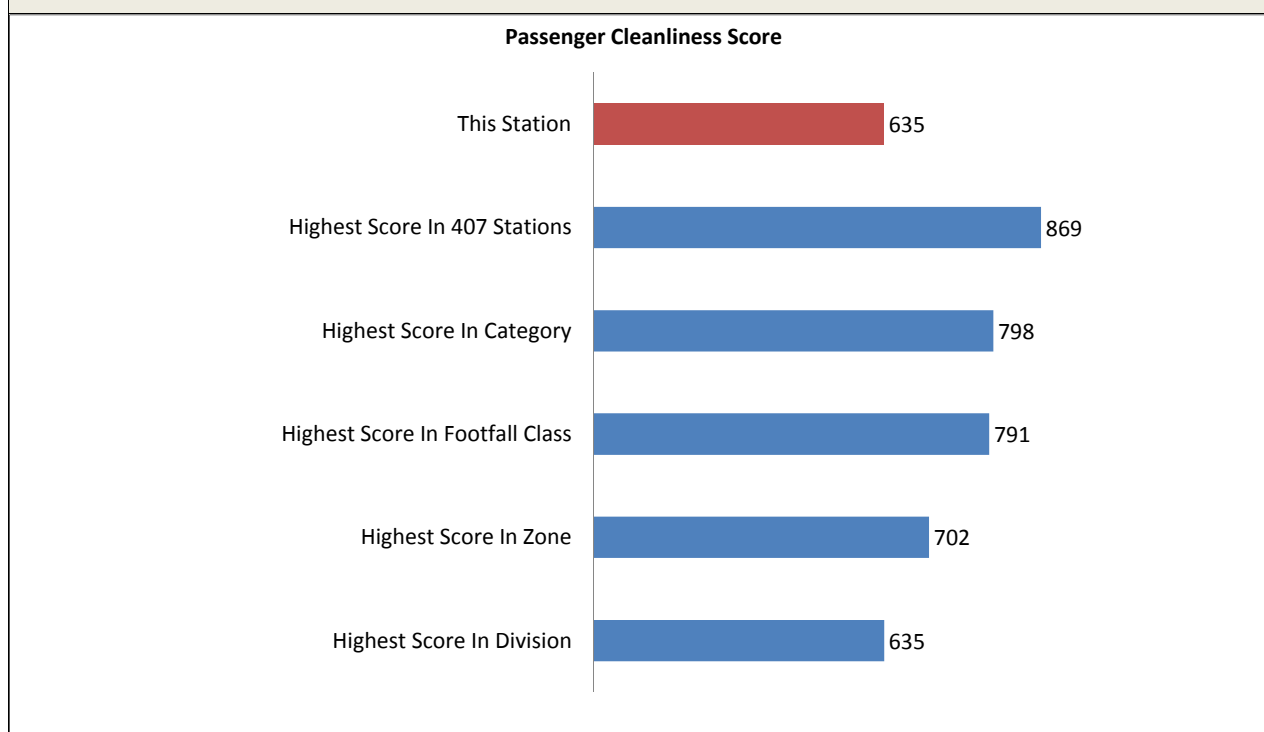
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	88
Observed the enforcement of anti-littering rules	37
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	17
Sensitized cleaning staff about correct practices	83
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	17

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	444	517
	2	Condition of flooring surface at waiting rooms	1%	432	642
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	427	467
	4	Condition of water booths and water coolers	2%	412	592
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	431	550
	6	Condition of vending stalls including arrangements for waste disposal	2%	429	583
	7	Proper dressing of Electric cables	2%	426	525
	8	Proper dressing of Telecom cables	2%	420	583
	9	Absence of stench in the station premises	12%	387	475
	10	Control of pest and rodent	2%	335	400
	11	Control of flies and mosquitoes	3%	339	450
	12	Stagnation of water in movement areas and non-movement areas	2%	397	533
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	395	500
	14	Cleanliness and hygiene around vending stalls	3%	449	575
	15	Cleanliness of platform areas	5%	446	583
	16	Cleanliness of advertisement hoardings/signages	3%	441	550
	17	Cleanliness of tracks between platforms	1%	436	583
	18	Cleanliness of foot over bridges	1%	440	608
	19	Cleanliness of track area up to home signal beyond platform	1%	426	567
	20	Functioning of cross and longitudinal waste water drains	2%	374	467
Waste Management	21	Adequate availability of dustbins	10%	435	600
	22	Proper system for collection and disposal of solid waste from trains	0%	426	550
	23	Proper system for collection and disposal of solid waste from stations	0%	430	633
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	403	533
	25	Promptness in removal and disbursement of garbage	3%	427	525
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	411	508
	27	Presence/clearance of unwanted posters/notices	0%	426	642
	28	Storage of scrap items & their prompt disposal	3%	426	625
Toilets	29	Adequate availability of toilet in General	4%	387	500
	30	Adequate availability of toilets in pay and use	0%	405	500
	31	Adequate availability of toilets in Waiting rooms	3%	417	542
	32	Adequate availability of toilets in Circulating area	0%	401	530
	33	Condition of toilets in General	3%	410	560
	34	Condition of toilets in pay and use	0%	417	550
	35	Condition of toilets in Waiting rooms	2%	431	575
	36	Condition of toilets in circulating area	0%	426	533
	37	Availability of water in toilets and in other places for cleaning	4%	425	617
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	438	592
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	429	545
	40	Cleanliness of concourse and circulating area	0%	442	550
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			733
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			767
	3	Adequate supervision for monitoring cleanliness			667
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			733
	5	Performance of service improvement groups (SIG) and their effectiveness			733
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			667
	8	Condition of carriage watering hydrants including their leakage			720
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			633
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			500
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
KACHEGUDA	HYDERABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	635
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	66
Cleanliness Rank of the Station (in Category)	15
Cleanliness Rank of the Station (in Footfall Class)	21
Cleanliness Rank of the Station (in Zone)	2
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	669
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	790
Infrastructure Adequacy Level	Level 1
Process Compliance Score	806
Process Compliance Level	Level 1



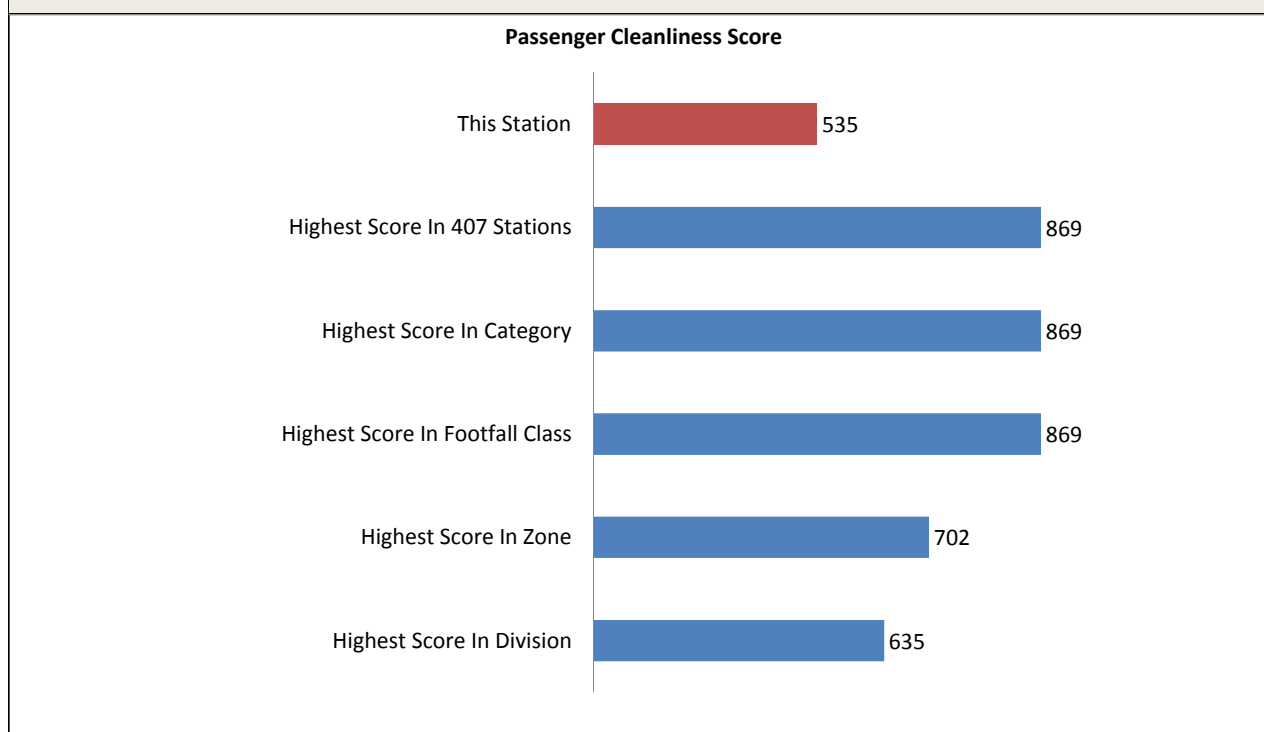
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	97
Observed the enforcement of anti-littering rules	78
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	633	733
	2	Condition of flooring surface at waiting rooms	1%	635	717
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	629	683
	4	Condition of water booths and water coolers	2%	622	683
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	625	683
	6	Condition of vending stalls including arrangements for waste disposal	2%	627	650
	7	Proper dressing of Electric cables	2%	675	683
	8	Proper dressing of Telecom cables	2%	679	683
	9	Absence of stench in the station premises	12%	652	633
	10	Control of pest and rodent	2%	628	650
	11	Control of flies and mosquitoes	3%	617	683
	12	Stagnation of water in movement areas and non-movement areas	2%	619	650
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	629	667
	14	Cleanliness and hygiene around vending stalls	3%	612	650
	15	Cleanliness of platform areas	5%	618	667
	16	Cleanliness of advertisement hoardings/signages	3%	632	683
	17	Cleanliness of tracks between platforms	1%	607	683
	18	Cleanliness of foot over bridges	1%	619	700
	19	Cleanliness of track area up to home signal beyond platform	1%	623	683
	20	Functioning of cross and longitudinal waste water drains	2%	610	650
Waste Management	21	Adequate availability of dustbins	10%	657	633
	22	Proper system for collection and disposal of solid waste from trains	0%	634	700
	23	Proper system for collection and disposal of solid waste from stations	0%	645	683
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	621	650
	25	Promptness in removal and disbursement of garbage	3%	620	667
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	627	700
	27	Presence/clearance of unwanted posters/notices	0%	623	650
	28	Storage of scrap items & their prompt disposal	3%	635	683
Toilets	29	Adequate availability of toilet in General	4%	653	650
	30	Adequate availability of toilets in pay and use	0%	640	650
	31	Adequate availability of toilets in Waiting rooms	3%	640	683
	32	Adequate availability of toilets in Circulating area	0%	619	633
	33	Condition of toilets in General	3%	617	650
	34	Condition of toilets in pay and use	0%	618	700
	35	Condition of toilets in Waiting rooms	2%	627	667
	36	Condition of toilets in circulating area	0%	617	667
	37	Availability of water in toilets and in other places for cleaning	4%	634	700
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	621	667
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	630	717
	40	Cleanliness of concourse and circulating area	0%	627	650
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			833
	3	Adequate supervision for monitoring cleanliness			767
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			833
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			767
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			767
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
NIZAMABAD	HYDERABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	535
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	219
Cleanliness Rank of the Station (in Category)	171
Cleanliness Rank of the Station (in Footfall Class)	98
Cleanliness Rank of the Station (in Zone)	21
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	647
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	669
Infrastructure Adequacy Level	Level 2
Process Compliance Score	667
Process Compliance Level	Level 2



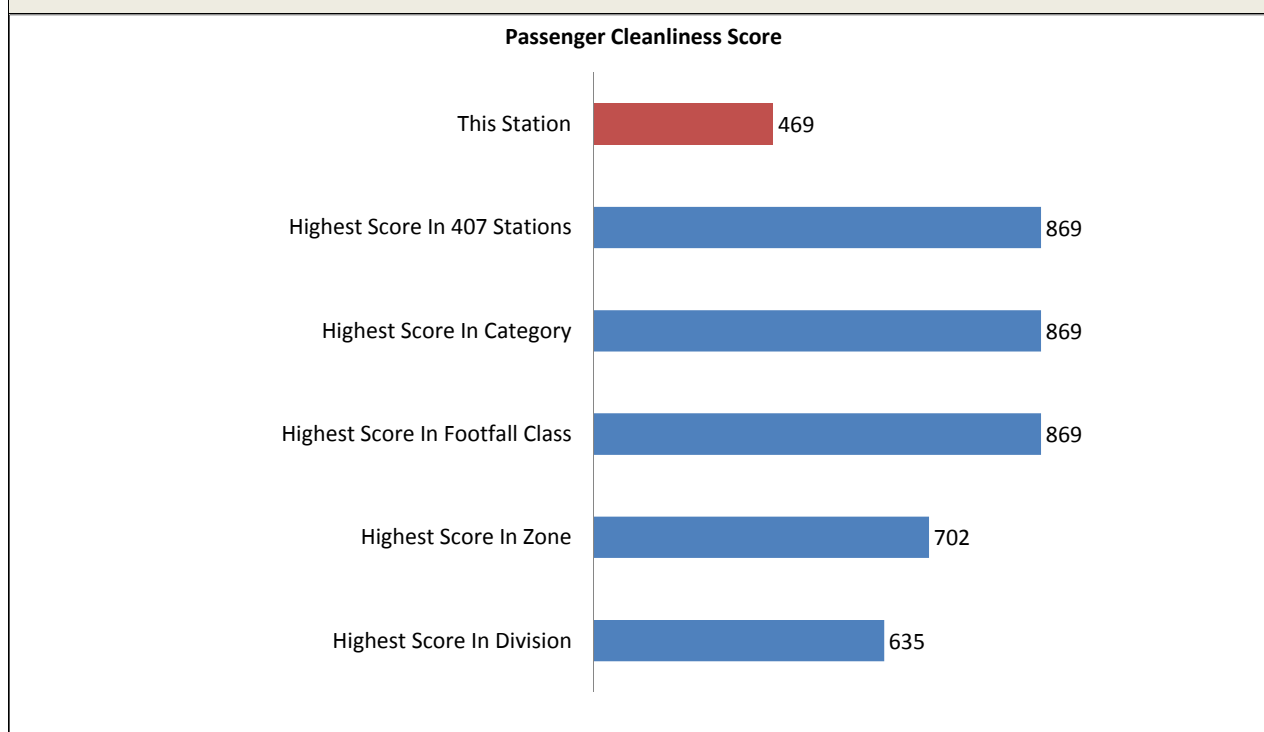
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	47
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	20
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	528	646
	2	Condition of flooring surface at waiting rooms	1%	541	611
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	550	743
	4	Condition of water booths and water coolers	2%	537	674
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	546	640
	6	Condition of vending stalls including arrangements for waste disposal	2%	552	666
	7	Proper dressing of Electric cables	2%	569	683
	8	Proper dressing of Telecom cables	2%	572	703
	9	Absence of stench in the station premises	12%	487	640
	10	Control of pest and rodent	2%	599	669
	11	Control of flies and mosquitoes	3%	536	634
	12	Stagnation of water in movement areas and non-movement areas	2%	531	626
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	537	646
	14	Cleanliness and hygiene around vending stalls	3%	521	703
	15	Cleanliness of platform areas	5%	547	694
	16	Cleanliness of advertisement hoardings/signages	3%	569	689
	17	Cleanliness of tracks between platforms	1%	530	614
	18	Cleanliness of foot over bridges	1%	551	694
	19	Cleanliness of track area up to home signal beyond platform	1%	574	689
	20	Functioning of cross and longitudinal waste water drains	2%	524	631
Waste Management	21	Adequate availability of dustbins	10%	496	606
	22	Proper system for collection and disposal of solid waste from trains	0%	567	643
	23	Proper system for collection and disposal of solid waste from stations	0%	563	760
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	564	611
	25	Promptness in removal and disbursement of garbage	3%	541	614
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	561	703
	27	Presence/clearance of unwanted posters/notices	0%	549	634
	28	Storage of scrap items & their prompt disposal	3%	568	669
Toilets	29	Adequate availability of toilet in General	4%	596	650
	30	Adequate availability of toilets in pay and use	0%	515	714
	31	Adequate availability of toilets in Waiting rooms	3%	509	577
	32	Adequate availability of toilets in Circulating area	0%	518	583
	33	Condition of toilets in General	3%	533	617
	34	Condition of toilets in pay and use	0%	522	597
	35	Condition of toilets in Waiting rooms	2%	520	674
	36	Condition of toilets in circulating area	0%	526	654
	37	Availability of water in toilets and in other places for cleaning	4%	543	626
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	540	654
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	540	591
	40	Cleanliness of concourse and circulating area	0%	547	626
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			640
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			640
	3	Adequate supervision for monitoring cleanliness			720
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			640
	5	Performance of service improvement groups (SIG) and their effectiveness			720
	6	Usage of recycled water for non potable uses			640
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			640
	8	Condition of carriage watering hydrants including their leakage			640
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			680
	10	Final disposal of waste water from the trackside drains			640
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			720
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			720
	13	Condition of Washable CC Apron over tracks at station			640

Name of Station	Division
KURNOOL TOWN	HYDERABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	469
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	315
Cleanliness Rank of the Station (in Category)	250
Cleanliness Rank of the Station (in Footfall Class)	140
Cleanliness Rank of the Station (in Zone)	30
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	557
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	589
Infrastructure Adequacy Level	Level 3
Process Compliance Score	593
Process Compliance Level	Level 3



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	100
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

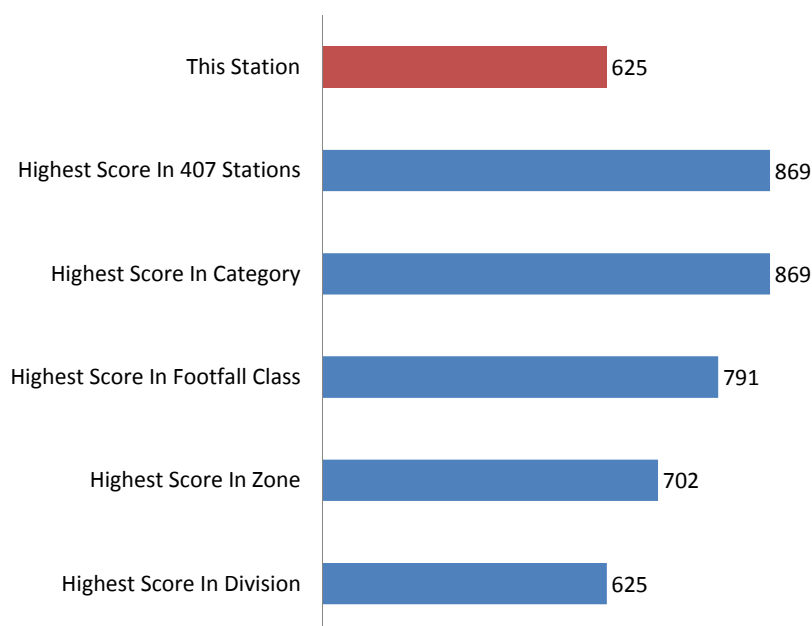
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	479	603
	2	Condition of flooring surface at waiting rooms	1%	490	567
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	482	587
	4	Condition of water booths and water coolers	2%	489	587
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	482	603
	6	Condition of vending stalls including arrangements for waste disposal	2%	488	587
	7	Proper dressing of Electric cables	2%	482	583
	8	Proper dressing of Telecom cables	2%	478	600
	9	Absence of stench in the station premises	12%	400	457
	10	Control of pest and rodent	2%	420	500
	11	Control of flies and mosquitoes	3%	446	457
	12	Stagnation of water in movement areas and non-movement areas	2%	488	500
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	489	590
	14	Cleanliness and hygiene around vending stalls	3%	499	643
	15	Cleanliness of platform areas	5%	475	533
	16	Cleanliness of advertisement hoardings/signages	3%	483	587
	17	Cleanliness of tracks between platforms	1%	476	553
	18	Cleanliness of foot over bridges	1%	473	587
	19	Cleanliness of track area up to home signal beyond platform	1%	475	590
	20	Functioning of cross and longitudinal waste water drains	2%	502	580
Waste Management	21	Adequate availability of dustbins	10%	452	550
	22	Proper system for collection and disposal of solid waste from trains	0%	479	603
	23	Proper system for collection and disposal of solid waste from stations	0%	475	603
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	489	570
	25	Promptness in removal and disbursement of garbage	3%	499	590
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	486	530
	27	Presence/clearance of unwanted posters/notices	0%	473	570
	28	Storage of scrap items & their prompt disposal	3%	492	587
Toilets	29	Adequate availability of toilet in General	4%	481	550
	30	Adequate availability of toilets in pay and use	0%	498	600
	31	Adequate availability of toilets in Waiting rooms	3%	498	517
	32	Adequate availability of toilets in Circulating area	0%	500	603
	33	Condition of toilets in General	3%	488	620
	34	Condition of toilets in pay and use	0%	473	603
	35	Condition of toilets in Waiting rooms	2%	495	620
	36	Condition of toilets in circulating area	0%	485	587
	37	Availability of water in toilets and in other places for cleaning	4%	468	630
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	475	623
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	491	563
	40	Cleanliness of concourse and circulating area	0%	483	607
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			520
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			640
	3	Adequate supervision for monitoring cleanliness			640
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			560
	5	Performance of service improvement groups (SIG) and their effectiveness			560
	6	Usage of recycled water for non potable uses			640
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			560
	8	Condition of carriage watering hydrants including their leakage			560
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			680
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			560
	13	Condition of Washable CC Apron over tracks at station			560

Name of Station	Division
NANDED	NANDED
Passenger Cleanliness Score	
Passenger Cleanliness Score	625
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	74
Cleanliness Rank of the Station (in Category)	57
Cleanliness Rank of the Station (in Footfall Class)	24
Cleanliness Rank of the Station (in Zone)	3
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	713
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	690
Infrastructure Adequacy Level	Level 2
Process Compliance Score	761
Process Compliance Level	Level 1

Passenger Cleanliness Score



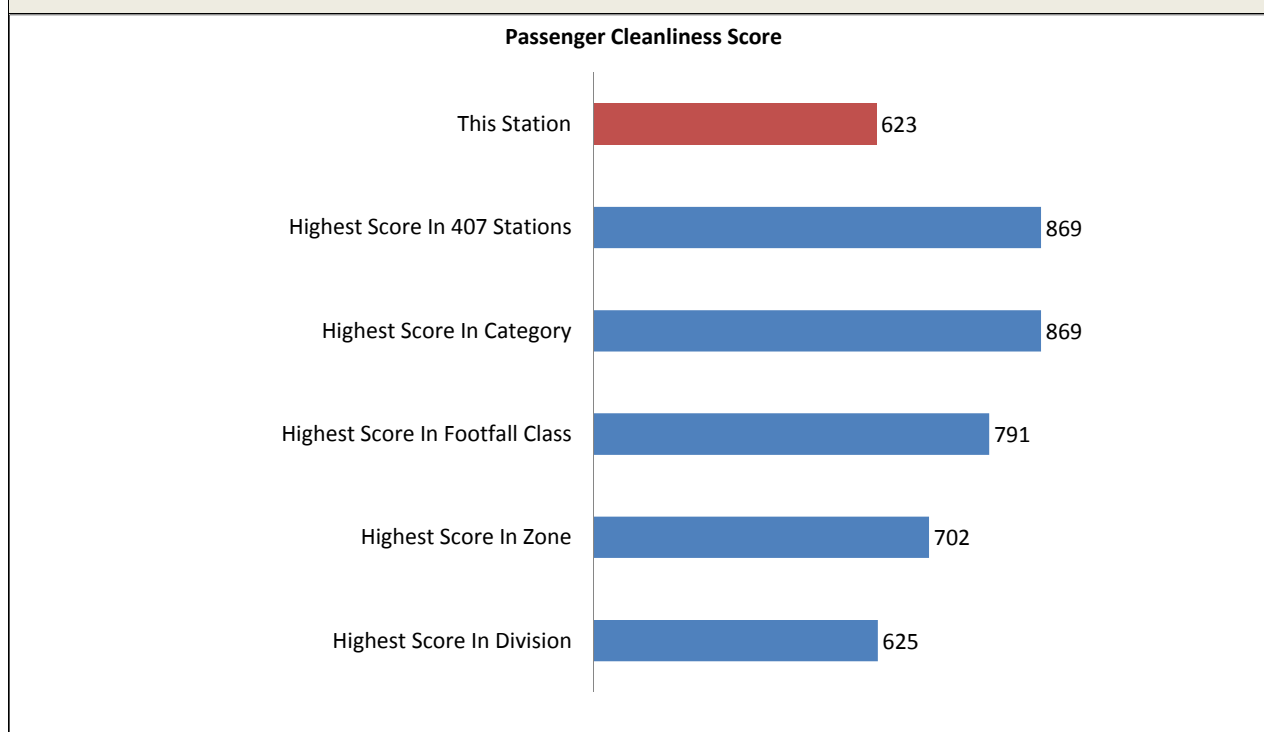
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	85
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	83
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	657	750
	2	Condition of flooring surface at waiting rooms	1%	652	800
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	621	717
	4	Condition of water booths and water coolers	2%	620	733
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	610	733
	6	Condition of vending stalls including arrangements for waste disposal	2%	628	717
	7	Proper dressing of Electric cables	2%	623	717
	8	Proper dressing of Telecom cables	2%	656	717
	9	Absence of stench in the station premises	12%	601	683
	10	Control of pest and rodent	2%	597	583
	11	Control of flies and mosquitoes	3%	641	650
	12	Stagnation of water in movement areas and non-movement areas	2%	632	560
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	632	767
	14	Cleanliness and hygiene around vending stalls	3%	629	683
	15	Cleanliness of platform areas	5%	639	750
	16	Cleanliness of advertisement hoardings/signages	3%	611	667
	17	Cleanliness of tracks between platforms	1%	650	750
	18	Cleanliness of foot over bridges	1%	636	733
	19	Cleanliness of track area up to home signal beyond platform	1%	622	583
	20	Functioning of cross and longitudinal waste water drains	2%	642	683
Waste Management	21	Adequate availability of dustbins	10%	602	750
	22	Proper system for collection and disposal of solid waste from trains	0%	630	667
	23	Proper system for collection and disposal of solid waste from stations	0%	613	750
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	628	650
	25	Promptness in removal and disbursement of garbage	3%	638	700
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	637	667
	27	Presence/clearance of unwanted posters/notices	0%	628	683
	28	Storage of scrap items & their prompt disposal	3%	652	683
Toilets	29	Adequate availability of toilet in General	4%	608	683
	30	Adequate availability of toilets in pay and use	0%	626	733
	31	Adequate availability of toilets in Waiting rooms	3%	624	767
	32	Adequate availability of toilets in Circulating area	0%	630	540
	33	Condition of toilets in General	3%	640	717
	34	Condition of toilets in pay and use	0%	641	700
	35	Condition of toilets in Waiting rooms	2%	641	767
	36	Condition of toilets in circulating area	0%	625	560
	37	Availability of water in toilets and in other places for cleaning	4%	638	767
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	625	783
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	625	783
	40	Cleanliness of concourse and circulating area	0%	655	733
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		667	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		733	
	3	Adequate supervision for monitoring cleanliness		800	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		833	
	5	Performance of service improvement groups (SIG) and their effectiveness		800	
	6	Usage of recycled water for non potable uses		733	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		700	
	8	Condition of carriage watering hydrants including their leakage		667	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		667	
	10	Final disposal of waste water from the trackside drains		667	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		567	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		767	
	13	Condition of Washable CC Apron over tracks at station		800	

Name of Station	Division
PARBHANI JN.	NANDED
Passenger Cleanliness Score	
Passenger Cleanliness Score	623
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	78
Cleanliness Rank of the Station (in Category)	60
Cleanliness Rank of the Station (in Footfall Class)	25
Cleanliness Rank of the Station (in Zone)	4
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	595
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	619
Infrastructure Adequacy Level	Level 2
Process Compliance Score	605
Process Compliance Level	Level 2



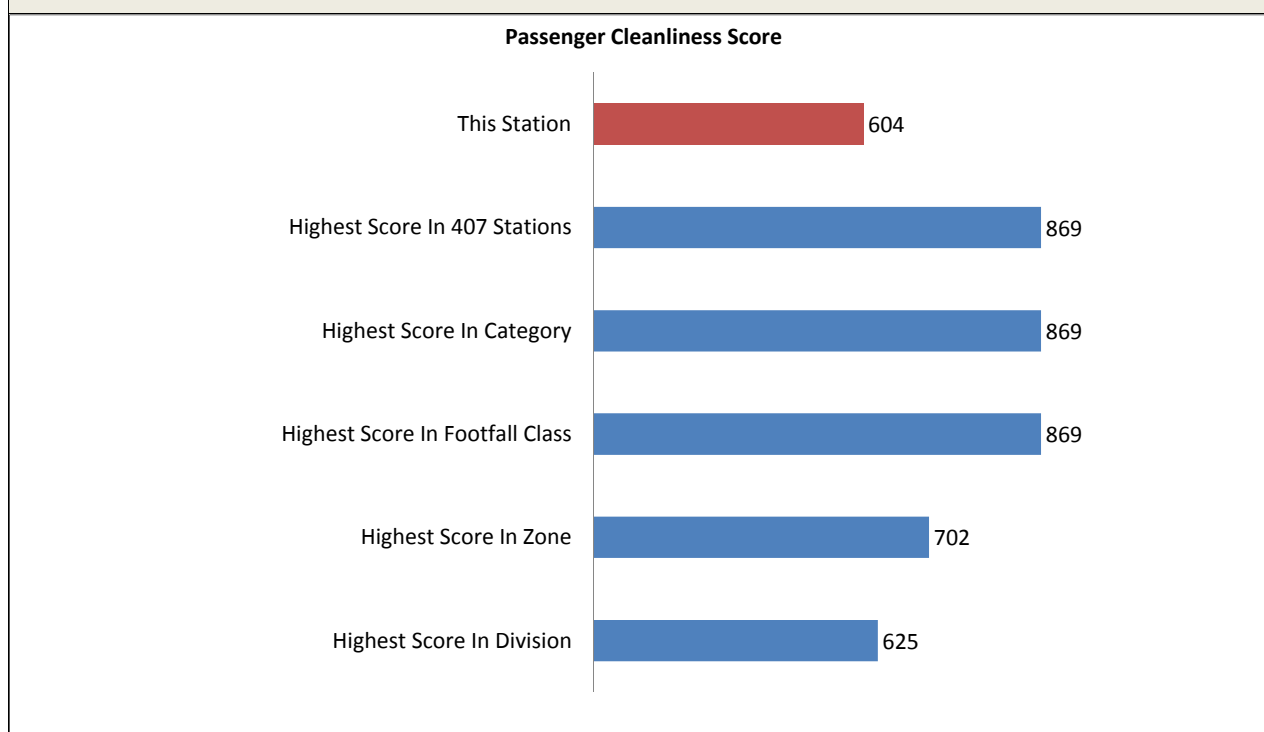
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	92
Observed the enforcement of anti-littering rules	29
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	86
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

1. 'Importance' derived from Passengers' Satisfaction from cleanliness
2. Maximum Score = 1000
3. Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
4. Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	511	563
	2	Condition of flooring surface at waiting rooms	1%	601	634
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	619	546
	4	Condition of water booths and water coolers	2%	528	614
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	704	614
	6	Condition of vending stalls including arrangements for waste disposal	2%	614	526
	7	Proper dressing of Electric cables	2%	708	600
	8	Proper dressing of Telecom cables	2%	594	614
	9	Absence of stench in the station premises	12%	661	633
	10	Control of pest and rodent	2%	605	551
	11	Control of flies and mosquitoes	3%	545	626
	12	Stagnation of water in movement areas and non-movement areas	2%	657	483
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	553	660
	14	Cleanliness and hygiene around vending stalls	3%	664	629
	15	Cleanliness of platform areas	5%	624	634
	16	Cleanliness of advertisement hoardings/signages	3%	673	586
	17	Cleanliness of tracks between platforms	1%	561	603
	18	Cleanliness of foot over bridges	1%	666	654
	19	Cleanliness of track area up to home signal beyond platform	1%	626	571
	20	Functioning of cross and longitudinal waste water drains	2%	599	586
Waste Management	21	Adequate availability of dustbins	10%	693	629
	22	Proper system for collection and disposal of solid waste from trains	0%	539	620
	23	Proper system for collection and disposal of solid waste from stations	0%	620	613
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	612	617
	25	Promptness in removal and disbursement of garbage	3%	604	654
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	561	586
	27	Presence/clearance of unwanted posters/notices	0%	613	691
	28	Storage of scrap items & their prompt disposal	3%	610	583
Toilets	29	Adequate availability of toilet in General	4%	593	520
	30	Adequate availability of toilets in pay and use	0%	512	537
	31	Adequate availability of toilets in Waiting rooms	3%	595	590
	32	Adequate availability of toilets in Circulating area	0%	693	460
	33	Condition of toilets in General	3%	603	520
	34	Condition of toilets in pay and use	0%	509	529
	35	Condition of toilets in Waiting rooms	2%	599	665
	36	Condition of toilets in circulating area	0%	683	523
	37	Availability of water in toilets and in other places for cleaning	4%	600	457
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	695	586
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	615	620
	40	Cleanliness of concourse and circulating area	0%	604	629
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			714
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			657
	5	Performance of service improvement groups (SIG) and their effectiveness			657
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			629
	8	Condition of carriage watering hydrants including their leakage			640
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			657
	10	Final disposal of waste water from the trackside drains			571
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			571
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			667
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
JALNA	NANDED
Passenger Cleanliness Score	604
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	99
Cleanliness Rank of the Station (in Category)	75
Cleanliness Rank of the Station (in Footfall Class)	45
Cleanliness Rank of the Station (in Zone)	7
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	695
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	714
Infrastructure Adequacy Level	Level 2
Process Compliance Score	725
Process Compliance Level	Level 2



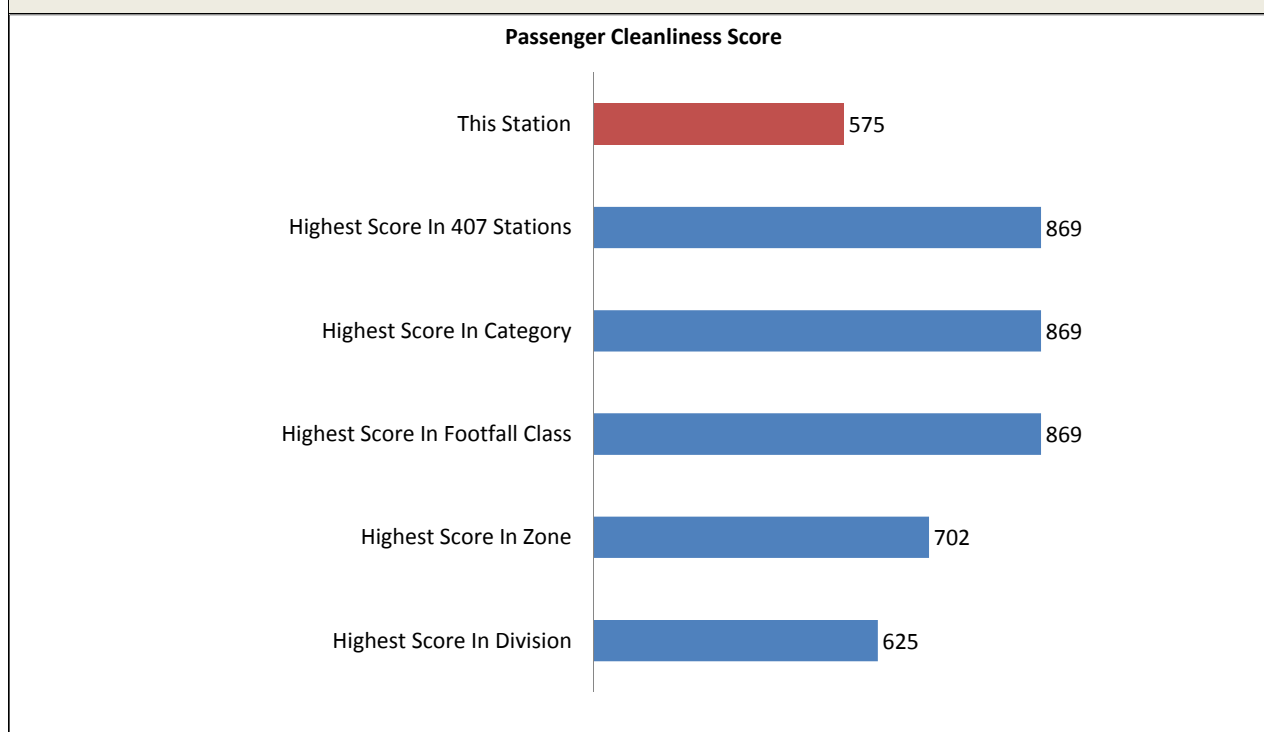
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	88
Observed the enforcement of anti-littering rules	72
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	568	700
	2	Condition of flooring surface at waiting rooms	1%	624	720
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	598	720
	4	Condition of water booths and water coolers	2%	580	770
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	615	705
	6	Condition of vending stalls including arrangements for waste disposal	2%	595	635
	7	Proper dressing of Electric cables	2%	609	760
	8	Proper dressing of Telecom cables	2%	612	753
	9	Absence of stench in the station premises	12%	635	675
	10	Control of pest and rodent	2%	575	647
	11	Control of flies and mosquitoes	3%	551	647
	12	Stagnation of water in movement areas and non-movement areas	2%	608	705
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	583	540
	14	Cleanliness and hygiene around vending stalls	3%	593	700
	15	Cleanliness of platform areas	5%	593	695
	16	Cleanliness of advertisement hoardings/signages	3%	619	565
	17	Cleanliness of tracks between platforms	1%	589	705
	18	Cleanliness of foot over bridges	1%	602	605
	19	Cleanliness of track area up to home signal beyond platform	1%	613	715
	20	Functioning of cross and longitudinal waste water drains	2%	570	655
Waste Management	21	Adequate availability of dustbins	10%	657	750
	22	Proper system for collection and disposal of solid waste from trains	0%	593	650
	23	Proper system for collection and disposal of solid waste from stations	0%	604	770
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	587	705
	25	Promptness in removal and disbursement of garbage	3%	591	675
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	590	675
	27	Presence/clearance of unwanted posters/notices	0%	592	765
	28	Storage of scrap items & their prompt disposal	3%	618	645
Toilets	29	Adequate availability of toilet in General	4%	562	650
	30	Adequate availability of toilets in pay and use	0%	523	795
	31	Adequate availability of toilets in Waiting rooms	3%	577	760
	32	Adequate availability of toilets in Circulating area	0%	621	640
	33	Condition of toilets in General	3%	589	660
	34	Condition of toilets in pay and use	0%	562	775
	35	Condition of toilets in Waiting rooms	2%	594	760
	36	Condition of toilets in circulating area	0%	609	540
	37	Availability of water in toilets and in other places for cleaning	4%	576	795
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	633	750
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	601	730
	40	Cleanliness of concourse and circulating area	0%	611	610
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			750
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			750
	3	Adequate supervision for monitoring cleanliness			650
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			750
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			650
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
NAGARSOL	NANDED
Passenger Cleanliness Score	
Passenger Cleanliness Score	575
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	148
Cleanliness Rank of the Station (in Category)	113
Cleanliness Rank of the Station (in Footfall Class)	68
Cleanliness Rank of the Station (in Zone)	9
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	606
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	600
Infrastructure Adequacy Level	Level 2
Process Compliance Score	
Process Compliance Score	600
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	92
Observed the enforcement of anti-littering rules	19
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

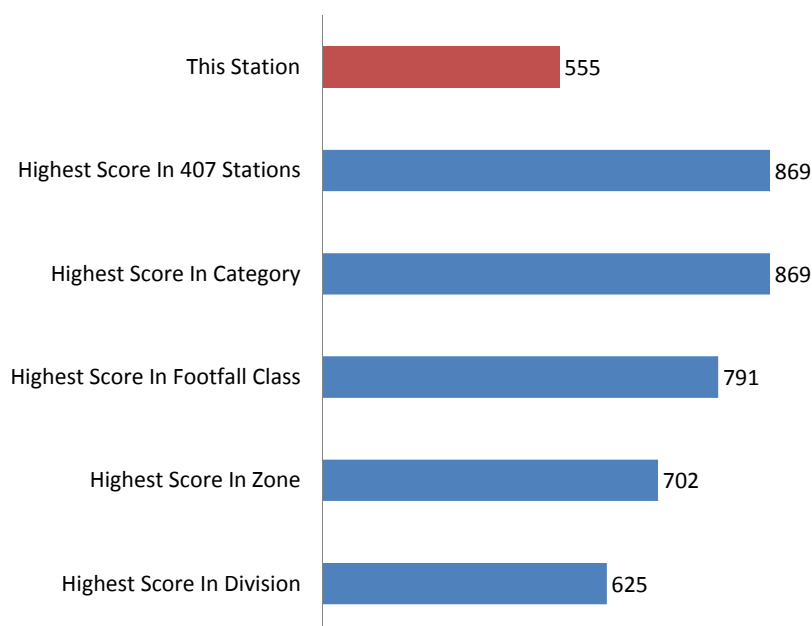
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	577	533
	2	Condition of flooring surface at waiting rooms	1%	578	567
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	570	567
	4	Condition of water booths and water coolers	2%	570	633
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	569	600
	6	Condition of vending stalls including arrangements for waste disposal	2%	563	800
	7	Proper dressing of Electric cables	2%	572	667
	8	Proper dressing of Telecom cables	2%	574	600
	9	Absence of stench in the station premises	12%	600	600
	10	Control of pest and rodent	2%	526	533
	11	Control of flies and mosquitoes	3%	576	600
	12	Stagnation of water in movement areas and non-movement areas	2%	561	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	566	567
	14	Cleanliness and hygiene around vending stalls	3%	583	633
	15	Cleanliness of platform areas	5%	566	767
	16	Cleanliness of advertisement hoardings/signages	3%	588	600
	17	Cleanliness of tracks between platforms	1%	562	600
	18	Cleanliness of foot over bridges	1%	577	700
	19	Cleanliness of track area up to home signal beyond platform	1%	557	633
	20	Functioning of cross and longitudinal waste water drains	2%	584	567
Waste Management	21	Adequate availability of dustbins	10%	601	600
	22	Proper system for collection and disposal of solid waste from trains	0%	561	600
	23	Proper system for collection and disposal of solid waste from stations	0%	566	467
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	566	500
	25	Promptness in removal and disbursement of garbage	3%	567	467
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	566	633
	27	Presence/clearance of unwanted posters/notices	0%	574	533
	28	Storage of scrap items & their prompt disposal	3%	583	600
Toilets	29	Adequate availability of toilet in General	4%	522	567
	30	Adequate availability of toilets in pay and use	0%	557	600
	31	Adequate availability of toilets in Waiting rooms	3%	571	567
	32	Adequate availability of toilets in Circulating area	0%	567	500
	33	Condition of toilets in General	3%	556	733
	34	Condition of toilets in pay and use	0%	564	567
	35	Condition of toilets in Waiting rooms	2%	563	467
	36	Condition of toilets in circulating area	0%	563	600
	37	Availability of water in toilets and in other places for cleaning	4%	561	633
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	574	567
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	570	533
	40	Cleanliness of concourse and circulating area	0%	582	400
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			533
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			667
	6	Usage of recycled water for non potable uses			0
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			733
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			667
	10	Final disposal of waste water from the trackside drains			467
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			533
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			0
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
AURANGABAD	NANDED
Passenger Cleanliness Score	
Passenger Cleanliness Score	555
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	181
Cleanliness Rank of the Station (in Category)	142
Cleanliness Rank of the Station (in Footfall Class)	56
Cleanliness Rank of the Station (in Zone)	14
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	647
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	624
Infrastructure Adequacy Level	Level 2
Process Compliance Score	662
Process Compliance Level	Level 2

Passenger Cleanliness Score



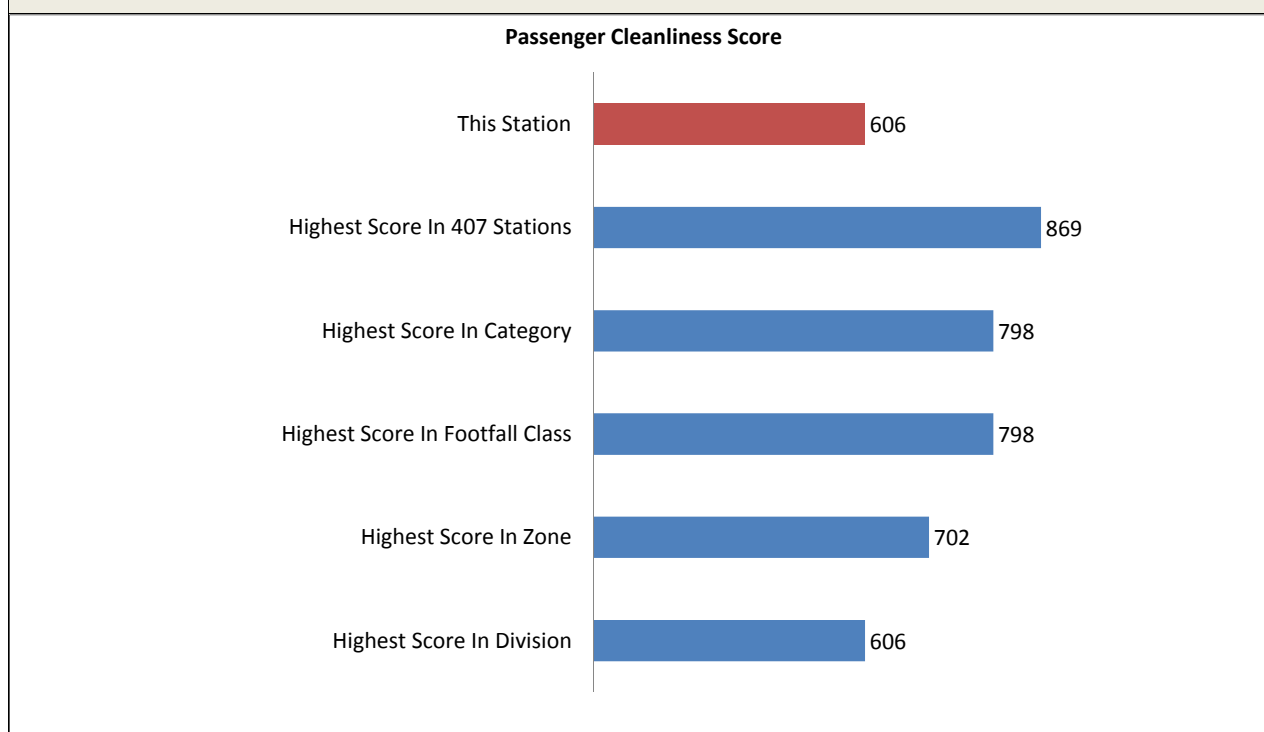
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	88
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	40
Sensitized cleaning staff about correct practices	60
Observed the use of CCTVs for monitoring cleanliness at stations	80
Availability of Washable CC Apron over tracks at station	80

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	556	575
	2	Condition of flooring surface at waiting rooms	1%	583	727
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	576	603
	4	Condition of water booths and water coolers	2%	552	627
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	586	647
	6	Condition of vending stalls including arrangements for waste disposal	2%	554	692
	7	Proper dressing of Electric cables	2%	552	642
	8	Proper dressing of Telecom cables	2%	543	625
	9	Absence of stench in the station premises	12%	550	708
	10	Control of pest and rodent	2%	526	617
	11	Control of flies and mosquitoes	3%	513	597
	12	Stagnation of water in movement areas and non-movement areas	2%	572	558
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	546	617
	14	Cleanliness and hygiene around vending stalls	3%	580	675
	15	Cleanliness of platform areas	5%	570	623
	16	Cleanliness of advertisement hoardings/signages	3%	534	663
	17	Cleanliness of tracks between platforms	1%	546	642
	18	Cleanliness of foot over bridges	1%	579	608
	19	Cleanliness of track area up to home signal beyond platform	1%	564	633
	20	Functioning of cross and longitudinal waste water drains	2%	538	575
Waste Management	21	Adequate availability of dustbins	10%	556	730
	22	Proper system for collection and disposal of solid waste from trains	0%	531	683
	23	Proper system for collection and disposal of solid waste from stations	0%	532	667
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	555	617
	25	Promptness in removal and disbursement of garbage	3%	570	600
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	524	600
	27	Presence/clearance of unwanted posters/notices	0%	540	642
	28	Storage of scrap items & their prompt disposal	3%	540	620
Toilets	29	Adequate availability of toilet in General	4%	528	603
	30	Adequate availability of toilets in pay and use	0%	521	603
	31	Adequate availability of toilets in Waiting rooms	3%	556	657
	32	Adequate availability of toilets in Circulating area	0%	573	545
	33	Condition of toilets in General	3%	563	587
	34	Condition of toilets in pay and use	0%	552	660
	35	Condition of toilets in Waiting rooms	2%	562	677
	36	Condition of toilets in circulating area	0%	583	485
	37	Availability of water in toilets and in other places for cleaning	4%	585	683
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	591	660
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	559	617
	40	Cleanliness of concourse and circulating area	0%	562	608
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			720
	3	Adequate supervision for monitoring cleanliness			680
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			680
	5	Performance of service improvement groups (SIG) and their effectiveness			760
	6	Usage of recycled water for non potable uses			533
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			440
	8	Condition of carriage watering hydrants including their leakage			720
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			680
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			650
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			680
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
SECUNDERABAD JN	SECUNDERABAD JN.
Passenger Cleanliness Score	606
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	96
Cleanliness Rank of the Station (in Category)	23
Cleanliness Rank of the Station (in Footfall Class)	5
Cleanliness Rank of the Station (in Zone)	6
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	814
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	971
Infrastructure Adequacy Level	Level 1
Process Compliance Score	1000
Process Compliance Level	Level 1



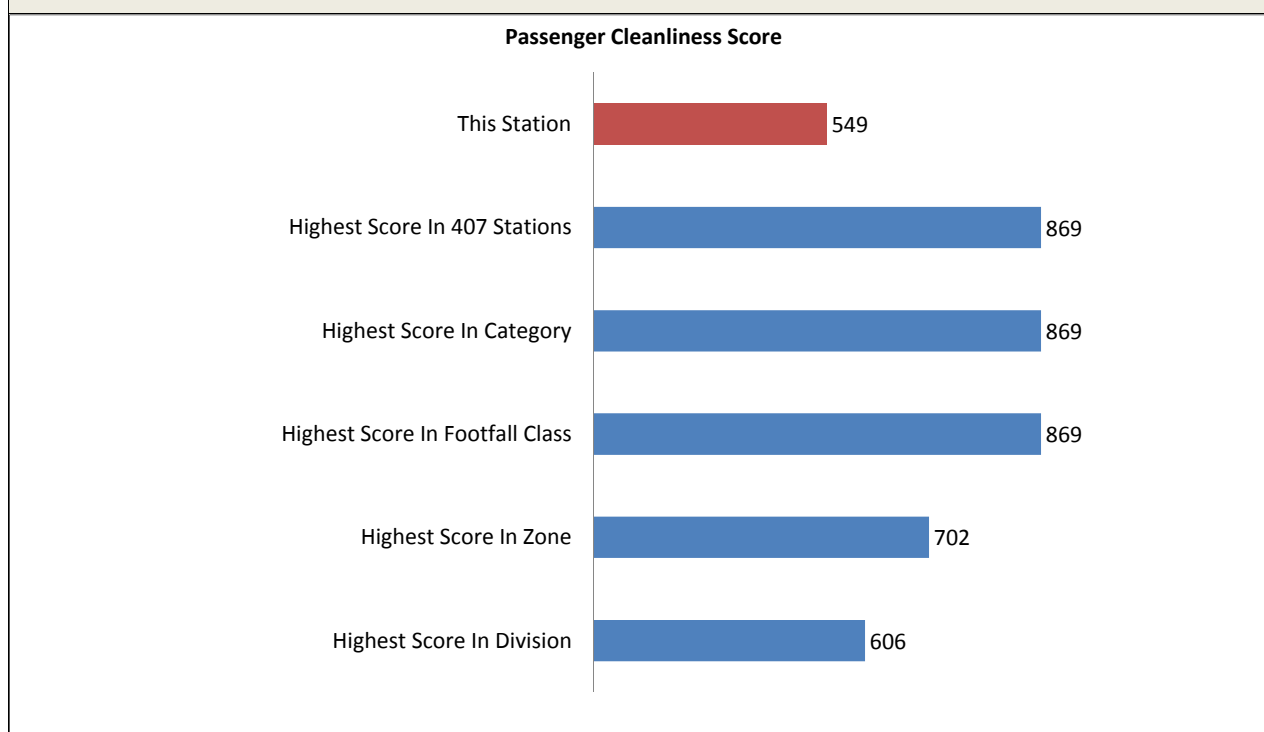
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	94
Observed the enforcement of anti-littering rules	86
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	608	833
	2	Condition of flooring surface at waiting rooms	1%	610	833
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	584	850
	4	Condition of water booths and water coolers	2%	588	808
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	591	805
	6	Condition of vending stalls including arrangements for waste disposal	2%	593	778
	7	Proper dressing of Electric cables	2%	640	800
	8	Proper dressing of Telecom cables	2%	644	825
	9	Absence of stench in the station premises	12%	634	880
	10	Control of pest and rodent	2%	603	723
	11	Control of flies and mosquitoes	3%	601	810
	12	Stagnation of water in movement areas and non-movement areas	2%	561	788
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	568	810
	14	Cleanliness and hygiene around vending stalls	3%	583	830
	15	Cleanliness of platform areas	5%	590	875
	16	Cleanliness of advertisement hoardings/signages	3%	608	847
	17	Cleanliness of tracks between platforms	1%	579	845
	18	Cleanliness of foot over bridges	1%	595	838
	19	Cleanliness of track area up to home signal beyond platform	1%	595	765
	20	Functioning of cross and longitudinal waste water drains	2%	579	810
Waste Management	21	Adequate availability of dustbins	10%	663	867
	22	Proper system for collection and disposal of solid waste from trains	0%	599	822
	23	Proper system for collection and disposal of solid waste from stations	0%	622	833
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	571	850
	25	Promptness in removal and disbursement of garbage	3%	575	827
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	595	808
	27	Presence/clearance of unwanted posters/notices	0%	607	838
	28	Storage of scrap items & their prompt disposal	3%	615	844
Toilets	29	Adequate availability of toilet in General	4%	607	580
	30	Adequate availability of toilets in pay and use	0%	613	793
	31	Adequate availability of toilets in Waiting rooms	3%	601	769
	32	Adequate availability of toilets in Circulating area	0%	558	564
	33	Condition of toilets in General	3%	554	756
	34	Condition of toilets in pay and use	0%	569	797
	35	Condition of toilets in Waiting rooms	2%	583	724
	36	Condition of toilets in circulating area	0%	566	580
	37	Availability of water in toilets and in other places for cleaning	4%	593	780
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	610	768
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	580	805
	40	Cleanliness of concourse and circulating area	0%	591	798
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			1000
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			1000
	3	Adequate supervision for monitoring cleanliness			1000
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			1000
	5	Performance of service improvement groups (SIG) and their effectiveness			1000
	6	Usage of recycled water for non potable uses			1000
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			960
	8	Condition of carriage watering hydrants including their leakage			960
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			1000
	10	Final disposal of waste water from the trackside drains			1000
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			960
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			960
	13	Condition of Washable CC Apron over tracks at station			960

Name of Station	Division
MANCHIRYAL	SECUNDERABAD JN.
Passenger Cleanliness Score	549
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	188
Cleanliness Rank of the Station (in Category)	147
Cleanliness Rank of the Station (in Footfall Class)	86
Cleanliness Rank of the Station (in Zone)	15
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	687
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	755
Infrastructure Adequacy Level	Level 1
Process Compliance Score	805
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	65
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

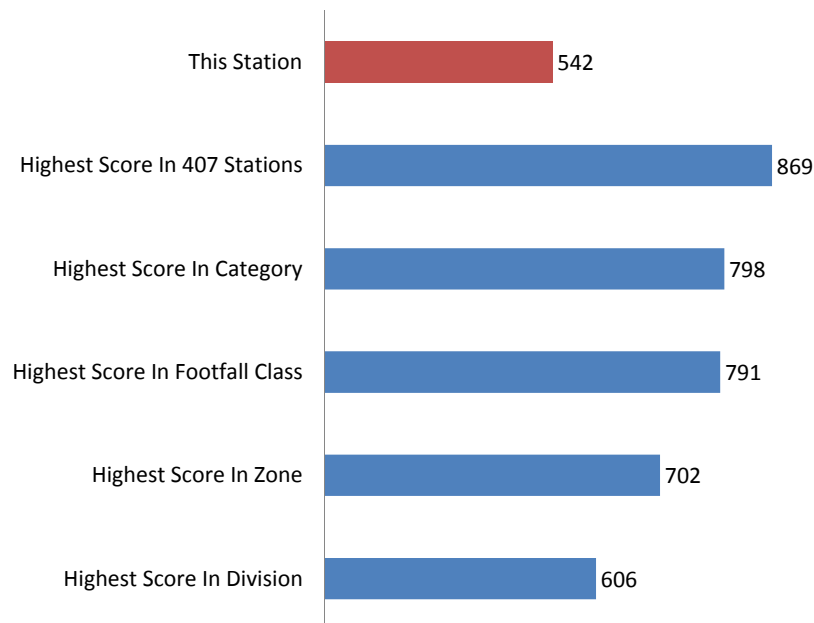
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	551	774
	2	Condition of flooring surface at waiting rooms	1%	561	726
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	556	623
	4	Condition of water booths and water coolers	2%	558	737
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	547	660
	6	Condition of vending stalls including arrangements for waste disposal	2%	576	720
	7	Proper dressing of Electric cables	2%	576	711
	8	Proper dressing of Telecom cables	2%	583	711
	9	Absence of stench in the station premises	12%	513	629
	10	Control of pest and rodent	2%	606	794
	11	Control of flies and mosquitoes	3%	538	663
	12	Stagnation of water in movement areas and non-movement areas	2%	529	671
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	550	760
	14	Cleanliness and hygiene around vending stalls	3%	564	774
	15	Cleanliness of platform areas	5%	551	800
	16	Cleanliness of advertisement hoardings/signages	3%	580	774
	17	Cleanliness of tracks between platforms	1%	527	734
	18	Cleanliness of foot over bridges	1%	566	763
	19	Cleanliness of track area up to home signal beyond platform	1%	564	760
	20	Functioning of cross and longitudinal waste water drains	2%	520	609
Waste Management	21	Adequate availability of dustbins	10%	515	594
	22	Proper system for collection and disposal of solid waste from trains	0%	576	720
	23	Proper system for collection and disposal of solid waste from stations	0%	562	671
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	572	780
	25	Promptness in removal and disbursement of garbage	3%	547	706
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	568	671
	27	Presence/clearance of unwanted posters/notices	0%	572	734
	28	Storage of scrap items & their prompt disposal	3%	577	774
Toilets	29	Adequate availability of toilet in General	4%	603	740
	30	Adequate availability of toilets in pay and use	0%	531	683
	31	Adequate availability of toilets in Waiting rooms	3%	509	620
	32	Adequate availability of toilets in Circulating area	0%	522	523
	33	Condition of toilets in General	3%	574	647
	34	Condition of toilets in pay and use	0%	549	697
	35	Condition of toilets in Waiting rooms	2%	541	683
	36	Condition of toilets in circulating area	0%	524	663
	37	Availability of water in toilets and in other places for cleaning	4%	547	651
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	551	583
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	566	637
	40	Cleanliness of concourse and circulating area	0%	552	737
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			771
	3	Adequate supervision for monitoring cleanliness			857
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			886
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			714
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			686
	8	Condition of carriage watering hydrants including their leakage			829
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			771
	10	Final disposal of waste water from the trackside drains			686
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			657
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			829
	13	Condition of Washable CC Apron over tracks at station			829

Name of Station	Division
HYDERABAD	SECUNDERABAD JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	542
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	210
Cleanliness Rank of the Station (in Category)	46
Cleanliness Rank of the Station (in Footfall Class)	67
Cleanliness Rank of the Station (in Zone)	19
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	767
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	760
Infrastructure Adequacy Level	Level 1
Process Compliance Score	793
Process Compliance Level	Level 1

Passenger Cleanliness Score



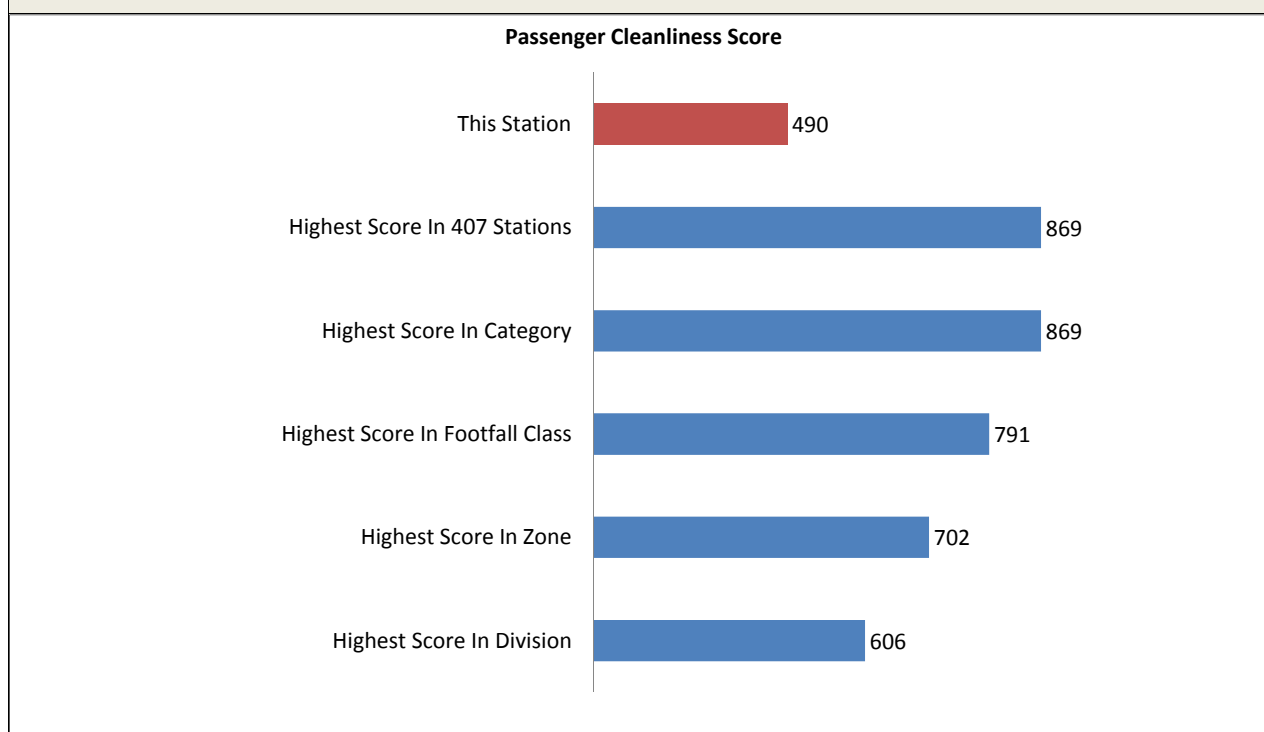
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	95
Observed the enforcement of anti-littering rules	76
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	83
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	553	800
	2	Condition of flooring surface at waiting rooms	1%	596	833
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	535	783
	4	Condition of water booths and water coolers	2%	537	800
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	520	810
	6	Condition of vending stalls including arrangements for waste disposal	2%	546	783
	7	Proper dressing of Electric cables	2%	563	750
	8	Proper dressing of Telecom cables	2%	570	800
	9	Absence of stench in the station premises	12%	561	750
	10	Control of pest and rodent	2%	528	683
	11	Control of flies and mosquitoes	3%	488	700
	12	Stagnation of water in movement areas and non-movement areas	2%	469	783
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	499	800
	14	Cleanliness and hygiene around vending stalls	3%	547	750
	15	Cleanliness of platform areas	5%	551	800
	16	Cleanliness of advertisement hoardings/signages	3%	532	750
	17	Cleanliness of tracks between platforms	1%	511	783
	18	Cleanliness of foot over bridges	1%	534	767
	19	Cleanliness of track area up to home signal beyond platform	1%	513	750
	20	Functioning of cross and longitudinal waste water drains	2%	475	800
Waste Management	21	Adequate availability of dustbins	10%	621	750
	22	Proper system for collection and disposal of solid waste from trains	0%	509	833
	23	Proper system for collection and disposal of solid waste from stations	0%	521	833
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	503	800
	25	Promptness in removal and disbursement of garbage	3%	509	750
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	509	767
	27	Presence/clearance of unwanted posters/notices	0%	521	783
	28	Storage of scrap items & their prompt disposal	3%	539	767
Toilets	29	Adequate availability of toilet in General	4%	526	700
	30	Adequate availability of toilets in pay and use	0%	536	733
	31	Adequate availability of toilets in Waiting rooms	3%	543	750
	32	Adequate availability of toilets in Circulating area	0%	478	660
	33	Condition of toilets in General	3%	476	780
	34	Condition of toilets in pay and use	0%	515	767
	35	Condition of toilets in Waiting rooms	2%	527	783
	36	Condition of toilets in circulating area	0%	486	740
	37	Availability of water in toilets and in other places for cleaning	4%	542	850
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	550	783
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	530	717
	40	Cleanliness of concourse and circulating area	0%	531	750
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			733
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			867
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			760
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			867
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			667
	10	Final disposal of waste water from the trackside drains			767
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			733
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			720
	13	Condition of Washable CC Apron over tracks at station			767

Name of Station	Division
KAZIPET JN.	SECUNDERABAD JN.
Passenger Cleanliness Score	490
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	289
Cleanliness Rank of the Station (in Category)	230
Cleanliness Rank of the Station (in Footfall Class)	93
Cleanliness Rank of the Station (in Zone)	27
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	630
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	663
Infrastructure Adequacy Level	Level 2
Process Compliance Score	660
Process Compliance Level	Level 2



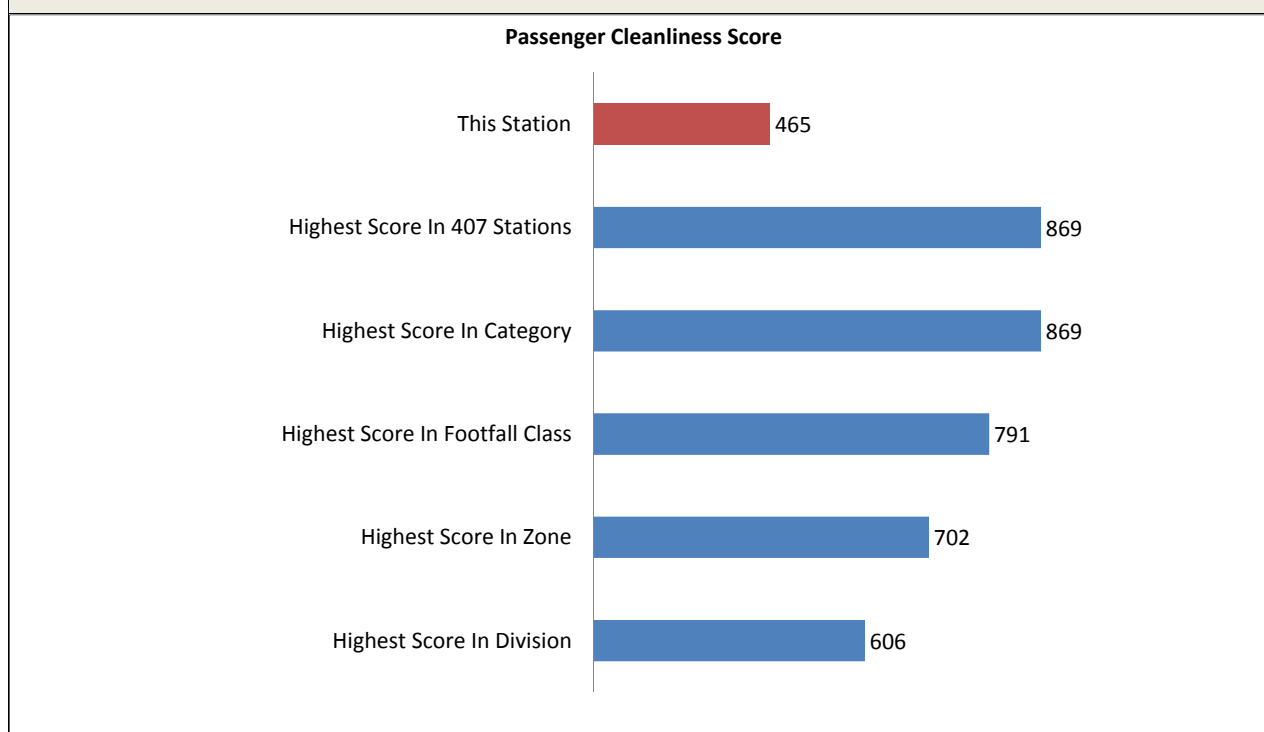
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	97
Observed the enforcement of anti-littering rules	39
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	40
Availability of Washable CC Apron over tracks at station	80

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	474	577
	2	Condition of flooring surface at waiting rooms	1%	505	614
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	486	694
	4	Condition of water booths and water coolers	2%	497	569
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	471	620
	6	Condition of vending stalls including arrangements for waste disposal	2%	478	689
	7	Proper dressing of Electric cables	2%	499	653
	8	Proper dressing of Telecom cables	2%	500	657
	9	Absence of stench in the station premises	12%	532	534
	10	Control of pest and rodent	2%	493	654
	11	Control of flies and mosquitoes	3%	495	606
	12	Stagnation of water in movement areas and non-movement areas	2%	463	680
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	480	694
	14	Cleanliness and hygiene around vending stalls	3%	480	654
	15	Cleanliness of platform areas	5%	475	683
	16	Cleanliness of advertisement hoardings/signages	3%	480	663
	17	Cleanliness of tracks between platforms	1%	459	674
	18	Cleanliness of foot over bridges	1%	475	673
	19	Cleanliness of track area up to home signal beyond platform	1%	471	689
	20	Functioning of cross and longitudinal waste water drains	2%	470	670
Waste Management	21	Adequate availability of dustbins	10%	528	631
	22	Proper system for collection and disposal of solid waste from trains	0%	480	669
	23	Proper system for collection and disposal of solid waste from stations	0%	486	643
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	490	660
	25	Promptness in removal and disbursement of garbage	3%	468	634
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	478	689
	27	Presence/clearance of unwanted posters/notices	0%	458	634
	28	Storage of scrap items & their prompt disposal	3%	481	669
Toilets	29	Adequate availability of toilet in General	4%	485	543
	30	Adequate availability of toilets in pay and use	0%	479	571
	31	Adequate availability of toilets in Waiting rooms	3%	484	637
	32	Adequate availability of toilets in Circulating area	0%	465	597
	33	Condition of toilets in General	3%	465	600
	34	Condition of toilets in pay and use	0%	467	606
	35	Condition of toilets in Waiting rooms	2%	481	657
	36	Condition of toilets in circulating area	0%	463	634
	37	Availability of water in toilets and in other places for cleaning	4%	481	689
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	464	680
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	470	640
	40	Cleanliness of concourse and circulating area	0%	469	633
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			720
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			640
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			640
	5	Performance of service improvement groups (SIG) and their effectiveness			640
	6	Usage of recycled water for non potable uses			720
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			640
	8	Condition of carriage watering hydrants including their leakage			680
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			720
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			720
	13	Condition of Washable CC Apron over tracks at station			680

Name of Station	Division
WARANGAL	SECUNDERABAD JN.
Passenger Cleanliness Score	465
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	319
Cleanliness Rank of the Station (in Category)	254
Cleanliness Rank of the Station (in Footfall Class)	103
Cleanliness Rank of the Station (in Zone)	31
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	596
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	657
Infrastructure Adequacy Level	Level 2
Process Compliance Score	644
Process Compliance Level	Level 2



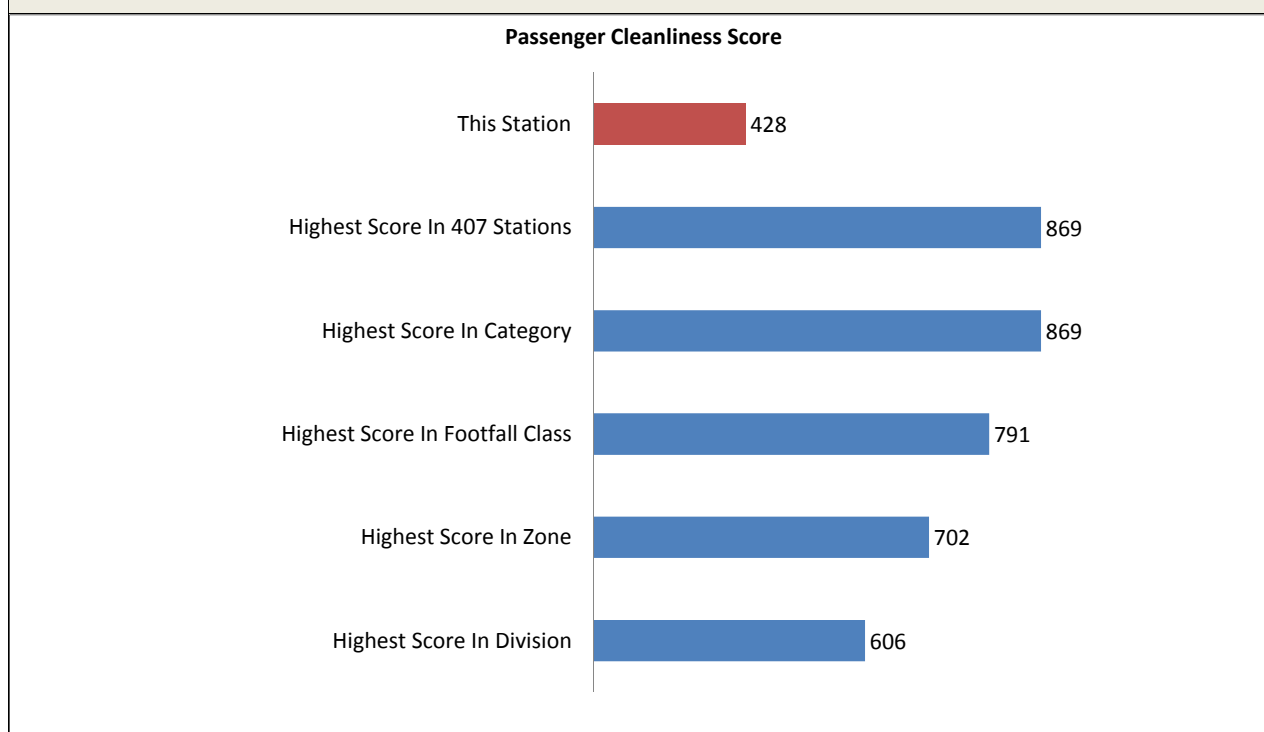
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	31
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	17
Sensitized cleaning staff about correct practices	67
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	83

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	473	633
	2	Condition of flooring surface at waiting rooms	1%	476	583
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	469	650
	4	Condition of water booths and water coolers	2%	473	567
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	479	567
	6	Condition of vending stalls including arrangements for waste disposal	2%	472	567
	7	Proper dressing of Electric cables	2%	506	600
	8	Proper dressing of Telecom cables	2%	523	600
	9	Absence of stench in the station premises	12%	429	567
	10	Control of pest and rodent	2%	475	633
	11	Control of flies and mosquitoes	3%	464	583
	12	Stagnation of water in movement areas and non-movement areas	2%	449	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	481	600
	14	Cleanliness and hygiene around vending stalls	3%	451	600
	15	Cleanliness of platform areas	5%	456	683
	16	Cleanliness of advertisement hoardings/signages	3%	498	617
	17	Cleanliness of tracks between platforms	1%	435	583
	18	Cleanliness of foot over bridges	1%	465	617
	19	Cleanliness of track area up to home signal beyond platform	1%	470	617
	20	Functioning of cross and longitudinal waste water drains	2%	422	643
Waste Management	21	Adequate availability of dustbins	10%	442	533
	22	Proper system for collection and disposal of solid waste from trains	0%	471	583
	23	Proper system for collection and disposal of solid waste from stations	0%	472	633
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	460	567
	25	Promptness in removal and disbursement of garbage	3%	453	600
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	470	633
	27	Presence/clearance of unwanted posters/notices	0%	472	600
	28	Storage of scrap items & their prompt disposal	3%	523	600
Toilets	29	Adequate availability of toilet in General	4%	495	633
	30	Adequate availability of toilets in pay and use	0%	464	617
	31	Adequate availability of toilets in Waiting rooms	3%	452	600
	32	Adequate availability of toilets in Circulating area	0%	439	617
	33	Condition of toilets in General	3%	470	567
	34	Condition of toilets in pay and use	0%	460	553
	35	Condition of toilets in Waiting rooms	2%	472	667
	36	Condition of toilets in circulating area	0%	464	567
	37	Availability of water in toilets and in other places for cleaning	4%	461	583
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	479	600
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	480	617
	40	Cleanliness of concourse and circulating area	0%	466	600
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			633
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			667
	3	Adequate supervision for monitoring cleanliness			700
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			667
	5	Performance of service improvement groups (SIG) and their effectiveness			633
	6	Usage of recycled water for non potable uses			567
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			633
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			567
	10	Final disposal of waste water from the trackside drains			667
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			767
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			633
	13	Condition of Washable CC Apron over tracks at station			633

Name of Station	Division
KHAMMAM	SECUNDERABAD JN.
Passenger Cleanliness Score	428
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	358
Cleanliness Rank of the Station (in Category)	285
Cleanliness Rank of the Station (in Footfall Class)	116
Cleanliness Rank of the Station (in Zone)	34
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	580
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	695
Infrastructure Adequacy Level	Level 2
Process Compliance Score	678
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	100
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	33
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

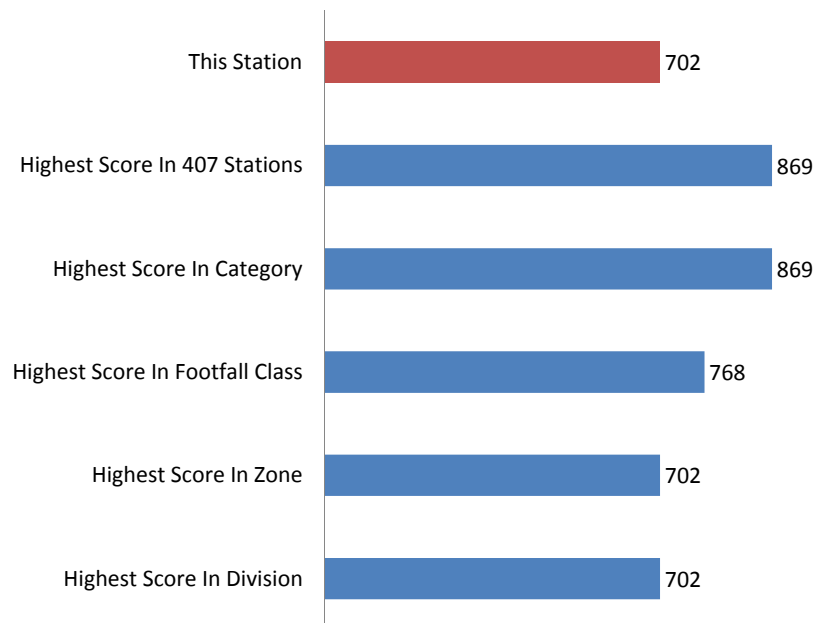
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	456	583
	2	Condition of flooring surface at waiting rooms	1%	459	650
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	450	625
	4	Condition of water booths and water coolers	2%	437	650
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	432	558
	6	Condition of vending stalls including arrangements for waste disposal	2%	424	642
	7	Proper dressing of Electric cables	2%	446	642
	8	Proper dressing of Telecom cables	2%	443	600
	9	Absence of stench in the station premises	12%	414	575
	10	Control of pest and rodent	2%	360	633
	11	Control of flies and mosquitoes	3%	359	517
	12	Stagnation of water in movement areas and non-movement areas	2%	392	533
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	419	550
	14	Cleanliness and hygiene around vending stalls	3%	457	642
	15	Cleanliness of platform areas	5%	482	583
	16	Cleanliness of advertisement hoardings/signages	3%	423	600
	17	Cleanliness of tracks between platforms	1%	476	575
	18	Cleanliness of foot over bridges	1%	466	608
	19	Cleanliness of track area up to home signal beyond platform	1%	441	600
	20	Functioning of cross and longitudinal waste water drains	2%	384	642
Waste Management	21	Adequate availability of dustbins	10%	412	500
	22	Proper system for collection and disposal of solid waste from trains	0%	414	625
	23	Proper system for collection and disposal of solid waste from stations	0%	427	600
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	403	575
	25	Promptness in removal and disbursement of garbage	3%	441	633
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	430	642
	27	Presence/clearance of unwanted posters/notices	0%	415	625
	28	Storage of scrap items & their prompt disposal	3%	430	642
Toilets	29	Adequate availability of toilet in General	4%	399	575
	30	Adequate availability of toilets in pay and use	0%	415	558
	31	Adequate availability of toilets in Waiting rooms	3%	428	525
	32	Adequate availability of toilets in Circulating area	0%	427	525
	33	Condition of toilets in General	3%	429	542
	34	Condition of toilets in pay and use	0%	450	542
	35	Condition of toilets in Waiting rooms	2%	459	583
	36	Condition of toilets in circulating area	0%	452	633
	37	Availability of water in toilets and in other places for cleaning	4%	447	575
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	453	575
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	435	600
	40	Cleanliness of concourse and circulating area	0%	457	600
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			667
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			733
	3	Adequate supervision for monitoring cleanliness			667
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			667
	5	Performance of service improvement groups (SIG) and their effectiveness			667
	6	Usage of recycled water for non potable uses			667
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			733
	8	Condition of carriage watering hydrants including their leakage			667
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			733
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			667
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			667
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
NELLORE	VIJAYAWADA
Passenger Cleanliness Score	
Passenger Cleanliness Score	702
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	28
Cleanliness Rank of the Station (in Category)	23
Cleanliness Rank of the Station (in Footfall Class)	5
Cleanliness Rank of the Station (in Zone)	1
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	644
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	754
Infrastructure Adequacy Level	Level 1
Process Compliance Score	773
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	81
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	60
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	20
Availability of Washable CC Apron over tracks at station	0

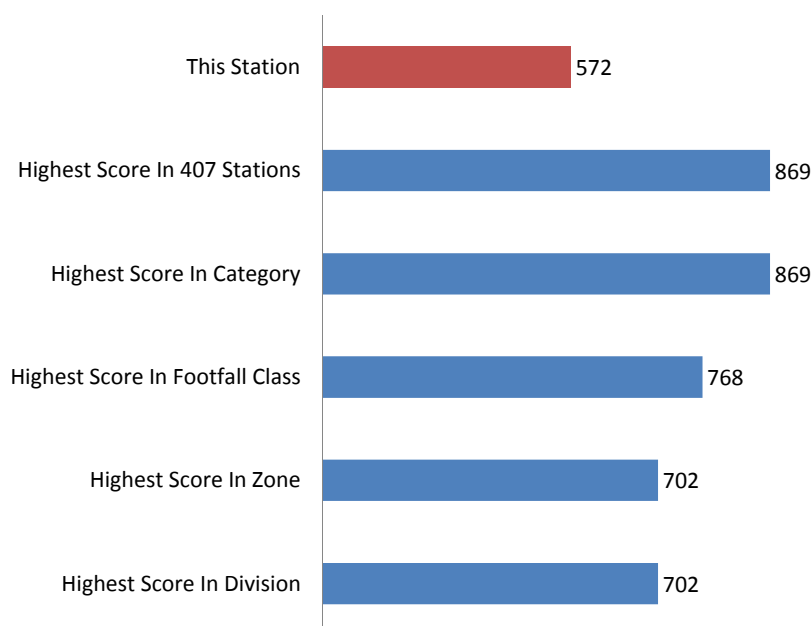
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	693	620
	2	Condition of flooring surface at waiting rooms	1%	658	640
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	671	600
	4	Condition of water booths and water coolers	2%	691	620
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	703	660
	6	Condition of vending stalls including arrangements for waste disposal	2%	680	600
	7	Proper dressing of Electric cables	2%	691	660
	8	Proper dressing of Telecom cables	2%	661	620
	9	Absence of stench in the station premises	12%	796	680
	10	Control of pest and rodent	2%	658	580
	11	Control of flies and mosquitoes	3%	663	560
	12	Stagnation of water in movement areas and non-movement areas	2%	691	700
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	673	680
	14	Cleanliness and hygiene around vending stalls	3%	686	660
	15	Cleanliness of platform areas	5%	666	680
	16	Cleanliness of advertisement hoardings/signages	3%	682	680
	17	Cleanliness of tracks between platforms	1%	676	660
	18	Cleanliness of foot over bridges	1%	680	660
	19	Cleanliness of track area up to home signal beyond platform	1%	672	660
	20	Functioning of cross and longitudinal waste water drains	2%	629	580
Waste Management	21	Adequate availability of dustbins	10%	818	700
	22	Proper system for collection and disposal of solid waste from trains	0%	693	620
	23	Proper system for collection and disposal of solid waste from stations	0%	677	640
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	638	620
	25	Promptness in removal and disbursement of garbage	3%	657	720
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	667	660
	27	Presence/clearance of unwanted posters/notices	0%	668	680
	28	Storage of scrap items & their prompt disposal	3%	660	680
Toilets	29	Adequate availability of toilet in General	4%	663	440
	30	Adequate availability of toilets in pay and use	0%	670	580
	31	Adequate availability of toilets in Waiting rooms	3%	654	620
	32	Adequate availability of toilets in Circulating area	0%	678	600
	33	Condition of toilets in General	3%	659	540
	34	Condition of toilets in pay and use	0%	685	680
	35	Condition of toilets in Waiting rooms	2%	667	620
	36	Condition of toilets in circulating area	0%	691	640
	37	Availability of water in toilets and in other places for cleaning	4%	658	700
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	692	640
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	672	600
	40	Cleanliness of concourse and circulating area	0%	662	700
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			720
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			840
	5	Performance of service improvement groups (SIG) and their effectiveness			720
	6	Usage of recycled water for non potable uses			760
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			720
	8	Condition of carriage watering hydrants including their leakage			720
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			760
	10	Final disposal of waste water from the trackside drains			760
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			720
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			840
	13	Condition of Washable CC Apron over tracks at station			760

Name of Station	Division
TENALI JN.	VIJAYAWADA
Passenger Cleanliness Score	572
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	152
Cleanliness Rank of the Station (in Category)	117
Cleanliness Rank of the Station (in Footfall Class)	21
Cleanliness Rank of the Station (in Zone)	10
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	666
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	762
Infrastructure Adequacy Level	Level 1
Process Compliance Score	767
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	86
Observed the enforcement of anti-littering rules	75
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	67

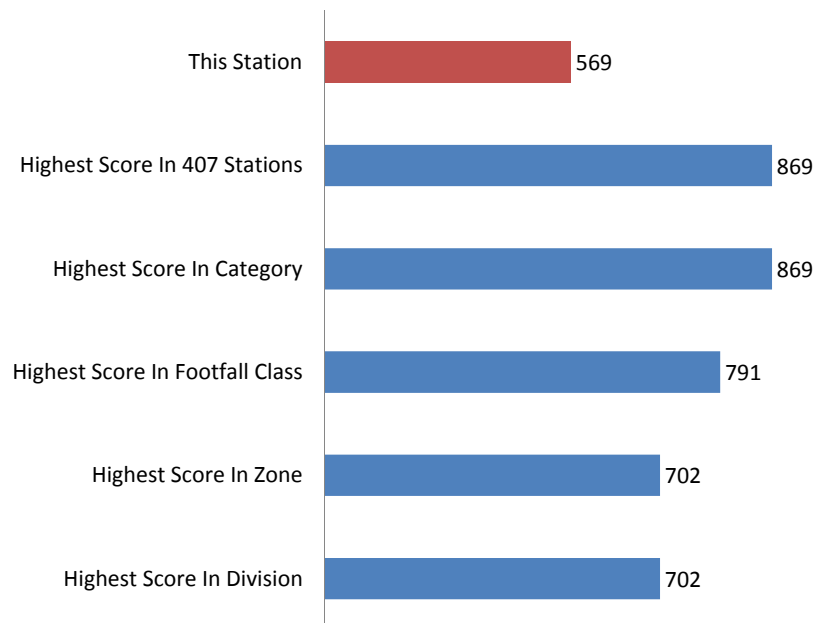
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	576	652
	2	Condition of flooring surface at waiting rooms	1%	568	686
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	588	693
	4	Condition of water booths and water coolers	2%	584	688
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	581	640
	6	Condition of vending stalls including arrangements for waste disposal	2%	576	612
	7	Proper dressing of Electric cables	2%	536	679
	8	Proper dressing of Telecom cables	2%	546	693
	9	Absence of stench in the station premises	12%	569	700
	10	Control of pest and rodent	2%	550	667
	11	Control of flies and mosquitoes	3%	533	660
	12	Stagnation of water in movement areas and non-movement areas	2%	569	681
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	593	638
	14	Cleanliness and hygiene around vending stalls	3%	594	674
	15	Cleanliness of platform areas	5%	583	645
	16	Cleanliness of advertisement hoardings/signages	3%	550	693
	17	Cleanliness of tracks between platforms	1%	571	667
	18	Cleanliness of foot over bridges	1%	603	707
	19	Cleanliness of track area up to home signal beyond platform	1%	591	710
	20	Functioning of cross and longitudinal waste water drains	2%	568	721
Waste Management	21	Adequate availability of dustbins	10%	576	626
	22	Proper system for collection and disposal of solid waste from trains	0%	571	631
	23	Proper system for collection and disposal of solid waste from stations	0%	553	671
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	584	652
	25	Promptness in removal and disbursement of garbage	3%	602	674
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	568	667
	27	Presence/clearance of unwanted posters/notices	0%	546	638
	28	Storage of scrap items & their prompt disposal	3%	559	693
Toilets	29	Adequate availability of toilet in General	4%	560	626
	30	Adequate availability of toilets in pay and use	0%	542	660
	31	Adequate availability of toilets in Waiting rooms	3%	568	681
	32	Adequate availability of toilets in Circulating area	0%	578	702
	33	Condition of toilets in General	3%	584	681
	34	Condition of toilets in pay and use	0%	584	638
	35	Condition of toilets in Waiting rooms	2%	581	640
	36	Condition of toilets in circulating area	0%	561	631
	37	Availability of water in toilets and in other places for cleaning	4%	574	621
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	573	681
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	569	714
	40	Cleanliness of concourse and circulating area	0%	582	688
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			733
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			667
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			733
	10	Final disposal of waste water from the trackside drains			667
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			733
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
ELURU	VIJAYAWADA
Passenger Cleanliness Score	
Passenger Cleanliness Score	569
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	159
Cleanliness Rank of the Station (in Category)	122
Cleanliness Rank of the Station (in Footfall Class)	46
Cleanliness Rank of the Station (in Zone)	11
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	629
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	671
Infrastructure Adequacy Level	Level 2
Process Compliance Score	667
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	95
Observed the enforcement of anti-littering rules	51
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	25
Sensitized cleaning staff about correct practices	50
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

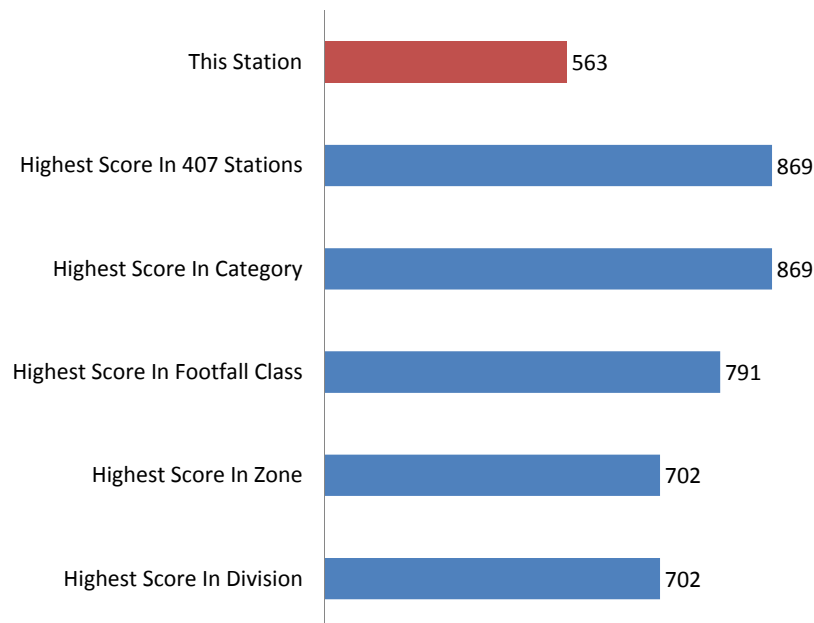
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	577	600
	2	Condition of flooring surface at waiting rooms	1%	587	538
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	565	638
	4	Condition of water booths and water coolers	2%	583	625
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	575	575
	6	Condition of vending stalls including arrangements for waste disposal	2%	579	650
	7	Proper dressing of Electric cables	2%	590	650
	8	Proper dressing of Telecom cables	2%	593	738
	9	Absence of stench in the station premises	12%	558	625
	10	Control of pest and rodent	2%	457	563
	11	Control of flies and mosquitoes	3%	455	588
	12	Stagnation of water in movement areas and non-movement areas	2%	571	625
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	571	663
	14	Cleanliness and hygiene around vending stalls	3%	572	675
	15	Cleanliness of platform areas	5%	572	650
	16	Cleanliness of advertisement hoardings/signages	3%	591	638
	17	Cleanliness of tracks between platforms	1%	574	663
	18	Cleanliness of foot over bridges	1%	570	675
	19	Cleanliness of track area up to home signal beyond platform	1%	577	638
	20	Functioning of cross and longitudinal waste water drains	2%	574	625
Waste Management	21	Adequate availability of dustbins	10%	592	675
	22	Proper system for collection and disposal of solid waste from trains	0%	577	588
	23	Proper system for collection and disposal of solid waste from stations	0%	587	613
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	566	613
	25	Promptness in removal and disbursement of garbage	3%	565	563
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	574	650
	27	Presence/clearance of unwanted posters/notices	0%	574	638
	28	Storage of scrap items & their prompt disposal	3%	588	675
Toilets	29	Adequate availability of toilet in General	4%	577	625
	30	Adequate availability of toilets in pay and use	0%	573	550
	31	Adequate availability of toilets in Waiting rooms	3%	577	613
	32	Adequate availability of toilets in Circulating area	0%	570	575
	33	Condition of toilets in General	3%	568	575
	34	Condition of toilets in pay and use	0%	573	613
	35	Condition of toilets in Waiting rooms	2%	503	600
	36	Condition of toilets in circulating area	0%	564	663
	37	Availability of water in toilets and in other places for cleaning	4%	571	575
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	580	638
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	580	613
	40	Cleanliness of concourse and circulating area	0%	577	663
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			750
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			550
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			650
	6	Usage of recycled water for non potable uses			750
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			650
	8	Condition of carriage watering hydrants including their leakage			650
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			700
	10	Final disposal of waste water from the trackside drains			650
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			650
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			650
	13	Condition of Washable CC Apron over tracks at station			750

Name of Station	Division
SAMALKOT JN.	VIJAYAWADA
Passenger Cleanliness Score	
Passenger Cleanliness Score	563
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	170
Cleanliness Rank of the Station (in Category)	132
Cleanliness Rank of the Station (in Footfall Class)	50
Cleanliness Rank of the Station (in Zone)	13
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	618
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	657
Infrastructure Adequacy Level	Level 2
Process Compliance Score	617
Process Compliance Level	Level 2

Passenger Cleanliness Score



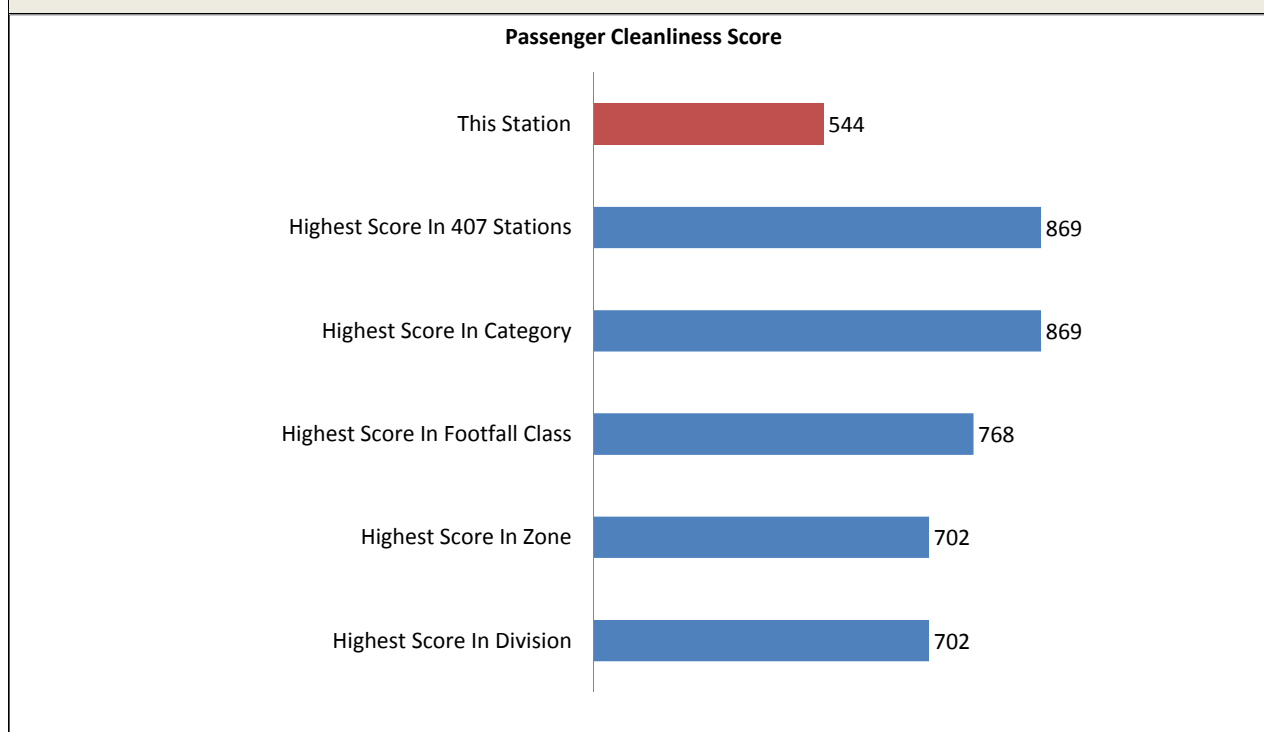
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	100
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	50

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	620	558
	2	Condition of flooring surface at waiting rooms	1%	606	650
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	509	608
	4	Condition of water booths and water coolers	2%	526	550
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	536	625
	6	Condition of vending stalls including arrangements for waste disposal	2%	518	608
	7	Proper dressing of Electric cables	2%	550	550
	8	Proper dressing of Telecom cables	2%	538	542
	9	Absence of stench in the station premises	12%	596	617
	10	Control of pest and rodent	2%	541	658
	11	Control of flies and mosquitoes	3%	591	633
	12	Stagnation of water in movement areas and non-movement areas	2%	530	650
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	538	583
	14	Cleanliness and hygiene around vending stalls	3%	571	550
	15	Cleanliness of platform areas	5%	569	625
	16	Cleanliness of advertisement hoardings/signages	3%	544	558
	17	Cleanliness of tracks between platforms	1%	578	667
	18	Cleanliness of foot over bridges	1%	533	608
	19	Cleanliness of track area up to home signal beyond platform	1%	524	542
	20	Functioning of cross and longitudinal waste water drains	2%	504	675
Waste Management	21	Adequate availability of dustbins	10%	572	650
	22	Proper system for collection and disposal of solid waste from trains	0%	509	583
	23	Proper system for collection and disposal of solid waste from stations	0%	497	625
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	509	625
	25	Promptness in removal and disbursement of garbage	3%	538	550
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	527	617
	27	Presence/clearance of unwanted posters/notices	0%	509	633
	28	Storage of scrap items & their prompt disposal	3%	526	600
Toilets	29	Adequate availability of toilet in General	4%	536	692
	30	Adequate availability of toilets in pay and use	0%	659	617
	31	Adequate availability of toilets in Waiting rooms	3%	635	692
	32	Adequate availability of toilets in Circulating area	0%	584	575
	33	Condition of toilets in General	3%	557	642
	34	Condition of toilets in pay and use	0%	625	567
	35	Condition of toilets in Waiting rooms	2%	631	633
	36	Condition of toilets in circulating area	0%	576	683
	37	Availability of water in toilets and in other places for cleaning	4%	551	658
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	612	683
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	531	550
	40	Cleanliness of concourse and circulating area	0%	533	633
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		600	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		600	
	3	Adequate supervision for monitoring cleanliness		700	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		600	
	5	Performance of service improvement groups (SIG) and their effectiveness		600	
	6	Usage of recycled water for non potable uses		600	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		600	
	8	Condition of carriage watering hydrants including their leakage		700	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		800	
	10	Final disposal of waste water from the trackside drains		600	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		600	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		600	
	13	Condition of Washable CC Apron over tracks at station		700	

Name of Station	Division
RAJAHMUNDRY	VIJAYAWADA
Passenger Cleanliness Score	544
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	201
Cleanliness Rank of the Station (in Category)	158
Cleanliness Rank of the Station (in Footfall Class)	29
Cleanliness Rank of the Station (in Zone)	16
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	656
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	100
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

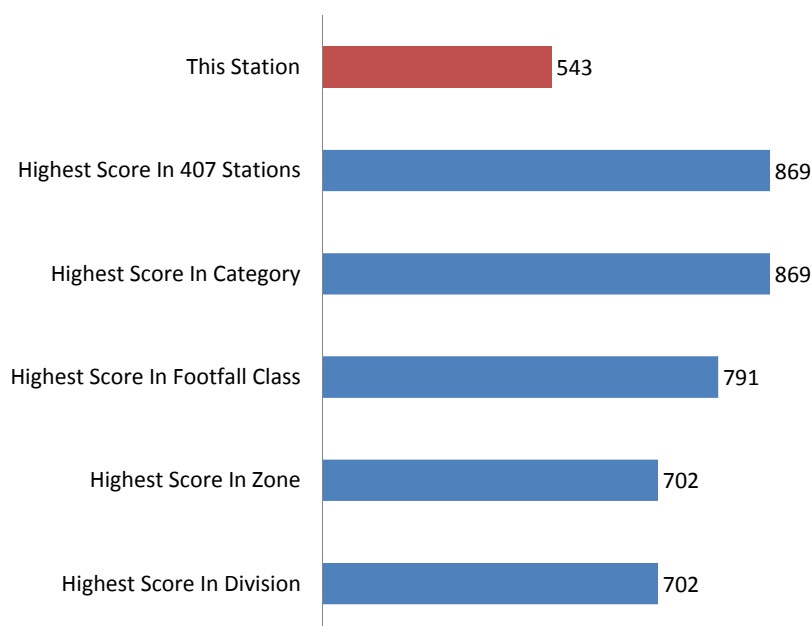
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	602	686
	2	Condition of flooring surface at waiting rooms	1%	603	629
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	524	600
	4	Condition of water booths and water coolers	2%	496	600
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	508	600
	6	Condition of vending stalls including arrangements for waste disposal	2%	513	629
	7	Proper dressing of Electric cables	2%	500	543
	8	Proper dressing of Telecom cables	2%	489	486
	9	Absence of stench in the station premises	12%	601	714
	10	Control of pest and rodent	2%	514	686
	11	Control of flies and mosquitoes	3%	539	686
	12	Stagnation of water in movement areas and non-movement areas	2%	502	686
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	553	714
	14	Cleanliness and hygiene around vending stalls	3%	558	686
	15	Cleanliness of platform areas	5%	554	629
	16	Cleanliness of advertisement hoardings/signages	3%	508	686
	17	Cleanliness of tracks between platforms	1%	551	629
	18	Cleanliness of foot over bridges	1%	549	600
	19	Cleanliness of track area up to home signal beyond platform	1%	512	657
	20	Functioning of cross and longitudinal waste water drains	2%	503	686
Waste Management	21	Adequate availability of dustbins	10%	558	657
	22	Proper system for collection and disposal of solid waste from trains	0%	503	571
	23	Proper system for collection and disposal of solid waste from stations	0%	480	600
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	520	686
	25	Promptness in removal and disbursement of garbage	3%	545	686
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	502	714
	27	Presence/clearance of unwanted posters/notices	0%	488	743
	28	Storage of scrap items & their prompt disposal	3%	481	686
Toilets	29	Adequate availability of toilet in General	4%	494	600
	30	Adequate availability of toilets in pay and use	0%	591	629
	31	Adequate availability of toilets in Waiting rooms	3%	587	571
	32	Adequate availability of toilets in Circulating area	0%	526	657
	33	Condition of toilets in General	3%	539	657
	34	Condition of toilets in pay and use	0%	607	600
	35	Condition of toilets in Waiting rooms	2%	600	543
	36	Condition of toilets in circulating area	0%	554	600
	37	Availability of water in toilets and in other places for cleaning	4%	555	629
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	575	743
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	517	543
	40	Cleanliness of concourse and circulating area	0%	549	657
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
TUNI	VIJAYAWADA
Passenger Cleanliness Score	
Passenger Cleanliness Score	543
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	205
Cleanliness Rank of the Station (in Category)	161
Cleanliness Rank of the Station (in Footfall Class)	64
Cleanliness Rank of the Station (in Zone)	17
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	632
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	783
Infrastructure Adequacy Level	Level 1
Process Compliance Score	783
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	79
Observed the enforcement of anti-littering rules	*
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	50
Observed the use of CCTVs for monitoring cleanliness at stations	25
Availability of Washable CC Apron over tracks at station	0

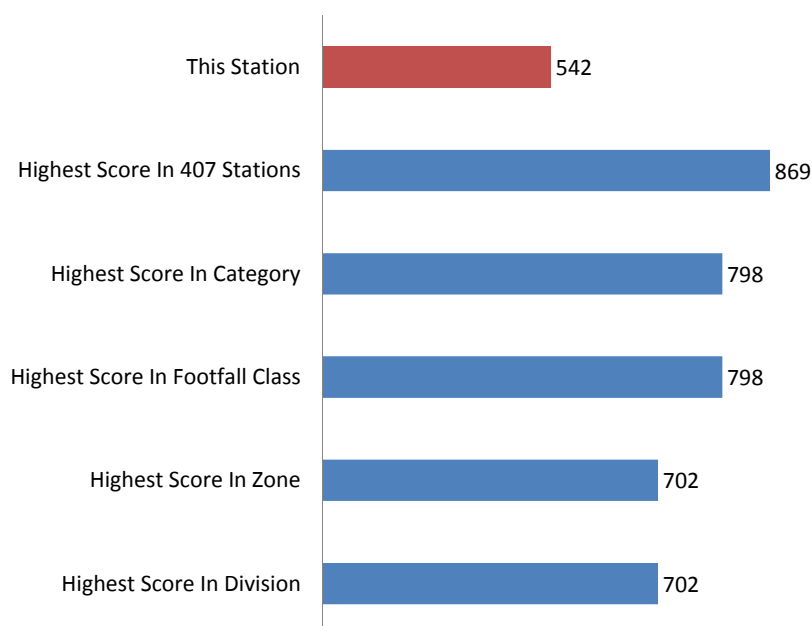
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	552	633
	2	Condition of flooring surface at waiting rooms	1%	545	650
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	551	658
	4	Condition of water booths and water coolers	2%	540	608
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	554	650
	6	Condition of vending stalls including arrangements for waste disposal	2%	550	592
	7	Proper dressing of Electric cables	2%	583	675
	8	Proper dressing of Telecom cables	2%	584	675
	9	Absence of stench in the station premises	12%	584	683
	10	Control of pest and rodent	2%	434	567
	11	Control of flies and mosquitoes	3%	472	442
	12	Stagnation of water in movement areas and non-movement areas	2%	523	650
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	545	642
	14	Cleanliness and hygiene around vending stalls	3%	545	700
	15	Cleanliness of platform areas	5%	562	683
	16	Cleanliness of advertisement hoardings/signages	3%	561	642
	17	Cleanliness of tracks between platforms	1%	552	650
	18	Cleanliness of foot over bridges	1%	571	683
	19	Cleanliness of track area up to home signal beyond platform	1%	546	650
	20	Functioning of cross and longitudinal waste water drains	2%	534	650
Waste Management	21	Adequate availability of dustbins	10%	577	692
	22	Proper system for collection and disposal of solid waste from trains	0%	542	608
	23	Proper system for collection and disposal of solid waste from stations	0%	548	658
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	543	683
	25	Promptness in removal and disbursement of garbage	3%	538	600
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	558	667
	27	Presence/clearance of unwanted posters/notices	0%	550	633
	28	Storage of scrap items & their prompt disposal	3%	535	608
Toilets	29	Adequate availability of toilet in General	4%	427	500
	30	Adequate availability of toilets in pay and use	0%	530	575
	31	Adequate availability of toilets in Waiting rooms	3%	482	608
	32	Adequate availability of toilets in Circulating area	0%	508	542
	33	Condition of toilets in General	3%	517	558
	34	Condition of toilets in pay and use	0%	522	592
	35	Condition of toilets in Waiting rooms	2%	520	617
	36	Condition of toilets in circulating area	0%	521	575
	37	Availability of water in toilets and in other places for cleaning	4%	524	567
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	537	608
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	554	608
	40	Cleanliness of concourse and circulating area	0%	539	625
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			750
	3	Adequate supervision for monitoring cleanliness			750
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			733
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			750
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
VIJAYAWADA	VIJAYAWADA
Passenger Cleanliness Score	
Passenger Cleanliness Score	542
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	209
Cleanliness Rank of the Station (in Category)	45
Cleanliness Rank of the Station (in Footfall Class)	18
Cleanliness Rank of the Station (in Zone)	18
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	669
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	629
Infrastructure Adequacy Level	Level 2
Process Compliance Score	633
Process Compliance Level	Level 2

Passenger Cleanliness Score



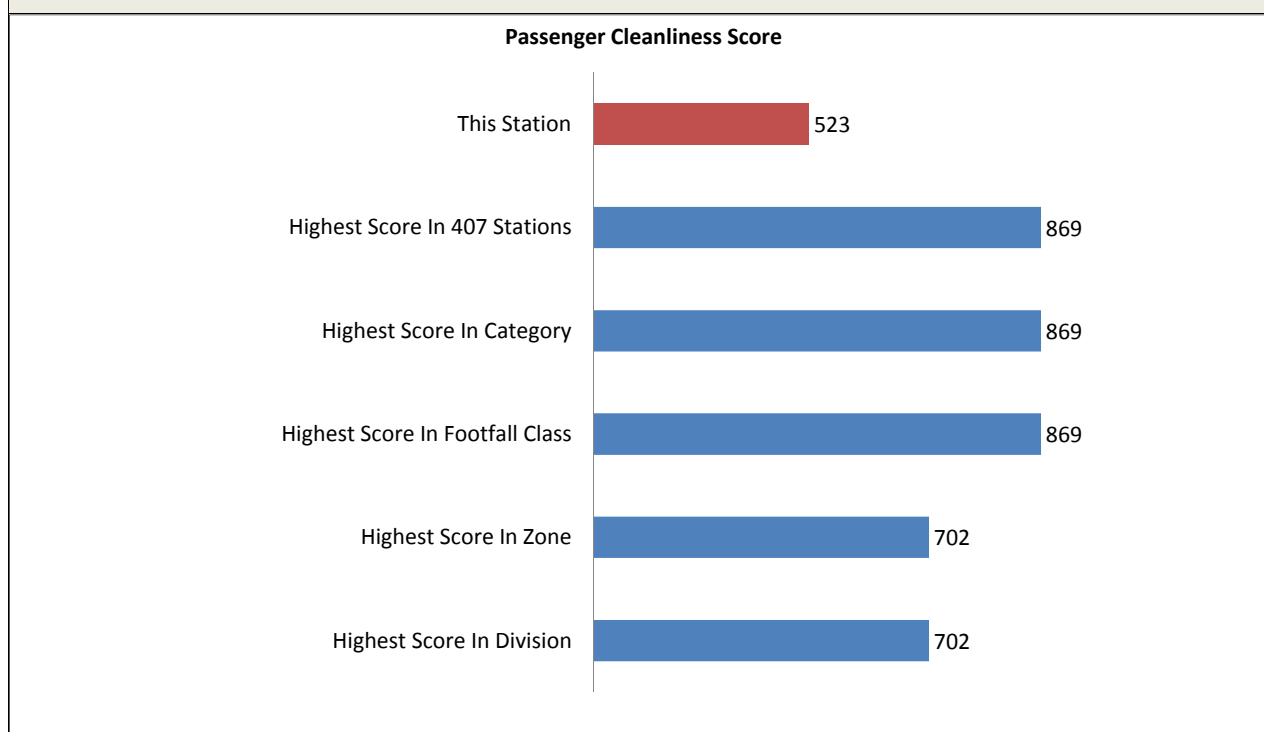
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	85
Observed the enforcement of anti-littering rules	47
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	33
Sensitized cleaning staff about correct practices	67
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	67

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	552	658
	2	Condition of flooring surface at waiting rooms	1%	556	713
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	547	688
	4	Condition of water booths and water coolers	2%	541	646
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	533	658
	6	Condition of vending stalls including arrangements for waste disposal	2%	540	588
	7	Proper dressing of Electric cables	2%	516	671
	8	Proper dressing of Telecom cables	2%	505	688
	9	Absence of stench in the station premises	12%	547	704
	10	Control of pest and rodent	2%	505	688
	11	Control of flies and mosquitoes	3%	537	667
	12	Stagnation of water in movement areas and non-movement areas	2%	536	692
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	550	625
	14	Cleanliness and hygiene around vending stalls	3%	544	688
	15	Cleanliness of platform areas	5%	562	675
	16	Cleanliness of advertisement hoardings/signages	3%	516	604
	17	Cleanliness of tracks between platforms	1%	531	708
	18	Cleanliness of foot over bridges	1%	548	692
	19	Cleanliness of track area up to home signal beyond platform	1%	528	704
	20	Functioning of cross and longitudinal waste water drains	2%	542	671
Waste Management	21	Adequate availability of dustbins	10%	580	683
	22	Proper system for collection and disposal of solid waste from trains	0%	532	642
	23	Proper system for collection and disposal of solid waste from stations	0%	516	671
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	549	663
	25	Promptness in removal and disbursement of garbage	3%	536	650
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	515	646
	27	Presence/clearance of unwanted posters/notices	0%	534	563
	28	Storage of scrap items & their prompt disposal	3%	508	596
Toilets	29	Adequate availability of toilet in General	4%	538	679
	30	Adequate availability of toilets in pay and use	0%	560	717
	31	Adequate availability of toilets in Waiting rooms	3%	539	725
	32	Adequate availability of toilets in Circulating area	0%	553	629
	33	Condition of toilets in General	3%	528	675
	34	Condition of toilets in pay and use	0%	541	683
	35	Condition of toilets in Waiting rooms	2%	555	671
	36	Condition of toilets in circulating area	0%	544	650
	37	Availability of water in toilets and in other places for cleaning	4%	552	633
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	542	688
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	529	663
	40	Cleanliness of concourse and circulating area	0%	540	658
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			667
	3	Adequate supervision for monitoring cleanliness			633
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			667
	5	Performance of service improvement groups (SIG) and their effectiveness			633
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			567
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			567
	10	Final disposal of waste water from the trackside drains			633
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			633
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
KAKINADA TOWN	VIJAYAWADA
Passenger Cleanliness Score	523
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	238
Cleanliness Rank of the Station (in Category)	185
Cleanliness Rank of the Station (in Footfall Class)	104
Cleanliness Rank of the Station (in Zone)	22
Cleanliness Rank of the Station (in Division)	8
Non-Passenger Cleanliness Score	531
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	91
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

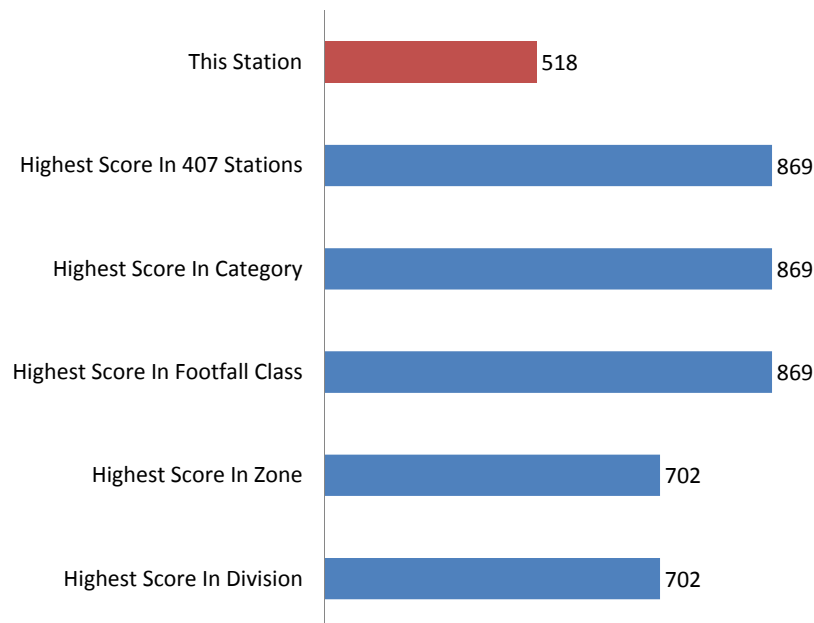
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	499	543
	2	Condition of flooring surface at waiting rooms	1%	499	514
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	517	571
	4	Condition of water booths and water coolers	2%	512	543
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	516	486
	6	Condition of vending stalls including arrangements for waste disposal	2%	520	543
	7	Proper dressing of Electric cables	2%	519	543
	8	Proper dressing of Telecom cables	2%	523	486
	9	Absence of stench in the station premises	12%	564	543
	10	Control of pest and rodent	2%	507	600
	11	Control of flies and mosquitoes	3%	454	543
	12	Stagnation of water in movement areas and non-movement areas	2%	494	514
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	512	629
	14	Cleanliness and hygiene around vending stalls	3%	507	486
	15	Cleanliness of platform areas	5%	497	514
	16	Cleanliness of advertisement hoardings/signages	3%	520	486
	17	Cleanliness of tracks between platforms	1%	514	486
	18	Cleanliness of foot over bridges	1%	507	543
	19	Cleanliness of track area up to home signal beyond platform	1%	496	543
	20	Functioning of cross and longitudinal waste water drains	2%	478	486
Waste Management	21	Adequate availability of dustbins	10%	590	543
	22	Proper system for collection and disposal of solid waste from trains	0%	517	514
	23	Proper system for collection and disposal of solid waste from stations	0%	506	571
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	506	514
	25	Promptness in removal and disbursement of garbage	3%	513	514
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	507	571
	27	Presence/clearance of unwanted posters/notices	0%	514	571
	28	Storage of scrap items & their prompt disposal	3%	520	486
Toilets	29	Adequate availability of toilet in General	4%	548	600
	30	Adequate availability of toilets in pay and use	0%	526	514
	31	Adequate availability of toilets in Waiting rooms	3%	524	457
	32	Adequate availability of toilets in Circulating area	0%	507	571
	33	Condition of toilets in General	3%	506	543
	34	Condition of toilets in pay and use	0%	515	600
	35	Condition of toilets in Waiting rooms	2%	517	514
	36	Condition of toilets in circulating area	0%	507	457
	37	Availability of water in toilets and in other places for cleaning	4%	499	571
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	507	457
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	508	514
	40	Cleanliness of concourse and circulating area	0%	503	514
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
BHIMAVARAM TOWN	VIJAYAWADA
Passenger Cleanliness Score	
Passenger Cleanliness Score	518
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	245
Cleanliness Rank of the Station (in Category)	191
Cleanliness Rank of the Station (in Footfall Class)	109
Cleanliness Rank of the Station (in Zone)	23
Cleanliness Rank of the Station (in Division)	9
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	597
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	600
Infrastructure Adequacy Level	Level 2
Process Compliance Score	600
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	96
Observed the enforcement of anti-littering rules	74
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	80

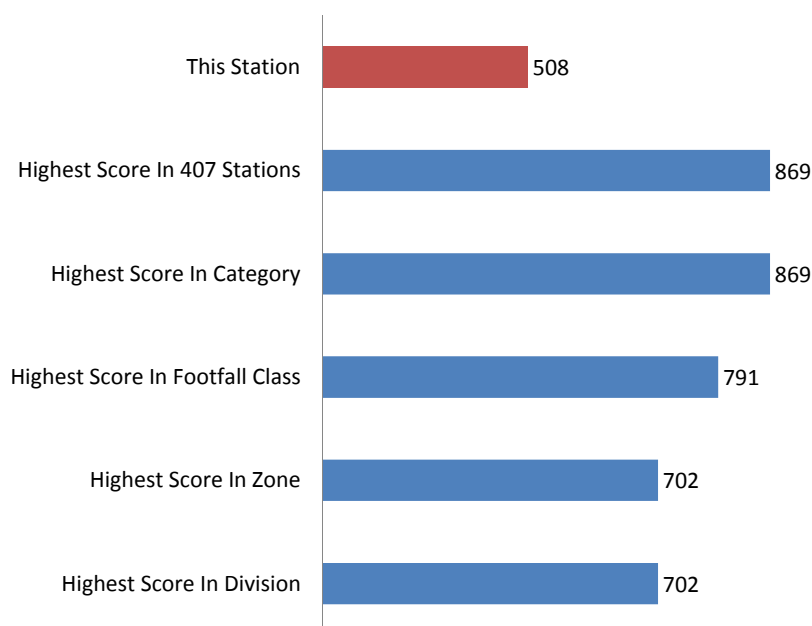
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	604	583
	2	Condition of flooring surface at waiting rooms	1%	626	600
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	456	550
	4	Condition of water booths and water coolers	2%	456	583
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	476	600
	6	Condition of vending stalls including arrangements for waste disposal	2%	490	600
	7	Proper dressing of Electric cables	2%	552	600
	8	Proper dressing of Telecom cables	2%	552	600
	9	Absence of stench in the station premises	12%	546	600
	10	Control of pest and rodent	2%	520	600
	11	Control of flies and mosquitoes	3%	517	600
	12	Stagnation of water in movement areas and non-movement areas	2%	416	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	457	600
	14	Cleanliness and hygiene around vending stalls	3%	495	600
	15	Cleanliness of platform areas	5%	527	600
	16	Cleanliness of advertisement hoardings/signages	3%	584	600
	17	Cleanliness of tracks between platforms	1%	524	600
	18	Cleanliness of foot over bridges	1%	514	600
	19	Cleanliness of track area up to home signal beyond platform	1%	501	600
	20	Functioning of cross and longitudinal waste water drains	2%	437	600
Waste Management	21	Adequate availability of dustbins	10%	512	600
	22	Proper system for collection and disposal of solid waste from trains	0%	493	600
	23	Proper system for collection and disposal of solid waste from stations	0%	476	583
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	416	600
	25	Promptness in removal and disbursement of garbage	3%	465	600
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	475	600
	27	Presence/clearance of unwanted posters/notices	0%	458	600
	28	Storage of scrap items & their prompt disposal	3%	569	600
Toilets	29	Adequate availability of toilet in General	4%	512	600
	30	Adequate availability of toilets in pay and use	0%	597	600
	31	Adequate availability of toilets in Waiting rooms	3%	592	600
	32	Adequate availability of toilets in Circulating area	0%	502	600
	33	Condition of toilets in General	3%	484	600
	34	Condition of toilets in pay and use	0%	553	600
	35	Condition of toilets in Waiting rooms	2%	562	600
	36	Condition of toilets in circulating area	0%	496	600
	37	Availability of water in toilets and in other places for cleaning	4%	488	567
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	577	600
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	475	600
	40	Cleanliness of concourse and circulating area	0%	519	600
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
ONGOLE	VIJAYAWADA
Passenger Cleanliness Score	
Passenger Cleanliness Score	508
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	256
Cleanliness Rank of the Station (in Category)	201
Cleanliness Rank of the Station (in Footfall Class)	80
Cleanliness Rank of the Station (in Zone)	24
Cleanliness Rank of the Station (in Division)	10
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	613
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	676
Infrastructure Adequacy Level	Level 2
Process Compliance Score	660
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	79
Observed the enforcement of anti-littering rules	12
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	60
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

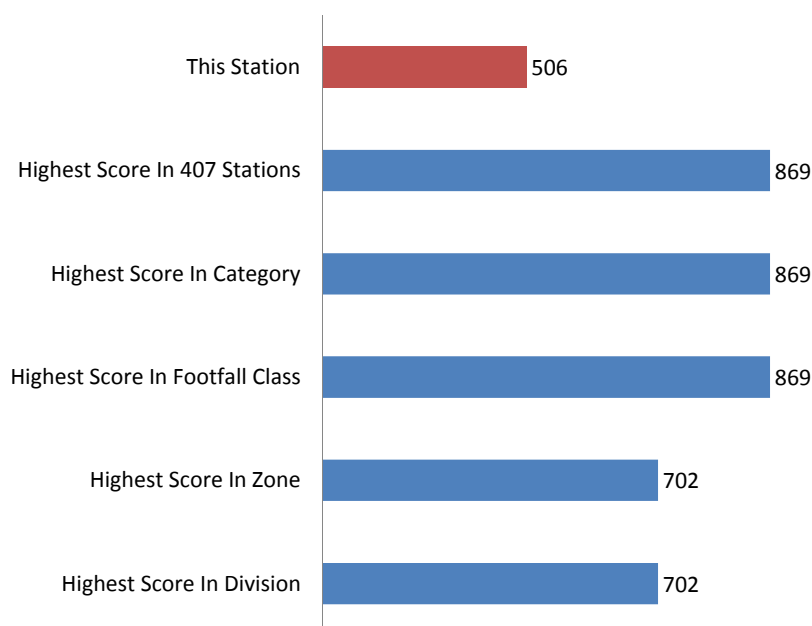
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	514	570
	2	Condition of flooring surface at waiting rooms	1%	524	607
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	505	607
	4	Condition of water booths and water coolers	2%	484	660
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	515	640
	6	Condition of vending stalls including arrangements for waste disposal	2%	512	593
	7	Proper dressing of Electric cables	2%	534	620
	8	Proper dressing of Telecom cables	2%	526	537
	9	Absence of stench in the station premises	12%	537	620
	10	Control of pest and rodent	2%	387	590
	11	Control of flies and mosquitoes	3%	377	577
	12	Stagnation of water in movement areas and non-movement areas	2%	489	663
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	512	590
	14	Cleanliness and hygiene around vending stalls	3%	506	603
	15	Cleanliness of platform areas	5%	517	623
	16	Cleanliness of advertisement hoardings/signages	3%	504	590
	17	Cleanliness of tracks between platforms	1%	503	610
	18	Cleanliness of foot over bridges	1%	524	613
	19	Cleanliness of track area up to home signal beyond platform	1%	506	603
	20	Functioning of cross and longitudinal waste water drains	2%	488	533
Waste Management	21	Adequate availability of dustbins	10%	580	670
	22	Proper system for collection and disposal of solid waste from trains	0%	485	563
	23	Proper system for collection and disposal of solid waste from stations	0%	496	557
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	489	603
	25	Promptness in removal and disbursement of garbage	3%	491	530
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	504	607
	27	Presence/clearance of unwanted posters/notices	0%	495	603
	28	Storage of scrap items & their prompt disposal	3%	487	583
Toilets	29	Adequate availability of toilet in General	4%	442	663
	30	Adequate availability of toilets in pay and use	0%	500	637
	31	Adequate availability of toilets in Waiting rooms	3%	476	603
	32	Adequate availability of toilets in Circulating area	0%	465	587
	33	Condition of toilets in General	3%	495	587
	34	Condition of toilets in pay and use	0%	507	607
	35	Condition of toilets in Waiting rooms	2%	497	643
	36	Condition of toilets in circulating area	0%	493	553
	37	Availability of water in toilets and in other places for cleaning	4%	503	697
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	514	553
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	507	573
	40	Cleanliness of concourse and circulating area	0%	494	610
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			680
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			640
	3	Adequate supervision for monitoring cleanliness			680
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			560
	5	Performance of service improvement groups (SIG) and their effectiveness			720
	6	Usage of recycled water for non potable uses			680
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			640
	8	Condition of carriage watering hydrants including their leakage			720
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			720
	10	Final disposal of waste water from the trackside drains			680
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			640
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			680
	13	Condition of Washable CC Apron over tracks at station			650

Name of Station	Division
TADEPALLIGUDEM	VIJAYAWADA
Passenger Cleanliness Score	506
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	263
Cleanliness Rank of the Station (in Category)	207
Cleanliness Rank of the Station (in Footfall Class)	120
Cleanliness Rank of the Station (in Zone)	25
Cleanliness Rank of the Station (in Division)	11
Non-Passenger Cleanliness Score	636
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	640
Infrastructure Adequacy Level	Level 2
Process Compliance Score	667
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	82
Observed the enforcement of anti-littering rules	12
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	60
Observed the use of CCTVs for monitoring cleanliness at stations	20
Availability of Washable CC Apron over tracks at station	60

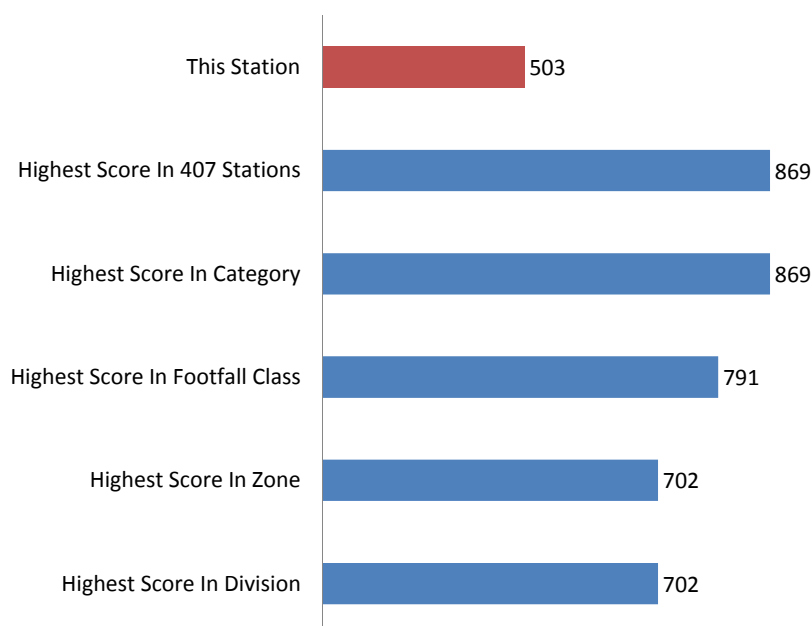
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	527	608
	2	Condition of flooring surface at waiting rooms	1%	527	678
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	522	600
	4	Condition of water booths and water coolers	2%	517	665
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	525	665
	6	Condition of vending stalls including arrangements for waste disposal	2%	527	665
	7	Proper dressing of Electric cables	2%	531	645
	8	Proper dressing of Telecom cables	2%	532	660
	9	Absence of stench in the station premises	12%	454	613
	10	Control of pest and rodent	2%	359	608
	11	Control of flies and mosquitoes	3%	368	680
	12	Stagnation of water in movement areas and non-movement areas	2%	507	605
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	517	658
	14	Cleanliness and hygiene around vending stalls	3%	511	640
	15	Cleanliness of platform areas	5%	521	625
	16	Cleanliness of advertisement hoardings/signages	3%	527	645
	17	Cleanliness of tracks between platforms	1%	517	620
	18	Cleanliness of foot over bridges	1%	520	635
	19	Cleanliness of track area up to home signal beyond platform	1%	521	580
	20	Functioning of cross and longitudinal waste water drains	2%	492	658
Waste Management	21	Adequate availability of dustbins	10%	555	650
	22	Proper system for collection and disposal of solid waste from trains	0%	527	653
	23	Proper system for collection and disposal of solid waste from stations	0%	527	680
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	517	633
	25	Promptness in removal and disbursement of garbage	3%	521	620
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	517	615
	27	Presence/clearance of unwanted posters/notices	0%	524	660
	28	Storage of scrap items & their prompt disposal	3%	523	693
Toilets	29	Adequate availability of toilet in General	4%	475	620
	30	Adequate availability of toilets in pay and use	0%	488	620
	31	Adequate availability of toilets in Waiting rooms	3%	510	593
	32	Adequate availability of toilets in Circulating area	0%	517	620
	33	Condition of toilets in General	3%	507	653
	34	Condition of toilets in pay and use	0%	493	550
	35	Condition of toilets in Waiting rooms	2%	476	703
	36	Condition of toilets in circulating area	0%	516	608
	37	Availability of water in toilets and in other places for cleaning	4%	525	620
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	525	653
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	527	608
	40	Cleanliness of concourse and circulating area	0%	518	600
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			680
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			720
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			720
	5	Performance of service improvement groups (SIG) and their effectiveness			640
	6	Usage of recycled water for non potable uses			640
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			640
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			640
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			680
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			680
	13	Condition of Washable CC Apron over tracks at station			640

Name of Station	Division
ANAKAPALLE	VIJAYAWADA
Passenger Cleanliness Score	
Passenger Cleanliness Score	503
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	269
Cleanliness Rank of the Station (in Category)	213
Cleanliness Rank of the Station (in Footfall Class)	83
Cleanliness Rank of the Station (in Zone)	26
Cleanliness Rank of the Station (in Division)	12
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	465
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	400
Infrastructure Adequacy Level	Level 4
Process Compliance Score	400
Process Compliance Level	Level 4

Passenger Cleanliness Score



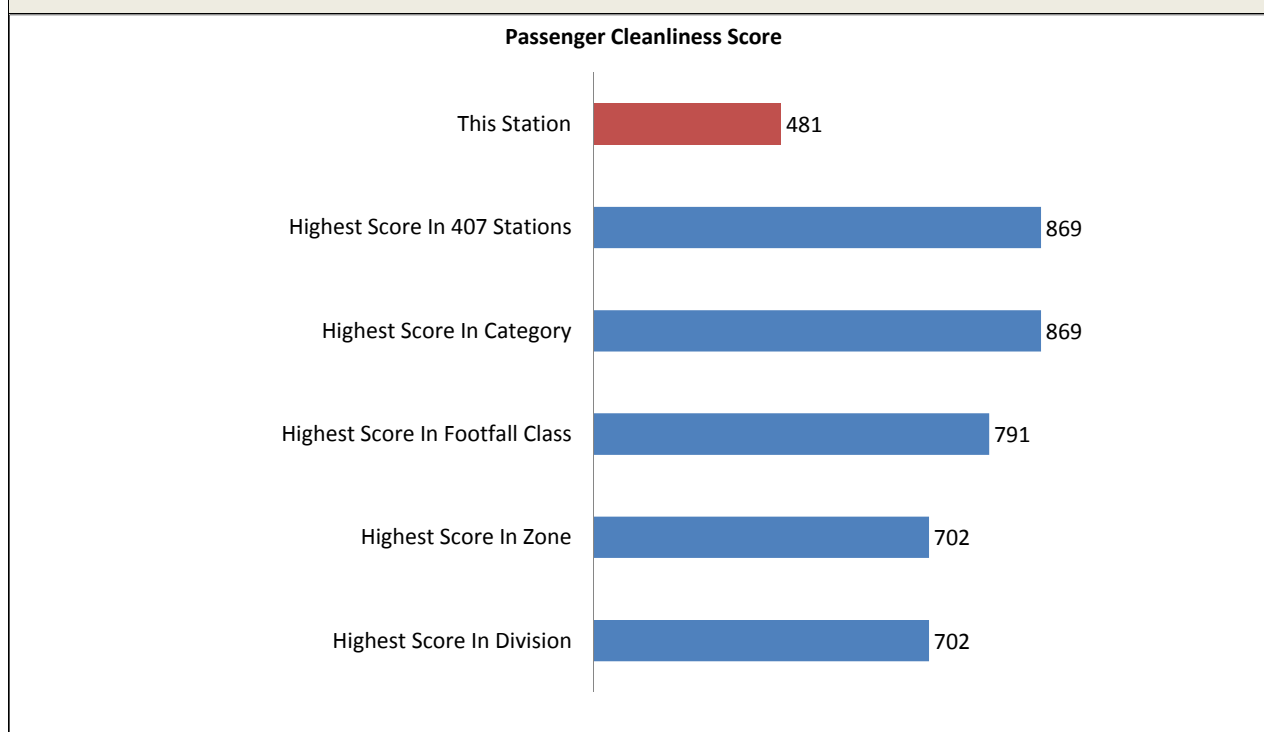
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	100
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	50

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	471	450
	2	Condition of flooring surface at waiting rooms	1%	459	463
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	480	450
	4	Condition of water booths and water coolers	2%	469	457
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	509	457
	6	Condition of vending stalls including arrangements for waste disposal	2%	501	475
	7	Proper dressing of Electric cables	2%	519	475
	8	Proper dressing of Telecom cables	2%	526	500
	9	Absence of stench in the station premises	12%	535	488
	10	Control of pest and rodent	2%	514	488
	11	Control of flies and mosquitoes	3%	502	488
	12	Stagnation of water in movement areas and non-movement areas	2%	499	425
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	462	450
	14	Cleanliness and hygiene around vending stalls	3%	516	450
	15	Cleanliness of platform areas	5%	499	450
	16	Cleanliness of advertisement hoardings/signages	3%	524	463
	17	Cleanliness of tracks between platforms	1%	478	438
	18	Cleanliness of foot over bridges	1%	496	438
	19	Cleanliness of track area up to home signal beyond platform	1%	486	463
	20	Functioning of cross and longitudinal waste water drains	2%	468	450
Waste Management	21	Adequate availability of dustbins	10%	549	500
	22	Proper system for collection and disposal of solid waste from trains	0%	473	438
	23	Proper system for collection and disposal of solid waste from stations	0%	473	438
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	470	413
	25	Promptness in removal and disbursement of garbage	3%	466	463
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	466	475
	27	Presence/clearance of unwanted posters/notices	0%	478	438
	28	Storage of scrap items & their prompt disposal	3%	526	475
Toilets	29	Adequate availability of toilet in General	4%	524	475
	30	Adequate availability of toilets in pay and use	0%	510	488
	31	Adequate availability of toilets in Waiting rooms	3%	478	438
	32	Adequate availability of toilets in Circulating area	0%	500	463
	33	Condition of toilets in General	3%	473	425
	34	Condition of toilets in pay and use	0%	461	463
	35	Condition of toilets in Waiting rooms	2%	452	450
	36	Condition of toilets in circulating area	0%	511	450
	37	Availability of water in toilets and in other places for cleaning	4%	497	463
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	490	425
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	467	457
	40	Cleanliness of concourse and circulating area	0%	466	425
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			400
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			400
	3	Adequate supervision for monitoring cleanliness			400
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			400
	5	Performance of service improvement groups (SIG) and their effectiveness			400
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			400
	8	Condition of carriage watering hydrants including their leakage			400
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			400
	10	Final disposal of waste water from the trackside drains			400
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			400

Name of Station	Division
CHIRALA	VIJAYAWADA
Passenger Cleanliness Score	
Passenger Cleanliness Score	481
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	301
Cleanliness Rank of the Station (in Category)	241
Cleanliness Rank of the Station (in Footfall Class)	98
Cleanliness Rank of the Station (in Zone)	29
Cleanliness Rank of the Station (in Division)	13
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	544
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	500
Infrastructure Adequacy Level	Level 3
Process Compliance Score	
Process Compliance Score	500
Process Compliance Level	Level 3



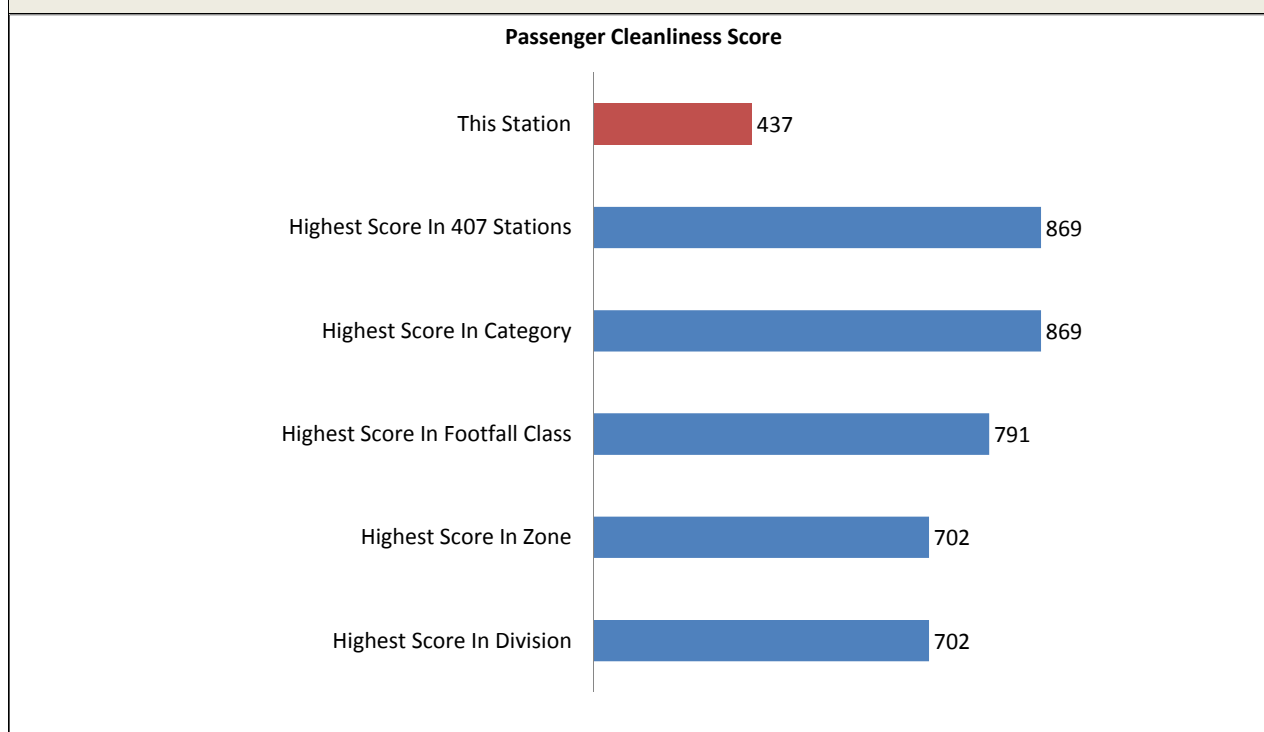
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	73
Observed the enforcement of anti-littering rules	38
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	50

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	516	600
	2	Condition of flooring surface at waiting rooms	1%	478	600
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	472	600
	4	Condition of water booths and water coolers	2%	531	600
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	530	600
	6	Condition of vending stalls including arrangements for waste disposal	2%	460	600
	7	Proper dressing of Electric cables	2%	572	600
	8	Proper dressing of Telecom cables	2%	497	600
	9	Absence of stench in the station premises	12%	577	567
	10	Control of pest and rodent	2%	381	500
	11	Control of flies and mosquitoes	3%	430	500
	12	Stagnation of water in movement areas and non-movement areas	2%	464	500
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	456	500
	14	Cleanliness and hygiene around vending stalls	3%	474	500
	15	Cleanliness of platform areas	5%	398	500
	16	Cleanliness of advertisement hoardings/signages	3%	495	500
	17	Cleanliness of tracks between platforms	1%	439	500
	18	Cleanliness of foot over bridges	1%	494	500
	19	Cleanliness of track area up to home signal beyond platform	1%	397	500
	20	Functioning of cross and longitudinal waste water drains	2%	405	500
Waste Management	21	Adequate availability of dustbins	10%	485	500
	22	Proper system for collection and disposal of solid waste from trains	0%	489	600
	23	Proper system for collection and disposal of solid waste from stations	0%	430	600
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	390	500
	25	Promptness in removal and disbursement of garbage	3%	401	500
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	452	500
	27	Presence/clearance of unwanted posters/notices	0%	404	500
	28	Storage of scrap items & their prompt disposal	3%	433	500
Toilets	29	Adequate availability of toilet in General	4%	415	500
	30	Adequate availability of toilets in pay and use	0%	561	600
	31	Adequate availability of toilets in Waiting rooms	3%	511	600
	32	Adequate availability of toilets in Circulating area	0%	544	600
	33	Condition of toilets in General	3%	488	600
	34	Condition of toilets in pay and use	0%	563	600
	35	Condition of toilets in Waiting rooms	2%	504	600
	36	Condition of toilets in circulating area	0%	565	600
	37	Availability of water in toilets and in other places for cleaning	4%	463	600
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	533	600
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	471	600
	40	Cleanliness of concourse and circulating area	0%	401	500
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			500
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			500
	3	Adequate supervision for monitoring cleanliness			500
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			500
	5	Performance of service improvement groups (SIG) and their effectiveness			500
	6	Usage of recycled water for non potable uses			500
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			500
	8	Condition of carriage watering hydrants including their leakage			500
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			500
	10	Final disposal of waste water from the trackside drains			500
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			500
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			500
	13	Condition of Washable CC Apron over tracks at station			500

Name of Station	Division
GUDUR JN.	VIJAYAWADA
Passenger Cleanliness Score	
Passenger Cleanliness Score	437
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	345
Cleanliness Rank of the Station (in Category)	275
Cleanliness Rank of the Station (in Footfall Class)	111
Cleanliness Rank of the Station (in Zone)	33
Cleanliness Rank of the Station (in Division)	14
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	609
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	486
Infrastructure Adequacy Level	Level 4
Process Compliance Score	617
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	95
Observed the enforcement of anti-littering rules	57
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	50

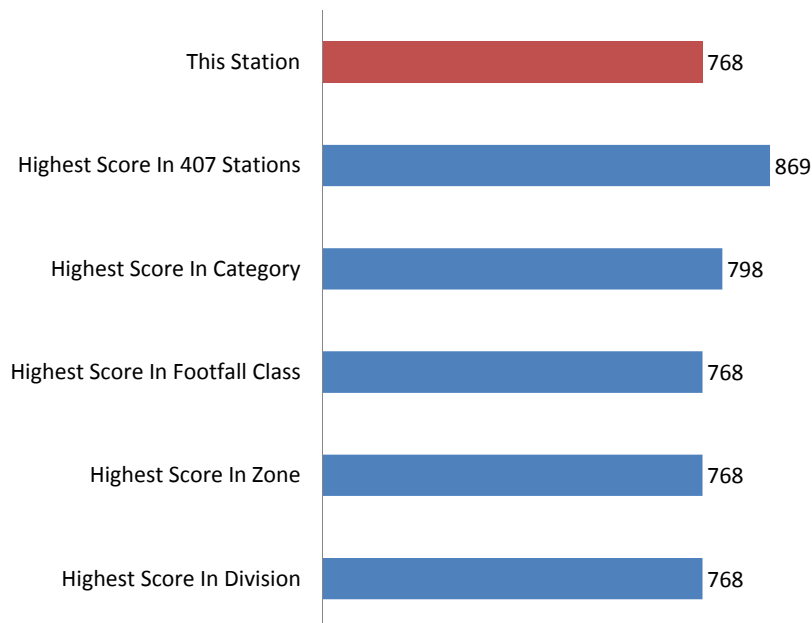
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	466	560
	2	Condition of flooring surface at waiting rooms	1%	469	650
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	436	500
	4	Condition of water booths and water coolers	2%	412	550
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	426	530
	6	Condition of vending stalls including arrangements for waste disposal	2%	431	670
	7	Proper dressing of Electric cables	2%	490	600
	8	Proper dressing of Telecom cables	2%	471	580
	9	Absence of stench in the station premises	12%	454	600
	10	Control of pest and rodent	2%	380	550
	11	Control of flies and mosquitoes	3%	363	600
	12	Stagnation of water in movement areas and non-movement areas	2%	414	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	433	580
	14	Cleanliness and hygiene around vending stalls	3%	463	650
	15	Cleanliness of platform areas	5%	491	670
	16	Cleanliness of advertisement hoardings/signages	3%	436	600
	17	Cleanliness of tracks between platforms	1%	332	690
	18	Cleanliness of foot over bridges	1%	457	650
	19	Cleanliness of track area up to home signal beyond platform	1%	433	650
	20	Functioning of cross and longitudinal waste water drains	2%	388	580
Waste Management	21	Adequate availability of dustbins	10%	478	650
	22	Proper system for collection and disposal of solid waste from trains	0%	438	630
	23	Proper system for collection and disposal of solid waste from stations	0%	466	620
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	434	600
	25	Promptness in removal and disbursement of garbage	3%	444	600
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	438	580
	27	Presence/clearance of unwanted posters/notices	0%	451	590
	28	Storage of scrap items & their prompt disposal	3%	415	670
Toilets	29	Adequate availability of toilet in General	4%	363	570
	30	Adequate availability of toilets in pay and use	0%	405	560
	31	Adequate availability of toilets in Waiting rooms	3%	411	670
	32	Adequate availability of toilets in Circulating area	0%	388	530
	33	Condition of toilets in General	3%	370	600
	34	Condition of toilets in pay and use	0%	421	670
	35	Condition of toilets in Waiting rooms	2%	428	650
	36	Condition of toilets in circulating area	0%	377	570
	37	Availability of water in toilets and in other places for cleaning	4%	448	600
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	440	590
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	421	620
	40	Cleanliness of concourse and circulating area	0%	443	670
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			700
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			500
	8	Condition of carriage watering hydrants including their leakage			500
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			700
	10	Final disposal of waste water from the trackside drains			400
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			500
	13	Condition of Washable CC Apron over tracks at station			400

Name of Station	Division
BILASPUR JN	BILASPUR JN.
Passenger Cleanliness Score	768
Passenger Cleanliness Level	Level 1
Cleanliness Rank of the Station (in 407 stations)	12
Cleanliness Rank of the Station (in Category)	3
Cleanliness Rank of the Station (in Footfall Class)	1
Cleanliness Rank of the Station (in Zone)	1
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	922
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	887
Infrastructure Adequacy Level	Level 1
Process Compliance Score	929
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	73
Observed the enforcement of anti-littering rules	82
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

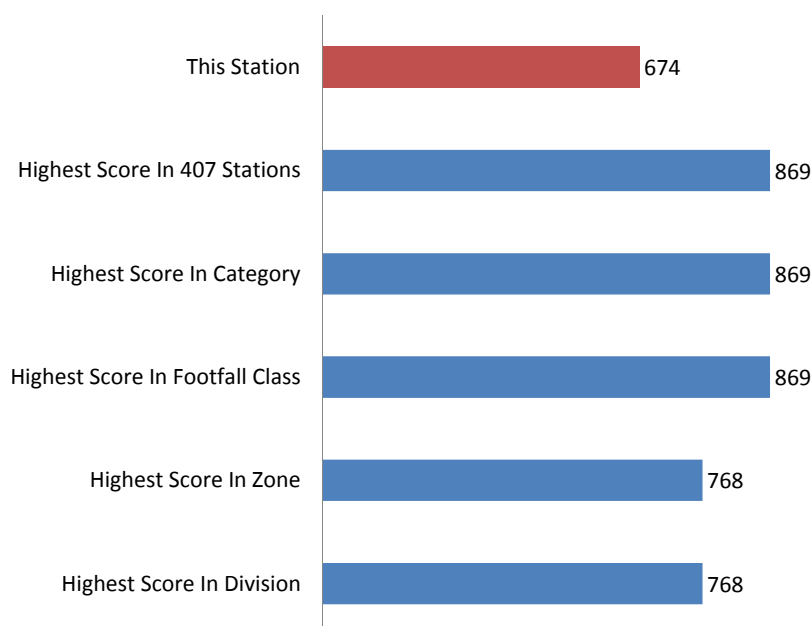
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SECR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	785	988
	2	Condition of flooring surface at waiting rooms	1%	802	975
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	768	786
	4	Condition of water booths and water coolers	2%	756	917
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	751	950
	6	Condition of vending stalls including arrangements for waste disposal	2%	775	925
	7	Proper dressing of Electric cables	2%	754	938
	8	Proper dressing of Telecom cables	2%	762	950
	9	Absence of stench in the station premises	12%	779	975
	10	Control of pest and rodent	2%	767	908
	11	Control of flies and mosquitoes	3%	763	954
	12	Stagnation of water in movement areas and non-movement areas	2%	765	896
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	775	858
	14	Cleanliness and hygiene around vending stalls	3%	785	883
	15	Cleanliness of platform areas	5%	785	921
	16	Cleanliness of advertisement hoardings/signages	3%	758	975
	17	Cleanliness of tracks between platforms	1%	780	875
	18	Cleanliness of foot over bridges	1%	772	975
	19	Cleanliness of track area up to home signal beyond platform	1%	771	950
	20	Functioning of cross and longitudinal waste water drains	2%	756	871
Waste Management	21	Adequate availability of dustbins	10%	783	779
	22	Proper system for collection and disposal of solid waste from trains	0%	739	938
	23	Proper system for collection and disposal of solid waste from stations	0%	728	938
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	747	883
	25	Promptness in removal and disbursement of garbage	3%	762	929
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	765	988
	27	Presence/clearance of unwanted posters/notices	0%	779	942
	28	Storage of scrap items & their prompt disposal	3%	774	1000
Toilets	29	Adequate availability of toilet in General	4%	735	867
	30	Adequate availability of toilets in pay and use	0%	650	727
	31	Adequate availability of toilets in Waiting rooms	3%	761	924
	32	Adequate availability of toilets in Circulating area	0%	751	904
	33	Condition of toilets in General	3%	741	838
	34	Condition of toilets in pay and use	0%	708	742
	35	Condition of toilets in Waiting rooms	2%	737	850
	36	Condition of toilets in circulating area	0%	736	871
	37	Availability of water in toilets and in other places for cleaning	4%	757	963
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	774	963
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	761	963
	40	Cleanliness of concourse and circulating area	0%	785	875
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			925
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			1000
	3	Adequate supervision for monitoring cleanliness			975
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			975
	5	Performance of service improvement groups (SIG) and their effectiveness			950
	6	Usage of recycled water for non potable uses			750
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			875
	8	Condition of carriage watering hydrants including their leakage			900
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			875
	10	Final disposal of waste water from the trackside drains			850
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			850
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			925
	13	Condition of Washable CC Apron over tracks at station			933

Name of Station	Division
CHAMPA JN.	BILASPUR JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	674
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	39
Cleanliness Rank of the Station (in Category)	32
Cleanliness Rank of the Station (in Footfall Class)	18
Cleanliness Rank of the Station (in Zone)	2
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	854
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	713
Infrastructure Adequacy Level	Level 2
Process Compliance Score	820
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	85
Observed the enforcement of anti-littering rules	82
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	0

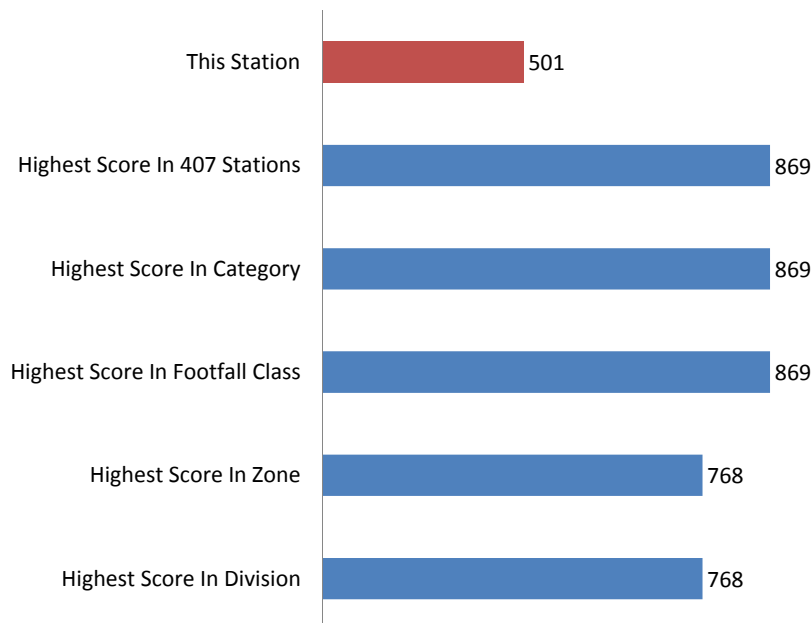
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	724	875
	2	Condition of flooring surface at waiting rooms	1%	731	892
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	626	767
	4	Condition of water booths and water coolers	2%	669	867
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	603	750
	6	Condition of vending stalls including arrangements for waste disposal	2%	642	833
	7	Proper dressing of Electric cables	2%	690	875
	8	Proper dressing of Telecom cables	2%	692	875
	9	Absence of stench in the station premises	12%	751	967
	10	Control of pest and rodent	2%	717	592
	11	Control of flies and mosquitoes	3%	663	708
	12	Stagnation of water in movement areas and non-movement areas	2%	622	792
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	638	833
	14	Cleanliness and hygiene around vending stalls	3%	694	875
	15	Cleanliness of platform areas	5%	737	883
	16	Cleanliness of advertisement hoardings/signages	3%	701	808
	17	Cleanliness of tracks between platforms	1%	721	842
	18	Cleanliness of foot over bridges	1%	694	892
	19	Cleanliness of track area up to home signal beyond platform	1%	660	842
	20	Functioning of cross and longitudinal waste water drains	2%	602	600
Waste Management	21	Adequate availability of dustbins	10%	687	895
	22	Proper system for collection and disposal of solid waste from trains	0%	642	775
	23	Proper system for collection and disposal of solid waste from stations	0%	681	808
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	628	817
	25	Promptness in removal and disbursement of garbage	3%	698	875
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	664	808
	27	Presence/clearance of unwanted posters/notices	0%	676	775
	28	Storage of scrap items & their prompt disposal	3%	709	833
Toilets	29	Adequate availability of toilet in General	4%	530	830
	30	Adequate availability of toilets in pay and use	0%	448	800
	31	Adequate availability of toilets in Waiting rooms	3%	635	950
	32	Adequate availability of toilets in Circulating area	0%	462	900
	33	Condition of toilets in General	3%	526	800
	34	Condition of toilets in pay and use	0%	473	875
	35	Condition of toilets in Waiting rooms	2%	652	842
	36	Condition of toilets in circulating area	0%	503	825
	37	Availability of water in toilets and in other places for cleaning	4%	637	933
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	696	842
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	639	817
	40	Cleanliness of concourse and circulating area	0%	729	833
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		767	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		800	
	3	Adequate supervision for monitoring cleanliness		833	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		867	
	5	Performance of service improvement groups (SIG) and their effectiveness		833	
	6	Usage of recycled water for non potable uses		0	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		667	
	8	Condition of carriage watering hydrants including their leakage		760	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		733	
	10	Final disposal of waste water from the trackside drains		633	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		567	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		833	
	13	Condition of Washable CC Apron over tracks at station		800	

Name of Station	Division
RAIGARH	BILASPUR JN.
Passenger Cleanliness Score	501
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	270
Cleanliness Rank of the Station (in Category)	214
Cleanliness Rank of the Station (in Footfall Class)	126
Cleanliness Rank of the Station (in Zone)	4
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	727
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	719
Infrastructure Adequacy Level	Level 2
Process Compliance Score	706
Process Compliance Level	Level 2

Passenger Cleanliness Score



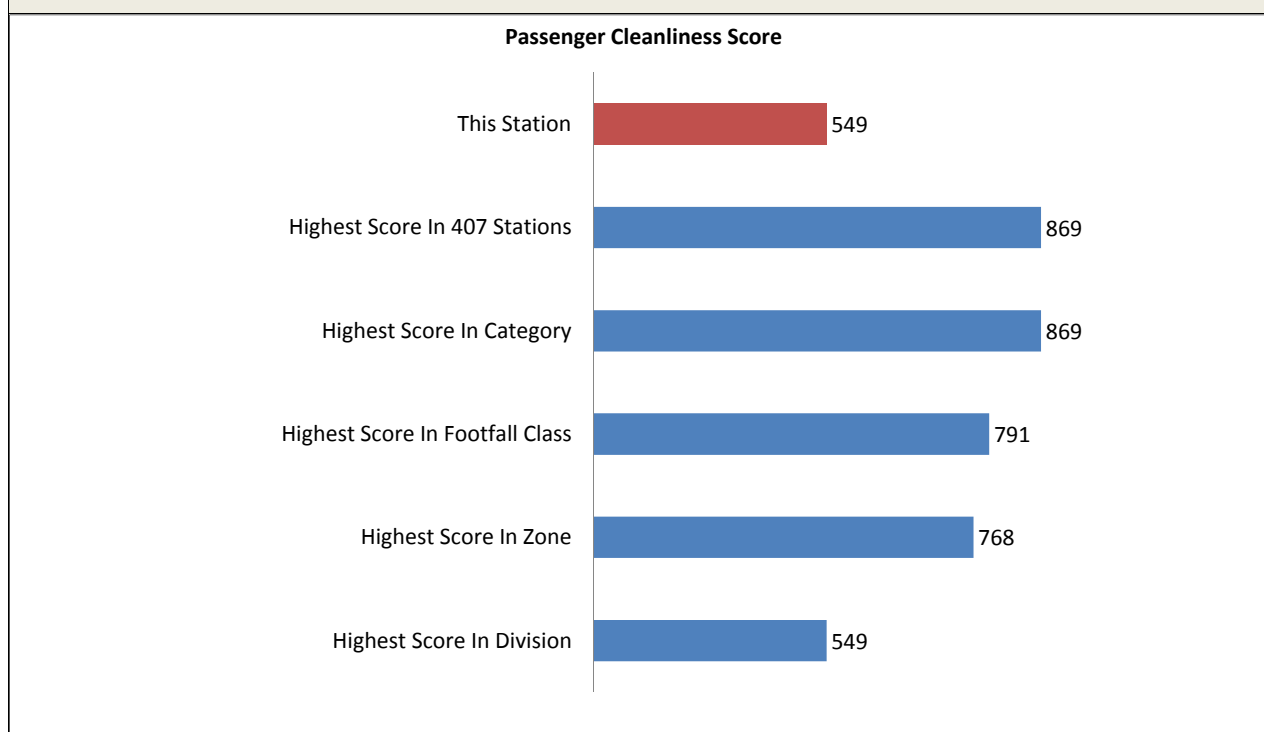
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	71
Observed the enforcement of anti-littering rules	71
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	83
Availability of Washable CC Apron over tracks at station	50

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	533	658
	2	Condition of flooring surface at waiting rooms	1%	562	775
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	484	508
	4	Condition of water booths and water coolers	2%	497	767
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	449	767
	6	Condition of vending stalls including arrangements for waste disposal	2%	498	792
	7	Proper dressing of Electric cables	2%	525	717
	8	Proper dressing of Telecom cables	2%	518	733
	9	Absence of stench in the station premises	12%	544	792
	10	Control of pest and rodent	2%	466	500
	11	Control of flies and mosquitoes	3%	441	592
	12	Stagnation of water in movement areas and non-movement areas	2%	489	683
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	513	783
	14	Cleanliness and hygiene around vending stalls	3%	531	733
	15	Cleanliness of platform areas	5%	533	783
	16	Cleanliness of advertisement hoardings/signages	3%	498	700
	17	Cleanliness of tracks between platforms	1%	471	650
	18	Cleanliness of foot over bridges	1%	503	733
	19	Cleanliness of track area up to home signal beyond platform	1%	492	742
	20	Functioning of cross and longitudinal waste water drains	2%	443	600
Waste Management	21	Adequate availability of dustbins	10%	527	725
	22	Proper system for collection and disposal of solid waste from trains	0%	502	808
	23	Proper system for collection and disposal of solid waste from stations	0%	500	792
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	505	733
	25	Promptness in removal and disbursement of garbage	3%	512	767
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	498	733
	27	Presence/clearance of unwanted posters/notices	0%	488	717
	28	Storage of scrap items & their prompt disposal	3%	506	742
Toilets	29	Adequate availability of toilet in General	4%	428	658
	30	Adequate availability of toilets in pay and use	0%	420	533
	31	Adequate availability of toilets in Waiting rooms	3%	491	775
	32	Adequate availability of toilets in Circulating area	0%	415	600
	33	Condition of toilets in General	3%	393	658
	34	Condition of toilets in pay and use	0%	417	500
	35	Condition of toilets in Waiting rooms	2%	492	733
	36	Condition of toilets in circulating area	0%	433	475
	37	Availability of water in toilets and in other places for cleaning	4%	503	808
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	483	717
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	501	708
	40	Cleanliness of concourse and circulating area	0%	485	650
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			733
	3	Adequate supervision for monitoring cleanliness			767
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			833
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			733
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			767
	10	Final disposal of waste water from the trackside drains			733
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			767
	13	Condition of Washable CC Apron over tracks at station			733

Name of Station	Division
GONDIA	NAGPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	549
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	189
Cleanliness Rank of the Station (in Category)	148
Cleanliness Rank of the Station (in Footfall Class)	60
Cleanliness Rank of the Station (in Zone)	3
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	723
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	673
Infrastructure Adequacy Level	Level 2
Process Compliance Score	738
Process Compliance Level	Level 2



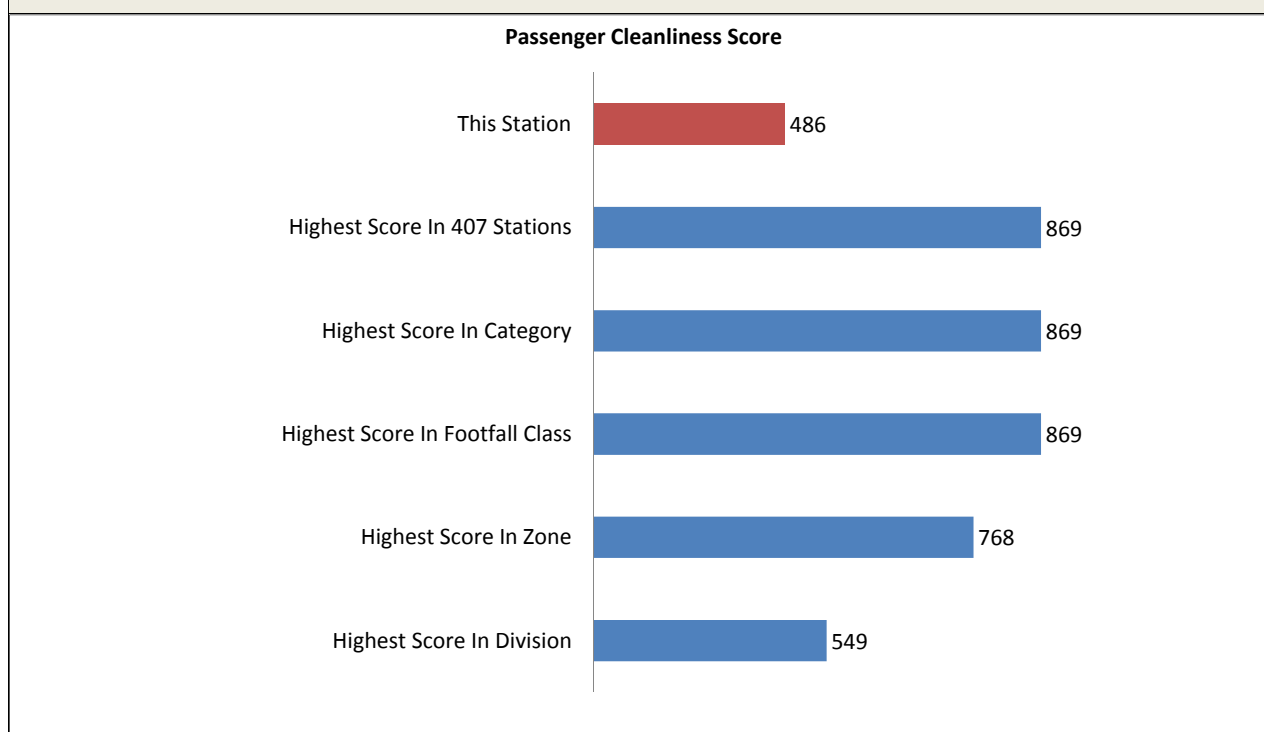
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	84
Observed the enforcement of anti-littering rules	66
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	29
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	86
Availability of Washable CC Apron over tracks at station	43

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SECR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	602	829
	2	Condition of flooring surface at waiting rooms	1%	607	846
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	557	643
	4	Condition of water booths and water coolers	2%	555	725
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	546	682
	6	Condition of vending stalls including arrangements for waste disposal	2%	572	732
	7	Proper dressing of Electric cables	2%	571	639
	8	Proper dressing of Telecom cables	2%	570	636
	9	Absence of stench in the station premises	12%	566	771
	10	Control of pest and rodent	2%	462	475
	11	Control of flies and mosquitoes	3%	500	693
	12	Stagnation of water in movement areas and non-movement areas	2%	537	711
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	538	575
	14	Cleanliness and hygiene around vending stalls	3%	577	775
	15	Cleanliness of platform areas	5%	586	775
	16	Cleanliness of advertisement hoardings/signages	3%	555	696
	17	Cleanliness of tracks between platforms	1%	532	696
	18	Cleanliness of foot over bridges	1%	585	668
	19	Cleanliness of track area up to home signal beyond platform	1%	544	643
	20	Functioning of cross and longitudinal waste water drains	2%	507	746
Waste Management	21	Adequate availability of dustbins	10%	589	775
	22	Proper system for collection and disposal of solid waste from trains	0%	552	679
	23	Proper system for collection and disposal of solid waste from stations	0%	569	700
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	537	721
	25	Promptness in removal and disbursement of garbage	3%	560	714
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	514	721
	27	Presence/clearance of unwanted posters/notices	0%	546	686
	28	Storage of scrap items & their prompt disposal	3%	568	664
Toilets	29	Adequate availability of toilet in General	4%	444	664
	30	Adequate availability of toilets in pay and use	0%	477	611
	31	Adequate availability of toilets in Waiting rooms	3%	523	721
	32	Adequate availability of toilets in Circulating area	0%	476	475
	33	Condition of toilets in General	3%	449	617
	34	Condition of toilets in pay and use	0%	492	604
	35	Condition of toilets in Waiting rooms	2%	534	764
	36	Condition of toilets in circulating area	0%	492	625
	37	Availability of water in toilets and in other places for cleaning	4%	567	807
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	551	711
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	515	621
	40	Cleanliness of concourse and circulating area	0%	553	654
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			743
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			771
	3	Adequate supervision for monitoring cleanliness			771
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			771
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			571
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			686
	8	Condition of carriage watering hydrants including their leakage			657
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			771
	10	Final disposal of waste water from the trackside drains			629
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			629
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			657
	13	Condition of Washable CC Apron over tracks at station			686

Name of Station	Division
RAJNANDGAON	NAGPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	486
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	295
Cleanliness Rank of the Station (in Category)	235
Cleanliness Rank of the Station (in Footfall Class)	133
Cleanliness Rank of the Station (in Zone)	6
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	704
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	686
Infrastructure Adequacy Level	Level 2
Process Compliance Score	733
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	32
Observed the enforcement of anti-littering rules	60
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

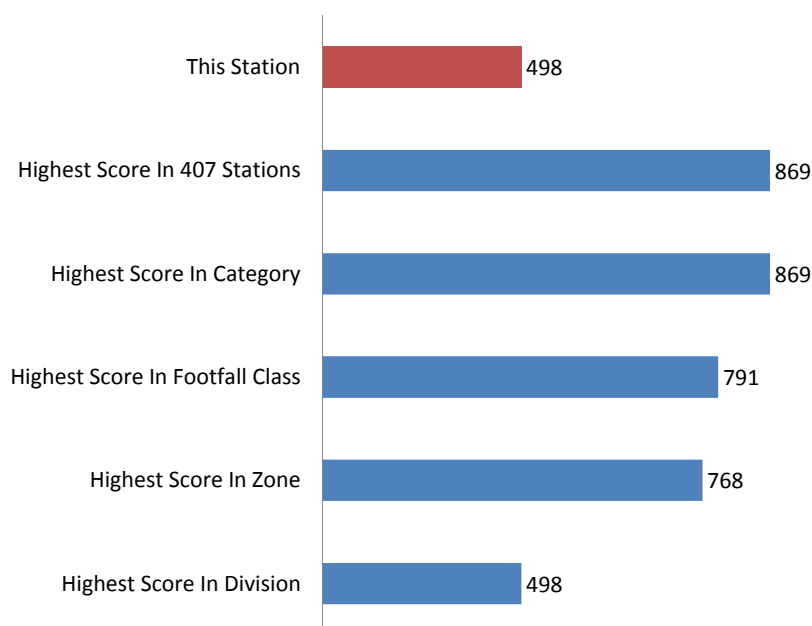
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	580	775
	2	Condition of flooring surface at waiting rooms	1%	586	750
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	489	633
	4	Condition of water booths and water coolers	2%	490	671
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	459	679
	6	Condition of vending stalls including arrangements for waste disposal	2%	485	738
	7	Proper dressing of Electric cables	2%	418	729
	8	Proper dressing of Telecom cables	2%	416	783
	9	Absence of stench in the station premises	12%	493	717
	10	Control of pest and rodent	2%	504	692
	11	Control of flies and mosquitoes	3%	495	613
	12	Stagnation of water in movement areas and non-movement areas	2%	501	658
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	483	738
	14	Cleanliness and hygiene around vending stalls	3%	513	800
	15	Cleanliness of platform areas	5%	557	775
	16	Cleanliness of advertisement hoardings/signages	3%	487	738
	17	Cleanliness of tracks between platforms	1%	507	696
	18	Cleanliness of foot over bridges	1%	515	742
	19	Cleanliness of track area up to home signal beyond platform	1%	458	692
	20	Functioning of cross and longitudinal waste water drains	2%	479	675
Waste Management	21	Adequate availability of dustbins	10%	451	717
	22	Proper system for collection and disposal of solid waste from trains	0%	403	560
	23	Proper system for collection and disposal of solid waste from stations	0%	388	613
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	490	763
	25	Promptness in removal and disbursement of garbage	3%	480	757
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	429	704
	27	Presence/clearance of unwanted posters/notices	0%	479	738
	28	Storage of scrap items & their prompt disposal	3%	473	662
Toilets	29	Adequate availability of toilet in General	4%	432	575
	30	Adequate availability of toilets in pay and use	0%	453	700
	31	Adequate availability of toilets in Waiting rooms	3%	465	738
	32	Adequate availability of toilets in Circulating area	0%	439	604
	33	Condition of toilets in General	3%	441	624
	34	Condition of toilets in pay and use	0%	452	558
	35	Condition of toilets in Waiting rooms	2%	500	738
	36	Condition of toilets in circulating area	0%	439	642
	37	Availability of water in toilets and in other places for cleaning	4%	550	742
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	505	600
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	460	575
	40	Cleanliness of concourse and circulating area	0%	489	721
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			733
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			733
	3	Adequate supervision for monitoring cleanliness			733
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			733
	6	Usage of recycled water for non potable uses			867
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			667
	8	Condition of carriage watering hydrants including their leakage			667
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			667
	10	Final disposal of waste water from the trackside drains			733
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			733
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			667
	13	Condition of Washable CC Apron over tracks at station			667

Name of Station	Division
DURG	RAIPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	498
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	274
Cleanliness Rank of the Station (in Category)	218
Cleanliness Rank of the Station (in Footfall Class)	86
Cleanliness Rank of the Station (in Zone)	5
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	636
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	509
Infrastructure Adequacy Level	Level 3
Process Compliance Score	553
Process Compliance Level	Level 3

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	46
Observed the enforcement of anti-littering rules	57
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	80
Availability of Washable CC Apron over tracks at station	100

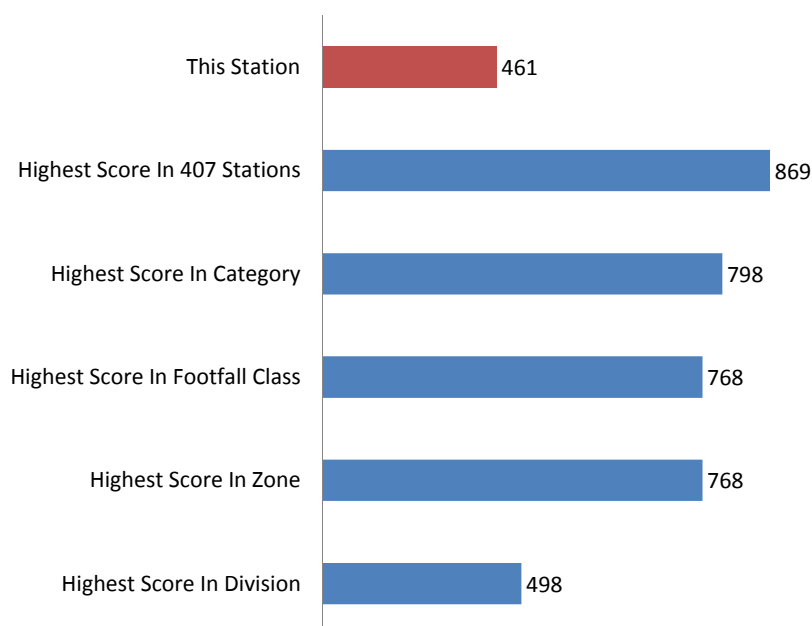
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SECR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	565	740
	2	Condition of flooring surface at waiting rooms	1%	558	700
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	480	610
	4	Condition of water booths and water coolers	2%	479	700
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	474	580
	6	Condition of vending stalls including arrangements for waste disposal	2%	489	700
	7	Proper dressing of Electric cables	2%	480	700
	8	Proper dressing of Telecom cables	2%	479	580
	9	Absence of stench in the station premises	12%	505	620
	10	Control of pest and rodent	2%	501	640
	11	Control of flies and mosquitoes	3%	488	640
	12	Stagnation of water in movement areas and non-movement areas	2%	500	660
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	507	640
	14	Cleanliness and hygiene around vending stalls	3%	544	700
	15	Cleanliness of platform areas	5%	545	660
	16	Cleanliness of advertisement hoardings/signages	3%	512	680
	17	Cleanliness of tracks between platforms	1%	511	640
	18	Cleanliness of foot over bridges	1%	526	720
	19	Cleanliness of track area up to home signal beyond platform	1%	512	640
	20	Functioning of cross and longitudinal waste water drains	2%	480	620
Waste Management	21	Adequate availability of dustbins	10%	484	560
	22	Proper system for collection and disposal of solid waste from trains	0%	437	540
	23	Proper system for collection and disposal of solid waste from stations	0%	440	560
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	505	580
	25	Promptness in removal and disbursement of garbage	3%	512	680
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	477	640
	27	Presence/clearance of unwanted posters/notices	0%	504	640
	28	Storage of scrap items & their prompt disposal	3%	515	640
Toilets	29	Adequate availability of toilet in General	4%	443	580
	30	Adequate availability of toilets in pay and use	0%	447	500
	31	Adequate availability of toilets in Waiting rooms	3%	479	640
	32	Adequate availability of toilets in Circulating area	0%	442	435
	33	Condition of toilets in General	3%	430	560
	34	Condition of toilets in pay and use	0%	471	460
	35	Condition of toilets in Waiting rooms	2%	525	660
	36	Condition of toilets in circulating area	0%	469	440
	37	Availability of water in toilets and in other places for cleaning	4%	501	700
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	486	620
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	466	600
	40	Cleanliness of concourse and circulating area	0%	522	580
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			560
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			560
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			560
	5	Performance of service improvement groups (SIG) and their effectiveness			480
	6	Usage of recycled water for non potable uses			560
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			440
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			520
	10	Final disposal of waste water from the trackside drains			480
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			560
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			520
	13	Condition of Washable CC Apron over tracks at station			440

Name of Station	Division
RAIPUR	RAIPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	461
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	323
Cleanliness Rank of the Station (in Category)	67
Cleanliness Rank of the Station (in Footfall Class)	44
Cleanliness Rank of the Station (in Zone)	7
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	671
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	762
Infrastructure Adequacy Level	Level 1
Process Compliance Score	778
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	42
Observed the enforcement of anti-littering rules	64
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	83

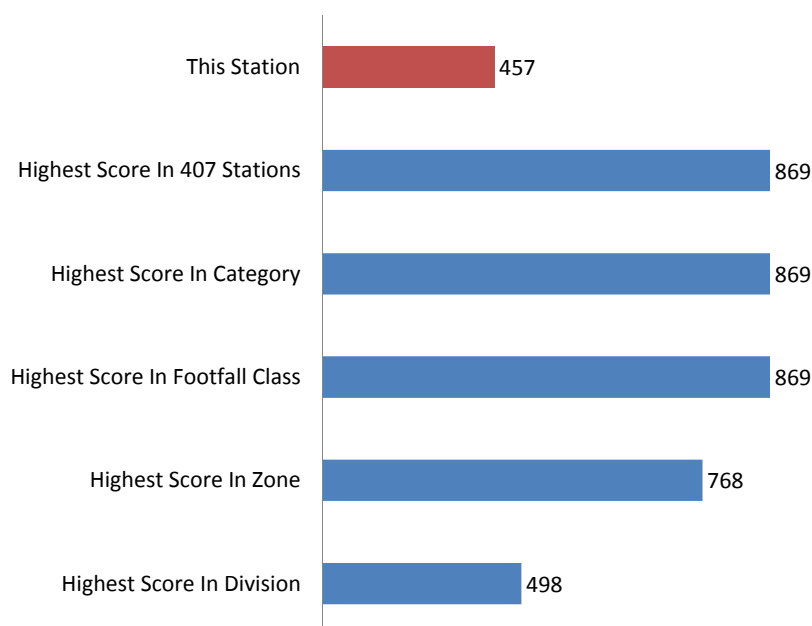
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SECR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	493	730
	2	Condition of flooring surface at waiting rooms	1%	494	770
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	440	650
	4	Condition of water booths and water coolers	2%	449	653
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	456	700
	6	Condition of vending stalls including arrangements for waste disposal	2%	464	700
	7	Proper dressing of Electric cables	2%	498	733
	8	Proper dressing of Telecom cables	2%	486	717
	9	Absence of stench in the station premises	12%	467	717
	10	Control of pest and rodent	2%	465	630
	11	Control of flies and mosquitoes	3%	449	530
	12	Stagnation of water in movement areas and non-movement areas	2%	459	692
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	468	658
	14	Cleanliness and hygiene around vending stalls	3%	489	657
	15	Cleanliness of platform areas	5%	489	733
	16	Cleanliness of advertisement hoardings/signages	3%	481	623
	17	Cleanliness of tracks between platforms	1%	426	717
	18	Cleanliness of foot over bridges	1%	481	700
	19	Cleanliness of track area up to home signal beyond platform	1%	438	713
	20	Functioning of cross and longitudinal waste water drains	2%	429	513
Waste Management	21	Adequate availability of dustbins	10%	483	733
	22	Proper system for collection and disposal of solid waste from trains	0%	449	592
	23	Proper system for collection and disposal of solid waste from stations	0%	453	658
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	471	620
	25	Promptness in removal and disbursement of garbage	3%	473	633
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	444	608
	27	Presence/clearance of unwanted posters/notices	0%	475	633
	28	Storage of scrap items & their prompt disposal	3%	461	650
Toilets	29	Adequate availability of toilet in General	4%	426	613
	30	Adequate availability of toilets in pay and use	0%	423	573
	31	Adequate availability of toilets in Waiting rooms	3%	424	713
	32	Adequate availability of toilets in Circulating area	0%	390	603
	33	Condition of toilets in General	3%	389	583
	34	Condition of toilets in pay and use	0%	391	580
	35	Condition of toilets in Waiting rooms	2%	422	633
	36	Condition of toilets in circulating area	0%	402	575
	37	Availability of water in toilets and in other places for cleaning	4%	452	653
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	455	647
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	412	620
	40	Cleanliness of concourse and circulating area	0%	464	627
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			733
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			767
	6	Usage of recycled water for non potable uses			767
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			667
	8	Condition of carriage watering hydrants including their leakage			733
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			833
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
BHILAI POWER HOUSE	RAIPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	457
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	327
Cleanliness Rank of the Station (in Category)	260
Cleanliness Rank of the Station (in Footfall Class)	147
Cleanliness Rank of the Station (in Zone)	8
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	711
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	781
Infrastructure Adequacy Level	Level 1
Process Compliance Score	878
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	58
Observed the enforcement of anti-littering rules	78
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	67
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	33

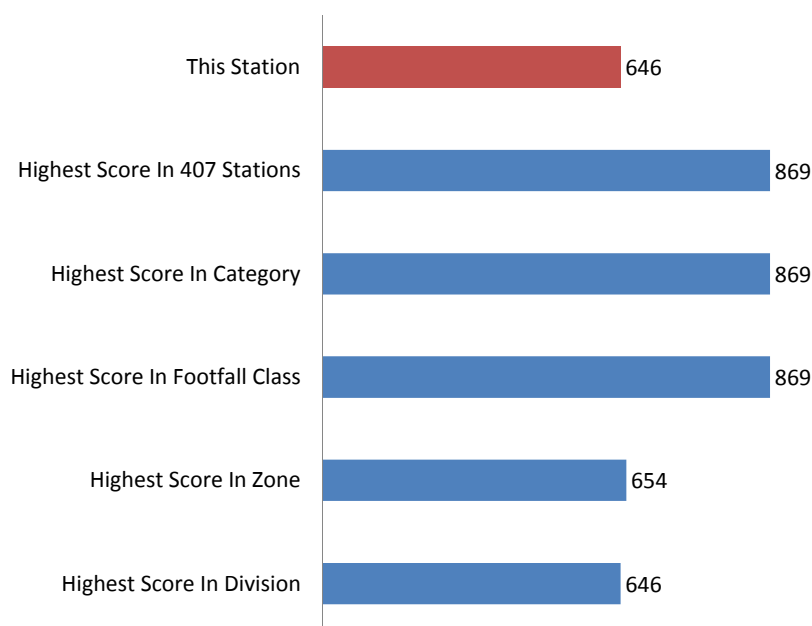
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SECR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	504	683
	2	Condition of flooring surface at waiting rooms	1%	486	783
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	425	517
	4	Condition of water booths and water coolers	2%	453	667
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	438	667
	6	Condition of vending stalls including arrangements for waste disposal	2%	464	733
	7	Proper dressing of Electric cables	2%	457	767
	8	Proper dressing of Telecom cables	2%	458	700
	9	Absence of stench in the station premises	12%	472	783
	10	Control of pest and rodent	2%	453	550
	11	Control of flies and mosquitoes	3%	436	583
	12	Stagnation of water in movement areas and non-movement areas	2%	438	800
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	451	650
	14	Cleanliness and hygiene around vending stalls	3%	493	767
	15	Cleanliness of platform areas	5%	517	767
	16	Cleanliness of advertisement hoardings/signages	3%	466	767
	17	Cleanliness of tracks between platforms	1%	464	817
	18	Cleanliness of foot over bridges	1%	468	683
	19	Cleanliness of track area up to home signal beyond platform	1%	457	717
	20	Functioning of cross and longitudinal waste water drains	2%	415	650
Waste Management	21	Adequate availability of dustbins	10%	465	683
	22	Proper system for collection and disposal of solid waste from trains	0%	423	600
	23	Proper system for collection and disposal of solid waste from stations	0%	426	650
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	465	683
	25	Promptness in removal and disbursement of garbage	3%	462	717
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	423	750
	27	Presence/clearance of unwanted posters/notices	0%	454	767
	28	Storage of scrap items & their prompt disposal	3%	458	717
Toilets	29	Adequate availability of toilet in General	4%	424	733
	30	Adequate availability of toilets in pay and use	0%	395	500
	31	Adequate availability of toilets in Waiting rooms	3%	418	750
	32	Adequate availability of toilets in Circulating area	0%	401	700
	33	Condition of toilets in General	3%	395	583
	34	Condition of toilets in pay and use	0%	396	600
	35	Condition of toilets in Waiting rooms	2%	442	767
	36	Condition of toilets in circulating area	0%	418	617
	37	Availability of water in toilets and in other places for cleaning	4%	464	717
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	435	650
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	445	650
	40	Cleanliness of concourse and circulating area	0%	458	650
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			933
	3	Adequate supervision for monitoring cleanliness			933
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			933
	5	Performance of service improvement groups (SIG) and their effectiveness			867
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			733
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			733
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
BOKARO STEEL CITY	ADRA
Passenger Cleanliness Score	
Passenger Cleanliness Score	646
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	54
Cleanliness Rank of the Station (in Category)	44
Cleanliness Rank of the Station (in Footfall Class)	27
Cleanliness Rank of the Station (in Zone)	2
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	715
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	719
Infrastructure Adequacy Level	Level 2
Process Compliance Score	679
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	82
Observed the enforcement of anti-littering rules	91
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	77
Sensitized cleaning staff about correct practices	82
Observed the use of CCTVs for monitoring cleanliness at stations	91
Availability of Washable CC Apron over tracks at station	27

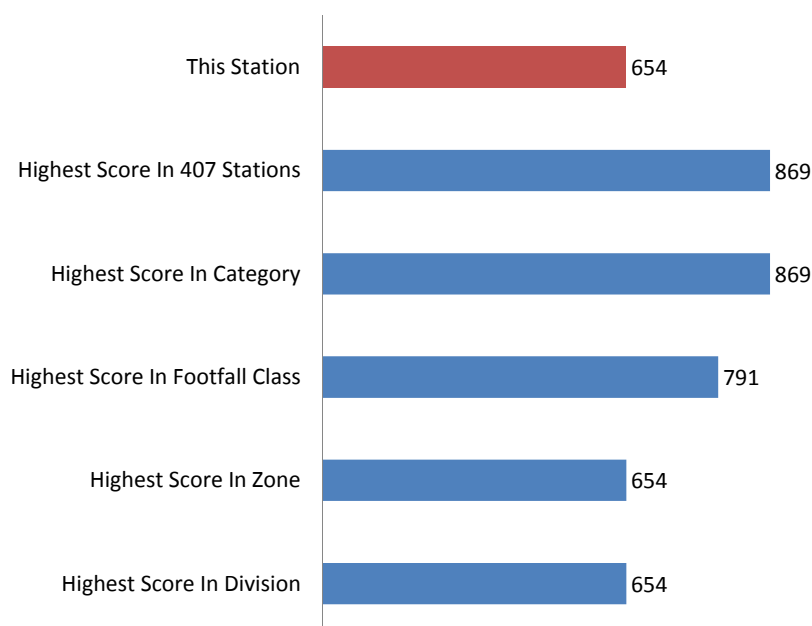
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SER	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	668	717
	2	Condition of flooring surface at waiting rooms	1%	659	667
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	639	676
	4	Condition of water booths and water coolers	2%	623	756
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	646	688
	6	Condition of vending stalls including arrangements for waste disposal	2%	633	688
	7	Proper dressing of Electric cables	2%	712	762
	8	Proper dressing of Telecom cables	2%	654	745
	9	Absence of stench in the station premises	12%	681	744
	10	Control of pest and rodent	2%	686	776
	11	Control of flies and mosquitoes	3%	661	702
	12	Stagnation of water in movement areas and non-movement areas	2%	620	707
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	637	682
	14	Cleanliness and hygiene around vending stalls	3%	635	686
	15	Cleanliness of platform areas	5%	646	677
	16	Cleanliness of advertisement hoardings/signages	3%	622	714
	17	Cleanliness of tracks between platforms	1%	630	672
	18	Cleanliness of foot over bridges	1%	643	667
	19	Cleanliness of track area up to home signal beyond platform	1%	620	671
	20	Functioning of cross and longitudinal waste water drains	2%	617	683
Waste Management	21	Adequate availability of dustbins	10%	715	807
	22	Proper system for collection and disposal of solid waste from trains	0%	652	726
	23	Proper system for collection and disposal of solid waste from stations	0%	668	718
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	646	728
	25	Promptness in removal and disbursement of garbage	3%	637	700
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	602	665
	27	Presence/clearance of unwanted posters/notices	0%	610	723
	28	Storage of scrap items & their prompt disposal	3%	607	701
Toilets	29	Adequate availability of toilet in General	4%	637	744
	30	Adequate availability of toilets in pay and use	0%	572	659
	31	Adequate availability of toilets in Waiting rooms	3%	563	708
	32	Adequate availability of toilets in Circulating area	0%	575	648
	33	Condition of toilets in General	3%	589	670
	34	Condition of toilets in pay and use	0%	589	695
	35	Condition of toilets in Waiting rooms	2%	579	693
	36	Condition of toilets in circulating area	0%	582	686
	37	Availability of water in toilets and in other places for cleaning	4%	590	675
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	641	669
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	644	669
	40	Cleanliness of concourse and circulating area	0%	628	677
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			709
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			655
	3	Adequate supervision for monitoring cleanliness			664
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			673
	5	Performance of service improvement groups (SIG) and their effectiveness			718
	6	Usage of recycled water for non potable uses			655
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			810
	8	Condition of carriage watering hydrants including their leakage			770
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			657
	10	Final disposal of waste water from the trackside drains			770
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			673
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			673
	13	Condition of Washable CC Apron over tracks at station			682

Name of Station	Division
ROURKELA	CHAKRADHARPUR
Passenger Cleanliness Score	654
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	50
Cleanliness Rank of the Station (in Category)	40
Cleanliness Rank of the Station (in Footfall Class)	16
Cleanliness Rank of the Station (in Zone)	1
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	NA
Non-Passenger Cleanliness Level	NA
Infrastructure Adequacy Score	833
Infrastructure Adequacy Level	Level 1
Process Compliance Score	927
Process Compliance Level	Level 1

Passenger Cleanliness Score



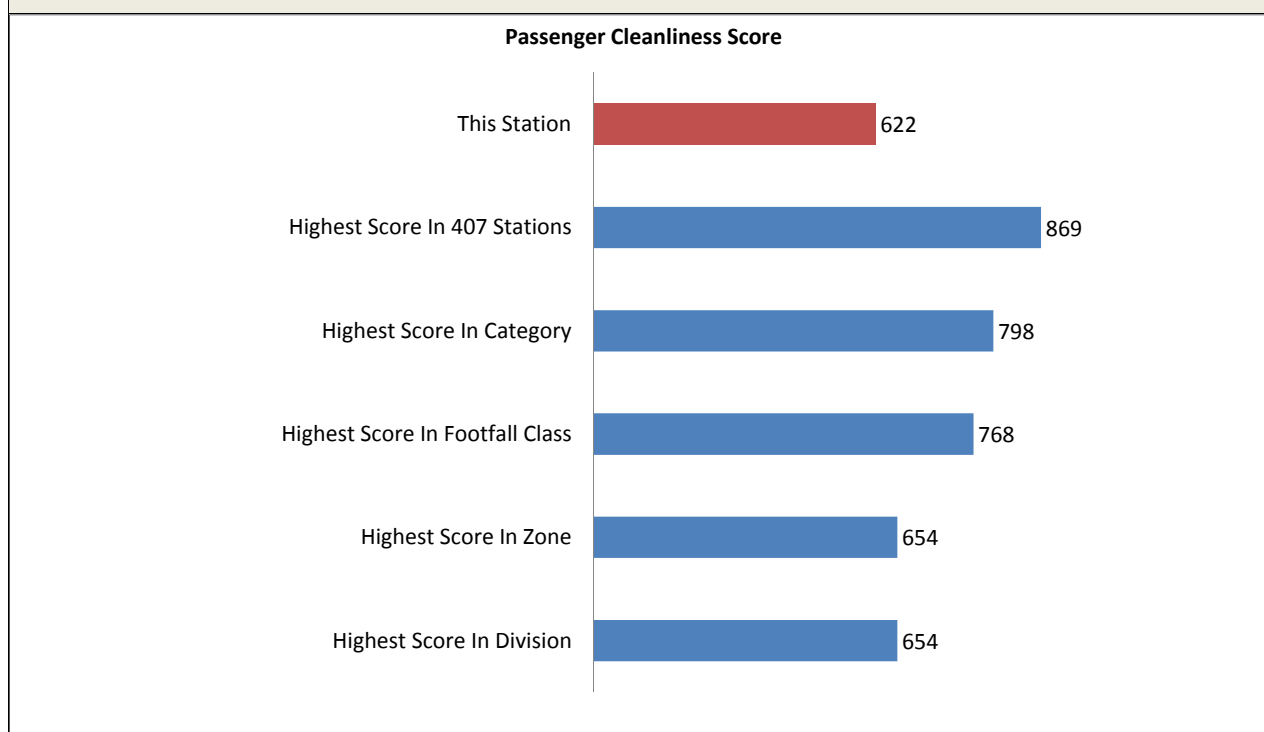
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	98
Observed the enforcement of anti-littering rules	49
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SER	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	692	938
	2	Condition of flooring surface at waiting rooms	1%	698	942
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	664	846
	4	Condition of water booths and water coolers	2%	659	888
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	644	929
	6	Condition of vending stalls including arrangements for waste disposal	2%	655	921
	7	Proper dressing of Electric cables	2%	722	804
	8	Proper dressing of Telecom cables	2%	724	833
	9	Absence of stench in the station premises	12%	626	896
	10	Control of pest and rodent	2%	618	NA
	11	Control of flies and mosquitoes	3%	630	829
	12	Stagnation of water in movement areas and non-movement areas	2%	693	800
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	677	908
	14	Cleanliness and hygiene around vending stalls	3%	670	858
	15	Cleanliness of platform areas	5%	685	938
	16	Cleanliness of advertisement hoardings/signages	3%	704	858
	17	Cleanliness of tracks between platforms	1%	621	863
	18	Cleanliness of foot over bridges	1%	680	913
	19	Cleanliness of track area up to home signal beyond platform	1%	633	783
	20	Functioning of cross and longitudinal waste water drains	2%	581	854
Waste Management	21	Adequate availability of dustbins	10%	652	858
	22	Proper system for collection and disposal of solid waste from trains	0%	602	888
	23	Proper system for collection and disposal of solid waste from stations	0%	649	917
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	646	858
	25	Promptness in removal and disbursement of garbage	3%	659	863
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	666	888
	27	Presence/clearance of unwanted posters/notices	0%	687	888
	28	Storage of scrap items & their prompt disposal	3%	705	858
Toilets	29	Adequate availability of toilet in General	4%	593	875
	30	Adequate availability of toilets in pay and use	0%	627	900
	31	Adequate availability of toilets in Waiting rooms	3%	626	950
	32	Adequate availability of toilets in Circulating area	0%	582	908
	33	Condition of toilets in General	3%	576	858
	34	Condition of toilets in pay and use	0%	633	871
	35	Condition of toilets in Waiting rooms	2%	639	921
	36	Condition of toilets in circulating area	0%	587	813
	37	Availability of water in toilets and in other places for cleaning	4%	652	946
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	697	950
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	621	896
	40	Cleanliness of concourse and circulating area	0%	652	900
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		933	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		900	
	3	Adequate supervision for monitoring cleanliness		933	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		933	
	5	Performance of service improvement groups (SIG) and their effectiveness		933	
	6	Usage of recycled water for non potable uses		0	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		733	
	8	Condition of carriage watering hydrants including their leakage		867	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		833	
	10	Final disposal of waste water from the trackside drains		867	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		800	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		933	
	13	Condition of Washable CC Apron over tracks at station		800	

Name of Station	Division
TATANAGAR	CHAKRADHARPUR
Passenger Cleanliness Score	622
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	79
Cleanliness Rank of the Station (in Category)	19
Cleanliness Rank of the Station (in Footfall Class)	15
Cleanliness Rank of the Station (in Zone)	3
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	656
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	NA
Process Compliance Level	NA



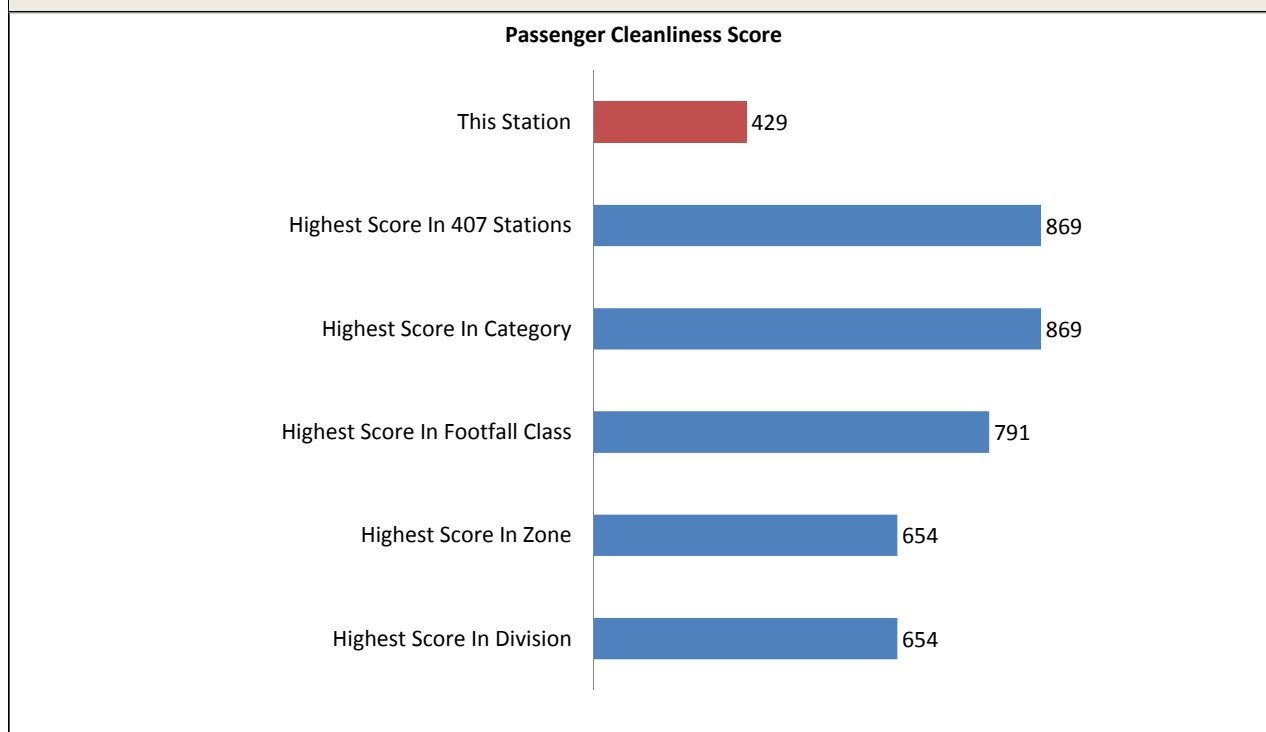
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	90
Observed the enforcement of anti-littering rules	68
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SER	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	717	764
	2	Condition of flooring surface at waiting rooms	1%	679	727
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	529	527
	4	Condition of water booths and water coolers	2%	579	545
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	587	491
	6	Condition of vending stalls including arrangements for waste disposal	2%	583	600
	7	Proper dressing of Electric cables	2%	687	618
	8	Proper dressing of Telecom cables	2%	673	711
	9	Absence of stench in the station premises	12%	668	800
	10	Control of pest and rodent	2%	616	400
	11	Control of flies and mosquitoes	3%	645	655
	12	Stagnation of water in movement areas and non-movement areas	2%	564	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	627	673
	14	Cleanliness and hygiene around vending stalls	3%	679	655
	15	Cleanliness of platform areas	5%	734	800
	16	Cleanliness of advertisement hoardings/signages	3%	642	673
	17	Cleanliness of tracks between platforms	1%	557	545
	18	Cleanliness of foot over bridges	1%	613	727
	19	Cleanliness of track area up to home signal beyond platform	1%	581	618
	20	Functioning of cross and longitudinal waste water drains	2%	571	622
Waste Management	21	Adequate availability of dustbins	10%	638	600
	22	Proper system for collection and disposal of solid waste from trains	0%	557	636
	23	Proper system for collection and disposal of solid waste from stations	0%	606	618
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	598	618
	25	Promptness in removal and disbursement of garbage	3%	616	745
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	576	691
	27	Presence/clearance of unwanted posters/notices	0%	616	764
	28	Storage of scrap items & their prompt disposal	3%	595	618
Toilets	29	Adequate availability of toilet in General	4%	555	473
	30	Adequate availability of toilets in pay and use	0%	563	527
	31	Adequate availability of toilets in Waiting rooms	3%	575	600
	32	Adequate availability of toilets in Circulating area	0%	493	300
	33	Condition of toilets in General	3%	506	473
	34	Condition of toilets in pay and use	0%	554	545
	35	Condition of toilets in Waiting rooms	2%	581	680
	36	Condition of toilets in circulating area	0%	519	450
	37	Availability of water in toilets and in other places for cleaning	4%	627	680
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	552	655
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	527	700
	40	Cleanliness of concourse and circulating area	0%	563	509
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
JHARSUGUDA	CHAKRADHARPUR
Passenger Cleanliness Score	429
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	354
Cleanliness Rank of the Station (in Category)	281
Cleanliness Rank of the Station (in Footfall Class)	115
Cleanliness Rank of the Station (in Zone)	9
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	698
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	754
Infrastructure Adequacy Level	Level 1
Process Compliance Score	824
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	79
Observed the enforcement of anti-littering rules	42
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

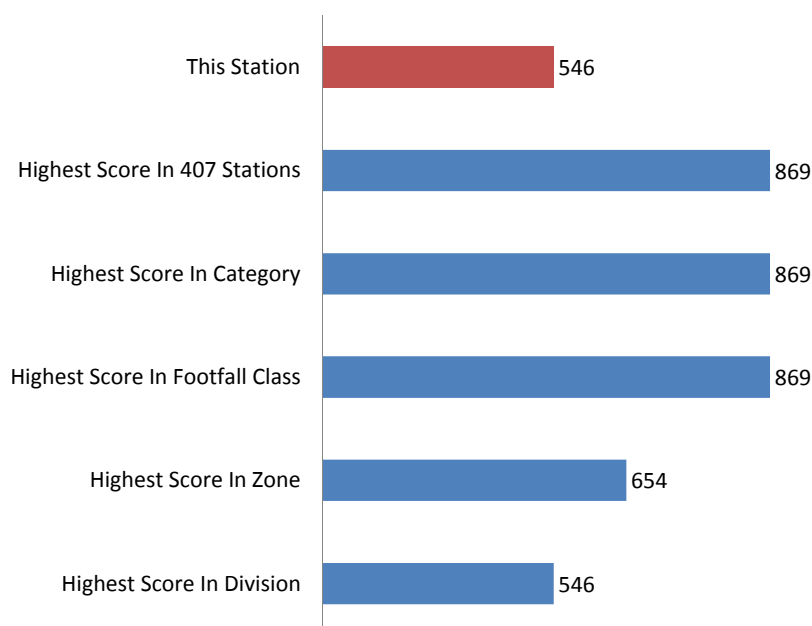
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SER	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	438	678
	2	Condition of flooring surface at waiting rooms	1%	455	729
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	440	584
	4	Condition of water booths and water coolers	2%	397	773
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	453	760
	6	Condition of vending stalls including arrangements for waste disposal	2%	463	709
	7	Proper dressing of Electric cables	2%	540	700
	8	Proper dressing of Telecom cables	2%	541	711
	9	Absence of stench in the station premises	12%	398	687
	10	Control of pest and rodent	2%	352	322
	11	Control of flies and mosquitoes	3%	350	602
	12	Stagnation of water in movement areas and non-movement areas	2%	448	628
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	476	700
	14	Cleanliness and hygiene around vending stalls	3%	469	707
	15	Cleanliness of platform areas	5%	444	751
	16	Cleanliness of advertisement hoardings/signages	3%	473	687
	17	Cleanliness of tracks between platforms	1%	360	676
	18	Cleanliness of foot over bridges	1%	468	773
	19	Cleanliness of track area up to home signal beyond platform	1%	386	656
	20	Functioning of cross and longitudinal waste water drains	2%	388	616
Waste Management	21	Adequate availability of dustbins	10%	465	751
	22	Proper system for collection and disposal of solid waste from trains	0%	403	618
	23	Proper system for collection and disposal of solid waste from stations	0%	412	711
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	420	647
	25	Promptness in removal and disbursement of garbage	3%	448	658
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	436	647
	27	Presence/clearance of unwanted posters/notices	0%	456	698
	28	Storage of scrap items & their prompt disposal	3%	461	729
Toilets	29	Adequate availability of toilet in General	4%	362	660
	30	Adequate availability of toilets in pay and use	0%	396	622
	31	Adequate availability of toilets in Waiting rooms	3%	395	693
	32	Adequate availability of toilets in Circulating area	0%	348	600
	33	Condition of toilets in General	3%	347	676
	34	Condition of toilets in pay and use	0%	399	707
	35	Condition of toilets in Waiting rooms	2%	413	707
	36	Condition of toilets in circulating area	0%	362	580
	37	Availability of water in toilets and in other places for cleaning	4%	423	793
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	444	718
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	418	760
	40	Cleanliness of concourse and circulating area	0%	426	704
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			760
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			760
	3	Adequate supervision for monitoring cleanliness			840
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			880
	5	Performance of service improvement groups (SIG) and their effectiveness			880
	6	Usage of recycled water for non potable uses			0
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			680
	8	Condition of carriage watering hydrants including their leakage			840
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			840
	10	Final disposal of waste water from the trackside drains			720
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			760
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			720
	13	Condition of Washable CC Apron over tracks at station			720

Name of Station	Division
DIGHA	KHARAGPUR
Passenger Cleanliness Score	546
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	198
Cleanliness Rank of the Station (in Category)	155
Cleanliness Rank of the Station (in Footfall Class)	90
Cleanliness Rank of the Station (in Zone)	6
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	NA
Non-Passenger Cleanliness Level	NA
Infrastructure Adequacy Score	567
Infrastructure Adequacy Level	Level 3
Process Compliance Score	533
Process Compliance Level	Level 3

Passenger Cleanliness Score



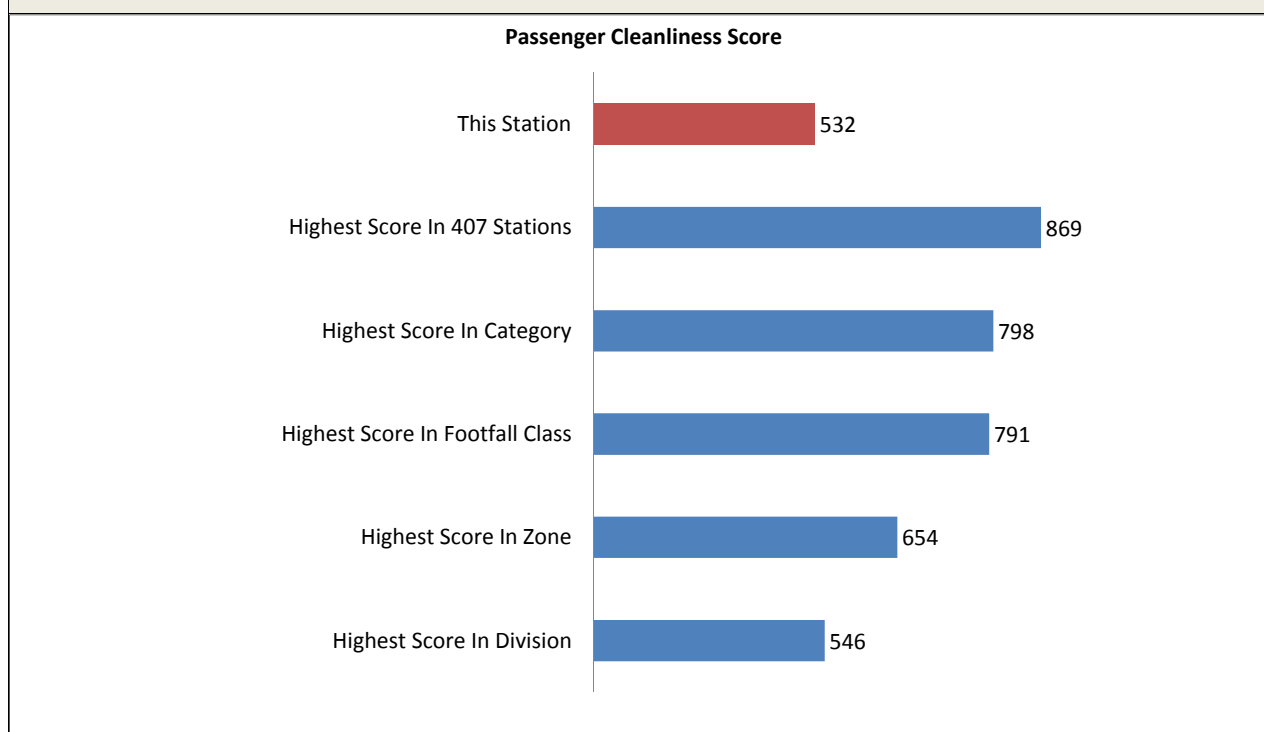
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	90
Observed the enforcement of anti-littering rules	31
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SER	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	548	900
	2	Condition of flooring surface at waiting rooms	1%	559	767
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	539	500
	4	Condition of water booths and water coolers	2%	544	633
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	550	833
	6	Condition of vending stalls including arrangements for waste disposal	2%	544	900
	7	Proper dressing of Electric cables	2%	537	600
	8	Proper dressing of Telecom cables	2%	524	600
	9	Absence of stench in the station premises	12%	561	633
	10	Control of pest and rodent	2%	536	467
	11	Control of flies and mosquitoes	3%	539	400
	12	Stagnation of water in movement areas and non-movement areas	2%	540	767
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	538	800
	14	Cleanliness and hygiene around vending stalls	3%	551	833
	15	Cleanliness of platform areas	5%	546	933
	16	Cleanliness of advertisement hoardings/signages	3%	533	800
	17	Cleanliness of tracks between platforms	1%	546	933
	18	Cleanliness of foot over bridges	1%	540	NA
	19	Cleanliness of track area up to home signal beyond platform	1%	544	800
	20	Functioning of cross and longitudinal waste water drains	2%	539	567
Waste Management	21	Adequate availability of dustbins	10%	590	533
	22	Proper system for collection and disposal of solid waste from trains	0%	539	533
	23	Proper system for collection and disposal of solid waste from stations	0%	533	533
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	546	900
	25	Promptness in removal and disbursement of garbage	3%	538	767
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	537	733
	27	Presence/clearance of unwanted posters/notices	0%	530	833
	28	Storage of scrap items & their prompt disposal	3%	519	833
Toilets	29	Adequate availability of toilet in General	4%	511	233
	30	Adequate availability of toilets in pay and use	0%	564	433
	31	Adequate availability of toilets in Waiting rooms	3%	536	333
	32	Adequate availability of toilets in Circulating area	0%	527	200
	33	Condition of toilets in General	3%	510	200
	34	Condition of toilets in pay and use	0%	535	433
	35	Condition of toilets in Waiting rooms	2%	542	400
	36	Condition of toilets in circulating area	0%	541	200
	37	Availability of water in toilets and in other places for cleaning	4%	535	700
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	548	900
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	541	667
	40	Cleanliness of concourse and circulating area	0%	538	933
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			467
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			533
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			533
	5	Performance of service improvement groups (SIG) and their effectiveness			533
	6	Usage of recycled water for non potable uses			0
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			400
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			467
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			200
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
KHARAGPUR	KHARAGPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	532
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	223
Cleanliness Rank of the Station (in Category)	50
Cleanliness Rank of the Station (in Footfall Class)	72
Cleanliness Rank of the Station (in Zone)	7
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	565
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	576
Infrastructure Adequacy Level	Level 3
Process Compliance Score	606
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	86
Observed the enforcement of anti-littering rules	28
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	27
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	80
Availability of Washable CC Apron over tracks at station	40

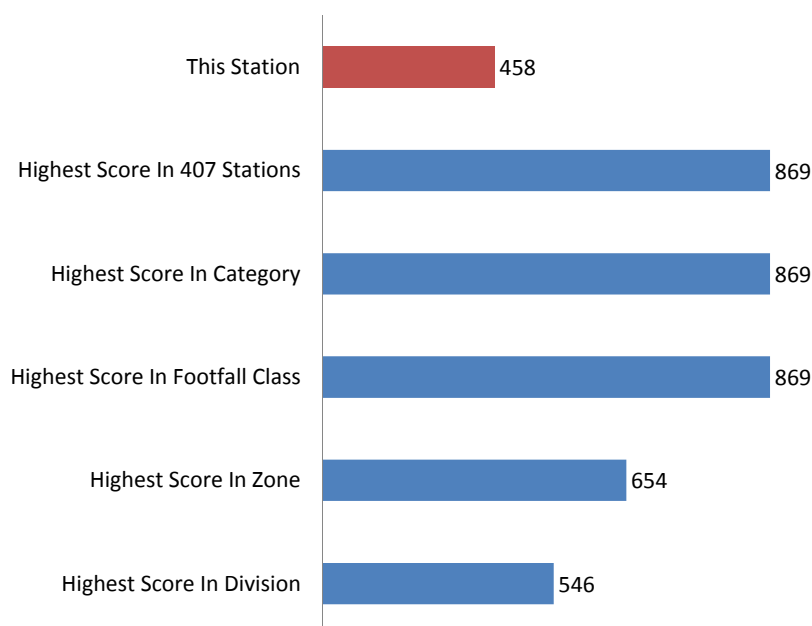
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SER	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	544	550
	2	Condition of flooring surface at waiting rooms	1%	538	550
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	527	490
	4	Condition of water booths and water coolers	2%	524	512
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	540	543
	6	Condition of vending stalls including arrangements for waste disposal	2%	526	523
	7	Proper dressing of Electric cables	2%	527	521
	8	Proper dressing of Telecom cables	2%	496	524
	9	Absence of stench in the station premises	12%	531	667
	10	Control of pest and rodent	2%	522	527
	11	Control of flies and mosquitoes	3%	523	590
	12	Stagnation of water in movement areas and non-movement areas	2%	529	573
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	524	563
	14	Cleanliness and hygiene around vending stalls	3%	536	577
	15	Cleanliness of platform areas	5%	535	553
	16	Cleanliness of advertisement hoardings/signages	3%	514	580
	17	Cleanliness of tracks between platforms	1%	525	597
	18	Cleanliness of foot over bridges	1%	534	633
	19	Cleanliness of track area up to home signal beyond platform	1%	517	557
	20	Functioning of cross and longitudinal waste water drains	2%	528	517
Waste Management	21	Adequate availability of dustbins	10%	568	583
	22	Proper system for collection and disposal of solid waste from trains	0%	523	545
	23	Proper system for collection and disposal of solid waste from stations	0%	528	540
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	534	588
	25	Promptness in removal and disbursement of garbage	3%	520	547
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	519	610
	27	Presence/clearance of unwanted posters/notices	0%	530	553
	28	Storage of scrap items & their prompt disposal	3%	500	527
Toilets	29	Adequate availability of toilet in General	4%	529	520
	30	Adequate availability of toilets in pay and use	0%	538	590
	31	Adequate availability of toilets in Waiting rooms	3%	531	580
	32	Adequate availability of toilets in Circulating area	0%	530	543
	33	Condition of toilets in General	3%	523	480
	34	Condition of toilets in pay and use	0%	544	567
	35	Condition of toilets in Waiting rooms	2%	527	537
	36	Condition of toilets in circulating area	0%	525	507
	37	Availability of water in toilets and in other places for cleaning	4%	532	490
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	529	567
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	532	497
	40	Cleanliness of concourse and circulating area	0%	528	563
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			573
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			643
	6	Usage of recycled water for non potable uses			618
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			587
	8	Condition of carriage watering hydrants including their leakage			571
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			613
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			640
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			500
	13	Condition of Washable CC Apron over tracks at station			523

Name of Station	Division
BALASORE	KHARAGPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	458
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	326
Cleanliness Rank of the Station (in Category)	259
Cleanliness Rank of the Station (in Footfall Class)	146
Cleanliness Rank of the Station (in Zone)	8
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	701
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	600
Infrastructure Adequacy Level	Level 2
Process Compliance Score	722
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	92
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	83
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	0

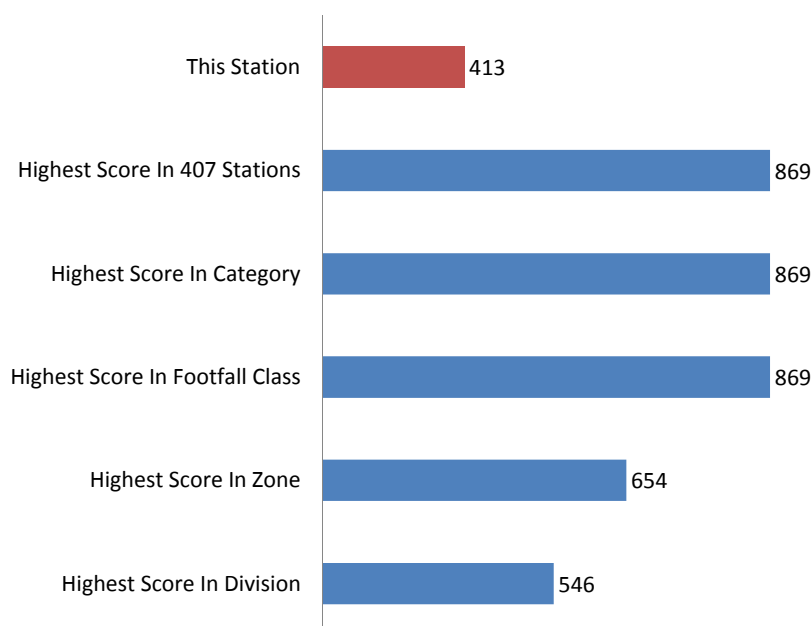
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SER	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	448	750
	2	Condition of flooring surface at waiting rooms	1%	409	750
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	427	750
	4	Condition of water booths and water coolers	2%	433	750
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	460	600
	6	Condition of vending stalls including arrangements for waste disposal	2%	435	683
	7	Proper dressing of Electric cables	2%	473	633
	8	Proper dressing of Telecom cables	2%	459	667
	9	Absence of stench in the station premises	12%	551	767
	10	Control of pest and rodent	2%	445	483
	11	Control of flies and mosquitoes	3%	349	583
	12	Stagnation of water in movement areas and non-movement areas	2%	423	683
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	432	717
	14	Cleanliness and hygiene around vending stalls	3%	438	683
	15	Cleanliness of platform areas	5%	423	733
	16	Cleanliness of advertisement hoardings/signages	3%	458	683
	17	Cleanliness of tracks between platforms	1%	410	683
	18	Cleanliness of foot over bridges	1%	451	700
	19	Cleanliness of track area up to home signal beyond platform	1%	407	683
	20	Functioning of cross and longitudinal waste water drains	2%	374	700
Waste Management	21	Adequate availability of dustbins	10%	562	783
	22	Proper system for collection and disposal of solid waste from trains	0%	423	733
	23	Proper system for collection and disposal of solid waste from stations	0%	429	750
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	421	767
	25	Promptness in removal and disbursement of garbage	3%	401	767
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	432	700
	27	Presence/clearance of unwanted posters/notices	0%	427	683
	28	Storage of scrap items & their prompt disposal	3%	424	700
Toilets	29	Adequate availability of toilet in General	4%	472	433
	30	Adequate availability of toilets in pay and use	0%	383	750
	31	Adequate availability of toilets in Waiting rooms	3%	384	783
	32	Adequate availability of toilets in Circulating area	0%	442	350
	33	Condition of toilets in General	3%	429	467
	34	Condition of toilets in pay and use	0%	425	717
	35	Condition of toilets in Waiting rooms	2%	430	767
	36	Condition of toilets in circulating area	0%	455	350
	37	Availability of water in toilets and in other places for cleaning	4%	416	750
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	453	800
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	429	717
	40	Cleanliness of concourse and circulating area	0%	431	667
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			833
	3	Adequate supervision for monitoring cleanliness			833
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			833
	5	Performance of service improvement groups (SIG) and their effectiveness			867
	6	Usage of recycled water for non potable uses			267
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			667
	8	Condition of carriage watering hydrants including their leakage			500
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			733
	10	Final disposal of waste water from the trackside drains			767
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			733
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			200

Name of Station	Division
SHALIMAR	KHARAGPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	413
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	371
Cleanliness Rank of the Station (in Category)	298
Cleanliness Rank of the Station (in Footfall Class)	164
Cleanliness Rank of the Station (in Zone)	10
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	583
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	634
Infrastructure Adequacy Level	Level 2
Process Compliance Score	673
Process Compliance Level	Level 2

Passenger Cleanliness Score



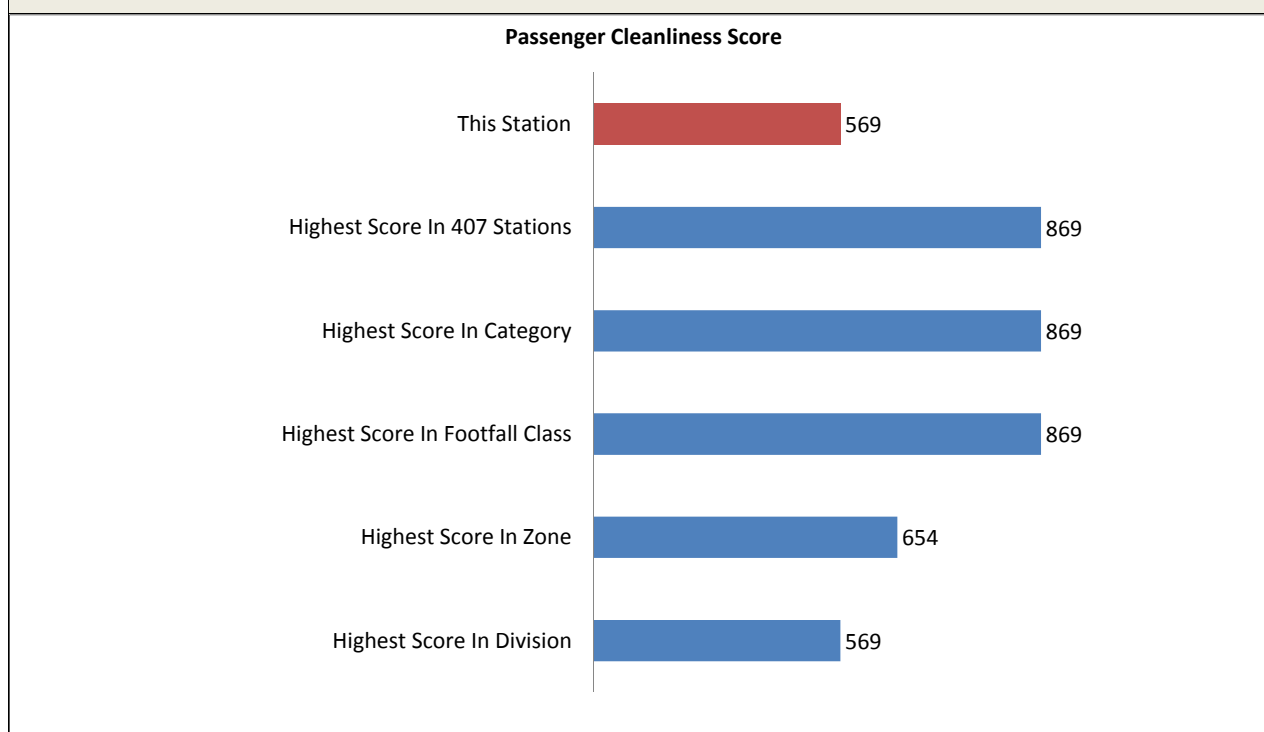
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	19
Observed the enforcement of anti-littering rules	5
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	20

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SER	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	382	483
	2	Condition of flooring surface at waiting rooms	1%	395	623
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	458	703
	4	Condition of water booths and water coolers	2%	448	683
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	408	687
	6	Condition of vending stalls including arrangements for waste disposal	2%	515	703
	7	Proper dressing of Electric cables	2%	556	567
	8	Proper dressing of Telecom cables	2%	536	567
	9	Absence of stench in the station premises	12%	409	470
	10	Control of pest and rodent	2%	387	608
	11	Control of flies and mosquitoes	3%	318	623
	12	Stagnation of water in movement areas and non-movement areas	2%	474	663
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	397	663
	14	Cleanliness and hygiene around vending stalls	3%	506	663
	15	Cleanliness of platform areas	5%	441	700
	16	Cleanliness of advertisement hoardings/signages	3%	476	660
	17	Cleanliness of tracks between platforms	1%	382	663
	18	Cleanliness of foot over bridges	1%	433	700
	19	Cleanliness of track area up to home signal beyond platform	1%	419	663
	20	Functioning of cross and longitudinal waste water drains	2%	347	583
Waste Management	21	Adequate availability of dustbins	10%	502	683
	22	Proper system for collection and disposal of solid waste from trains	0%	366	617
	23	Proper system for collection and disposal of solid waste from stations	0%	454	617
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	459	583
	25	Promptness in removal and disbursement of garbage	3%	446	687
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	466	640
	27	Presence/clearance of unwanted posters/notices	0%	515	740
	28	Storage of scrap items & their prompt disposal	3%	438	647
Toilets	29	Adequate availability of toilet in General	4%	273	397
	30	Adequate availability of toilets in pay and use	0%	261	480
	31	Adequate availability of toilets in Waiting rooms	3%	209	317
	32	Adequate availability of toilets in Circulating area	0%	247	317
	33	Condition of toilets in General	3%	272	358
	34	Condition of toilets in pay and use	0%	292	483
	35	Condition of toilets in Waiting rooms	2%	215	283
	36	Condition of toilets in circulating area	0%	252	357
	37	Availability of water in toilets and in other places for cleaning	4%	365	630
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	367	487
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	387	603
	40	Cleanliness of concourse and circulating area	0%	405	643
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		680	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		640	
	3	Adequate supervision for monitoring cleanliness		640	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		720	
	5	Performance of service improvement groups (SIG) and their effectiveness		720	
	6	Usage of recycled water for non potable uses		640	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		640	
	8	Condition of carriage watering hydrants including their leakage		600	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		680	
	10	Final disposal of waste water from the trackside drains		600	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		720	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		600	
	13	Condition of Washable CC Apron over tracks at station		600	

Name of Station	Division
HATIA	RANCHI
Passenger Cleanliness Score	
Passenger Cleanliness Score	569
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	158
Cleanliness Rank of the Station (in Category)	121
Cleanliness Rank of the Station (in Footfall Class)	74
Cleanliness Rank of the Station (in Zone)	4
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	664
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	649
Infrastructure Adequacy Level	Level 2
Process Compliance Score	652
Process Compliance Level	Level 2



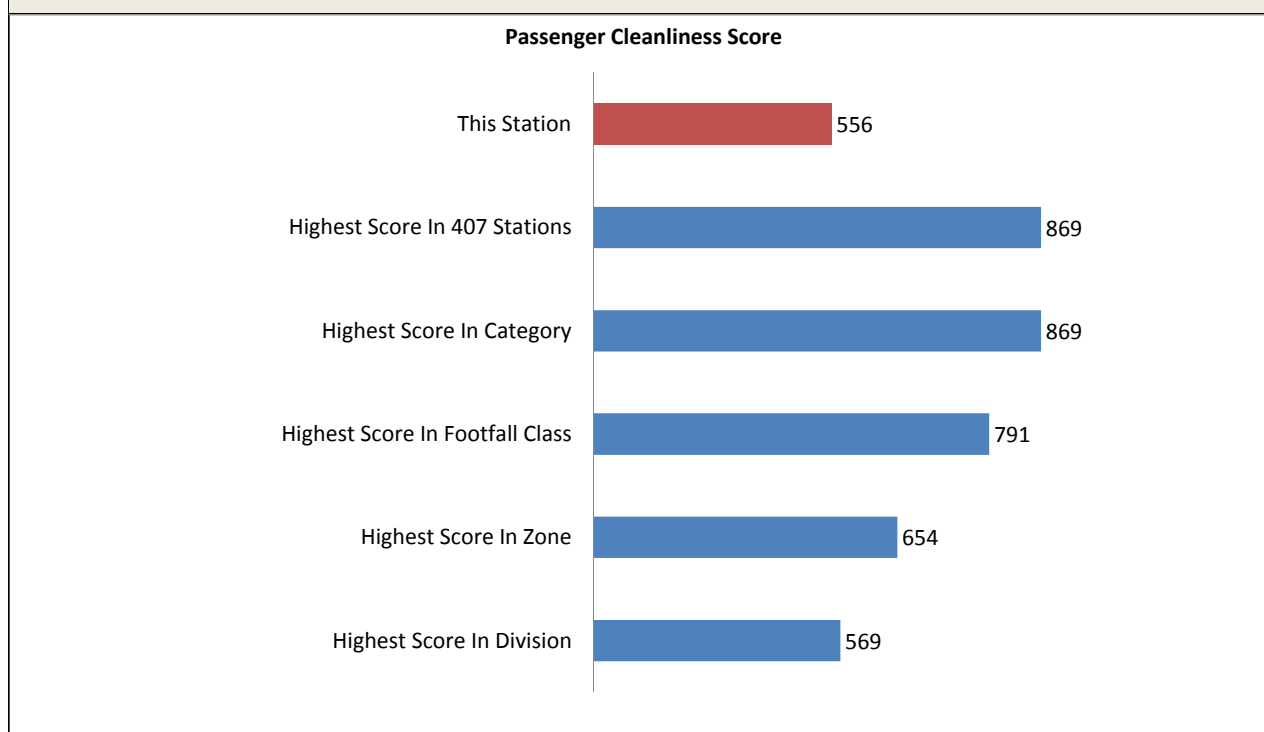
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	73
Observed the enforcement of anti-littering rules	41
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	82
Sensitized cleaning staff about correct practices	91
Observed the use of CCTVs for monitoring cleanliness at stations	64
Availability of Washable CC Apron over tracks at station	64

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SER	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	577	705
	2	Condition of flooring surface at waiting rooms	1%	559	670
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	541	623
	4	Condition of water booths and water coolers	2%	553	672
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	563	699
	6	Condition of vending stalls including arrangements for waste disposal	2%	559	677
	7	Proper dressing of Electric cables	2%	582	674
	8	Proper dressing of Telecom cables	2%	587	699
	9	Absence of stench in the station premises	12%	593	686
	10	Control of pest and rodent	2%	523	602
	11	Control of flies and mosquitoes	3%	545	658
	12	Stagnation of water in movement areas and non-movement areas	2%	523	622
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	555	665
	14	Cleanliness and hygiene around vending stalls	3%	566	645
	15	Cleanliness of platform areas	5%	567	656
	16	Cleanliness of advertisement hoardings/signages	3%	597	699
	17	Cleanliness of tracks between platforms	1%	544	656
	18	Cleanliness of foot over bridges	1%	563	649
	19	Cleanliness of track area up to home signal beyond platform	1%	557	702
	20	Functioning of cross and longitudinal waste water drains	2%	543	643
Waste Management	21	Adequate availability of dustbins	10%	624	670
	22	Proper system for collection and disposal of solid waste from trains	0%	570	602
	23	Proper system for collection and disposal of solid waste from stations	0%	576	618
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	539	603
	25	Promptness in removal and disbursement of garbage	3%	540	636
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	567	717
	27	Presence/clearance of unwanted posters/notices	0%	563	642
	28	Storage of scrap items & their prompt disposal	3%	596	674
Toilets	29	Adequate availability of toilet in General	4%	525	641
	30	Adequate availability of toilets in pay and use	0%	547	641
	31	Adequate availability of toilets in Waiting rooms	3%	552	573
	32	Adequate availability of toilets in Circulating area	0%	557	607
	33	Condition of toilets in General	3%	527	672
	34	Condition of toilets in pay and use	0%	548	665
	35	Condition of toilets in Waiting rooms	2%	572	627
	36	Condition of toilets in circulating area	0%	530	616
	37	Availability of water in toilets and in other places for cleaning	4%	569	634
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	547	625
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	560	652
	40	Cleanliness of concourse and circulating area	0%	540	643
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			655
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			636
	3	Adequate supervision for monitoring cleanliness			691
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			673
	5	Performance of service improvement groups (SIG) and their effectiveness			618
	6	Usage of recycled water for non potable uses			636
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			673
	8	Condition of carriage watering hydrants including their leakage			636
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			636
	10	Final disposal of waste water from the trackside drains			618
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			636
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			673
	13	Condition of Washable CC Apron over tracks at station			673

Name of Station	Division
RANCHI	RANCHI
Passenger Cleanliness Score	
Passenger Cleanliness Score	556
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	177
Cleanliness Rank of the Station (in Category)	138
Cleanliness Rank of the Station (in Footfall Class)	54
Cleanliness Rank of the Station (in Zone)	5
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	661
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	676
Infrastructure Adequacy Level	Level 2
Process Compliance Score	637
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	61
Observed the enforcement of anti-littering rules	40
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	89
Observed the use of CCTVs for monitoring cleanliness at stations	56
Availability of Washable CC Apron over tracks at station	44

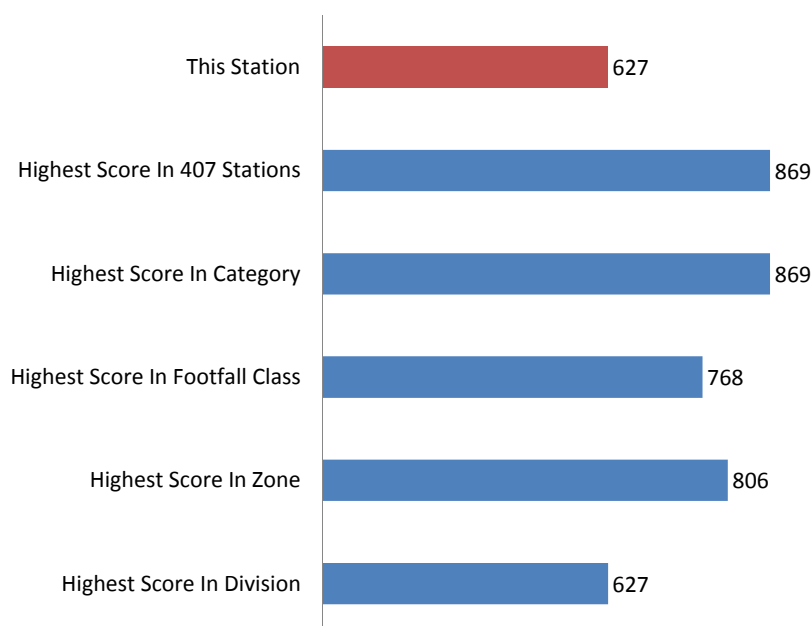
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SER	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	595	700
	2	Condition of flooring surface at waiting rooms	1%	587	561
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	538	756
	4	Condition of water booths and water coolers	2%	523	617
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	555	550
	6	Condition of vending stalls including arrangements for waste disposal	2%	559	700
	7	Proper dressing of Electric cables	2%	649	717
	8	Proper dressing of Telecom cables	2%	586	750
	9	Absence of stench in the station premises	12%	545	550
	10	Control of pest and rodent	2%	524	644
	11	Control of flies and mosquitoes	3%	572	672
	12	Stagnation of water in movement areas and non-movement areas	2%	523	744
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	540	644
	14	Cleanliness and hygiene around vending stalls	3%	573	611
	15	Cleanliness of platform areas	5%	574	622
	16	Cleanliness of advertisement hoardings/signages	3%	622	561
	17	Cleanliness of tracks between platforms	1%	545	728
	18	Cleanliness of foot over bridges	1%	572	672
	19	Cleanliness of track area up to home signal beyond platform	1%	546	756
	20	Functioning of cross and longitudinal waste water drains	2%	529	750
Waste Management	21	Adequate availability of dustbins	10%	623	828
	22	Proper system for collection and disposal of solid waste from trains	0%	561	722
	23	Proper system for collection and disposal of solid waste from stations	0%	566	722
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	527	633
	25	Promptness in removal and disbursement of garbage	3%	559	600
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	546	750
	27	Presence/clearance of unwanted posters/notices	0%	552	589
	28	Storage of scrap items & their prompt disposal	3%	588	572
Toilets	29	Adequate availability of toilet in General	4%	446	700
	30	Adequate availability of toilets in pay and use	0%	484	639
	31	Adequate availability of toilets in Waiting rooms	3%	509	694
	32	Adequate availability of toilets in Circulating area	0%	473	667
	33	Condition of toilets in General	3%	486	539
	34	Condition of toilets in pay and use	0%	486	628
	35	Condition of toilets in Waiting rooms	2%	487	783
	36	Condition of toilets in circulating area	0%	480	600
	37	Availability of water in toilets and in other places for cleaning	4%	531	672
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	565	589
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	511	688
	40	Cleanliness of concourse and circulating area	0%	548	611
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			689
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			667
	3	Adequate supervision for monitoring cleanliness			622
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			644
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			711
	8	Condition of carriage watering hydrants including their leakage			622
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			689
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			689
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			733
	13	Condition of Washable CC Apron over tracks at station			689

Name of Station	Division
KATPADI	CHENNAI CENTRAL
Passenger Cleanliness Score	627
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	71
Cleanliness Rank of the Station (in Category)	54
Cleanliness Rank of the Station (in Footfall Class)	13
Cleanliness Rank of the Station (in Zone)	18
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	650
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	614
Infrastructure Adequacy Level	Level 2
Process Compliance Score	600
Process Compliance Level	Level 2

Passenger Cleanliness Score



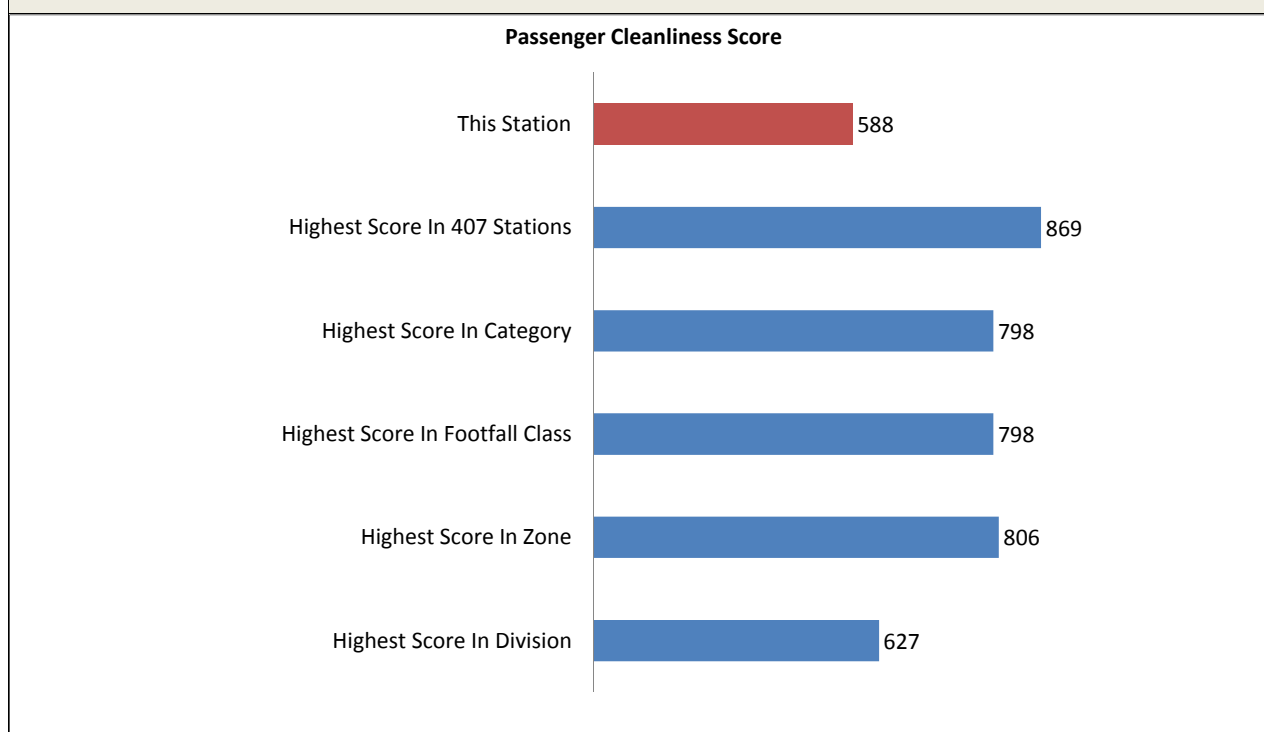
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	95
Observed the enforcement of anti-littering rules	33
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	697	778
	2	Condition of flooring surface at waiting rooms	1%	675	711
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	670	544
	4	Condition of water booths and water coolers	2%	654	656
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	659	744
	6	Condition of vending stalls including arrangements for waste disposal	2%	659	611
	7	Proper dressing of Electric cables	2%	689	667
	8	Proper dressing of Telecom cables	2%	705	744
	9	Absence of stench in the station premises	12%	685	661
	10	Control of pest and rodent	2%	620	572
	11	Control of flies and mosquitoes	3%	639	672
	12	Stagnation of water in movement areas and non-movement areas	2%	650	694
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	588	644
	14	Cleanliness and hygiene around vending stalls	3%	659	600
	15	Cleanliness of platform areas	5%	666	667
	16	Cleanliness of advertisement hoardings/signages	3%	657	617
	17	Cleanliness of tracks between platforms	1%	662	656
	18	Cleanliness of foot over bridges	1%	647	689
	19	Cleanliness of track area up to home signal beyond platform	1%	646	611
	20	Functioning of cross and longitudinal waste water drains	2%	642	806
Waste Management	21	Adequate availability of dustbins	10%	695	589
	22	Proper system for collection and disposal of solid waste from trains	0%	656	622
	23	Proper system for collection and disposal of solid waste from stations	0%	670	622
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	621	656
	25	Promptness in removal and disbursement of garbage	3%	654	611
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	643	544
	27	Presence/clearance of unwanted posters/notices	0%	649	600
	28	Storage of scrap items & their prompt disposal	3%	676	572
Toilets	29	Adequate availability of toilet in General	4%	378	611
	30	Adequate availability of toilets in pay and use	0%	407	656
	31	Adequate availability of toilets in Waiting rooms	3%	440	756
	32	Adequate availability of toilets in Circulating area	0%	460	733
	33	Condition of toilets in General	3%	435	578
	34	Condition of toilets in pay and use	0%	429	533
	35	Condition of toilets in Waiting rooms	2%	434	567
	36	Condition of toilets in circulating area	0%	436	656
	37	Availability of water in toilets and in other places for cleaning	4%	424	689
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	660	589
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	642	744
	40	Cleanliness of concourse and circulating area	0%	660	733
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
CHENNAI CENTRAL	CHENNAI CENTRAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	588
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	121
Cleanliness Rank of the Station (in Category)	29
Cleanliness Rank of the Station (in Footfall Class)	9
Cleanliness Rank of the Station (in Zone)	26
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	819
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	795
Infrastructure Adequacy Level	Level 1
Process Compliance Score	811
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	10
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	91
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	91
Availability of Washable CC Apron over tracks at station	91

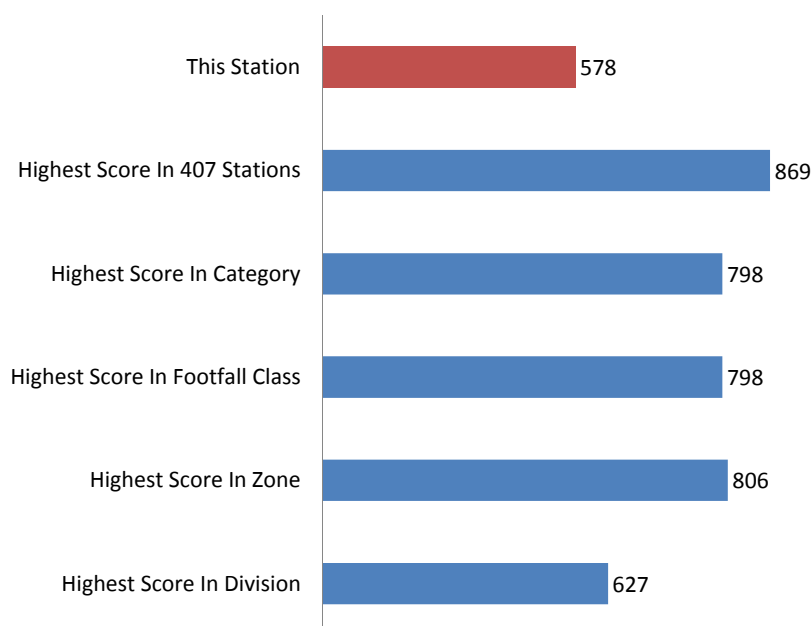
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	592	909
	2	Condition of flooring surface at waiting rooms	1%	635	918
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	564	909
	4	Condition of water booths and water coolers	2%	584	809
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	600	927
	6	Condition of vending stalls including arrangements for waste disposal	2%	568	900
	7	Proper dressing of Electric cables	2%	609	909
	8	Proper dressing of Telecom cables	2%	548	900
	9	Absence of stench in the station premises	12%	647	809
	10	Control of pest and rodent	2%	490	734
	11	Control of flies and mosquitoes	3%	487	707
	12	Stagnation of water in movement areas and non-movement areas	2%	616	727
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	594	725
	14	Cleanliness and hygiene around vending stalls	3%	628	893
	15	Cleanliness of platform areas	5%	709	918
	16	Cleanliness of advertisement hoardings/signages	3%	627	675
	17	Cleanliness of tracks between platforms	1%	586	936
	18	Cleanliness of foot over bridges	1%	619	900
	19	Cleanliness of track area up to home signal beyond platform	1%	660	716
	20	Functioning of cross and longitudinal waste water drains	2%	590	775
Waste Management	21	Adequate availability of dustbins	10%	623	893
	22	Proper system for collection and disposal of solid waste from trains	0%	583	757
	23	Proper system for collection and disposal of solid waste from stations	0%	614	918
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	527	732
	25	Promptness in removal and disbursement of garbage	3%	484	793
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	580	732
	27	Presence/clearance of unwanted posters/notices	0%	548	877
	28	Storage of scrap items & their prompt disposal	3%	570	859
Toilets	29	Adequate availability of toilet in General	4%	461	770
	30	Adequate availability of toilets in pay and use	0%	399	734
	31	Adequate availability of toilets in Waiting rooms	3%	477	743
	32	Adequate availability of toilets in Circulating area	0%	435	755
	33	Condition of toilets in General	3%	480	648
	34	Condition of toilets in pay and use	0%	464	684
	35	Condition of toilets in Waiting rooms	2%	540	684
	36	Condition of toilets in circulating area	0%	551	675
	37	Availability of water in toilets and in other places for cleaning	4%	564	893
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	606	918
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	616	640
	40	Cleanliness of concourse and circulating area	0%	497	918
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			880
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			764
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			818
	5	Performance of service improvement groups (SIG) and their effectiveness			745
	6	Usage of recycled water for non potable uses			860
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			764
	8	Condition of carriage watering hydrants including their leakage			836
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			764
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			818
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			782

Name of Station	Division
CHENNAI EGMORE	CHENNAI CENTRAL
Passenger Cleanliness Score	578
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	141
Cleanliness Rank of the Station (in Category)	34
Cleanliness Rank of the Station (in Footfall Class)	13
Cleanliness Rank of the Station (in Zone)	31
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	713
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	805
Infrastructure Adequacy Level	Level 1
Process Compliance Score	811
Process Compliance Level	Level 1

Passenger Cleanliness Score



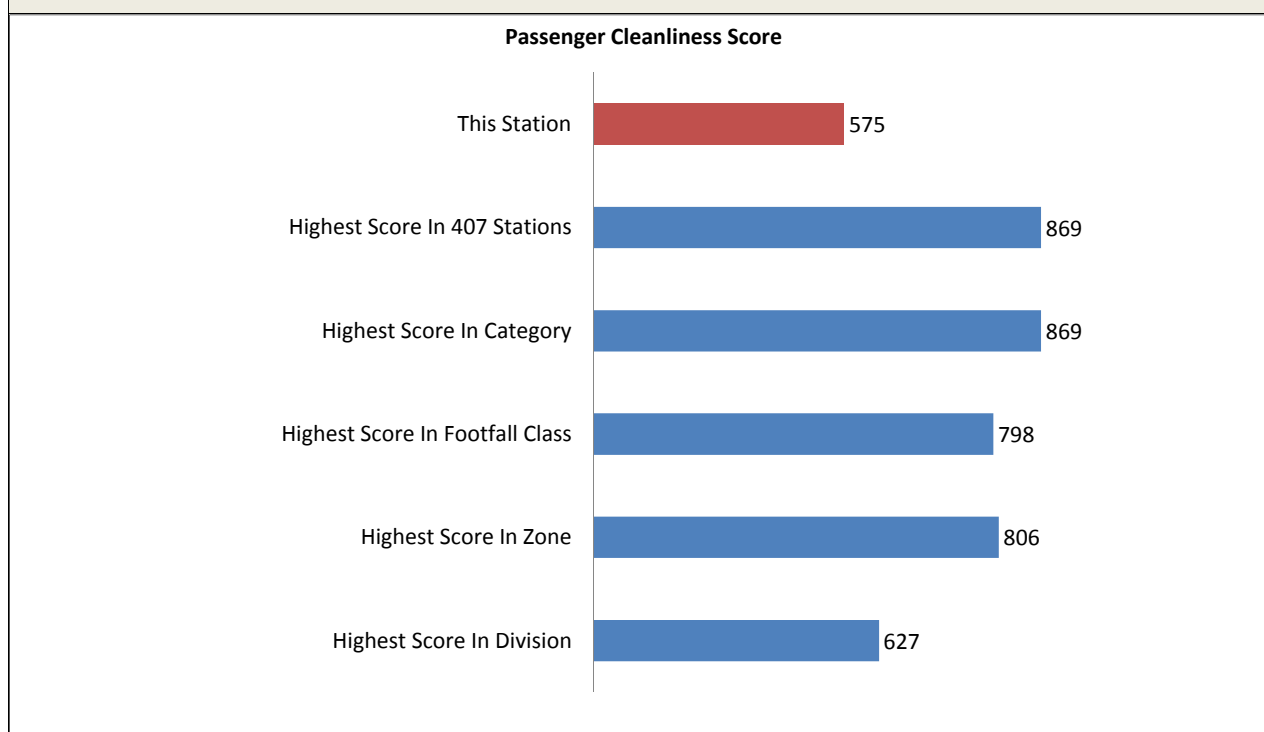
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	7
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	83
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	83

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone		Category	Footfall Class		
SR		A1	More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	595	783
	2	Condition of flooring surface at waiting rooms	1%	713	756
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	466	567
	4	Condition of water booths and water coolers	2%	597	607
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	596	660
	6	Condition of vending stalls including arrangements for waste disposal	2%	471	729
	7	Proper dressing of Electric cables	2%	593	576
	8	Proper dressing of Telecom cables	2%	450	743
	9	Absence of stench in the station premises	12%	720	812
	10	Control of pest and rodent	2%	526	438
	11	Control of flies and mosquitoes	3%	406	621
	12	Stagnation of water in movement areas and non-movement areas	2%	701	755
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	514	707
	14	Cleanliness and hygiene around vending stalls	3%	718	710
	15	Cleanliness of platform areas	5%	663	740
	16	Cleanliness of advertisement hoardings/signages	3%	719	731
	17	Cleanliness of tracks between platforms	1%	480	733
	18	Cleanliness of foot over bridges	1%	716	739
	19	Cleanliness of track area up to home signal beyond platform	1%	619	740
	20	Functioning of cross and longitudinal waste water drains	2%	554	664
Waste Management	21	Adequate availability of dustbins	10%	600	788
	22	Proper system for collection and disposal of solid waste from trains	0%	601	626
	23	Proper system for collection and disposal of solid waste from stations	0%	699	683
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	555	733
	25	Promptness in removal and disbursement of garbage	3%	529	674
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	478	733
	27	Presence/clearance of unwanted posters/notices	0%	566	719
	28	Storage of scrap items & their prompt disposal	3%	556	757
Toilets	29	Adequate availability of toilet in General	4%	405	381
	30	Adequate availability of toilets in pay and use	0%	244	548
	31	Adequate availability of toilets in Waiting rooms	3%	404	619
	32	Adequate availability of toilets in Circulating area	0%	254	605
	33	Condition of toilets in General	3%	431	727
	34	Condition of toilets in pay and use	0%	267	726
	35	Condition of toilets in Waiting rooms	2%	418	726
	36	Condition of toilets in circulating area	0%	320	702
	37	Availability of water in toilets and in other places for cleaning	4%	469	714
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	590	712
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	714	733
	40	Cleanliness of concourse and circulating area	0%	535	713
Attribute	Scores by Railway Officials				Score
Process	1	Provision for handling and final disposal of solid waste arising at stations			767
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			767
	3	Adequate supervision for monitoring cleanliness			867
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			867
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			733
	8	Condition of carriage watering hydrants including their leakage			833
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			833
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			767
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			867

Name of Station	Division
CHENGALPATTU JN.	CHENNAI CENTRAL
Passenger Cleanliness Score	575
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	147
Cleanliness Rank of the Station (in Category)	112
Cleanliness Rank of the Station (in Footfall Class)	14
Cleanliness Rank of the Station (in Zone)	32
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	729
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	733
Infrastructure Adequacy Level	Level 2
Process Compliance Score	737
Process Compliance Level	Level 2



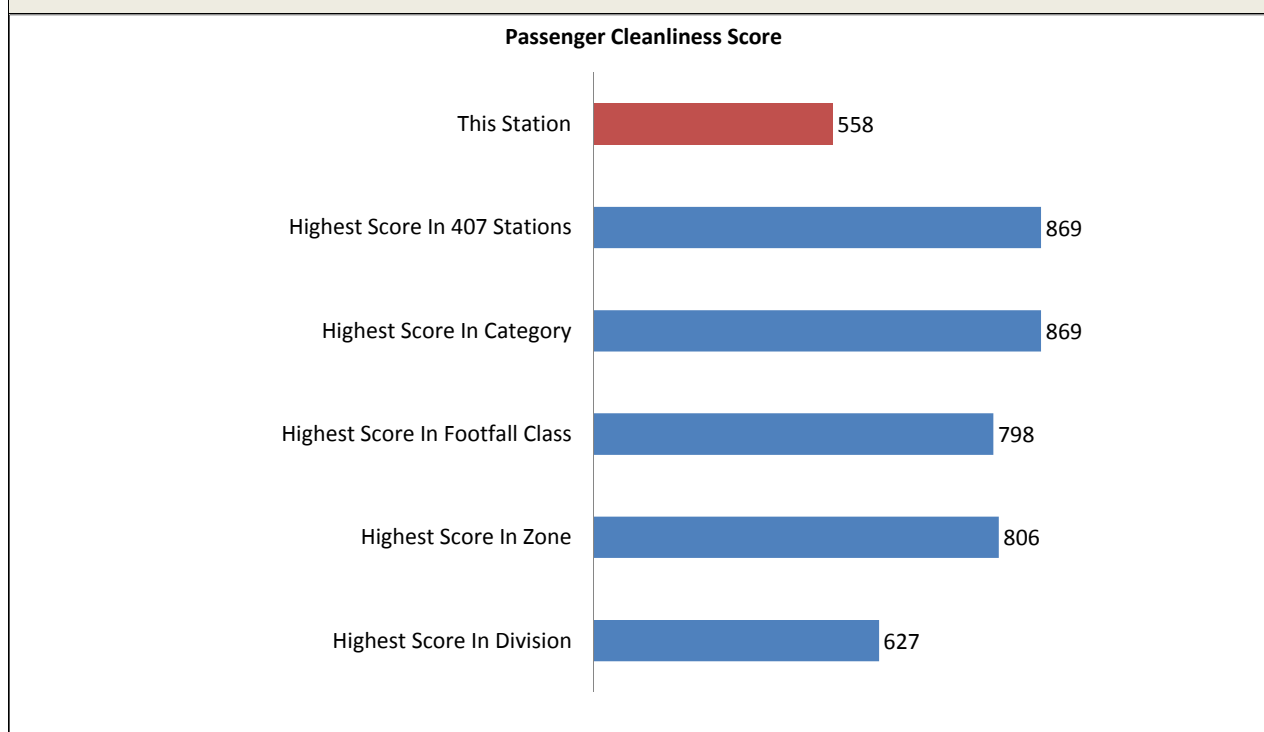
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	4
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	89
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	22
Availability of Washable CC Apron over tracks at station	11

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	600	800
	2	Condition of flooring surface at waiting rooms	1%	676	836
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	505	611
	4	Condition of water booths and water coolers	2%	605	778
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	603	681
	6	Condition of vending stalls including arrangements for waste disposal	2%	504	744
	7	Proper dressing of Electric cables	2%	605	708
	8	Proper dressing of Telecom cables	2%	428	744
	9	Absence of stench in the station premises	12%	726	811
	10	Control of pest and rodent	2%	539	647
	11	Control of flies and mosquitoes	3%	353	597
	12	Stagnation of water in movement areas and non-movement areas	2%	681	633
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	627	658
	14	Cleanliness and hygiene around vending stalls	3%	683	789
	15	Cleanliness of platform areas	5%	622	739
	16	Cleanliness of advertisement hoardings/signages	3%	720	717
	17	Cleanliness of tracks between platforms	1%	466	767
	18	Cleanliness of foot over bridges	1%	718	728
	19	Cleanliness of track area up to home signal beyond platform	1%	626	719
	20	Functioning of cross and longitudinal waste water drains	2%	540	669
Waste Management	21	Adequate availability of dustbins	10%	608	811
	22	Proper system for collection and disposal of solid waste from trains	0%	603	667
	23	Proper system for collection and disposal of solid waste from stations	0%	674	733
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	539	756
	25	Promptness in removal and disbursement of garbage	3%	540	731
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	477	692
	27	Presence/clearance of unwanted posters/notices	0%	548	756
	28	Storage of scrap items & their prompt disposal	3%	540	778
Toilets	29	Adequate availability of toilet in General	4%	391	492
	30	Adequate availability of toilets in pay and use	0%	211	694
	31	Adequate availability of toilets in Waiting rooms	3%	392	703
	32	Adequate availability of toilets in Circulating area	0%	231	513
	33	Condition of toilets in General	3%	411	679
	34	Condition of toilets in pay and use	0%	233	678
	35	Condition of toilets in Waiting rooms	2%	415	667
	36	Condition of toilets in circulating area	0%	337	650
	37	Availability of water in toilets and in other places for cleaning	4%	483	678
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	599	775
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	683	683
	40	Cleanliness of concourse and circulating area	0%	544	694
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			733
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			711
	3	Adequate supervision for monitoring cleanliness			756
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			733
	5	Performance of service improvement groups (SIG) and their effectiveness			756
	6	Usage of recycled water for non potable uses			733
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			778
	8	Condition of carriage watering hydrants including their leakage			689
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			733
	10	Final disposal of waste water from the trackside drains			756
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			711
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			667
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
TAMBARAM	CHENNAI CENTRAL
Passenger Cleanliness Score	558
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	174
Cleanliness Rank of the Station (in Category)	136
Cleanliness Rank of the Station (in Footfall Class)	16
Cleanliness Rank of the Station (in Zone)	35
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	723
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	800
Infrastructure Adequacy Level	Level 1
Process Compliance Score	720
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	92
Observed the enforcement of anti-littering rules	9
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

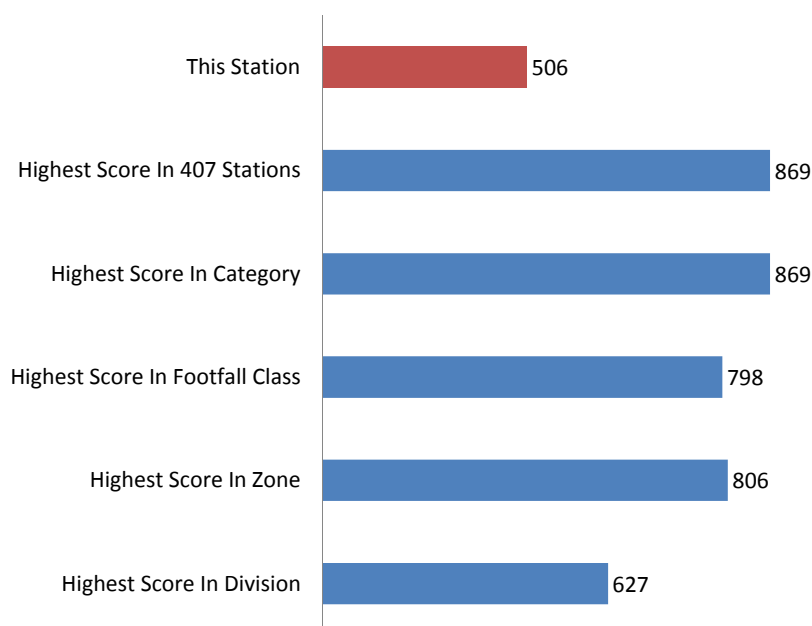
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	627	933
	2	Condition of flooring surface at waiting rooms	1%	600	950
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	599	717
	4	Condition of water booths and water coolers	2%	534	717
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	598	717
	6	Condition of vending stalls including arrangements for waste disposal	2%	604	817
	7	Proper dressing of Electric cables	2%	616	967
	8	Proper dressing of Telecom cables	2%	523	967
	9	Absence of stench in the station premises	12%	608	767
	10	Control of pest and rodent	2%	457	567
	11	Control of flies and mosquitoes	3%	322	567
	12	Stagnation of water in movement areas and non-movement areas	2%	576	783
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	512	600
	14	Cleanliness and hygiene around vending stalls	3%	597	650
	15	Cleanliness of platform areas	5%	749	850
	16	Cleanliness of advertisement hoardings/signages	3%	613	567
	17	Cleanliness of tracks between platforms	1%	628	750
	18	Cleanliness of foot over bridges	1%	634	850
	19	Cleanliness of track area up to home signal beyond platform	1%	657	583
	20	Functioning of cross and longitudinal waste water drains	2%	454	667
Waste Management	21	Adequate availability of dustbins	10%	608	833
	22	Proper system for collection and disposal of solid waste from trains	0%	624	500
	23	Proper system for collection and disposal of solid waste from stations	0%	596	750
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	476	683
	25	Promptness in removal and disbursement of garbage	3%	472	717
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	569	640
	27	Presence/clearance of unwanted posters/notices	0%	446	750
	28	Storage of scrap items & their prompt disposal	3%	533	717
Toilets	29	Adequate availability of toilet in General	4%	402	250
	30	Adequate availability of toilets in pay and use	0%	259	250
	31	Adequate availability of toilets in Waiting rooms	3%	401	450
	32	Adequate availability of toilets in Circulating area	0%	285	540
	33	Condition of toilets in General	3%	388	567
	34	Condition of toilets in pay and use	0%	272	567
	35	Condition of toilets in Waiting rooms	2%	409	567
	36	Condition of toilets in circulating area	0%	468	567
	37	Availability of water in toilets and in other places for cleaning	4%	554	767
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	610	950
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	543	633
	40	Cleanliness of concourse and circulating area	0%	528	750
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			0
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			1000
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
ARAKKONAM JN	CHENNAI CENTRAL
Passenger Cleanliness Score	506
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	259
Cleanliness Rank of the Station (in Category)	204
Cleanliness Rank of the Station (in Footfall Class)	22
Cleanliness Rank of the Station (in Zone)	46
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	576
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	635
Infrastructure Adequacy Level	Level 2
Process Compliance Score	645
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	79
Observed the enforcement of anti-littering rules	13
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	60
Sensitized cleaning staff about correct practices	67
Observed the use of CCTVs for monitoring cleanliness at stations	87
Availability of Washable CC Apron over tracks at station	13

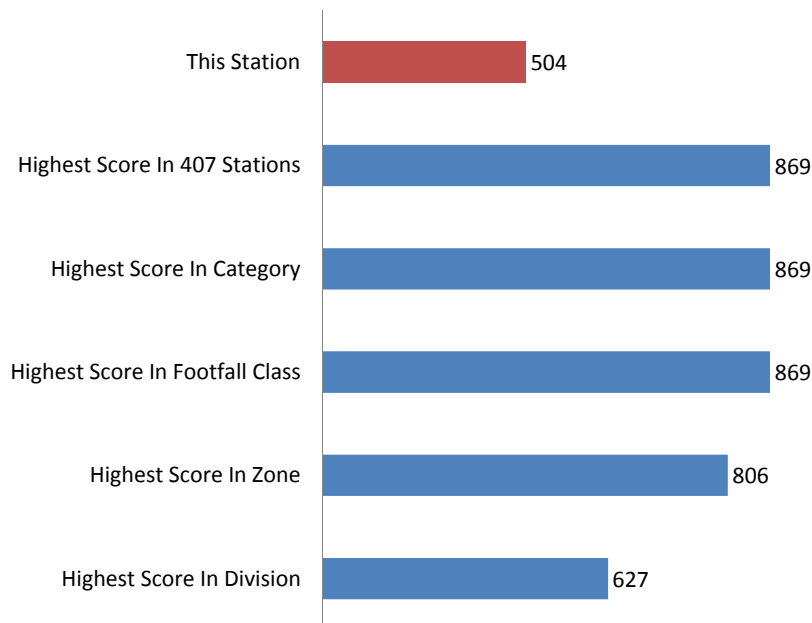
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	533	563
	2	Condition of flooring surface at waiting rooms	1%	545	698
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	538	555
	4	Condition of water booths and water coolers	2%	464	377
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	522	454
	6	Condition of vending stalls including arrangements for waste disposal	2%	485	535
	7	Proper dressing of Electric cables	2%	552	730
	8	Proper dressing of Telecom cables	2%	550	747
	9	Absence of stench in the station premises	12%	507	657
	10	Control of pest and rodent	2%	493	390
	11	Control of flies and mosquitoes	3%	428	427
	12	Stagnation of water in movement areas and non-movement areas	2%	550	677
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	522	573
	14	Cleanliness and hygiene around vending stalls	3%	476	627
	15	Cleanliness of platform areas	5%	537	663
	16	Cleanliness of advertisement hoardings/signages	3%	493	513
	17	Cleanliness of tracks between platforms	1%	514	647
	18	Cleanliness of foot over bridges	1%	488	720
	19	Cleanliness of track area up to home signal beyond platform	1%	490	633
	20	Functioning of cross and longitudinal waste water drains	2%	549	603
Waste Management	21	Adequate availability of dustbins	10%	483	680
	22	Proper system for collection and disposal of solid waste from trains	0%	464	530
	23	Proper system for collection and disposal of solid waste from stations	0%	512	615
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	544	657
	25	Promptness in removal and disbursement of garbage	3%	518	637
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	509	567
	27	Presence/clearance of unwanted posters/notices	0%	509	427
	28	Storage of scrap items & their prompt disposal	3%	531	623
Toilets	29	Adequate availability of toilet in General	4%	520	442
	30	Adequate availability of toilets in pay and use	0%	466	420
	31	Adequate availability of toilets in Waiting rooms	3%	500	427
	32	Adequate availability of toilets in Circulating area	0%	459	317
	33	Condition of toilets in General	3%	461	438
	34	Condition of toilets in pay and use	0%	433	483
	35	Condition of toilets in Waiting rooms	2%	481	423
	36	Condition of toilets in circulating area	0%	453	392
	37	Availability of water in toilets and in other places for cleaning	4%	508	493
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	524	550
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	495	520
	40	Cleanliness of concourse and circulating area	0%	534	600
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			613
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			680
	3	Adequate supervision for monitoring cleanliness			680
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			667
	6	Usage of recycled water for non potable uses			629
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			680
	8	Condition of carriage watering hydrants including their leakage			680
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			613
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			653
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			587
	13	Condition of Washable CC Apron over tracks at station			631

Name of Station	Division
JOLARPETTAI JN	CHENNAI CENTRAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	504
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	265
Cleanliness Rank of the Station (in Category)	209
Cleanliness Rank of the Station (in Footfall Class)	122
Cleanliness Rank of the Station (in Zone)	47
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	578
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	648
Infrastructure Adequacy Level	Level 2
Process Compliance Score	644
Process Compliance Level	Level 2

Passenger Cleanliness Score



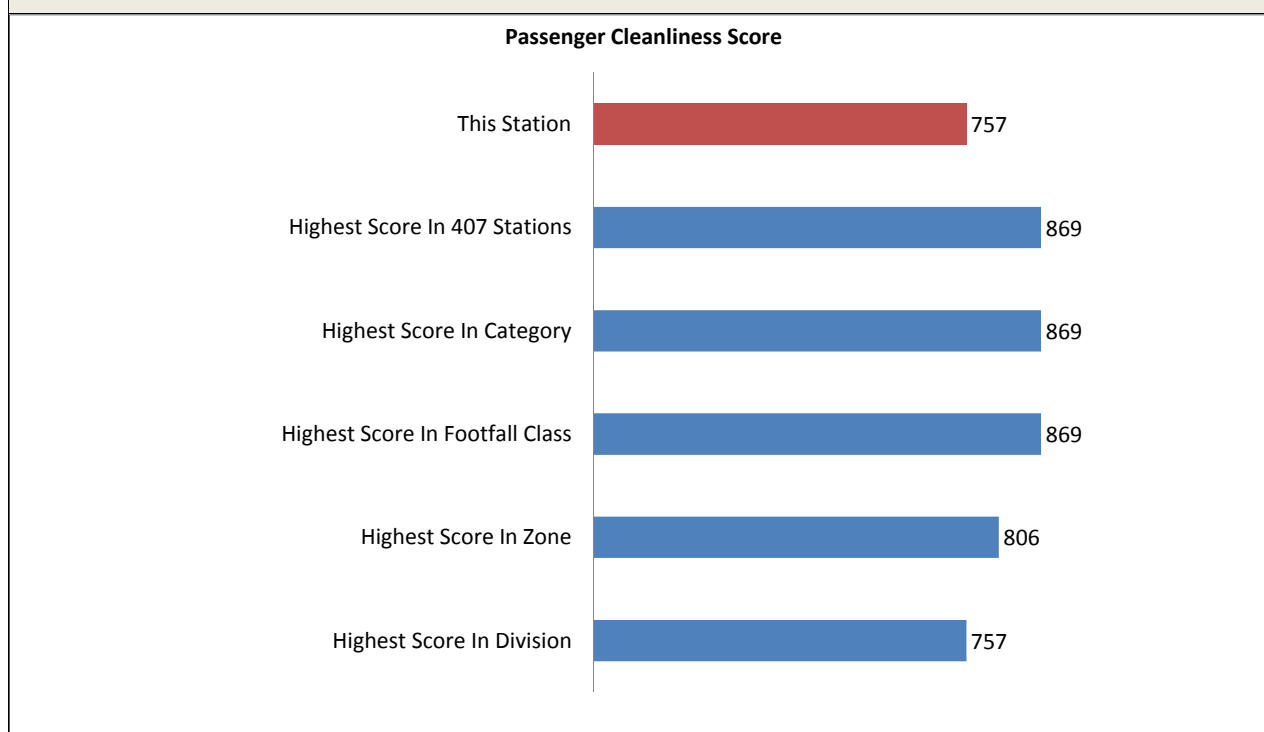
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	77
Observed the enforcement of anti-littering rules	32
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	67
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	33
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	532	493
	2	Condition of flooring surface at waiting rooms	1%	539	593
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	545	620
	4	Condition of water booths and water coolers	2%	549	667
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	562	527
	6	Condition of vending stalls including arrangements for waste disposal	2%	557	547
	7	Proper dressing of Electric cables	2%	524	507
	8	Proper dressing of Telecom cables	2%	528	620
	9	Absence of stench in the station premises	12%	478	580
	10	Control of pest and rodent	2%	374	527
	11	Control of flies and mosquitoes	3%	474	553
	12	Stagnation of water in movement areas and non-movement areas	2%	493	580
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	492	720
	14	Cleanliness and hygiene around vending stalls	3%	525	627
	15	Cleanliness of platform areas	5%	520	573
	16	Cleanliness of advertisement hoardings/signages	3%	524	553
	17	Cleanliness of tracks between platforms	1%	537	587
	18	Cleanliness of foot over bridges	1%	530	533
	19	Cleanliness of track area up to home signal beyond platform	1%	542	567
	20	Functioning of cross and longitudinal waste water drains	2%	470	560
Waste Management	21	Adequate availability of dustbins	10%	508	547
	22	Proper system for collection and disposal of solid waste from trains	0%	529	740
	23	Proper system for collection and disposal of solid waste from stations	0%	553	580
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	485	653
	25	Promptness in removal and disbursement of garbage	3%	498	700
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	539	620
	27	Presence/clearance of unwanted posters/notices	0%	535	607
	28	Storage of scrap items & their prompt disposal	3%	519	707
Toilets	29	Adequate availability of toilet in General	4%	362	380
	30	Adequate availability of toilets in pay and use	0%	436	413
	31	Adequate availability of toilets in Waiting rooms	3%	451	507
	32	Adequate availability of toilets in Circulating area	0%	470	560
	33	Condition of toilets in General	3%	463	527
	34	Condition of toilets in pay and use	0%	482	553
	35	Condition of toilets in Waiting rooms	2%	498	533
	36	Condition of toilets in circulating area	0%	518	600
	37	Availability of water in toilets and in other places for cleaning	4%	535	687
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	545	660
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	544	633
	40	Cleanliness of concourse and circulating area	0%	535	620
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			733
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			667
	3	Adequate supervision for monitoring cleanliness			467
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			733
	6	Usage of recycled water for non potable uses			667
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			533
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			867
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			667
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			667
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
KOVILPATTI	MADURAI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	757
Passenger Cleanliness Level	Level 1
Cleanliness Rank of the Station (in 407 stations)	13
Cleanliness Rank of the Station (in Category)	10
Cleanliness Rank of the Station (in Footfall Class)	7
Cleanliness Rank of the Station (in Zone)	3
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	709
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	681
Infrastructure Adequacy Level	Level 2
Process Compliance Score	739
Process Compliance Level	Level 2



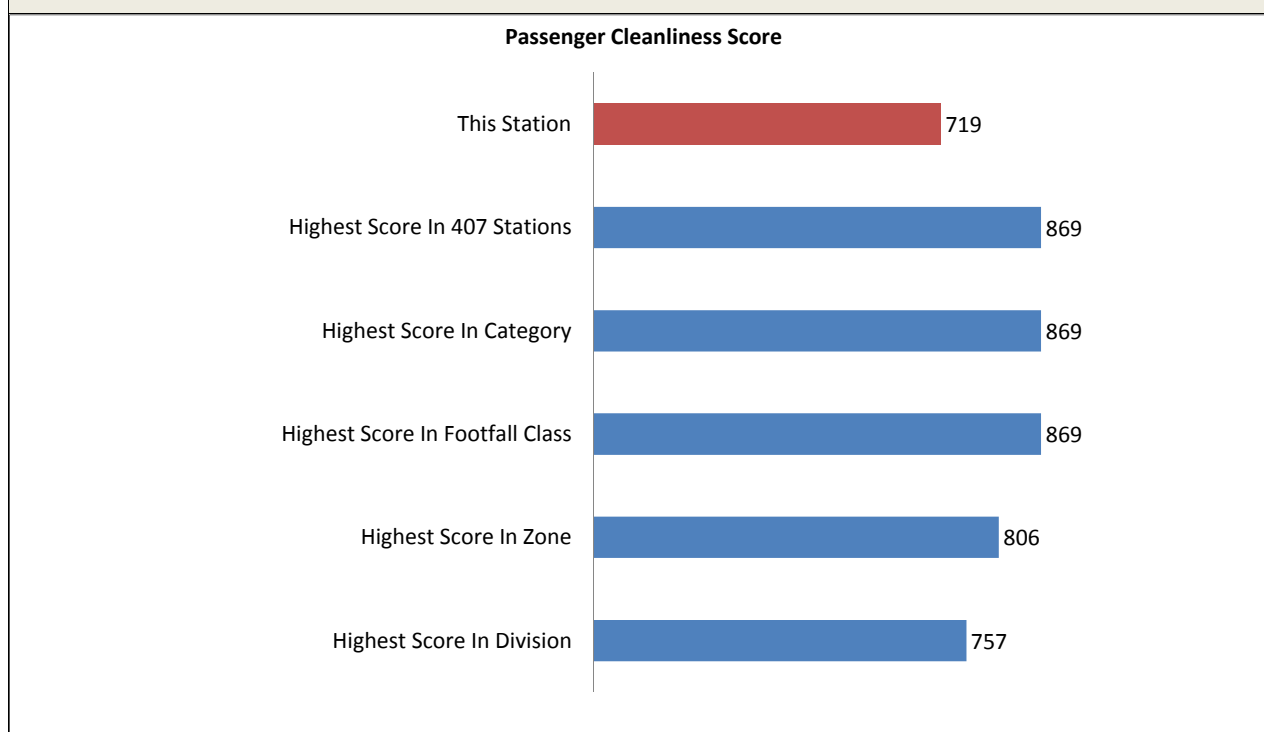
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	96
Observed the enforcement of anti-littering rules	90
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	75
Sensitized cleaning staff about correct practices	75
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	25

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	729	778
	2	Condition of flooring surface at waiting rooms	1%	731	767
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	730	563
	4	Condition of water booths and water coolers	2%	715	586
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	724	692
	6	Condition of vending stalls including arrangements for waste disposal	2%	730	725
	7	Proper dressing of Electric cables	2%	754	713
	8	Proper dressing of Telecom cables	2%	757	672
	9	Absence of stench in the station premises	12%	837	700
	10	Control of pest and rodent	2%	712	639
	11	Control of flies and mosquitoes	3%	730	658
	12	Stagnation of water in movement areas and non-movement areas	2%	738	683
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	739	625
	14	Cleanliness and hygiene around vending stalls	3%	730	756
	15	Cleanliness of platform areas	5%	736	686
	16	Cleanliness of advertisement hoardings/signages	3%	746	738
	17	Cleanliness of tracks between platforms	1%	743	694
	18	Cleanliness of foot over bridges	1%	736	688
	19	Cleanliness of track area up to home signal beyond platform	1%	746	742
	20	Functioning of cross and longitudinal waste water drains	2%	733	636
Waste Management	21	Adequate availability of dustbins	10%	837	744
	22	Proper system for collection and disposal of solid waste from trains	0%	741	756
	23	Proper system for collection and disposal of solid waste from stations	0%	732	714
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	730	647
	25	Promptness in removal and disbursement of garbage	3%	731	686
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	748	711
	27	Presence/clearance of unwanted posters/notices	0%	742	700
	28	Storage of scrap items & their prompt disposal	3%	765	731
Toilets	29	Adequate availability of toilet in General	4%	731	756
	30	Adequate availability of toilets in pay and use	0%	722	772
	31	Adequate availability of toilets in Waiting rooms	3%	737	711
	32	Adequate availability of toilets in Circulating area	0%	724	708
	33	Condition of toilets in General	3%	732	744
	34	Condition of toilets in pay and use	0%	715	663
	35	Condition of toilets in Waiting rooms	2%	703	789
	36	Condition of toilets in circulating area	0%	734	781
	37	Availability of water in toilets and in other places for cleaning	4%	734	750
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	730	733
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	727	600
	40	Cleanliness of concourse and circulating area	0%	736	713
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			750
	5	Performance of service improvement groups (SIG) and their effectiveness			750
	6	Usage of recycled water for non potable uses			733
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			650
	8	Condition of carriage watering hydrants including their leakage			667
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			750
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
VIRUDHUNAGAR JN	MADURAI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	719
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	22
Cleanliness Rank of the Station (in Category)	17
Cleanliness Rank of the Station (in Footfall Class)	9
Cleanliness Rank of the Station (in Zone)	6
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	784
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	859
Infrastructure Adequacy Level	Level 1
Process Compliance Score	860
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	82
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	80
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	20
Availability of Washable CC Apron over tracks at station	0

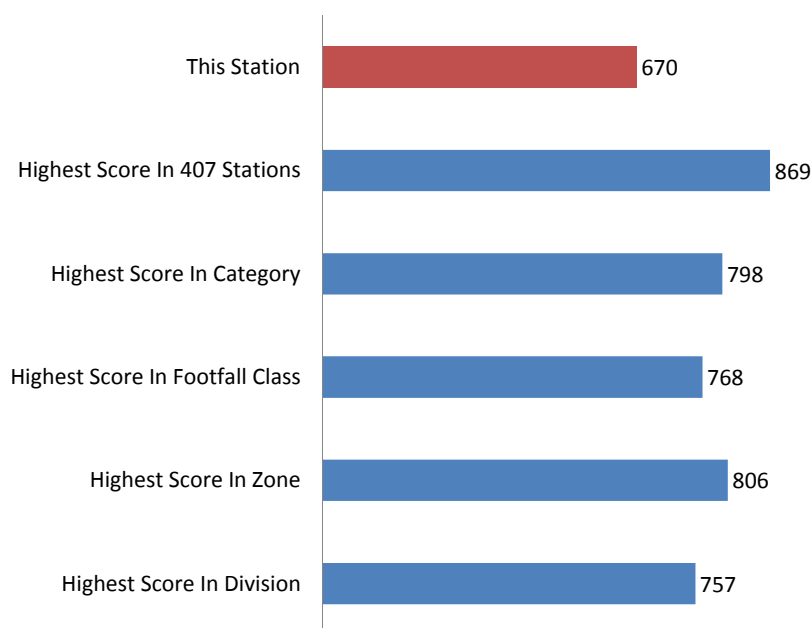
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	737	780
	2	Condition of flooring surface at waiting rooms	1%	720	840
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	682	800
	4	Condition of water booths and water coolers	2%	681	780
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	704	800
	6	Condition of vending stalls including arrangements for waste disposal	2%	709	820
	7	Proper dressing of Electric cables	2%	722	880
	8	Proper dressing of Telecom cables	2%	711	860
	9	Absence of stench in the station premises	12%	756	740
	10	Control of pest and rodent	2%	715	680
	11	Control of flies and mosquitoes	3%	701	740
	12	Stagnation of water in movement areas and non-movement areas	2%	689	720
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	723	720
	14	Cleanliness and hygiene around vending stalls	3%	716	780
	15	Cleanliness of platform areas	5%	735	760
	16	Cleanliness of advertisement hoardings/signages	3%	727	840
	17	Cleanliness of tracks between platforms	1%	734	760
	18	Cleanliness of foot over bridges	1%	714	780
	19	Cleanliness of track area up to home signal beyond platform	1%	714	820
	20	Functioning of cross and longitudinal waste water drains	2%	698	700
Waste Management	21	Adequate availability of dustbins	10%	756	780
	22	Proper system for collection and disposal of solid waste from trains	0%	706	800
	23	Proper system for collection and disposal of solid waste from stations	0%	701	800
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	733	780
	25	Promptness in removal and disbursement of garbage	3%	736	800
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	715	760
	27	Presence/clearance of unwanted posters/notices	0%	707	760
	28	Storage of scrap items & their prompt disposal	3%	737	820
Toilets	29	Adequate availability of toilet in General	4%	653	800
	30	Adequate availability of toilets in pay and use	0%	661	780
	31	Adequate availability of toilets in Waiting rooms	3%	677	820
	32	Adequate availability of toilets in Circulating area	0%	671	800
	33	Condition of toilets in General	3%	661	800
	34	Condition of toilets in pay and use	0%	681	760
	35	Condition of toilets in Waiting rooms	2%	701	860
	36	Condition of toilets in circulating area	0%	694	780
	37	Availability of water in toilets and in other places for cleaning	4%	689	820
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	727	800
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	702	860
	40	Cleanliness of concourse and circulating area	0%	736	720
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			840
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			880
	3	Adequate supervision for monitoring cleanliness			840
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			880
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			920
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			850
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			880
	10	Final disposal of waste water from the trackside drains			920
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			960
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
MADURAI JN	MADURAI JN.
Passenger Cleanliness Score	670
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	43
Cleanliness Rank of the Station (in Category)	9
Cleanliness Rank of the Station (in Footfall Class)	8
Cleanliness Rank of the Station (in Zone)	12
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	721
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	669
Infrastructure Adequacy Level	Level 2
Process Compliance Score	671
Process Compliance Level	Level 2

Passenger Cleanliness Score



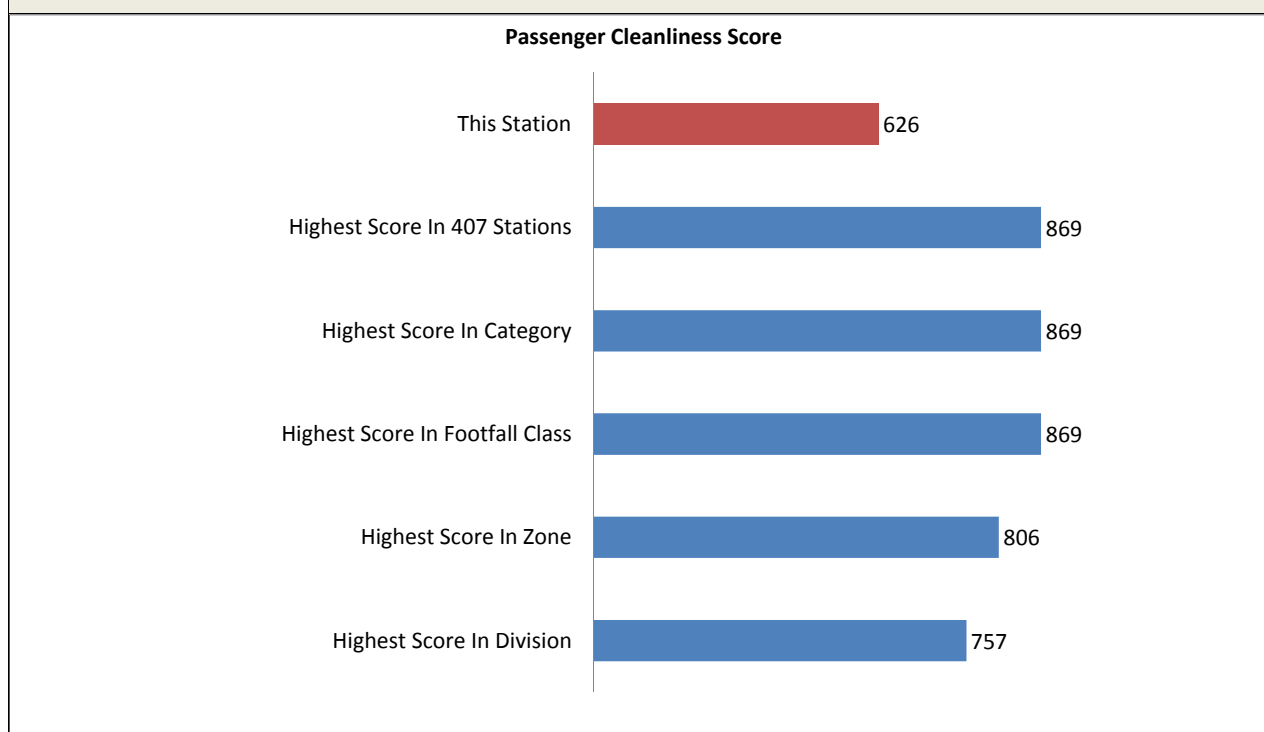
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	94
Observed the enforcement of anti-littering rules	72
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	43
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	71
Availability of Washable CC Apron over tracks at station	43

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	685	714
	2	Condition of flooring surface at waiting rooms	1%	692	671
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	677	714
	4	Condition of water booths and water coolers	2%	675	771
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	683	800
	6	Condition of vending stalls including arrangements for waste disposal	2%	668	729
	7	Proper dressing of Electric cables	2%	677	757
	8	Proper dressing of Telecom cables	2%	687	800
	9	Absence of stench in the station premises	12%	648	671
	10	Control of pest and rodent	2%	647	657
	11	Control of flies and mosquitoes	3%	616	686
	12	Stagnation of water in movement areas and non-movement areas	2%	655	714
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	687	771
	14	Cleanliness and hygiene around vending stalls	3%	683	757
	15	Cleanliness of platform areas	5%	676	743
	16	Cleanliness of advertisement hoardings/signages	3%	685	757
	17	Cleanliness of tracks between platforms	1%	674	729
	18	Cleanliness of foot over bridges	1%	680	757
	19	Cleanliness of track area up to home signal beyond platform	1%	677	771
	20	Functioning of cross and longitudinal waste water drains	2%	632	771
Waste Management	21	Adequate availability of dustbins	10%	682	643
	22	Proper system for collection and disposal of solid waste from trains	0%	668	771
	23	Proper system for collection and disposal of solid waste from stations	0%	658	743
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	670	757
	25	Promptness in removal and disbursement of garbage	3%	693	729
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	679	714
	27	Presence/clearance of unwanted posters/notices	0%	672	800
	28	Storage of scrap items & their prompt disposal	3%	695	857
Toilets	29	Adequate availability of toilet in General	4%	666	657
	30	Adequate availability of toilets in pay and use	0%	663	700
	31	Adequate availability of toilets in Waiting rooms	3%	658	729
	32	Adequate availability of toilets in Circulating area	0%	656	714
	33	Condition of toilets in General	3%	626	729
	34	Condition of toilets in pay and use	0%	636	700
	35	Condition of toilets in Waiting rooms	2%	643	771
	36	Condition of toilets in circulating area	0%	665	671
	37	Availability of water in toilets and in other places for cleaning	4%	679	729
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	686	771
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	671	714
	40	Cleanliness of concourse and circulating area	0%	680	771
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			657
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			686
	3	Adequate supervision for monitoring cleanliness			629
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			686
	5	Performance of service improvement groups (SIG) and their effectiveness			686
	6	Usage of recycled water for non potable uses			686
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			629
	8	Condition of carriage watering hydrants including their leakage			629
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			657
	10	Final disposal of waste water from the trackside drains			657
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			629
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			743
	13	Condition of Washable CC Apron over tracks at station			743

Name of Station	Division
RAMESWARAM	MADURAI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	626
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	72
Cleanliness Rank of the Station (in Category)	55
Cleanliness Rank of the Station (in Footfall Class)	32
Cleanliness Rank of the Station (in Zone)	19
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	506
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	506
Infrastructure Adequacy Level	Level 3
Process Compliance Score	495
Process Compliance Level	Level 4



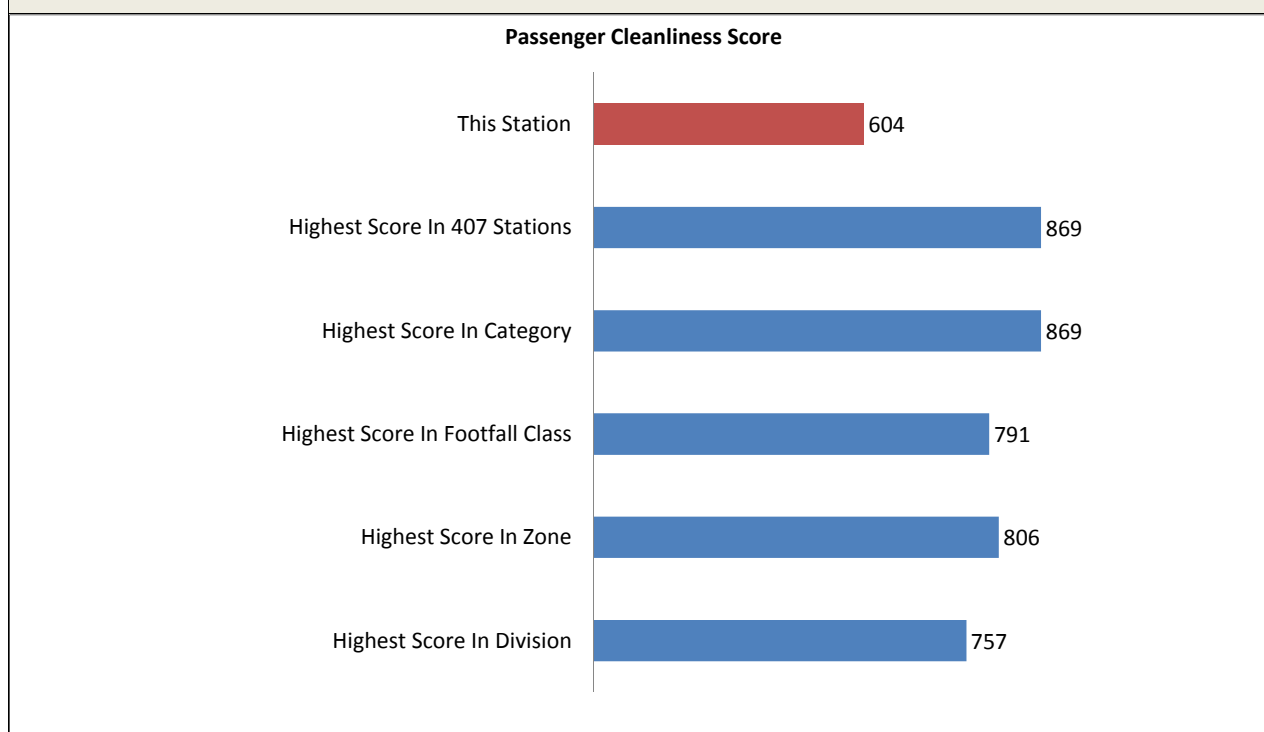
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	72
Observed the enforcement of anti-littering rules	50
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	71
Sensitized cleaning staff about correct practices	86
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	659	552
	2	Condition of flooring surface at waiting rooms	1%	638	562
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	634	462
	4	Condition of water booths and water coolers	2%	567	471
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	587	473
	6	Condition of vending stalls including arrangements for waste disposal	2%	606	533
	7	Proper dressing of Electric cables	2%	609	557
	8	Proper dressing of Telecom cables	2%	580	548
	9	Absence of stench in the station premises	12%	655	524
	10	Control of pest and rodent	2%	622	438
	11	Control of flies and mosquitoes	3%	597	510
	12	Stagnation of water in movement areas and non-movement areas	2%	612	500
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	643	495
	14	Cleanliness and hygiene around vending stalls	3%	658	543
	15	Cleanliness of platform areas	5%	668	552
	16	Cleanliness of advertisement hoardings/signages	3%	615	510
	17	Cleanliness of tracks between platforms	1%	649	524
	18	Cleanliness of foot over bridges	1%	631	487
	19	Cleanliness of track area up to home signal beyond platform	1%	603	417
	20	Functioning of cross and longitudinal waste water drains	2%	569	543
Waste Management	21	Adequate availability of dustbins	10%	672	505
	22	Proper system for collection and disposal of solid waste from trains	0%	586	486
	23	Proper system for collection and disposal of solid waste from stations	0%	582	519
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	669	538
	25	Promptness in removal and disbursement of garbage	3%	657	457
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	601	538
	27	Presence/clearance of unwanted posters/notices	0%	577	450
	28	Storage of scrap items & their prompt disposal	3%	585	476
Toilets	29	Adequate availability of toilet in General	4%	591	414
	30	Adequate availability of toilets in pay and use	0%	610	429
	31	Adequate availability of toilets in Waiting rooms	3%	582	510
	32	Adequate availability of toilets in Circulating area	0%	635	367
	33	Condition of toilets in General	3%	569	490
	34	Condition of toilets in pay and use	0%	598	395
	35	Condition of toilets in Waiting rooms	2%	576	490
	36	Condition of toilets in circulating area	0%	622	457
	37	Availability of water in toilets and in other places for cleaning	4%	612	471
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	670	490
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	587	467
	40	Cleanliness of concourse and circulating area	0%	642	505
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			514
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			486
	3	Adequate supervision for monitoring cleanliness			543
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			514
	5	Performance of service improvement groups (SIG) and their effectiveness			486
	6	Usage of recycled water for non potable uses			429
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			571
	8	Condition of carriage watering hydrants including their leakage			543
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			486
	10	Final disposal of waste water from the trackside drains			514
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			429
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			486
	13	Condition of Washable CC Apron over tracks at station			514

Name of Station	Division
DINDIGUL JN	MADURAI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	604
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	98
Cleanliness Rank of the Station (in Category)	74
Cleanliness Rank of the Station (in Footfall Class)	31
Cleanliness Rank of the Station (in Zone)	21
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	581
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	686
Infrastructure Adequacy Level	Level 2
Process Compliance Score	650
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	57
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	50
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	50

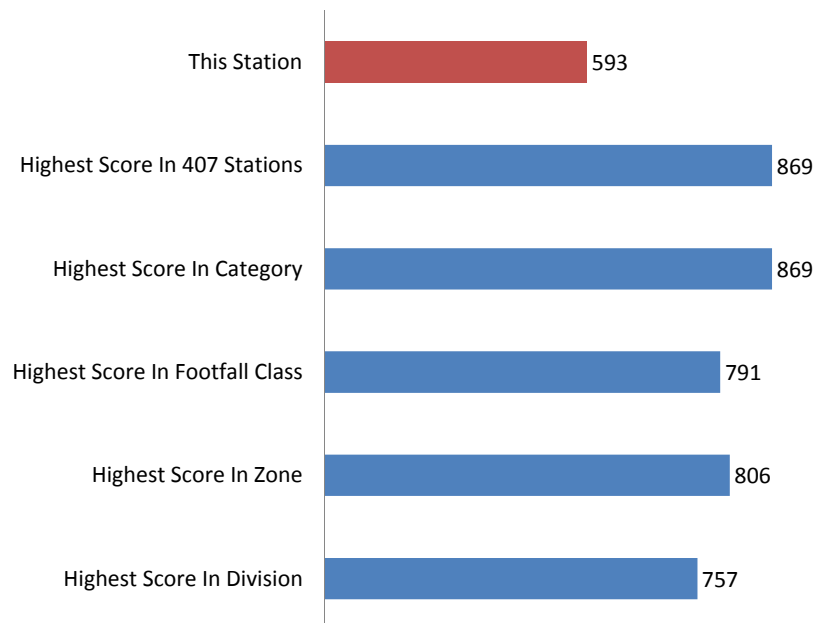
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	623	575
	2	Condition of flooring surface at waiting rooms	1%	625	588
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	619	575
	4	Condition of water booths and water coolers	2%	611	625
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	603	600
	6	Condition of vending stalls including arrangements for waste disposal	2%	607	625
	7	Proper dressing of Electric cables	2%	631	613
	8	Proper dressing of Telecom cables	2%	629	625
	9	Absence of stench in the station premises	12%	631	613
	10	Control of pest and rodent	2%	611	600
	11	Control of flies and mosquitoes	3%	576	475
	12	Stagnation of water in movement areas and non-movement areas	2%	604	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	619	513
	14	Cleanliness and hygiene around vending stalls	3%	621	638
	15	Cleanliness of platform areas	5%	616	513
	16	Cleanliness of advertisement hoardings/signages	3%	605	613
	17	Cleanliness of tracks between platforms	1%	608	513
	18	Cleanliness of foot over bridges	1%	601	600
	19	Cleanliness of track area up to home signal beyond platform	1%	594	525
	20	Functioning of cross and longitudinal waste water drains	2%	597	475
Waste Management	21	Adequate availability of dustbins	10%	620	600
	22	Proper system for collection and disposal of solid waste from trains	0%	603	563
	23	Proper system for collection and disposal of solid waste from stations	0%	602	613
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	608	463
	25	Promptness in removal and disbursement of garbage	3%	619	625
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	595	513
	27	Presence/clearance of unwanted posters/notices	0%	597	588
	28	Storage of scrap items & their prompt disposal	3%	608	600
Toilets	29	Adequate availability of toilet in General	4%	545	625
	30	Adequate availability of toilets in pay and use	0%	559	538
	31	Adequate availability of toilets in Waiting rooms	3%	552	538
	32	Adequate availability of toilets in Circulating area	0%	547	675
	33	Condition of toilets in General	3%	524	625
	34	Condition of toilets in pay and use	0%	544	625
	35	Condition of toilets in Waiting rooms	2%	555	500
	36	Condition of toilets in circulating area	0%	539	638
	37	Availability of water in toilets and in other places for cleaning	4%	581	588
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	622	600
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	604	575
	40	Cleanliness of concourse and circulating area	0%	604	588
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			700
	5	Performance of service improvement groups (SIG) and their effectiveness			700
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			700
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
TIRUNELVELI JN	MADURAI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	593
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	116
Cleanliness Rank of the Station (in Category)	89
Cleanliness Rank of the Station (in Footfall Class)	34
Cleanliness Rank of the Station (in Zone)	24
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	508
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	526
Infrastructure Adequacy Level	Level 3
Process Compliance Score	508
Process Compliance Level	Level 3

Passenger Cleanliness Score



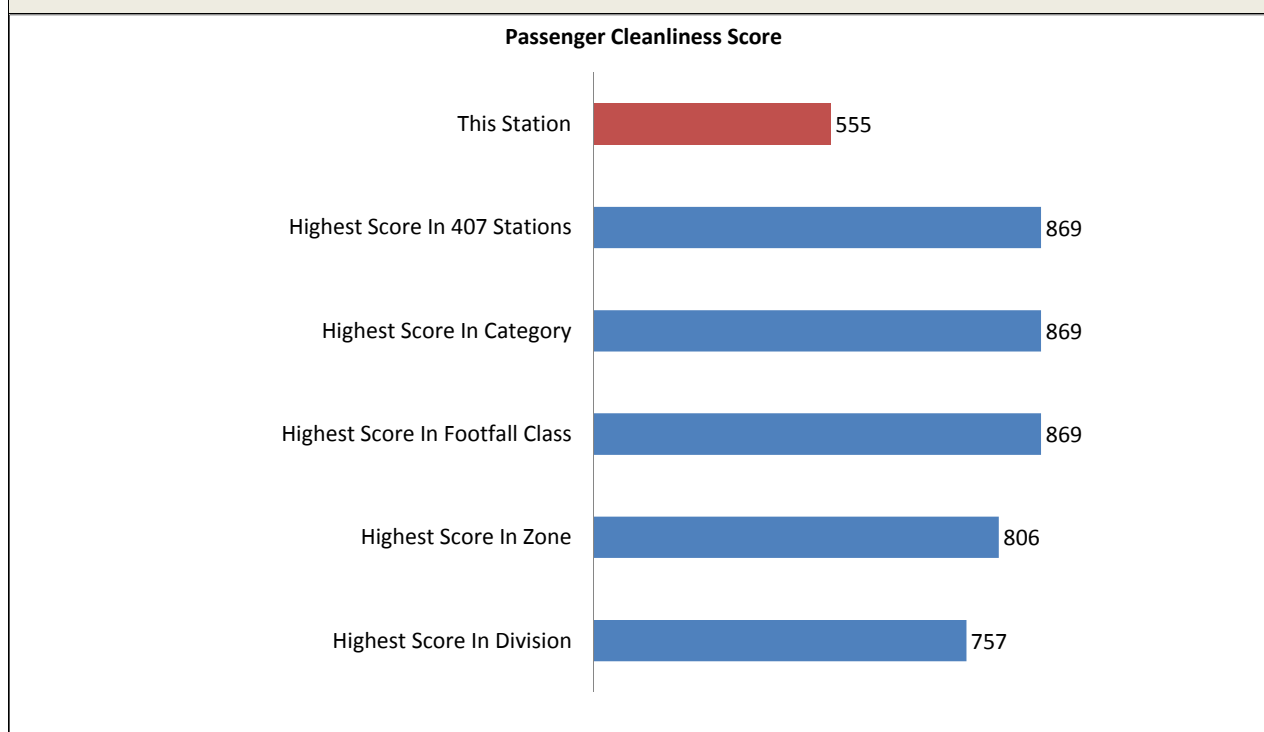
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	87
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	88
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	25

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	631	463
	2	Condition of flooring surface at waiting rooms	1%	658	471
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	611	514
	4	Condition of water booths and water coolers	2%	590	539
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	592	467
	6	Condition of vending stalls including arrangements for waste disposal	2%	575	496
	7	Proper dressing of Electric cables	2%	599	525
	8	Proper dressing of Telecom cables	2%	594	488
	9	Absence of stench in the station premises	12%	568	600
	10	Control of pest and rodent	2%	575	438
	11	Control of flies and mosquitoes	3%	593	463
	12	Stagnation of water in movement areas and non-movement areas	2%	587	475
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	626	488
	14	Cleanliness and hygiene around vending stalls	3%	611	438
	15	Cleanliness of platform areas	5%	618	563
	16	Cleanliness of advertisement hoardings/signages	3%	604	488
	17	Cleanliness of tracks between platforms	1%	610	450
	18	Cleanliness of foot over bridges	1%	588	550
	19	Cleanliness of track area up to home signal beyond platform	1%	583	425
	20	Functioning of cross and longitudinal waste water drains	2%	577	425
Waste Management	21	Adequate availability of dustbins	10%	620	638
	22	Proper system for collection and disposal of solid waste from trains	0%	578	488
	23	Proper system for collection and disposal of solid waste from stations	0%	589	400
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	618	488
	25	Promptness in removal and disbursement of garbage	3%	623	500
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	585	425
	27	Presence/clearance of unwanted posters/notices	0%	580	450
	28	Storage of scrap items & their prompt disposal	3%	596	488
Toilets	29	Adequate availability of toilet in General	4%	524	450
	30	Adequate availability of toilets in pay and use	0%	562	404
	31	Adequate availability of toilets in Waiting rooms	3%	559	454
	32	Adequate availability of toilets in Circulating area	0%	532	454
	33	Condition of toilets in General	3%	523	438
	34	Condition of toilets in pay and use	0%	547	488
	35	Condition of toilets in Waiting rooms	2%	550	488
	36	Condition of toilets in circulating area	0%	526	475
	37	Availability of water in toilets and in other places for cleaning	4%	577	425
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	636	513
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	599	507
	40	Cleanliness of concourse and circulating area	0%	596	425
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			550
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			550
	3	Adequate supervision for monitoring cleanliness			550
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			450
	5	Performance of service improvement groups (SIG) and their effectiveness			475
	6	Usage of recycled water for non potable uses			475
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			525
	8	Condition of carriage watering hydrants including their leakage			450
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			525
	10	Final disposal of waste water from the trackside drains			475
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			550
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			500
	13	Condition of Washable CC Apron over tracks at station			657

Name of Station	Division
TUTICORIN	MADURAI JN.
Passenger Cleanliness Score	555
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	183
Cleanliness Rank of the Station (in Category)	144
Cleanliness Rank of the Station (in Footfall Class)	84
Cleanliness Rank of the Station (in Zone)	36
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	563
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	503
Infrastructure Adequacy Level	Level 3
Process Compliance Score	552
Process Compliance Level	Level 3



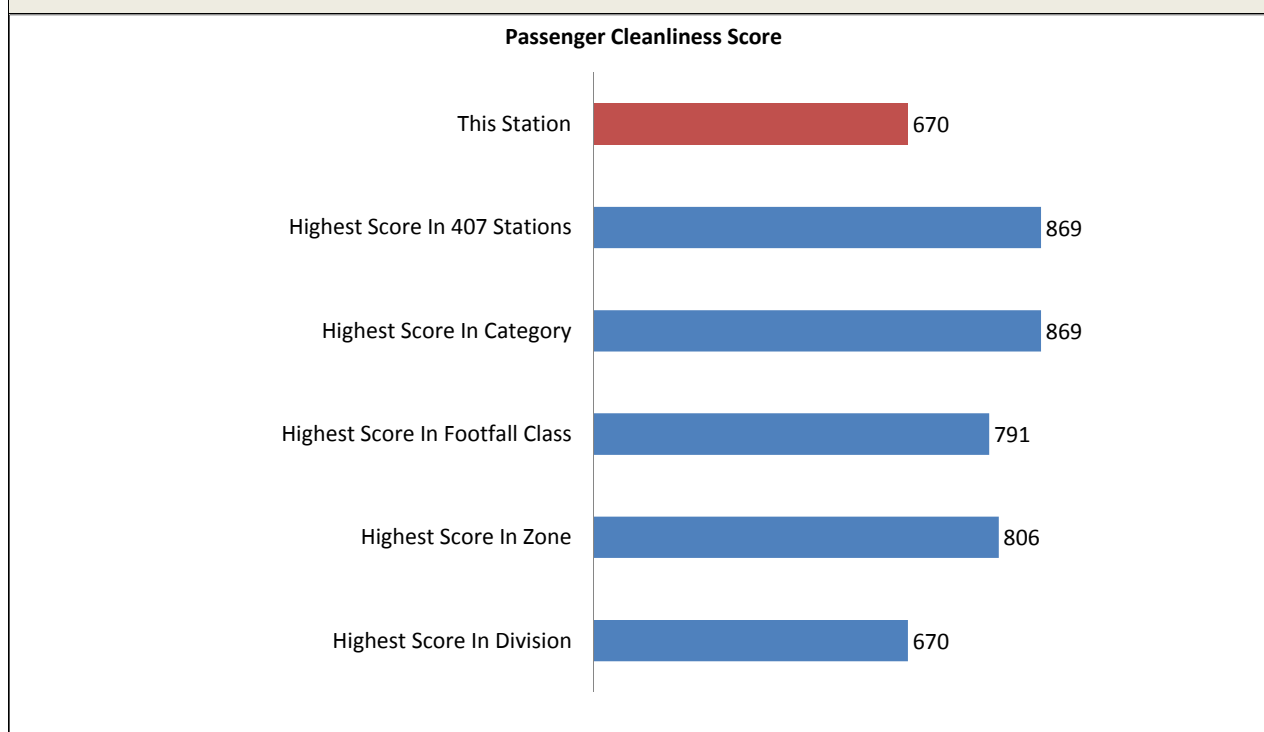
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	87
Observed the enforcement of anti-littering rules	37
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	88
Sensitized cleaning staff about correct practices	75
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	38

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	590	588
	2	Condition of flooring surface at waiting rooms	1%	585	638
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	578	538
	4	Condition of water booths and water coolers	2%	536	525
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	545	557
	6	Condition of vending stalls including arrangements for waste disposal	2%	516	567
	7	Proper dressing of Electric cables	2%	551	613
	8	Proper dressing of Telecom cables	2%	577	663
	9	Absence of stench in the station premises	12%	567	500
	10	Control of pest and rodent	2%	541	338
	11	Control of flies and mosquitoes	3%	532	513
	12	Stagnation of water in movement areas and non-movement areas	2%	543	463
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	591	588
	14	Cleanliness and hygiene around vending stalls	3%	575	710
	15	Cleanliness of platform areas	5%	590	713
	16	Cleanliness of advertisement hoardings/signages	3%	554	575
	17	Cleanliness of tracks between platforms	1%	577	613
	18	Cleanliness of foot over bridges	1%	555	500
	19	Cleanliness of track area up to home signal beyond platform	1%	552	475
	20	Functioning of cross and longitudinal waste water drains	2%	513	488
Waste Management	21	Adequate availability of dustbins	10%	604	625
	22	Proper system for collection and disposal of solid waste from trains	0%	519	575
	23	Proper system for collection and disposal of solid waste from stations	0%	518	575
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	573	463
	25	Promptness in removal and disbursement of garbage	3%	578	563
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	519	388
	27	Presence/clearance of unwanted posters/notices	0%	528	525
	28	Storage of scrap items & their prompt disposal	3%	589	538
Toilets	29	Adequate availability of toilet in General	4%	474	550
	30	Adequate availability of toilets in pay and use	0%	457	710
	31	Adequate availability of toilets in Waiting rooms	3%	490	588
	32	Adequate availability of toilets in Circulating area	0%	467	667
	33	Condition of toilets in General	3%	464	600
	34	Condition of toilets in pay and use	0%	457	680
	35	Condition of toilets in Waiting rooms	2%	488	625
	36	Condition of toilets in circulating area	0%	481	650
	37	Availability of water in toilets and in other places for cleaning	4%	522	638
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	594	538
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	558	579
	40	Cleanliness of concourse and circulating area	0%	578	563
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		475	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		686	
	3	Adequate supervision for monitoring cleanliness		500	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		525	
	5	Performance of service improvement groups (SIG) and their effectiveness		525	
	6	Usage of recycled water for non potable uses		600	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		475	
	8	Condition of carriage watering hydrants including their leakage		457	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		525	
	10	Final disposal of waste water from the trackside drains		450	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		450	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		600	
	13	Condition of Washable CC Apron over tracks at station		567	

Name of Station	Division
PALAKKAD JN.	PALAKKAD JN.
Passenger Cleanliness Score	670
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	41
Cleanliness Rank of the Station (in Category)	33
Cleanliness Rank of the Station (in Footfall Class)	14
Cleanliness Rank of the Station (in Zone)	11
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	527
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	657
Infrastructure Adequacy Level	Level 2
Process Compliance Score	633
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	78
Observed the enforcement of anti-littering rules	78
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	75
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

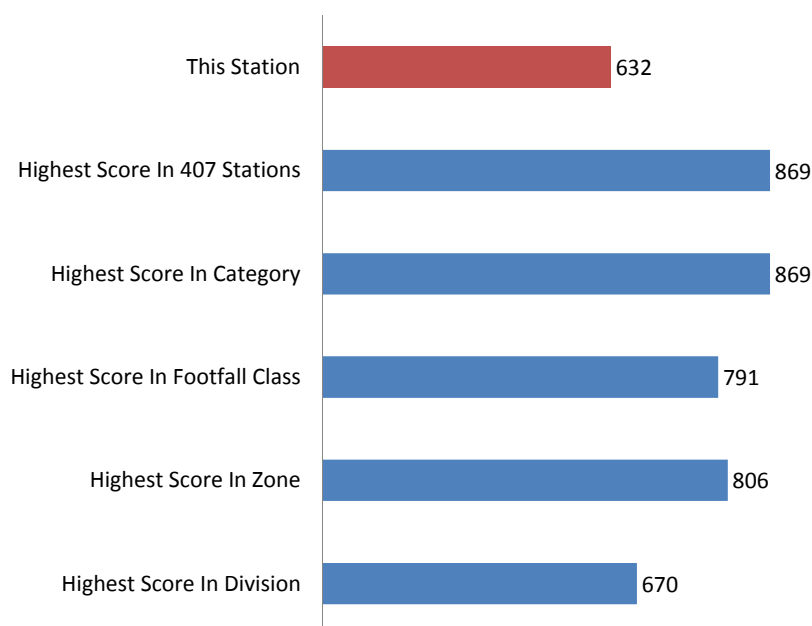
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	643	525
	2	Condition of flooring surface at waiting rooms	1%	638	450
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	659	358
	4	Condition of water booths and water coolers	2%	653	500
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	647	458
	6	Condition of vending stalls including arrangements for waste disposal	2%	652	417
	7	Proper dressing of Electric cables	2%	668	542
	8	Proper dressing of Telecom cables	2%	713	608
	9	Absence of stench in the station premises	12%	735	583
	10	Control of pest and rodent	2%	661	483
	11	Control of flies and mosquitoes	3%	581	500
	12	Stagnation of water in movement areas and non-movement areas	2%	701	433
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	629	392
	14	Cleanliness and hygiene around vending stalls	3%	667	575
	15	Cleanliness of platform areas	5%	649	492
	16	Cleanliness of advertisement hoardings/signages	3%	680	533
	17	Cleanliness of tracks between platforms	1%	641	492
	18	Cleanliness of foot over bridges	1%	656	517
	19	Cleanliness of track area up to home signal beyond platform	1%	668	542
	20	Functioning of cross and longitudinal waste water drains	2%	649	433
Waste Management	21	Adequate availability of dustbins	10%	738	583
	22	Proper system for collection and disposal of solid waste from trains	0%	653	508
	23	Proper system for collection and disposal of solid waste from stations	0%	657	542
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	671	642
	25	Promptness in removal and disbursement of garbage	3%	654	508
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	655	575
	27	Presence/clearance of unwanted posters/notices	0%	653	567
	28	Storage of scrap items & their prompt disposal	3%	723	625
Toilets	29	Adequate availability of toilet in General	4%	640	483
	30	Adequate availability of toilets in pay and use	0%	540	517
	31	Adequate availability of toilets in Waiting rooms	3%	647	542
	32	Adequate availability of toilets in Circulating area	0%	685	400
	33	Condition of toilets in General	3%	650	433
	34	Condition of toilets in pay and use	0%	621	433
	35	Condition of toilets in Waiting rooms	2%	623	508
	36	Condition of toilets in circulating area	0%	651	475
	37	Availability of water in toilets and in other places for cleaning	4%	628	467
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	624	542
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	641	567
	40	Cleanliness of concourse and circulating area	0%	664	458
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			650
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			650
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			650
	5	Performance of service improvement groups (SIG) and their effectiveness			650
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			650
	8	Condition of carriage watering hydrants including their leakage			750
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			650
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			650
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
SHORANUR JN.	PALAKKAD JN.
Passenger Cleanliness Score	632
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	69
Cleanliness Rank of the Station (in Category)	52
Cleanliness Rank of the Station (in Footfall Class)	23
Cleanliness Rank of the Station (in Zone)	17
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	475
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	550
Infrastructure Adequacy Level	Level 3
Process Compliance Score	533
Process Compliance Level	Level 3

Passenger Cleanliness Score



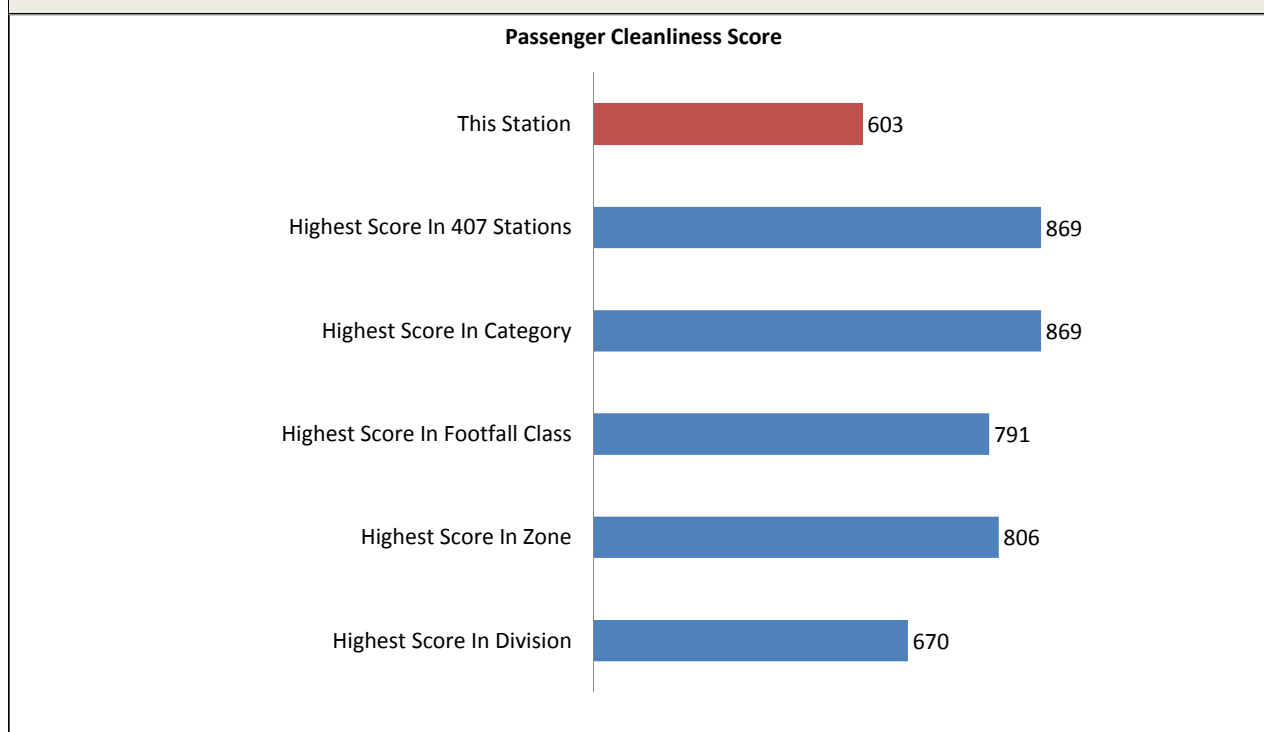
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	75
Observed the enforcement of anti-littering rules	75
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	25
Availability of Washable CC Apron over tracks at station	50

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	587	508
	2	Condition of flooring surface at waiting rooms	1%	597	458
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	628	333
	4	Condition of water booths and water coolers	2%	621	367
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	599	533
	6	Condition of vending stalls including arrangements for waste disposal	2%	613	508
	7	Proper dressing of Electric cables	2%	644	508
	8	Proper dressing of Telecom cables	2%	659	583
	9	Absence of stench in the station premises	12%	705	533
	10	Control of pest and rodent	2%	619	467
	11	Control of flies and mosquitoes	3%	566	500
	12	Stagnation of water in movement areas and non-movement areas	2%	640	450
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	601	383
	14	Cleanliness and hygiene around vending stalls	3%	605	492
	15	Cleanliness of platform areas	5%	611	350
	16	Cleanliness of advertisement hoardings/signages	3%	657	475
	17	Cleanliness of tracks between platforms	1%	613	433
	18	Cleanliness of foot over bridges	1%	629	483
	19	Cleanliness of track area up to home signal beyond platform	1%	623	617
	20	Functioning of cross and longitudinal waste water drains	2%	618	458
Waste Management	21	Adequate availability of dustbins	10%	707	525
	22	Proper system for collection and disposal of solid waste from trains	0%	605	492
	23	Proper system for collection and disposal of solid waste from stations	0%	613	542
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	613	417
	25	Promptness in removal and disbursement of garbage	3%	600	525
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	618	458
	27	Presence/clearance of unwanted posters/notices	0%	627	450
	28	Storage of scrap items & their prompt disposal	3%	682	575
Toilets	29	Adequate availability of toilet in General	4%	588	458
	30	Adequate availability of toilets in pay and use	0%	542	417
	31	Adequate availability of toilets in Waiting rooms	3%	601	500
	32	Adequate availability of toilets in Circulating area	0%	615	517
	33	Condition of toilets in General	3%	595	375
	34	Condition of toilets in pay and use	0%	593	367
	35	Condition of toilets in Waiting rooms	2%	595	408
	36	Condition of toilets in circulating area	0%	599	492
	37	Availability of water in toilets and in other places for cleaning	4%	603	408
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	587	350
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	602	467
	40	Cleanliness of concourse and circulating area	0%	620	367
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		400	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		400	
	3	Adequate supervision for monitoring cleanliness		600	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		600	
	5	Performance of service improvement groups (SIG) and their effectiveness		500	
	6	Usage of recycled water for non potable uses		700	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		500	
	8	Condition of carriage watering hydrants including their leakage		700	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		400	
	10	Final disposal of waste water from the trackside drains		550	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		500	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		600	
	13	Condition of Washable CC Apron over tracks at station		600	

Name of Station	Division
KASARGOD	PALAKKAD JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	603
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	101
Cleanliness Rank of the Station (in Category)	77
Cleanliness Rank of the Station (in Footfall Class)	32
Cleanliness Rank of the Station (in Zone)	22
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	508
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	479
Infrastructure Adequacy Level	Level 4
Process Compliance Score	500
Process Compliance Level	Level 3



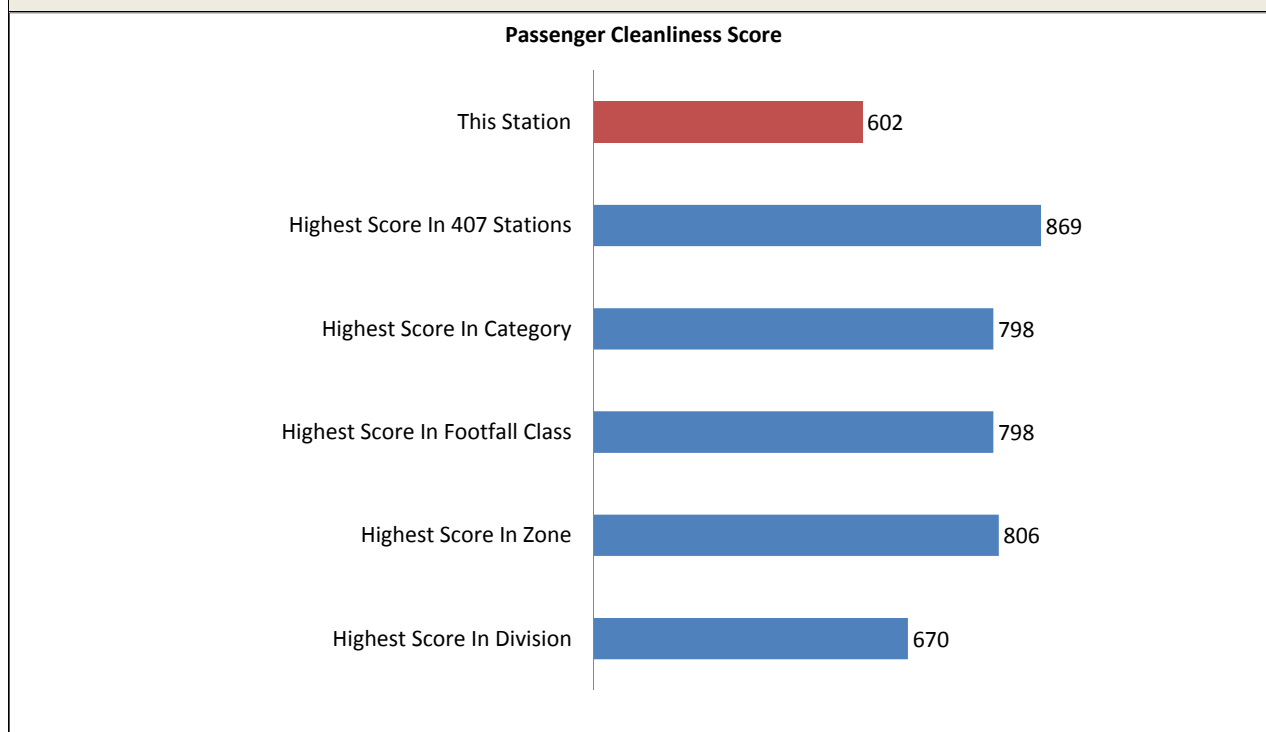
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	64
Observed the enforcement of anti-littering rules	64
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	25

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	585	517
	2	Condition of flooring surface at waiting rooms	1%	587	508
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	522	458
	4	Condition of water booths and water coolers	2%	602	500
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	608	500
	6	Condition of vending stalls including arrangements for waste disposal	2%	606	475
	7	Proper dressing of Electric cables	2%	605	500
	8	Proper dressing of Telecom cables	2%	589	475
	9	Absence of stench in the station premises	12%	619	500
	10	Control of pest and rodent	2%	601	567
	11	Control of flies and mosquitoes	3%	593	525
	12	Stagnation of water in movement areas and non-movement areas	2%	610	525
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	619	558
	14	Cleanliness and hygiene around vending stalls	3%	597	550
	15	Cleanliness of platform areas	5%	605	475
	16	Cleanliness of advertisement hoardings/signages	3%	595	500
	17	Cleanliness of tracks between platforms	1%	599	450
	18	Cleanliness of foot over bridges	1%	594	492
	19	Cleanliness of track area up to home signal beyond platform	1%	612	458
	20	Functioning of cross and longitudinal waste water drains	2%	589	517
Waste Management	21	Adequate availability of dustbins	10%	643	525
	22	Proper system for collection and disposal of solid waste from trains	0%	600	517
	23	Proper system for collection and disposal of solid waste from stations	0%	603	517
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	623	583
	25	Promptness in removal and disbursement of garbage	3%	594	567
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	601	500
	27	Presence/clearance of unwanted posters/notices	0%	600	517
	28	Storage of scrap items & their prompt disposal	3%	559	517
Toilets	29	Adequate availability of toilet in General	4%	610	533
	30	Adequate availability of toilets in pay and use	0%	527	483
	31	Adequate availability of toilets in Waiting rooms	3%	571	517
	32	Adequate availability of toilets in Circulating area	0%	590	483
	33	Condition of toilets in General	3%	574	483
	34	Condition of toilets in pay and use	0%	526	517
	35	Condition of toilets in Waiting rooms	2%	579	500
	36	Condition of toilets in circulating area	0%	579	558
	37	Availability of water in toilets and in other places for cleaning	4%	571	483
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	587	517
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	616	433
	40	Cleanliness of concourse and circulating area	0%	610	475
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			450
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			550
	3	Adequate supervision for monitoring cleanliness			500
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			500
	5	Performance of service improvement groups (SIG) and their effectiveness			500
	6	Usage of recycled water for non potable uses			500
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			550
	8	Condition of carriage watering hydrants including their leakage			450
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			450
	10	Final disposal of waste water from the trackside drains			550
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			450
	13	Condition of Washable CC Apron over tracks at station			500

Name of Station	Division
KOZHICKODE	PALAKKAD JN.
Passenger Cleanliness Score	602
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	104
Cleanliness Rank of the Station (in Category)	26
Cleanliness Rank of the Station (in Footfall Class)	7
Cleanliness Rank of the Station (in Zone)	23
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	572
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	616
Infrastructure Adequacy Level	Level 2
Process Compliance Score	590
Process Compliance Level	Level 3



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	98
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	86
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	86

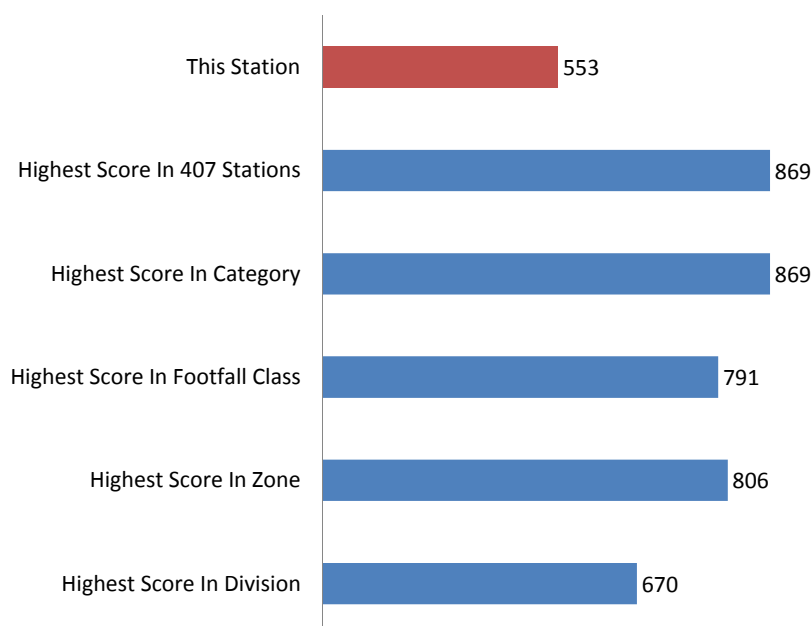
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	637	586
	2	Condition of flooring surface at waiting rooms	1%	628	557
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	639	571
	4	Condition of water booths and water coolers	2%	636	571
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	642	629
	6	Condition of vending stalls including arrangements for waste disposal	2%	631	557
	7	Proper dressing of Electric cables	2%	650	586
	8	Proper dressing of Telecom cables	2%	637	571
	9	Absence of stench in the station premises	12%	514	500
	10	Control of pest and rodent	2%	550	514
	11	Control of flies and mosquitoes	3%	550	443
	12	Stagnation of water in movement areas and non-movement areas	2%	607	543
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	621	600
	14	Cleanliness and hygiene around vending stalls	3%	618	543
	15	Cleanliness of platform areas	5%	623	586
	16	Cleanliness of advertisement hoardings/signages	3%	657	614
	17	Cleanliness of tracks between platforms	1%	621	629
	18	Cleanliness of foot over bridges	1%	626	629
	19	Cleanliness of track area up to home signal beyond platform	1%	638	600
	20	Functioning of cross and longitudinal waste water drains	2%	572	514
Waste Management	21	Adequate availability of dustbins	10%	566	614
	22	Proper system for collection and disposal of solid waste from trains	0%	639	657
	23	Proper system for collection and disposal of solid waste from stations	0%	638	614
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	598	614
	25	Promptness in removal and disbursement of garbage	3%	626	586
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	640	557
	27	Presence/clearance of unwanted posters/notices	0%	644	643
	28	Storage of scrap items & their prompt disposal	3%	631	600
Toilets	29	Adequate availability of toilet in General	4%	590	614
	30	Adequate availability of toilets in pay and use	0%	599	614
	31	Adequate availability of toilets in Waiting rooms	3%	592	614
	32	Adequate availability of toilets in Circulating area	0%	627	557
	33	Condition of toilets in General	3%	623	586
	34	Condition of toilets in pay and use	0%	631	571
	35	Condition of toilets in Waiting rooms	2%	626	614
	36	Condition of toilets in circulating area	0%	635	586
	37	Availability of water in toilets and in other places for cleaning	4%	615	600
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	637	571
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	633	557
	40	Cleanliness of concourse and circulating area	0%	623	557
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			514
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			571
	3	Adequate supervision for monitoring cleanliness			571
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			686
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			571
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			686
	13	Condition of Washable CC Apron over tracks at station			657

Name of Station	Division
THALASSERY	PALAKKAD JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	553
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	186
Cleanliness Rank of the Station (in Category)	146
Cleanliness Rank of the Station (in Footfall Class)	58
Cleanliness Rank of the Station (in Zone)	37
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	589
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	629
Infrastructure Adequacy Level	Level 2
Process Compliance Score	633
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	100
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

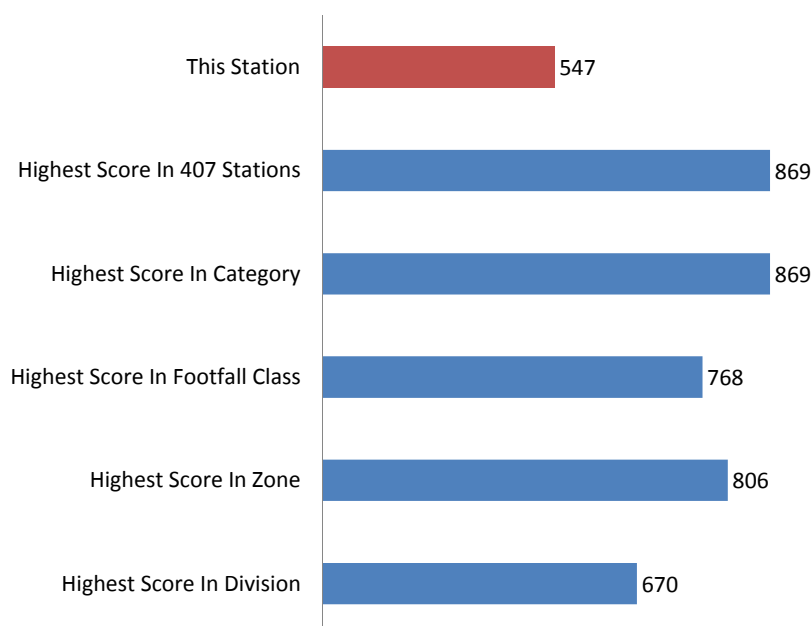
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	552	533
	2	Condition of flooring surface at waiting rooms	1%	534	558
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	562	592
	4	Condition of water booths and water coolers	2%	582	617
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	598	558
	6	Condition of vending stalls including arrangements for waste disposal	2%	578	583
	7	Proper dressing of Electric cables	2%	574	567
	8	Proper dressing of Telecom cables	2%	580	600
	9	Absence of stench in the station premises	12%	516	550
	10	Control of pest and rodent	2%	543	525
	11	Control of flies and mosquitoes	3%	540	525
	12	Stagnation of water in movement areas and non-movement areas	2%	545	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	570	633
	14	Cleanliness and hygiene around vending stalls	3%	558	583
	15	Cleanliness of platform areas	5%	549	617
	16	Cleanliness of advertisement hoardings/signages	3%	589	525
	17	Cleanliness of tracks between platforms	1%	543	642
	18	Cleanliness of foot over bridges	1%	577	617
	19	Cleanliness of track area up to home signal beyond platform	1%	570	633
	20	Functioning of cross and longitudinal waste water drains	2%	529	533
Waste Management	21	Adequate availability of dustbins	10%	543	650
	22	Proper system for collection and disposal of solid waste from trains	0%	577	500
	23	Proper system for collection and disposal of solid waste from stations	0%	588	617
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	555	633
	25	Promptness in removal and disbursement of garbage	3%	557	650
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	577	650
	27	Presence/clearance of unwanted posters/notices	0%	595	733
	28	Storage of scrap items & their prompt disposal	3%	582	550
Toilets	29	Adequate availability of toilet in General	4%	559	650
	30	Adequate availability of toilets in pay and use	0%	541	617
	31	Adequate availability of toilets in Waiting rooms	3%	536	600
	32	Adequate availability of toilets in Circulating area	0%	523	592
	33	Condition of toilets in General	3%	532	575
	34	Condition of toilets in pay and use	0%	538	567
	35	Condition of toilets in Waiting rooms	2%	543	583
	36	Condition of toilets in circulating area	0%	546	533
	37	Availability of water in toilets and in other places for cleaning	4%	537	583
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	535	558
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	590	558
	40	Cleanliness of concourse and circulating area	0%	564	583
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		600	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		650	
	3	Adequate supervision for monitoring cleanliness		600	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		550	
	5	Performance of service improvement groups (SIG) and their effectiveness		700	
	6	Usage of recycled water for non potable uses		700	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		600	
	8	Condition of carriage watering hydrants including their leakage		600	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		750	
	10	Final disposal of waste water from the trackside drains		650	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		650	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		550	
	13	Condition of Washable CC Apron over tracks at station		600	

Name of Station	Division
MANGALORE CENTRAL	PALAKKAD JN.
Passenger Cleanliness Score	547
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	194
Cleanliness Rank of the Station (in Category)	152
Cleanliness Rank of the Station (in Footfall Class)	27
Cleanliness Rank of the Station (in Zone)	38
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	448
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	429
Infrastructure Adequacy Level	Level 4
Process Compliance Score	433
Process Compliance Level	Level 4

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	94
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	80
Sensitized cleaning staff about correct practices	70
Observed the use of CCTVs for monitoring cleanliness at stations	40
Availability of Washable CC Apron over tracks at station	30

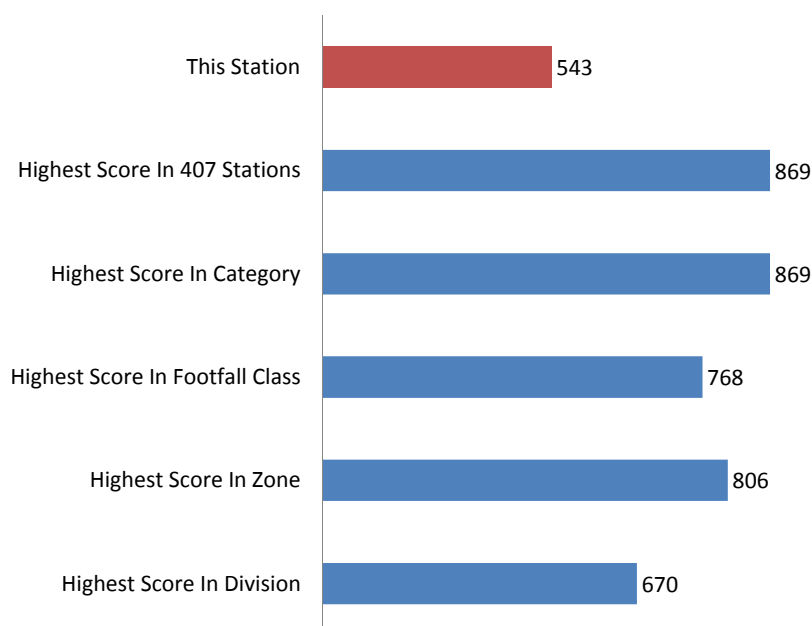
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	569	500
	2	Condition of flooring surface at waiting rooms	1%	575	480
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	548	300
	4	Condition of water booths and water coolers	2%	548	320
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	534	400
	6	Condition of vending stalls including arrangements for waste disposal	2%	529	460
	7	Proper dressing of Electric cables	2%	519	400
	8	Proper dressing of Telecom cables	2%	522	440
	9	Absence of stench in the station premises	12%	547	480
	10	Control of pest and rodent	2%	540	440
	11	Control of flies and mosquitoes	3%	530	440
	12	Stagnation of water in movement areas and non-movement areas	2%	537	360
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	550	460
	14	Cleanliness and hygiene around vending stalls	3%	555	440
	15	Cleanliness of platform areas	5%	555	520
	16	Cleanliness of advertisement hoardings/signages	3%	520	460
	17	Cleanliness of tracks between platforms	1%	545	460
	18	Cleanliness of foot over bridges	1%	556	480
	19	Cleanliness of track area up to home signal beyond platform	1%	538	460
	20	Functioning of cross and longitudinal waste water drains	2%	534	440
Waste Management	21	Adequate availability of dustbins	10%	556	440
	22	Proper system for collection and disposal of solid waste from trains	0%	546	420
	23	Proper system for collection and disposal of solid waste from stations	0%	533	380
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	552	480
	25	Promptness in removal and disbursement of garbage	3%	559	400
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	542	480
	27	Presence/clearance of unwanted posters/notices	0%	529	400
	28	Storage of scrap items & their prompt disposal	3%	536	420
Toilets	29	Adequate availability of toilet in General	4%	546	420
	30	Adequate availability of toilets in pay and use	0%	520	440
	31	Adequate availability of toilets in Waiting rooms	3%	565	520
	32	Adequate availability of toilets in Circulating area	0%	534	460
	33	Condition of toilets in General	3%	536	360
	34	Condition of toilets in pay and use	0%	549	420
	35	Condition of toilets in Waiting rooms	2%	571	460
	36	Condition of toilets in circulating area	0%	542	360
	37	Availability of water in toilets and in other places for cleaning	4%	551	460
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	568	420
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	543	440
	40	Cleanliness of concourse and circulating area	0%	553	460
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		420	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		440	
	3	Adequate supervision for monitoring cleanliness		420	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		440	
	5	Performance of service improvement groups (SIG) and their effectiveness		440	
	6	Usage of recycled water for non potable uses		440	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		420	
	8	Condition of carriage watering hydrants including their leakage		460	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		400	
	10	Final disposal of waste water from the trackside drains		420	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		400	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		460	
	13	Condition of Washable CC Apron over tracks at station		440	

Name of Station	Division
KANNUR	PALAKKAD JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	543
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	206
Cleanliness Rank of the Station (in Category)	162
Cleanliness Rank of the Station (in Footfall Class)	30
Cleanliness Rank of the Station (in Zone)	39
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	571
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	617
Infrastructure Adequacy Level	Level 2
Process Compliance Score	667
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	100
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

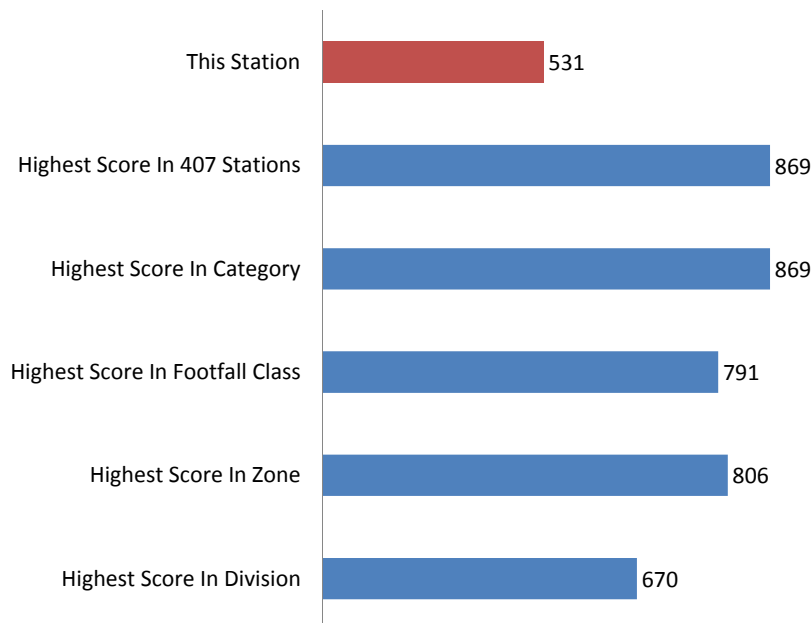
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	549	640
	2	Condition of flooring surface at waiting rooms	1%	536	640
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	546	626
	4	Condition of water booths and water coolers	2%	571	634
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	584	600
	6	Condition of vending stalls including arrangements for waste disposal	2%	557	577
	7	Proper dressing of Electric cables	2%	576	634
	8	Proper dressing of Telecom cables	2%	553	611
	9	Absence of stench in the station premises	12%	520	551
	10	Control of pest and rodent	2%	530	489
	11	Control of flies and mosquitoes	3%	518	489
	12	Stagnation of water in movement areas and non-movement areas	2%	525	549
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	551	597
	14	Cleanliness and hygiene around vending stalls	3%	542	523
	15	Cleanliness of platform areas	5%	531	500
	16	Cleanliness of advertisement hoardings/signages	3%	574	577
	17	Cleanliness of tracks between platforms	1%	518	503
	18	Cleanliness of foot over bridges	1%	556	571
	19	Cleanliness of track area up to home signal beyond platform	1%	565	517
	20	Functioning of cross and longitudinal waste water drains	2%	502	440
Waste Management	21	Adequate availability of dustbins	10%	540	586
	22	Proper system for collection and disposal of solid waste from trains	0%	573	634
	23	Proper system for collection and disposal of solid waste from stations	0%	573	634
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	544	577
	25	Promptness in removal and disbursement of garbage	3%	539	557
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	571	517
	27	Presence/clearance of unwanted posters/notices	0%	570	529
	28	Storage of scrap items & their prompt disposal	3%	555	566
Toilets	29	Adequate availability of toilet in General	4%	540	586
	30	Adequate availability of toilets in pay and use	0%	527	571
	31	Adequate availability of toilets in Waiting rooms	3%	516	591
	32	Adequate availability of toilets in Circulating area	0%	522	537
	33	Condition of toilets in General	3%	519	571
	34	Condition of toilets in pay and use	0%	533	571
	35	Condition of toilets in Waiting rooms	2%	532	557
	36	Condition of toilets in circulating area	0%	541	603
	37	Availability of water in toilets and in other places for cleaning	4%	554	646
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	537	651
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	575	591
	40	Cleanliness of concourse and circulating area	0%	535	517
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			680
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			680
	3	Adequate supervision for monitoring cleanliness			600
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			680
	5	Performance of service improvement groups (SIG) and their effectiveness			720
	6	Usage of recycled water for non potable uses			640
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			640
	10	Final disposal of waste water from the trackside drains			640
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			720
	13	Condition of Washable CC Apron over tracks at station			520

Name of Station	Division
PAYYANNUR	PALAKKAD JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	531
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	224
Cleanliness Rank of the Station (in Category)	174
Cleanliness Rank of the Station (in Footfall Class)	73
Cleanliness Rank of the Station (in Zone)	40
Cleanliness Rank of the Station (in Division)	8
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	557
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	657
Infrastructure Adequacy Level	Level 2
Process Compliance Score	620
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	100
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

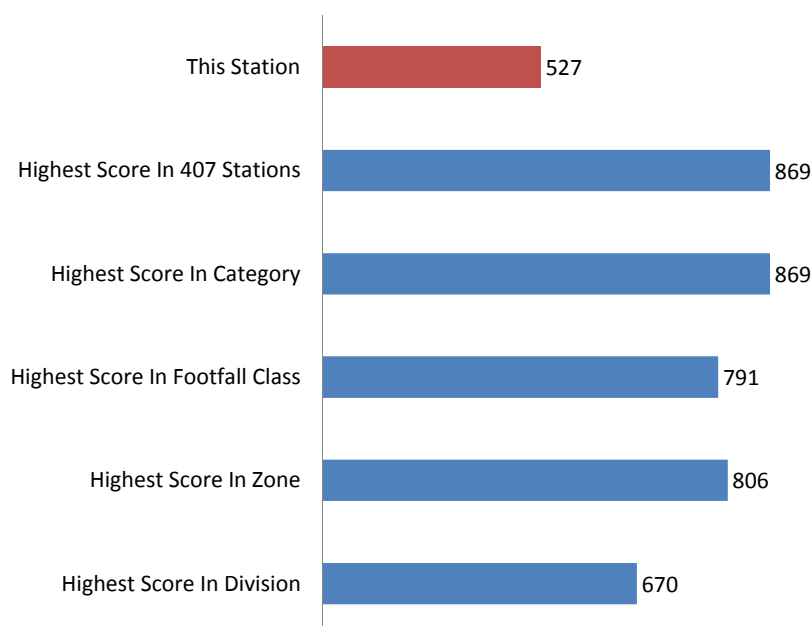
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	533	563
	2	Condition of flooring surface at waiting rooms	1%	524	597
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	551	587
	4	Condition of water booths and water coolers	2%	557	563
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	552	620
	6	Condition of vending stalls including arrangements for waste disposal	2%	548	653
	7	Proper dressing of Electric cables	2%	561	633
	8	Proper dressing of Telecom cables	2%	551	507
	9	Absence of stench in the station premises	12%	522	533
	10	Control of pest and rodent	2%	520	533
	11	Control of flies and mosquitoes	3%	506	530
	12	Stagnation of water in movement areas and non-movement areas	2%	512	663
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	542	490
	14	Cleanliness and hygiene around vending stalls	3%	517	473
	15	Cleanliness of platform areas	5%	506	530
	16	Cleanliness of advertisement hoardings/signages	3%	553	657
	17	Cleanliness of tracks between platforms	1%	518	550
	18	Cleanliness of foot over bridges	1%	529	567
	19	Cleanliness of track area up to home signal beyond platform	1%	531	563
	20	Functioning of cross and longitudinal waste water drains	2%	497	640
Waste Management	21	Adequate availability of dustbins	10%	549	580
	22	Proper system for collection and disposal of solid waste from trains	0%	558	543
	23	Proper system for collection and disposal of solid waste from stations	0%	566	583
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	526	583
	25	Promptness in removal and disbursement of garbage	3%	525	433
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	544	510
	27	Presence/clearance of unwanted posters/notices	0%	542	580
	28	Storage of scrap items & their prompt disposal	3%	549	477
Toilets	29	Adequate availability of toilet in General	4%	549	533
	30	Adequate availability of toilets in pay and use	0%	531	600
	31	Adequate availability of toilets in Waiting rooms	3%	502	553
	32	Adequate availability of toilets in Circulating area	0%	491	560
	33	Condition of toilets in General	3%	496	563
	34	Condition of toilets in pay and use	0%	506	640
	35	Condition of toilets in Waiting rooms	2%	511	587
	36	Condition of toilets in circulating area	0%	522	550
	37	Availability of water in toilets and in other places for cleaning	4%	529	580
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	524	550
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	548	603
	40	Cleanliness of concourse and circulating area	0%	533	620
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			720
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			520
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			560
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			720
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			760
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			720
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			680
	13	Condition of Washable CC Apron over tracks at station			640

Name of Station	Division
VADAKARA	PALAKKAD JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	527
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	229
Cleanliness Rank of the Station (in Category)	177
Cleanliness Rank of the Station (in Footfall Class)	75
Cleanliness Rank of the Station (in Zone)	41
Cleanliness Rank of the Station (in Division)	9
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	570
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	607
Infrastructure Adequacy Level	Level 2
Process Compliance Score	633
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	100
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	75
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

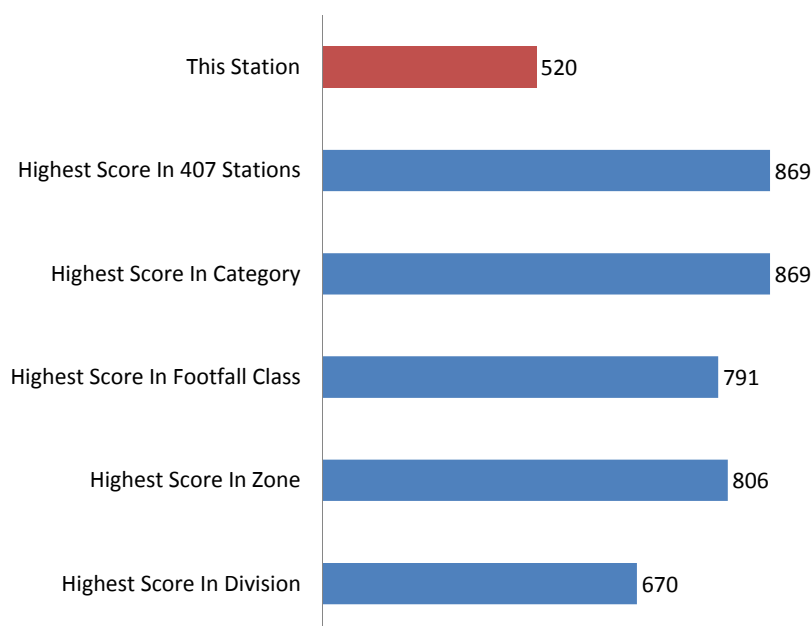
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	541	550
	2	Condition of flooring surface at waiting rooms	1%	548	517
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	576	583
	4	Condition of water booths and water coolers	2%	565	575
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	549	583
	6	Condition of vending stalls including arrangements for waste disposal	2%	565	583
	7	Proper dressing of Electric cables	2%	562	650
	8	Proper dressing of Telecom cables	2%	555	550
	9	Absence of stench in the station premises	12%	467	575
	10	Control of pest and rodent	2%	517	558
	11	Control of flies and mosquitoes	3%	481	558
	12	Stagnation of water in movement areas and non-movement areas	2%	521	483
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	526	600
	14	Cleanliness and hygiene around vending stalls	3%	521	567
	15	Cleanliness of platform areas	5%	524	567
	16	Cleanliness of advertisement hoardings/signages	3%	549	575
	17	Cleanliness of tracks between platforms	1%	526	550
	18	Cleanliness of foot over bridges	1%	549	642
	19	Cleanliness of track area up to home signal beyond platform	1%	551	558
	20	Functioning of cross and longitudinal waste water drains	2%	516	525
Waste Management	21	Adequate availability of dustbins	10%	505	592
	22	Proper system for collection and disposal of solid waste from trains	0%	569	642
	23	Proper system for collection and disposal of solid waste from stations	0%	563	600
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	536	550
	25	Promptness in removal and disbursement of garbage	3%	537	558
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	564	533
	27	Presence/clearance of unwanted posters/notices	0%	566	558
	28	Storage of scrap items & their prompt disposal	3%	554	558
Toilets	29	Adequate availability of toilet in General	4%	553	567
	30	Adequate availability of toilets in pay and use	0%	541	483
	31	Adequate availability of toilets in Waiting rooms	3%	517	508
	32	Adequate availability of toilets in Circulating area	0%	535	600
	33	Condition of toilets in General	3%	533	592
	34	Condition of toilets in pay and use	0%	529	600
	35	Condition of toilets in Waiting rooms	2%	565	625
	36	Condition of toilets in circulating area	0%	537	542
	37	Availability of water in toilets and in other places for cleaning	4%	541	625
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	517	600
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	556	533
	40	Cleanliness of concourse and circulating area	0%	550	575
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			650
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			550
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			700
	5	Performance of service improvement groups (SIG) and their effectiveness			700
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			550
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			650
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			550

Name of Station	Division
KANHANGAD	PALAKKAD JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	520
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	242
Cleanliness Rank of the Station (in Category)	189
Cleanliness Rank of the Station (in Footfall Class)	79
Cleanliness Rank of the Station (in Zone)	43
Cleanliness Rank of the Station (in Division)	10
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	552
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	629
Infrastructure Adequacy Level	Level 2
Process Compliance Score	692
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	52
Observed the enforcement of anti-littering rules	22
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

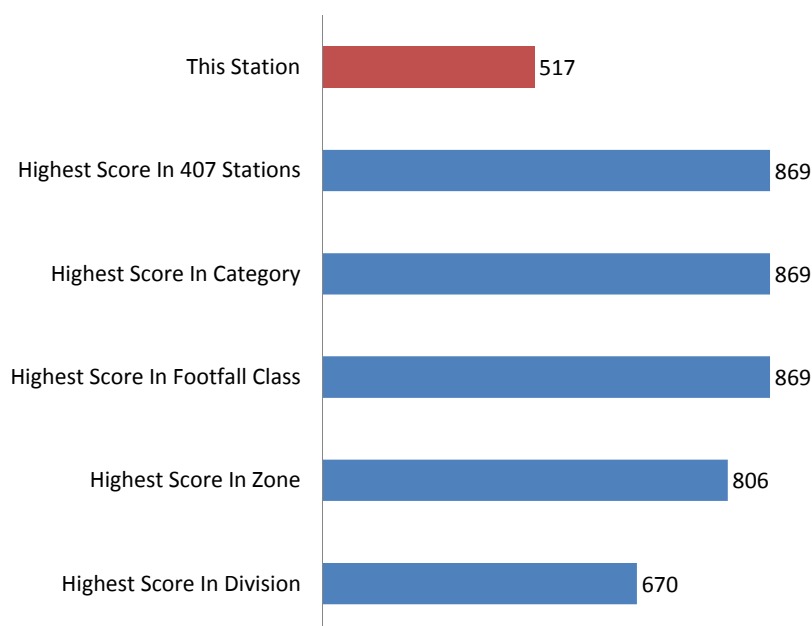
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	517	532
	2	Condition of flooring surface at waiting rooms	1%	511	557
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	460	496
	4	Condition of water booths and water coolers	2%	506	575
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	521	571
	6	Condition of vending stalls including arrangements for waste disposal	2%	513	496
	7	Proper dressing of Electric cables	2%	539	611
	8	Proper dressing of Telecom cables	2%	543	532
	9	Absence of stench in the station premises	12%	519	546
	10	Control of pest and rodent	2%	528	546
	11	Control of flies and mosquitoes	3%	510	571
	12	Stagnation of water in movement areas and non-movement areas	2%	515	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	525	571
	14	Cleanliness and hygiene around vending stalls	3%	509	557
	15	Cleanliness of platform areas	5%	528	532
	16	Cleanliness of advertisement hoardings/signages	3%	515	625
	17	Cleanliness of tracks between platforms	1%	516	557
	18	Cleanliness of foot over bridges	1%	505	561
	19	Cleanliness of track area up to home signal beyond platform	1%	513	639
	20	Functioning of cross and longitudinal waste water drains	2%	498	600
Waste Management	21	Adequate availability of dustbins	10%	555	546
	22	Proper system for collection and disposal of solid waste from trains	0%	516	557
	23	Proper system for collection and disposal of solid waste from stations	0%	519	571
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	531	600
	25	Promptness in removal and disbursement of garbage	3%	512	521
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	447	571
	27	Presence/clearance of unwanted posters/notices	0%	501	564
	28	Storage of scrap items & their prompt disposal	3%	527	611
Toilets	29	Adequate availability of toilet in General	4%	557	546
	30	Adequate availability of toilets in pay and use	0%	547	536
	31	Adequate availability of toilets in Waiting rooms	3%	511	532
	32	Adequate availability of toilets in Circulating area	0%	506	507
	33	Condition of toilets in General	3%	521	546
	34	Condition of toilets in pay and use	0%	516	532
	35	Condition of toilets in Waiting rooms	2%	515	464
	36	Condition of toilets in circulating area	0%	521	518
	37	Availability of water in toilets and in other places for cleaning	4%	519	504
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	506	518
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	516	546
	40	Cleanliness of concourse and circulating area	0%	507	532
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			750
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			650
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			750
	5	Performance of service improvement groups (SIG) and their effectiveness			650
	6	Usage of recycled water for non potable uses			650
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			550
	8	Condition of carriage watering hydrants including their leakage			550
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			650
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			650
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			750
	13	Condition of Washable CC Apron over tracks at station			650

Name of Station	Division
MANGALORE JN	PALAKKAD JN.
Passenger Cleanliness Score	517
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	247
Cleanliness Rank of the Station (in Category)	193
Cleanliness Rank of the Station (in Footfall Class)	111
Cleanliness Rank of the Station (in Zone)	45
Cleanliness Rank of the Station (in Division)	11
Non-Passenger Cleanliness Score	707
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	719
Infrastructure Adequacy Level	Level 2
Process Compliance Score	744
Process Compliance Level	Level 2

Passenger Cleanliness Score



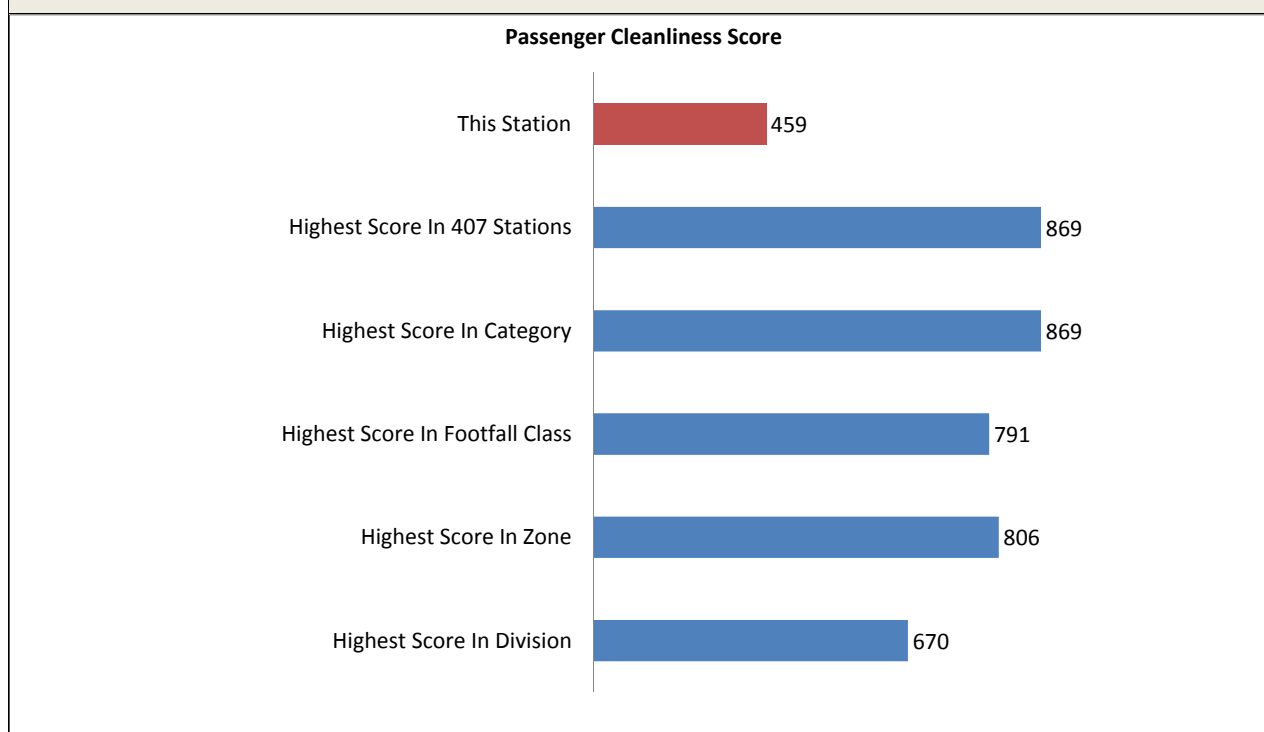
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	97
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	30
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	20
Availability of Washable CC Apron over tracks at station	30

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	555	780
	2	Condition of flooring surface at waiting rooms	1%	562	780
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	526	640
	4	Condition of water booths and water coolers	2%	533	720
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	511	660
	6	Condition of vending stalls including arrangements for waste disposal	2%	508	700
	7	Proper dressing of Electric cables	2%	506	667
	8	Proper dressing of Telecom cables	2%	512	644
	9	Absence of stench in the station premises	12%	549	700
	10	Control of pest and rodent	2%	518	700
	11	Control of flies and mosquitoes	3%	493	680
	12	Stagnation of water in movement areas and non-movement areas	2%	463	667
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	496	733
	14	Cleanliness and hygiene around vending stalls	3%	515	740
	15	Cleanliness of platform areas	5%	536	820
	16	Cleanliness of advertisement hoardings/signages	3%	514	733
	17	Cleanliness of tracks between platforms	1%	515	720
	18	Cleanliness of foot over bridges	1%	527	760
	19	Cleanliness of track area up to home signal beyond platform	1%	489	720
	20	Functioning of cross and longitudinal waste water drains	2%	458	660
Waste Management	21	Adequate availability of dustbins	10%	555	720
	22	Proper system for collection and disposal of solid waste from trains	0%	506	740
	23	Proper system for collection and disposal of solid waste from stations	0%	521	720
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	487	720
	25	Promptness in removal and disbursement of garbage	3%	505	720
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	500	700
	27	Presence/clearance of unwanted posters/notices	0%	496	733
	28	Storage of scrap items & their prompt disposal	3%	511	778
Toilets	29	Adequate availability of toilet in General	4%	475	620
	30	Adequate availability of toilets in pay and use	0%	437	629
	31	Adequate availability of toilets in Waiting rooms	3%	468	644
	32	Adequate availability of toilets in Circulating area	0%	441	650
	33	Condition of toilets in General	3%	447	600
	34	Condition of toilets in pay and use	0%	465	575
	35	Condition of toilets in Waiting rooms	2%	503	660
	36	Condition of toilets in circulating area	0%	461	533
	37	Availability of water in toilets and in other places for cleaning	4%	499	700
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	552	711
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	509	680
	40	Cleanliness of concourse and circulating area	0%	515	733
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		740	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		720	
	3	Adequate supervision for monitoring cleanliness		740	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		720	
	5	Performance of service improvement groups (SIG) and their effectiveness		743	
	6	Usage of recycled water for non potable uses		800	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		700	
	8	Condition of carriage watering hydrants including their leakage		720	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		680	
	10	Final disposal of waste water from the trackside drains		700	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		700	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		800	
	13	Condition of Washable CC Apron over tracks at station		733	

Name of Station	Division
TIRUR	PALAKKAD JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	459
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	324
Cleanliness Rank of the Station (in Category)	257
Cleanliness Rank of the Station (in Footfall Class)	106
Cleanliness Rank of the Station (in Zone)	50
Cleanliness Rank of the Station (in Division)	12
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	501
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	526
Infrastructure Adequacy Level	Level 3
Process Compliance Score	467
Process Compliance Level	Level 4



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	79
Observed the enforcement of anti-littering rules	72
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	80
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	80
Availability of Washable CC Apron over tracks at station	80

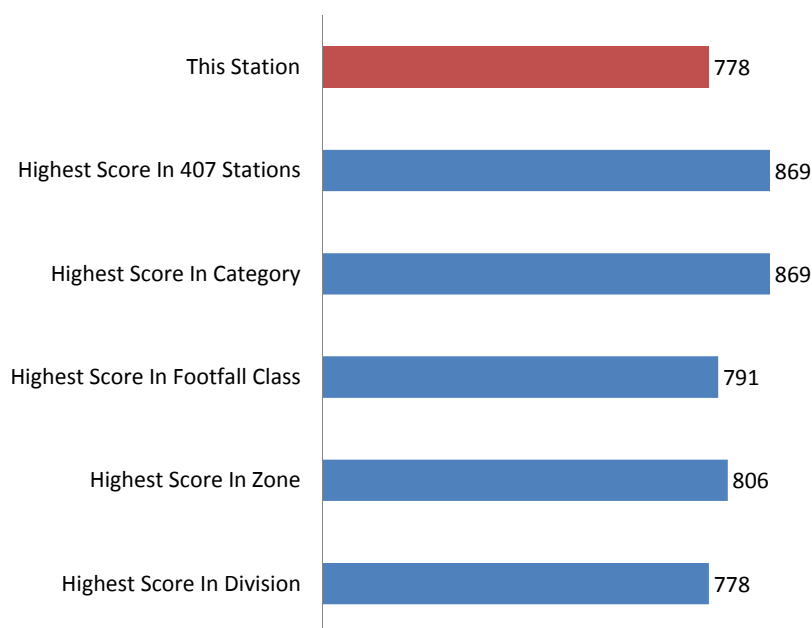
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	435	457
	2	Condition of flooring surface at waiting rooms	1%	449	423
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	465	490
	4	Condition of water booths and water coolers	2%	445	517
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	431	530
	6	Condition of vending stalls including arrangements for waste disposal	2%	463	510
	7	Proper dressing of Electric cables	2%	499	533
	8	Proper dressing of Telecom cables	2%	474	600
	9	Absence of stench in the station premises	12%	474	493
	10	Control of pest and rodent	2%	476	540
	11	Control of flies and mosquitoes	3%	444	510
	12	Stagnation of water in movement areas and non-movement areas	2%	450	563
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	422	510
	14	Cleanliness and hygiene around vending stalls	3%	436	437
	15	Cleanliness of platform areas	5%	437	460
	16	Cleanliness of advertisement hoardings/signages	3%	466	560
	17	Cleanliness of tracks between platforms	1%	453	420
	18	Cleanliness of foot over bridges	1%	450	460
	19	Cleanliness of track area up to home signal beyond platform	1%	453	543
	20	Functioning of cross and longitudinal waste water drains	2%	429	383
Waste Management	21	Adequate availability of dustbins	10%	483	580
	22	Proper system for collection and disposal of solid waste from trains	0%	446	547
	23	Proper system for collection and disposal of solid waste from stations	0%	484	580
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	462	437
	25	Promptness in removal and disbursement of garbage	3%	451	503
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	453	490
	27	Presence/clearance of unwanted posters/notices	0%	450	560
	28	Storage of scrap items & their prompt disposal	3%	485	617
Toilets	29	Adequate availability of toilet in General	4%	477	433
	30	Adequate availability of toilets in pay and use	0%	466	550
	31	Adequate availability of toilets in Waiting rooms	3%	435	490
	32	Adequate availability of toilets in Circulating area	0%	431	507
	33	Condition of toilets in General	3%	459	527
	34	Condition of toilets in pay and use	0%	442	473
	35	Condition of toilets in Waiting rooms	2%	445	417
	36	Condition of toilets in circulating area	0%	462	510
	37	Availability of water in toilets and in other places for cleaning	4%	468	407
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	451	490
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	462	477
	40	Cleanliness of concourse and circulating area	0%	468	407
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		440	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		360	
	3	Adequate supervision for monitoring cleanliness		520	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		400	
	5	Performance of service improvement groups (SIG) and their effectiveness		520	
	6	Usage of recycled water for non potable uses		560	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		520	
	8	Condition of carriage watering hydrants including their leakage		480	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		480	
	10	Final disposal of waste water from the trackside drains		520	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		480	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		520	
	13	Condition of Washable CC Apron over tracks at station		680	

Name of Station	Division
SALEM JN	SALEM JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	778
Passenger Cleanliness Level	Level 1
Cleanliness Rank of the Station (in 407 stations)	9
Cleanliness Rank of the Station (in Category)	7
Cleanliness Rank of the Station (in Footfall Class)	3
Cleanliness Rank of the Station (in Zone)	2
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	863
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	829
Infrastructure Adequacy Level	Level 1
Process Compliance Score	908
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	77
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	75
Availability of Washable CC Apron over tracks at station	50

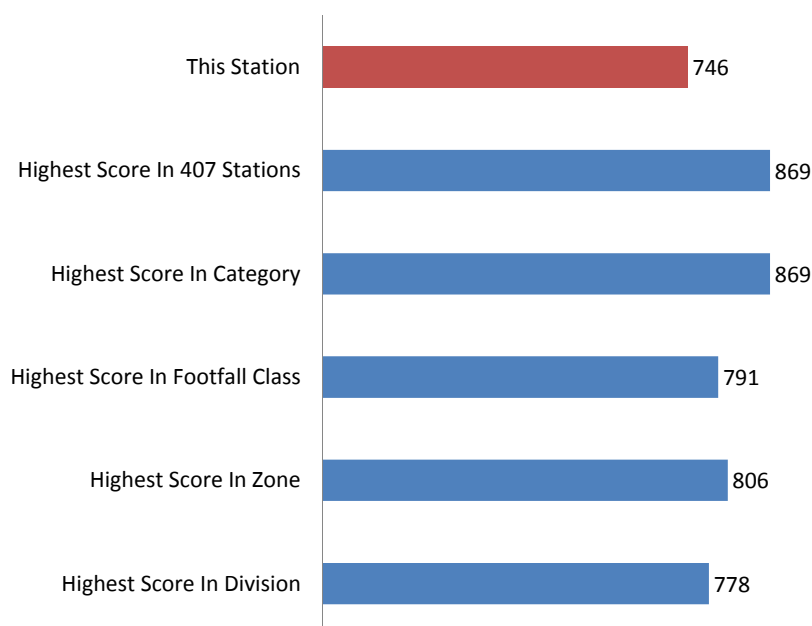
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	759	850
	2	Condition of flooring surface at waiting rooms	1%	757	925
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	765	833
	4	Condition of water booths and water coolers	2%	757	775
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	774	875
	6	Condition of vending stalls including arrangements for waste disposal	2%	766	850
	7	Proper dressing of Electric cables	2%	775	808
	8	Proper dressing of Telecom cables	2%	787	833
	9	Absence of stench in the station premises	12%	835	908
	10	Control of pest and rodent	2%	783	783
	11	Control of flies and mosquitoes	3%	747	850
	12	Stagnation of water in movement areas and non-movement areas	2%	765	858
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	771	833
	14	Cleanliness and hygiene around vending stalls	3%	771	842
	15	Cleanliness of platform areas	5%	788	892
	16	Cleanliness of advertisement hoardings/signages	3%	783	867
	17	Cleanliness of tracks between platforms	1%	773	833
	18	Cleanliness of foot over bridges	1%	787	842
	19	Cleanliness of track area up to home signal beyond platform	1%	787	858
	20	Functioning of cross and longitudinal waste water drains	2%	755	800
Waste Management	21	Adequate availability of dustbins	10%	832	983
	22	Proper system for collection and disposal of solid waste from trains	0%	774	775
	23	Proper system for collection and disposal of solid waste from stations	0%	772	867
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	773	842
	25	Promptness in removal and disbursement of garbage	3%	773	867
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	778	800
	27	Presence/clearance of unwanted posters/notices	0%	779	825
	28	Storage of scrap items & their prompt disposal	3%	794	850
Toilets	29	Adequate availability of toilet in General	4%	747	742
	30	Adequate availability of toilets in pay and use	0%	702	867
	31	Adequate availability of toilets in Waiting rooms	3%	708	850
	32	Adequate availability of toilets in Circulating area	0%	716	800
	33	Condition of toilets in General	3%	708	717
	34	Condition of toilets in pay and use	0%	703	917
	35	Condition of toilets in Waiting rooms	2%	726	915
	36	Condition of toilets in circulating area	0%	727	767
	37	Availability of water in toilets and in other places for cleaning	4%	736	908
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	752	825
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	755	883
	40	Cleanliness of concourse and circulating area	0%	773	842
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		900	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		950	
	3	Adequate supervision for monitoring cleanliness		850	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		950	
	5	Performance of service improvement groups (SIG) and their effectiveness		950	
	6	Usage of recycled water for non potable uses		850	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		850	
	8	Condition of carriage watering hydrants including their leakage		800	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		900	
	10	Final disposal of waste water from the trackside drains		800	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		750	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		800	
	13	Condition of Washable CC Apron over tracks at station		900	

Name of Station	Division
ERODE JN	SALEM JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	746
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	14
Cleanliness Rank of the Station (in Category)	11
Cleanliness Rank of the Station (in Footfall Class)	5
Cleanliness Rank of the Station (in Zone)	4
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	711
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	862
Infrastructure Adequacy Level	Level 1
Process Compliance Score	940
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	80
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	25
Sensitized cleaning staff about correct practices	75
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

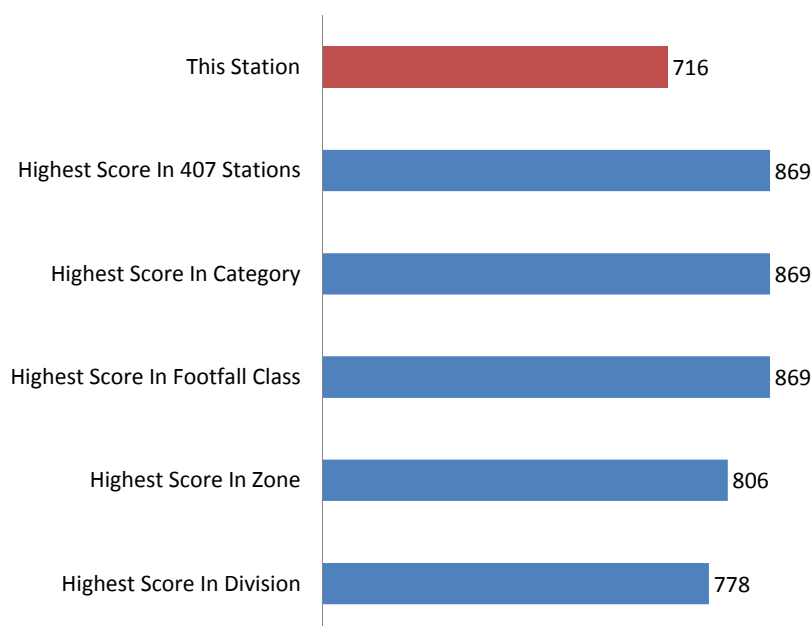
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	721	732
	2	Condition of flooring surface at waiting rooms	1%	727	718
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	712	575
	4	Condition of water booths and water coolers	2%	721	664
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	740	682
	6	Condition of vending stalls including arrangements for waste disposal	2%	709	682
	7	Proper dressing of Electric cables	2%	726	632
	8	Proper dressing of Telecom cables	2%	763	632
	9	Absence of stench in the station premises	12%	806	664
	10	Control of pest and rodent	2%	748	589
	11	Control of flies and mosquitoes	3%	718	604
	12	Stagnation of water in movement areas and non-movement areas	2%	718	757
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	716	739
	14	Cleanliness and hygiene around vending stalls	3%	737	750
	15	Cleanliness of platform areas	5%	715	775
	16	Cleanliness of advertisement hoardings/signages	3%	705	686
	17	Cleanliness of tracks between platforms	1%	714	750
	18	Cleanliness of foot over bridges	1%	720	543
	19	Cleanliness of track area up to home signal beyond platform	1%	711	717
	20	Functioning of cross and longitudinal waste water drains	2%	719	714
Waste Management	21	Adequate availability of dustbins	10%	835	768
	22	Proper system for collection and disposal of solid waste from trains	0%	722	657
	23	Proper system for collection and disposal of solid waste from stations	0%	722	707
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	718	771
	25	Promptness in removal and disbursement of garbage	3%	732	771
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	722	746
	27	Presence/clearance of unwanted posters/notices	0%	723	721
	28	Storage of scrap items & their prompt disposal	3%	727	775
Toilets	29	Adequate availability of toilet in General	4%	763	711
	30	Adequate availability of toilets in pay and use	0%	734	700
	31	Adequate availability of toilets in Waiting rooms	3%	733	736
	32	Adequate availability of toilets in Circulating area	0%	716	725
	33	Condition of toilets in General	3%	713	764
	34	Condition of toilets in pay and use	0%	712	739
	35	Condition of toilets in Waiting rooms	2%	726	732
	36	Condition of toilets in circulating area	0%	726	696
	37	Availability of water in toilets and in other places for cleaning	4%	716	707
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	726	643
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	717	718
	40	Cleanliness of concourse and circulating area	0%	722	750
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			950
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			900
	3	Adequate supervision for monitoring cleanliness			1000
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			900
	5	Performance of service improvement groups (SIG) and their effectiveness			950
	6	Usage of recycled water for non potable uses			0
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			900
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			900
	10	Final disposal of waste water from the trackside drains			850
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			733
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			1000
	13	Condition of Washable CC Apron over tracks at station			950

Name of Station	Division
METTUPALAIYAM	SALEM JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	716
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	24
Cleanliness Rank of the Station (in Category)	19
Cleanliness Rank of the Station (in Footfall Class)	11
Cleanliness Rank of the Station (in Zone)	7
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	802
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	895
Infrastructure Adequacy Level	Level 1
Process Compliance Score	867
Process Compliance Level	Level 1

Passenger Cleanliness Score



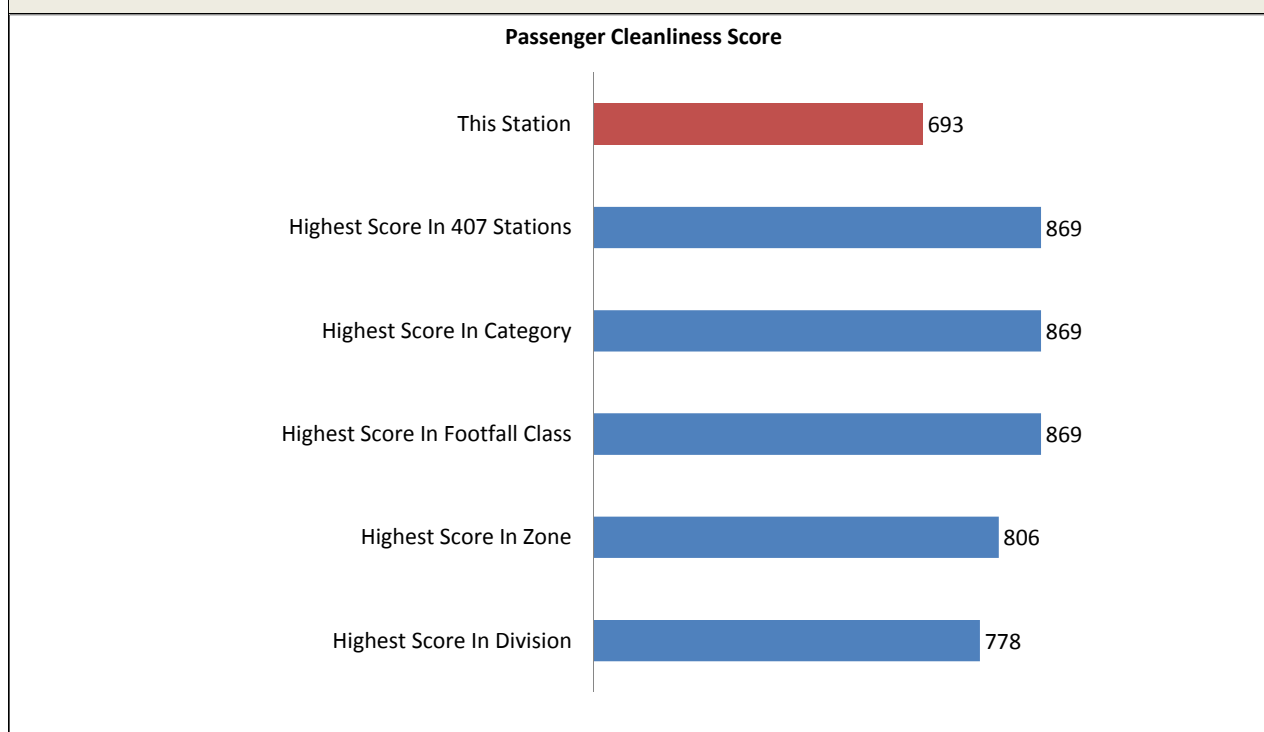
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	98
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	33
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	693	763
	2	Condition of flooring surface at waiting rooms	1%	697	817
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	702	796
	4	Condition of water booths and water coolers	2%	692	783
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	700	796
	6	Condition of vending stalls including arrangements for waste disposal	2%	715	796
	7	Proper dressing of Electric cables	2%	724	763
	8	Proper dressing of Telecom cables	2%	731	817
	9	Absence of stench in the station premises	12%	714	833
	10	Control of pest and rodent	2%	672	796
	11	Control of flies and mosquitoes	3%	791	875
	12	Stagnation of water in movement areas and non-movement areas	2%	768	783
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	791	717
	14	Cleanliness and hygiene around vending stalls	3%	753	842
	15	Cleanliness of platform areas	5%	739	763
	16	Cleanliness of advertisement hoardings/signages	3%	767	821
	17	Cleanliness of tracks between platforms	1%	759	833
	18	Cleanliness of foot over bridges	1%	763	875
	19	Cleanliness of track area up to home signal beyond platform	1%	768	842
	20	Functioning of cross and longitudinal waste water drains	2%	805	796
Waste Management	21	Adequate availability of dustbins	10%	649	808
	22	Proper system for collection and disposal of solid waste from trains	0%	704	725
	23	Proper system for collection and disposal of solid waste from stations	0%	715	721
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	741	796
	25	Promptness in removal and disbursement of garbage	3%	788	875
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	767	788
	27	Presence/clearance of unwanted posters/notices	0%	770	796
	28	Storage of scrap items & their prompt disposal	3%	787	821
Toilets	29	Adequate availability of toilet in General	4%	593	750
	30	Adequate availability of toilets in pay and use	0%	729	771
	31	Adequate availability of toilets in Waiting rooms	3%	724	796
	32	Adequate availability of toilets in Circulating area	0%	718	750
	33	Condition of toilets in General	3%	672	796
	34	Condition of toilets in pay and use	0%	691	775
	35	Condition of toilets in Waiting rooms	2%	683	775
	36	Condition of toilets in circulating area	0%	685	792
	37	Availability of water in toilets and in other places for cleaning	4%	702	817
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	693	775
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	701	767
	40	Cleanliness of concourse and circulating area	0%	757	808
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			867
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			1000
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			867
	5	Performance of service improvement groups (SIG) and their effectiveness			867
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			933
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			1000
	10	Final disposal of waste water from the trackside drains			933
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			933
	13	Condition of Washable CC Apron over tracks at station			867

Name of Station	Division
KARUR JN.	SALEM JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	693
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	31
Cleanliness Rank of the Station (in Category)	26
Cleanliness Rank of the Station (in Footfall Class)	14
Cleanliness Rank of the Station (in Zone)	10
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	727
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	873
Infrastructure Adequacy Level	Level 1
Process Compliance Score	883
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	91
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	80
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	40
Availability of Washable CC Apron over tracks at station	0

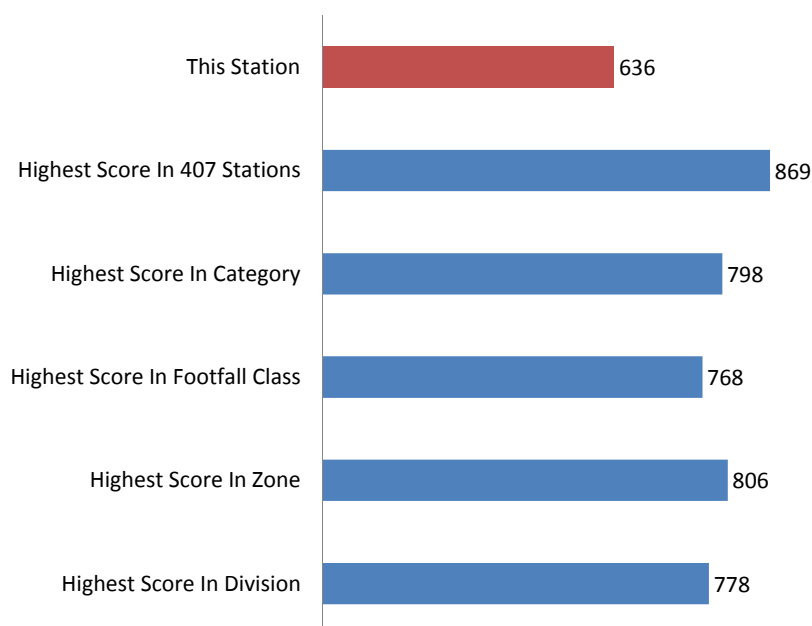
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	697	780
	2	Condition of flooring surface at waiting rooms	1%	712	780
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	688	520
	4	Condition of water booths and water coolers	2%	695	660
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	713	600
	6	Condition of vending stalls including arrangements for waste disposal	2%	726	760
	7	Proper dressing of Electric cables	2%	743	760
	8	Proper dressing of Telecom cables	2%	782	780
	9	Absence of stench in the station premises	12%	751	800
	10	Control of pest and rodent	2%	666	600
	11	Control of flies and mosquitoes	3%	632	580
	12	Stagnation of water in movement areas and non-movement areas	2%	721	780
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	728	755
	14	Cleanliness and hygiene around vending stalls	3%	720	780
	15	Cleanliness of platform areas	5%	718	840
	16	Cleanliness of advertisement hoardings/signages	3%	752	800
	17	Cleanliness of tracks between platforms	1%	719	800
	18	Cleanliness of foot over bridges	1%	705	780
	19	Cleanliness of track area up to home signal beyond platform	1%	729	880
	20	Functioning of cross and longitudinal waste water drains	2%	700	700
Waste Management	21	Adequate availability of dustbins	10%	623	680
	22	Proper system for collection and disposal of solid waste from trains	0%	724	740
	23	Proper system for collection and disposal of solid waste from stations	0%	743	690
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	699	860
	25	Promptness in removal and disbursement of garbage	3%	713	700
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	745	780
	27	Presence/clearance of unwanted posters/notices	0%	749	810
	28	Storage of scrap items & their prompt disposal	3%	786	800
Toilets	29	Adequate availability of toilet in General	4%	554	560
	30	Adequate availability of toilets in pay and use	0%	534	453
	31	Adequate availability of toilets in Waiting rooms	3%	596	605
	32	Adequate availability of toilets in Circulating area	0%	535	500
	33	Condition of toilets in General	3%	555	635
	34	Condition of toilets in pay and use	0%	563	520
	35	Condition of toilets in Waiting rooms	2%	615	680
	36	Condition of toilets in circulating area	0%	593	480
	37	Availability of water in toilets and in other places for cleaning	4%	688	780
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	694	680
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	701	630
	40	Cleanliness of concourse and circulating area	0%	724	800
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			840
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			840
	3	Adequate supervision for monitoring cleanliness			900
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			920
	6	Usage of recycled water for non potable uses			1000
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			900
	8	Condition of carriage watering hydrants including their leakage			1000
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			760
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			950
	13	Condition of Washable CC Apron over tracks at station			900

Name of Station	Division
COIMBATORE JN	SALEM JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	636
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	63
Cleanliness Rank of the Station (in Category)	13
Cleanliness Rank of the Station (in Footfall Class)	11
Cleanliness Rank of the Station (in Zone)	16
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	845
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	819
Infrastructure Adequacy Level	Level 1
Process Compliance Score	789
Process Compliance Level	Level 1

Passenger Cleanliness Score



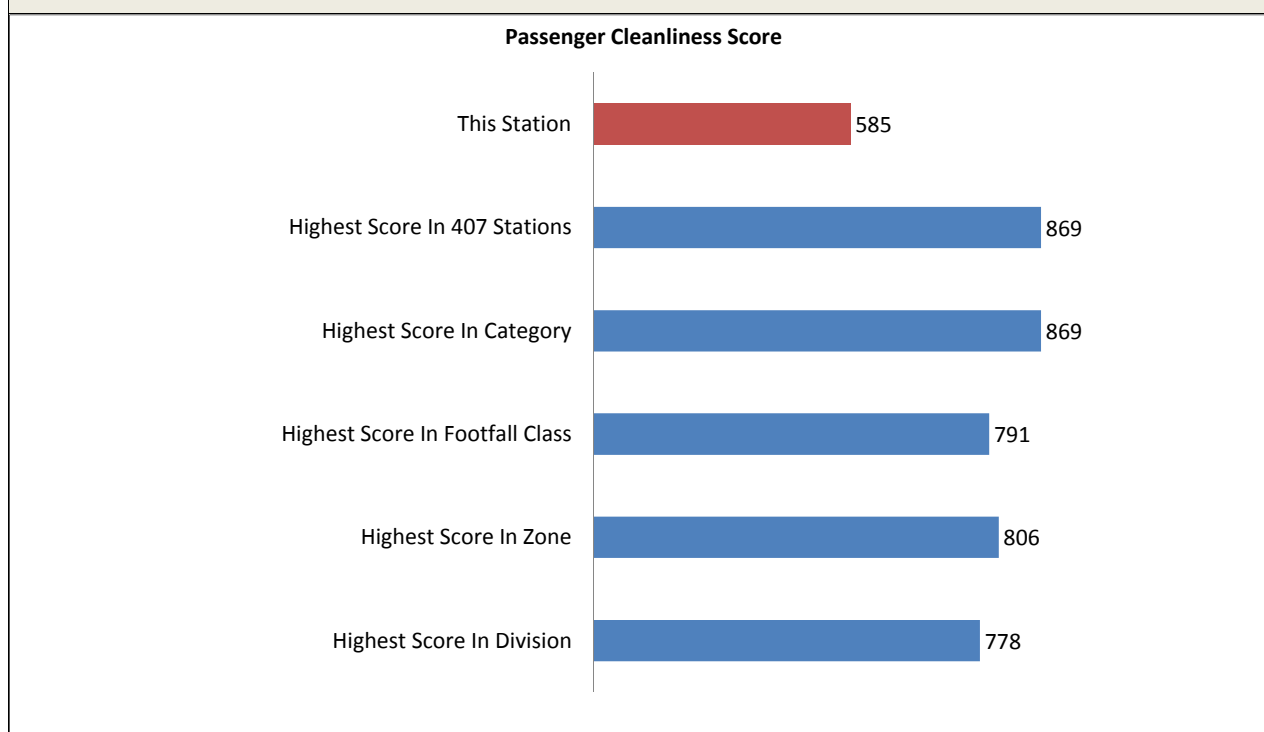
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	95
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	619	833
	2	Condition of flooring surface at waiting rooms	1%	598	846
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	606	846
	4	Condition of water booths and water coolers	2%	624	813
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	603	754
	6	Condition of vending stalls including arrangements for waste disposal	2%	618	775
	7	Proper dressing of Electric cables	2%	647	917
	8	Proper dressing of Telecom cables	2%	651	879
	9	Absence of stench in the station premises	12%	676	954
	10	Control of pest and rodent	2%	625	850
	11	Control of flies and mosquitoes	3%	671	829
	12	Stagnation of water in movement areas and non-movement areas	2%	656	871
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	700	758
	14	Cleanliness and hygiene around vending stalls	3%	661	800
	15	Cleanliness of platform areas	5%	650	904
	16	Cleanliness of advertisement hoardings/signages	3%	688	804
	17	Cleanliness of tracks between platforms	1%	676	825
	18	Cleanliness of foot over bridges	1%	658	779
	19	Cleanliness of track area up to home signal beyond platform	1%	667	842
	20	Functioning of cross and longitudinal waste water drains	2%	625	838
Waste Management	21	Adequate availability of dustbins	10%	628	900
	22	Proper system for collection and disposal of solid waste from trains	0%	627	775
	23	Proper system for collection and disposal of solid waste from stations	0%	611	846
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	660	879
	25	Promptness in removal and disbursement of garbage	3%	670	825
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	661	850
	27	Presence/clearance of unwanted posters/notices	0%	671	729
	28	Storage of scrap items & their prompt disposal	3%	725	858
Toilets	29	Adequate availability of toilet in General	4%	545	792
	30	Adequate availability of toilets in pay and use	0%	602	871
	31	Adequate availability of toilets in Waiting rooms	3%	566	717
	32	Adequate availability of toilets in Circulating area	0%	597	821
	33	Condition of toilets in General	3%	574	717
	34	Condition of toilets in pay and use	0%	606	808
	35	Condition of toilets in Waiting rooms	2%	595	846
	36	Condition of toilets in circulating area	0%	603	754
	37	Availability of water in toilets and in other places for cleaning	4%	591	817
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	593	767
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	603	879
	40	Cleanliness of concourse and circulating area	0%	657	838
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			733
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			933
	5	Performance of service improvement groups (SIG) and their effectiveness			733
	6	Usage of recycled water for non potable uses			733
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			933
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			867
	10	Final disposal of waste water from the trackside drains			867
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			733
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			733
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
TIRUPPUR	SALEM JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	585
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	128
Cleanliness Rank of the Station (in Category)	99
Cleanliness Rank of the Station (in Footfall Class)	40
Cleanliness Rank of the Station (in Zone)	29
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	939
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	950
Infrastructure Adequacy Level	Level 1
Process Compliance Score	942
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	99
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

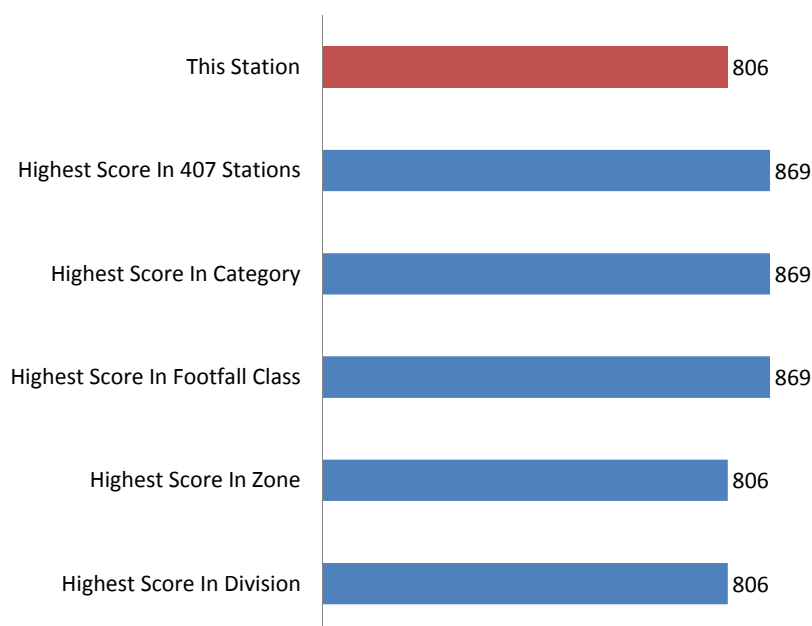
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	459	938
	2	Condition of flooring surface at waiting rooms	1%	500	838
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	508	875
	4	Condition of water booths and water coolers	2%	488	913
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	493	938
	6	Condition of vending stalls including arrangements for waste disposal	2%	537	950
	7	Proper dressing of Electric cables	2%	513	975
	8	Proper dressing of Telecom cables	2%	535	950
	9	Absence of stench in the station premises	12%	744	988
	10	Control of pest and rodent	2%	546	975
	11	Control of flies and mosquitoes	3%	699	888
	12	Stagnation of water in movement areas and non-movement areas	2%	656	913
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	704	925
	14	Cleanliness and hygiene around vending stalls	3%	647	900
	15	Cleanliness of platform areas	5%	597	963
	16	Cleanliness of advertisement hoardings/signages	3%	663	938
	17	Cleanliness of tracks between platforms	1%	650	900
	18	Cleanliness of foot over bridges	1%	691	938
	19	Cleanliness of track area up to home signal beyond platform	1%	633	875
	20	Functioning of cross and longitudinal waste water drains	2%	607	950
Waste Management	21	Adequate availability of dustbins	10%	550	963
	22	Proper system for collection and disposal of solid waste from trains	0%	489	913
	23	Proper system for collection and disposal of solid waste from stations	0%	514	950
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	619	975
	25	Promptness in removal and disbursement of garbage	3%	684	938
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	652	963
	27	Presence/clearance of unwanted posters/notices	0%	652	963
	28	Storage of scrap items & their prompt disposal	3%	647	988
Toilets	29	Adequate availability of toilet in General	4%	474	950
	30	Adequate availability of toilets in pay and use	0%	478	925
	31	Adequate availability of toilets in Waiting rooms	3%	485	838
	32	Adequate availability of toilets in Circulating area	0%	467	938
	33	Condition of toilets in General	3%	461	963
	34	Condition of toilets in pay and use	0%	492	888
	35	Condition of toilets in Waiting rooms	2%	514	850
	36	Condition of toilets in circulating area	0%	491	913
	37	Availability of water in toilets and in other places for cleaning	4%	474	875
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	499	938
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	502	875
	40	Cleanliness of concourse and circulating area	0%	664	950
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		1000	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		850	
	3	Adequate supervision for monitoring cleanliness		900	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		1000	
	5	Performance of service improvement groups (SIG) and their effectiveness		1000	
	6	Usage of recycled water for non potable uses		900	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		1000	
	8	Condition of carriage watering hydrants including their leakage		1000	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		1000	
	10	Final disposal of waste water from the trackside drains		850	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		950	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		850	
	13	Condition of Washable CC Apron over tracks at station		1000	

Name of Station	Division
KUMBAKONAM	TIRUCHCHIRAPPALLI JN.
Passenger Cleanliness Score	806
Passenger Cleanliness Level	Level 1
Cleanliness Rank of the Station (in 407 stations)	5
Cleanliness Rank of the Station (in Category)	5
Cleanliness Rank of the Station (in Footfall Class)	5
Cleanliness Rank of the Station (in Zone)	1
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	842
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	876
Infrastructure Adequacy Level	Level 1
Process Compliance Score	878
Process Compliance Level	Level 1

Passenger Cleanliness Score



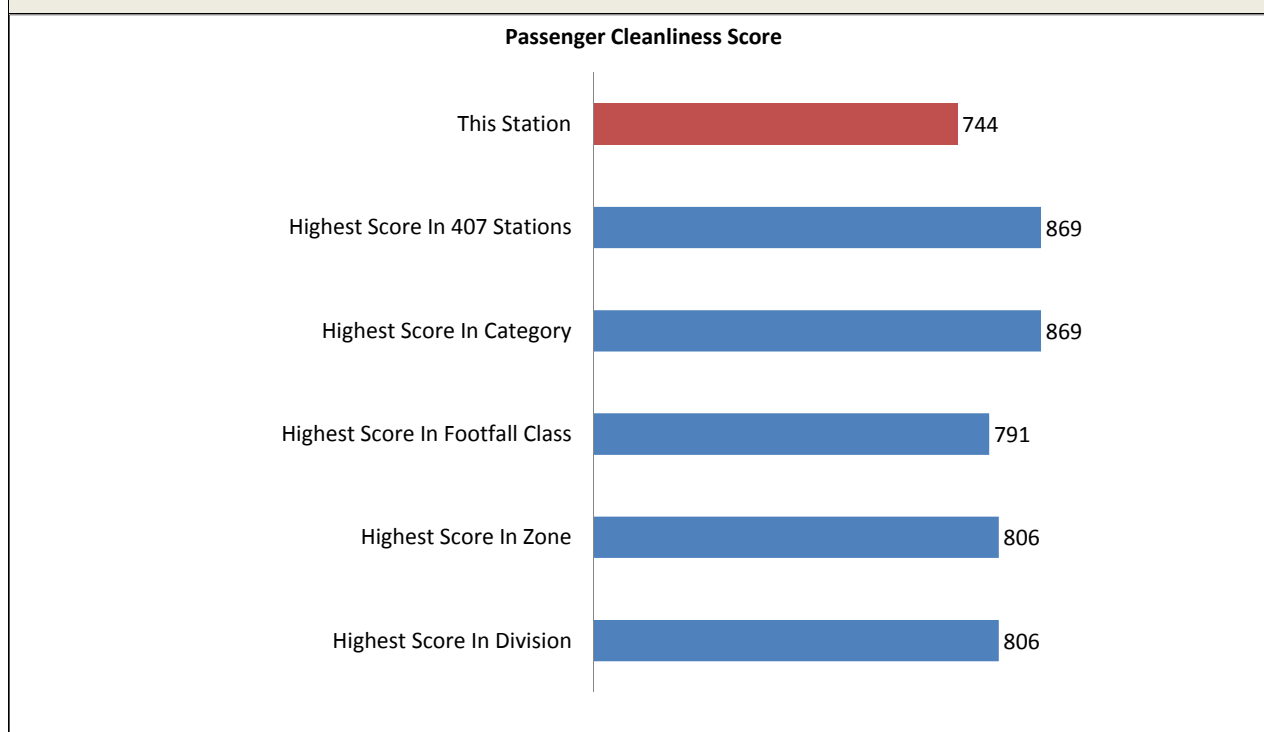
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	98
Observed the enforcement of anti-littering rules	73
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	67
Observed the use of CCTVs for monitoring cleanliness at stations	33
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	788	852
	2	Condition of flooring surface at waiting rooms	1%	789	895
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	775	686
	4	Condition of water booths and water coolers	2%	776	862
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	777	852
	6	Condition of vending stalls including arrangements for waste disposal	2%	789	757
	7	Proper dressing of Electric cables	2%	795	862
	8	Proper dressing of Telecom cables	2%	809	793
	9	Absence of stench in the station premises	12%	885	921
	10	Control of pest and rodent	2%	777	871
	11	Control of flies and mosquitoes	3%	768	821
	12	Stagnation of water in movement areas and non-movement areas	2%	791	943
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	803	890
	14	Cleanliness and hygiene around vending stalls	3%	792	848
	15	Cleanliness of platform areas	5%	793	862
	16	Cleanliness of advertisement hoardings/signages	3%	804	886
	17	Cleanliness of tracks between platforms	1%	794	905
	18	Cleanliness of foot over bridges	1%	788	876
	19	Cleanliness of track area up to home signal beyond platform	1%	781	833
	20	Functioning of cross and longitudinal waste water drains	2%	771	779
Waste Management	21	Adequate availability of dustbins	10%	886	790
	22	Proper system for collection and disposal of solid waste from trains	0%	774	879
	23	Proper system for collection and disposal of solid waste from stations	0%	787	871
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	794	819
	25	Promptness in removal and disbursement of garbage	3%	781	857
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	793	893
	27	Presence/clearance of unwanted posters/notices	0%	802	871
	28	Storage of scrap items & their prompt disposal	3%	819	890
Toilets	29	Adequate availability of toilet in General	4%	785	690
	30	Adequate availability of toilets in pay and use	0%	785	781
	31	Adequate availability of toilets in Waiting rooms	3%	750	776
	32	Adequate availability of toilets in Circulating area	0%	751	648
	33	Condition of toilets in General	3%	725	652
	34	Condition of toilets in pay and use	0%	762	695
	35	Condition of toilets in Waiting rooms	2%	755	838
	36	Condition of toilets in circulating area	0%	754	810
	37	Availability of water in toilets and in other places for cleaning	4%	772	790
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	784	857
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	781	929
	40	Cleanliness of concourse and circulating area	0%	800	876
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			867
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			867
	3	Adequate supervision for monitoring cleanliness			1000
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			933
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			1000
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			733
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			1000
	13	Condition of Washable CC Apron over tracks at station			1000

Name of Station	Division
TIRUCHCHIRAPPALLI JN	TIRUCHCHIRAPPALLI JN.
Passenger Cleanliness Score	744
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	15
Cleanliness Rank of the Station (in Category)	12
Cleanliness Rank of the Station (in Footfall Class)	6
Cleanliness Rank of the Station (in Zone)	5
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	851
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	893
Infrastructure Adequacy Level	Level 1
Process Compliance Score	892
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	86
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	86
Sensitized cleaning staff about correct practices	86
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	86

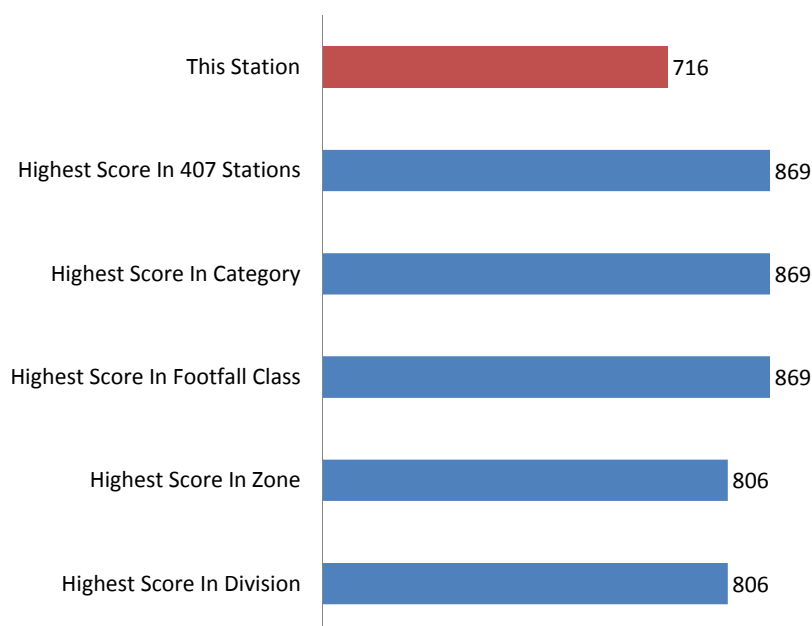
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	752	817
	2	Condition of flooring surface at waiting rooms	1%	762	849
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	713	766
	4	Condition of water booths and water coolers	2%	723	769
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	739	831
	6	Condition of vending stalls including arrangements for waste disposal	2%	731	797
	7	Proper dressing of Electric cables	2%	721	891
	8	Proper dressing of Telecom cables	2%	723	789
	9	Absence of stench in the station premises	12%	778	966
	10	Control of pest and rodent	2%	747	689
	11	Control of flies and mosquitoes	3%	739	831
	12	Stagnation of water in movement areas and non-movement areas	2%	716	857
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	732	823
	14	Cleanliness and hygiene around vending stalls	3%	727	749
	15	Cleanliness of platform areas	5%	735	849
	16	Cleanliness of advertisement hoardings/signages	3%	726	809
	17	Cleanliness of tracks between platforms	1%	726	814
	18	Cleanliness of foot over bridges	1%	727	800
	19	Cleanliness of track area up to home signal beyond platform	1%	721	811
	20	Functioning of cross and longitudinal waste water drains	2%	718	843
Waste Management	21	Adequate availability of dustbins	10%	784	951
	22	Proper system for collection and disposal of solid waste from trains	0%	714	749
	23	Proper system for collection and disposal of solid waste from stations	0%	709	831
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	737	897
	25	Promptness in removal and disbursement of garbage	3%	732	863
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	735	780
	27	Presence/clearance of unwanted posters/notices	0%	710	809
	28	Storage of scrap items & their prompt disposal	3%	742	857
Toilets	29	Adequate availability of toilet in General	4%	741	814
	30	Adequate availability of toilets in pay and use	0%	737	849
	31	Adequate availability of toilets in Waiting rooms	3%	719	829
	32	Adequate availability of toilets in Circulating area	0%	714	690
	33	Condition of toilets in General	3%	703	750
	34	Condition of toilets in pay and use	0%	730	820
	35	Condition of toilets in Waiting rooms	2%	739	814
	36	Condition of toilets in circulating area	0%	724	730
	37	Availability of water in toilets and in other places for cleaning	4%	765	851
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	720	849
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	738	843
	40	Cleanliness of concourse and circulating area	0%	734	823
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			914
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			914
	3	Adequate supervision for monitoring cleanliness			829
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			914
	5	Performance of service improvement groups (SIG) and their effectiveness			933
	6	Usage of recycled water for non potable uses			850
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			914
	8	Condition of carriage watering hydrants including their leakage			857
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			971
	10	Final disposal of waste water from the trackside drains			914
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			857
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			933

Name of Station	Division
THANJAVUR JN	TIRUCHCHIRAPPALLI JN.
Passenger Cleanliness Score	716
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	25
Cleanliness Rank of the Station (in Category)	20
Cleanliness Rank of the Station (in Footfall Class)	12
Cleanliness Rank of the Station (in Zone)	8
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	737
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	743
Infrastructure Adequacy Level	Level 2
Process Compliance Score	819
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	98
Observed the enforcement of anti-littering rules	88
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	75
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

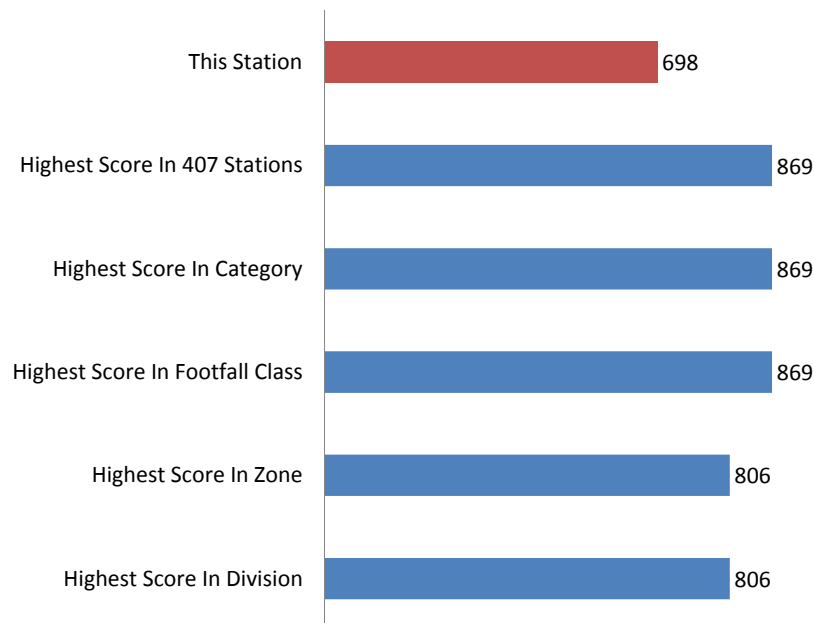
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	695	750
	2	Condition of flooring surface at waiting rooms	1%	690	783
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	694	583
	4	Condition of water booths and water coolers	2%	699	800
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	704	750
	6	Condition of vending stalls including arrangements for waste disposal	2%	693	758
	7	Proper dressing of Electric cables	2%	725	933
	8	Proper dressing of Telecom cables	2%	730	917
	9	Absence of stench in the station premises	12%	779	767
	10	Control of pest and rodent	2%	706	625
	11	Control of flies and mosquitoes	3%	697	475
	12	Stagnation of water in movement areas and non-movement areas	2%	703	575
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	707	700
	14	Cleanliness and hygiene around vending stalls	3%	703	758
	15	Cleanliness of platform areas	5%	700	850
	16	Cleanliness of advertisement hoardings/signages	3%	725	758
	17	Cleanliness of tracks between platforms	1%	702	767
	18	Cleanliness of foot over bridges	1%	703	817
	19	Cleanliness of track area up to home signal beyond platform	1%	714	858
	20	Functioning of cross and longitudinal waste water drains	2%	702	508
Waste Management	21	Adequate availability of dustbins	10%	752	792
	22	Proper system for collection and disposal of solid waste from trains	0%	695	783
	23	Proper system for collection and disposal of solid waste from stations	0%	703	917
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	710	683
	25	Promptness in removal and disbursement of garbage	3%	691	725
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	710	742
	27	Presence/clearance of unwanted posters/notices	0%	728	808
	28	Storage of scrap items & their prompt disposal	3%	735	842
Toilets	29	Adequate availability of toilet in General	4%	695	667
	30	Adequate availability of toilets in pay and use	0%	698	725
	31	Adequate availability of toilets in Waiting rooms	3%	696	567
	32	Adequate availability of toilets in Circulating area	0%	685	500
	33	Condition of toilets in General	3%	663	667
	34	Condition of toilets in pay and use	0%	682	733
	35	Condition of toilets in Waiting rooms	2%	681	650
	36	Condition of toilets in circulating area	0%	676	783
	37	Availability of water in toilets and in other places for cleaning	4%	688	708
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	704	775
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	703	683
	40	Cleanliness of concourse and circulating area	0%	713	642
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			867
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			900
	3	Adequate supervision for monitoring cleanliness			750
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			850
	5	Performance of service improvement groups (SIG) and their effectiveness			850
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			867
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			733
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
MAYILADUTHURAI JN.	TIRUCHCHIRAPPALLI JN.
Passenger Cleanliness Score	698
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	29
Cleanliness Rank of the Station (in Category)	24
Cleanliness Rank of the Station (in Footfall Class)	13
Cleanliness Rank of the Station (in Zone)	9
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	789
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	743
Infrastructure Adequacy Level	Level 2
Process Compliance Score	756
Process Compliance Level	Level 1

Passenger Cleanliness Score



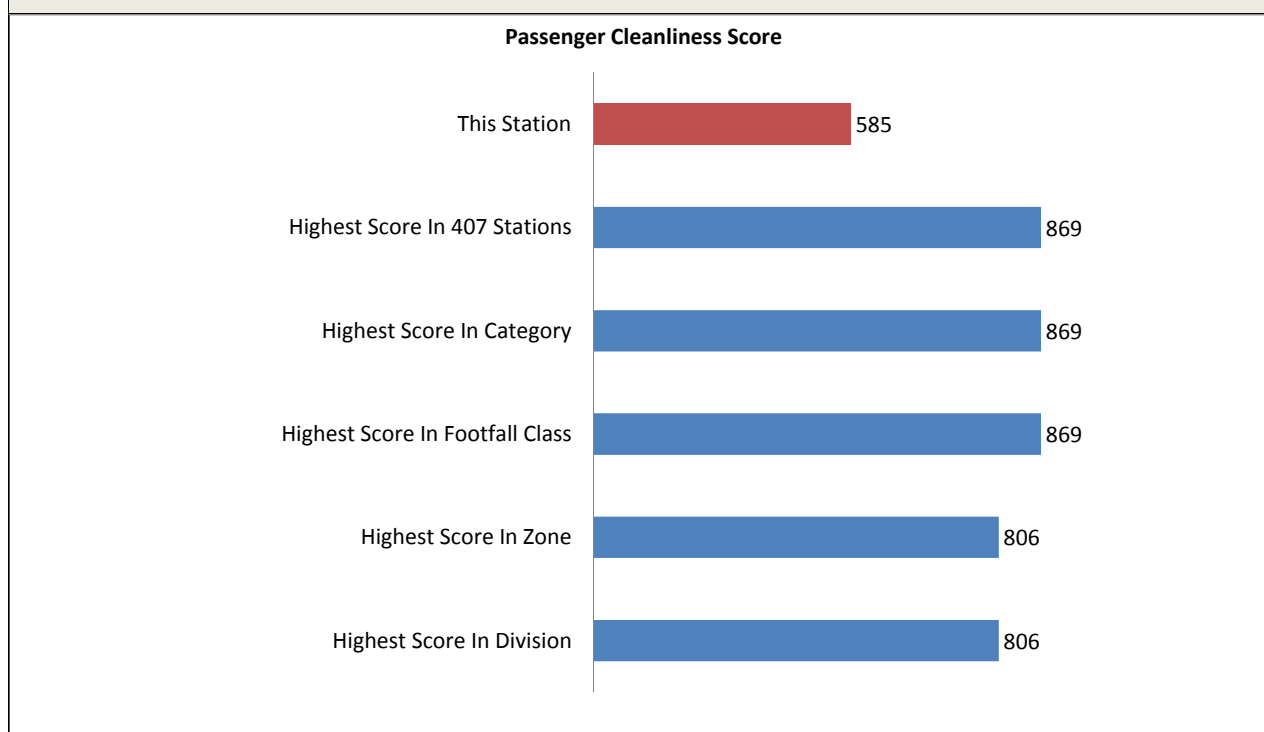
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	78
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	67
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	67

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	716	746
	2	Condition of flooring surface at waiting rooms	1%	704	767
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	719	700
	4	Condition of water booths and water coolers	2%	717	758
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	711	650
	6	Condition of vending stalls including arrangements for waste disposal	2%	717	750
	7	Proper dressing of Electric cables	2%	724	829
	8	Proper dressing of Telecom cables	2%	734	850
	9	Absence of stench in the station premises	12%	756	875
	10	Control of pest and rodent	2%	614	792
	11	Control of flies and mosquitoes	3%	588	788
	12	Stagnation of water in movement areas and non-movement areas	2%	644	817
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	738	775
	14	Cleanliness and hygiene around vending stalls	3%	723	717
	15	Cleanliness of platform areas	5%	725	871
	16	Cleanliness of advertisement hoardings/signages	3%	726	783
	17	Cleanliness of tracks between platforms	1%	705	833
	18	Cleanliness of foot over bridges	1%	724	871
	19	Cleanliness of track area up to home signal beyond platform	1%	722	858
	20	Functioning of cross and longitudinal waste water drains	2%	610	746
Waste Management	21	Adequate availability of dustbins	10%	742	758
	22	Proper system for collection and disposal of solid waste from trains	0%	723	763
	23	Proper system for collection and disposal of solid waste from stations	0%	726	758
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	702	871
	25	Promptness in removal and disbursement of garbage	3%	728	792
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	718	858
	27	Presence/clearance of unwanted posters/notices	0%	711	733
	28	Storage of scrap items & their prompt disposal	3%	728	883
Toilets	29	Adequate availability of toilet in General	4%	551	725
	30	Adequate availability of toilets in pay and use	0%	549	733
	31	Adequate availability of toilets in Waiting rooms	3%	524	729
	32	Adequate availability of toilets in Circulating area	0%	555	617
	33	Condition of toilets in General	3%	591	679
	34	Condition of toilets in pay and use	0%	626	692
	35	Condition of toilets in Waiting rooms	2%	658	733
	36	Condition of toilets in circulating area	0%	689	725
	37	Availability of water in toilets and in other places for cleaning	4%	697	821
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	703	738
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	706	700
	40	Cleanliness of concourse and circulating area	0%	723	846
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			733
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			733
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			867
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
VILLUPURAM JN.	TIRUCHCHIRAPPALLI JN.
Passenger Cleanliness Score	
Passenger Cleanliness Score	585
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	125
Cleanliness Rank of the Station (in Category)	96
Cleanliness Rank of the Station (in Footfall Class)	58
Cleanliness Rank of the Station (in Zone)	28
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	664
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	725
Infrastructure Adequacy Level	Level 2
Process Compliance Score	733
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	31
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

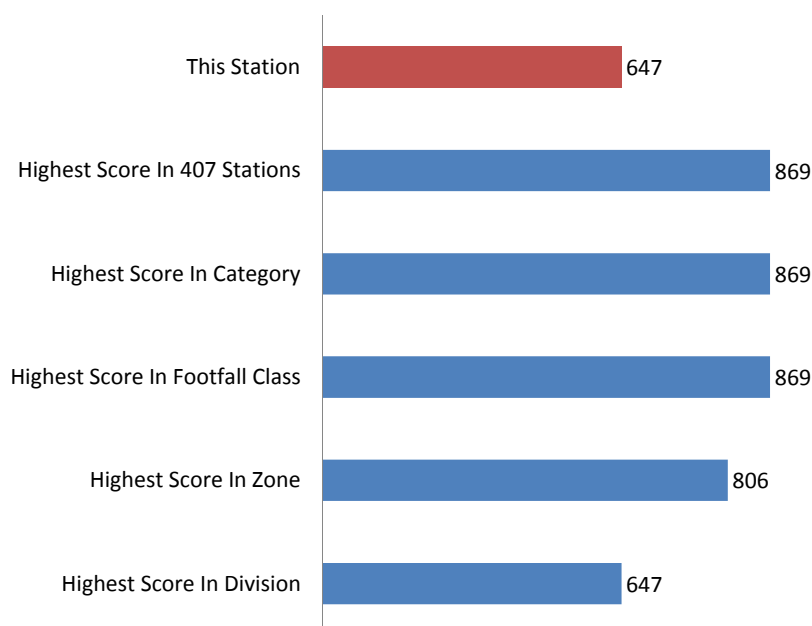
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	667	675
	2	Condition of flooring surface at waiting rooms	1%	669	650
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	644	675
	4	Condition of water booths and water coolers	2%	633	675
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	599	675
	6	Condition of vending stalls including arrangements for waste disposal	2%	598	688
	7	Proper dressing of Electric cables	2%	633	638
	8	Proper dressing of Telecom cables	2%	639	675
	9	Absence of stench in the station premises	12%	683	700
	10	Control of pest and rodent	2%	552	563
	11	Control of flies and mosquitoes	3%	567	588
	12	Stagnation of water in movement areas and non-movement areas	2%	609	650
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	478	650
	14	Cleanliness and hygiene around vending stalls	3%	639	700
	15	Cleanliness of platform areas	5%	615	688
	16	Cleanliness of advertisement hoardings/signages	3%	645	725
	17	Cleanliness of tracks between platforms	1%	612	663
	18	Cleanliness of foot over bridges	1%	600	675
	19	Cleanliness of track area up to home signal beyond platform	1%	599	675
	20	Functioning of cross and longitudinal waste water drains	2%	597	675
Waste Management	21	Adequate availability of dustbins	10%	682	688
	22	Proper system for collection and disposal of solid waste from trains	0%	607	650
	23	Proper system for collection and disposal of solid waste from stations	0%	601	650
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	609	700
	25	Promptness in removal and disbursement of garbage	3%	656	663
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	595	700
	27	Presence/clearance of unwanted posters/notices	0%	607	688
	28	Storage of scrap items & their prompt disposal	3%	652	688
Toilets	29	Adequate availability of toilet in General	4%	291	538
	30	Adequate availability of toilets in pay and use	0%	273	613
	31	Adequate availability of toilets in Waiting rooms	3%	303	600
	32	Adequate availability of toilets in Circulating area	0%	313	563
	33	Condition of toilets in General	3%	314	688
	34	Condition of toilets in pay and use	0%	323	588
	35	Condition of toilets in Waiting rooms	2%	316	613
	36	Condition of toilets in circulating area	0%	334	638
	37	Availability of water in toilets and in other places for cleaning	4%	357	613
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	663	638
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	603	650
	40	Cleanliness of concourse and circulating area	0%	597	688
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			750
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			650
	5	Performance of service improvement groups (SIG) and their effectiveness			700
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			750
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			700
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			750
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			750
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
KANNIYAKUMARI	TIRUVANANTHAPURAM CENTRAL
Passenger Cleanliness Score	647
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	52
Cleanliness Rank of the Station (in Category)	42
Cleanliness Rank of the Station (in Footfall Class)	25
Cleanliness Rank of the Station (in Zone)	13
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	610
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	667
Infrastructure Adequacy Level	Level 2
Process Compliance Score	667
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	98
Observed the enforcement of anti-littering rules	63
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	33

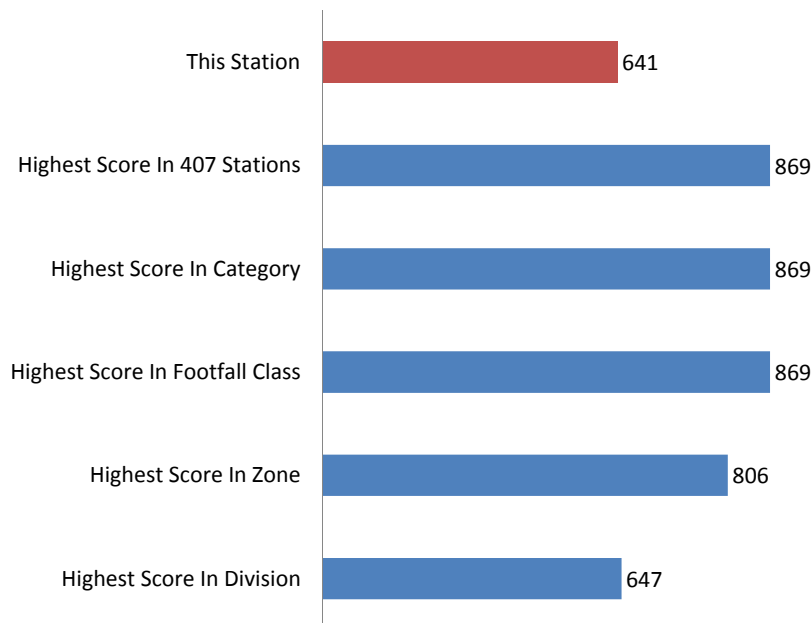
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	690	633
	2	Condition of flooring surface at waiting rooms	1%	705	614
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	689	681
	4	Condition of water booths and water coolers	2%	699	519
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	688	676
	6	Condition of vending stalls including arrangements for waste disposal	2%	690	614
	7	Proper dressing of Electric cables	2%	679	710
	8	Proper dressing of Telecom cables	2%	668	662
	9	Absence of stench in the station premises	12%	621	481
	10	Control of pest and rodent	2%	617	510
	11	Control of flies and mosquitoes	3%	619	505
	12	Stagnation of water in movement areas and non-movement areas	2%	605	614
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	648	624
	14	Cleanliness and hygiene around vending stalls	3%	656	690
	15	Cleanliness of platform areas	5%	648	676
	16	Cleanliness of advertisement hoardings/signages	3%	685	676
	17	Cleanliness of tracks between platforms	1%	672	662
	18	Cleanliness of foot over bridges	1%	674	633
	19	Cleanliness of track area up to home signal beyond platform	1%	677	667
	20	Functioning of cross and longitudinal waste water drains	2%	626	600
Waste Management	21	Adequate availability of dustbins	10%	636	643
	22	Proper system for collection and disposal of solid waste from trains	0%	703	667
	23	Proper system for collection and disposal of solid waste from stations	0%	685	629
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	619	629
	25	Promptness in removal and disbursement of garbage	3%	653	657
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	633	662
	27	Presence/clearance of unwanted posters/notices	0%	675	662
	28	Storage of scrap items & their prompt disposal	3%	686	643
Toilets	29	Adequate availability of toilet in General	4%	578	581
	30	Adequate availability of toilets in pay and use	0%	581	614
	31	Adequate availability of toilets in Waiting rooms	3%	599	552
	32	Adequate availability of toilets in Circulating area	0%	574	600
	33	Condition of toilets in General	3%	582	633
	34	Condition of toilets in pay and use	0%	589	629
	35	Condition of toilets in Waiting rooms	2%	602	676
	36	Condition of toilets in circulating area	0%	602	643
	37	Availability of water in toilets and in other places for cleaning	4%	675	643
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	689	543
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	694	638
	40	Cleanliness of concourse and circulating area	0%	647	638
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		667	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		600	
	3	Adequate supervision for monitoring cleanliness		733	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		667	
	5	Performance of service improvement groups (SIG) and their effectiveness		800	
	6	Usage of recycled water for non potable uses		533	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		733	
	8	Condition of carriage watering hydrants including their leakage		600	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		600	
	10	Final disposal of waste water from the trackside drains		733	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		667	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		667	
	13	Condition of Washable CC Apron over tracks at station		667	

Name of Station	Division
NAGERCOIL JN	TIRUVANANTHAPURAM CENTRAL
Passenger Cleanliness Score	641
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	56
Cleanliness Rank of the Station (in Category)	46
Cleanliness Rank of the Station (in Footfall Class)	28
Cleanliness Rank of the Station (in Zone)	14
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	571
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	686
Infrastructure Adequacy Level	Level 2
Process Compliance Score	711
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	98
Observed the enforcement of anti-littering rules	39
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	83
Availability of Washable CC Apron over tracks at station	50

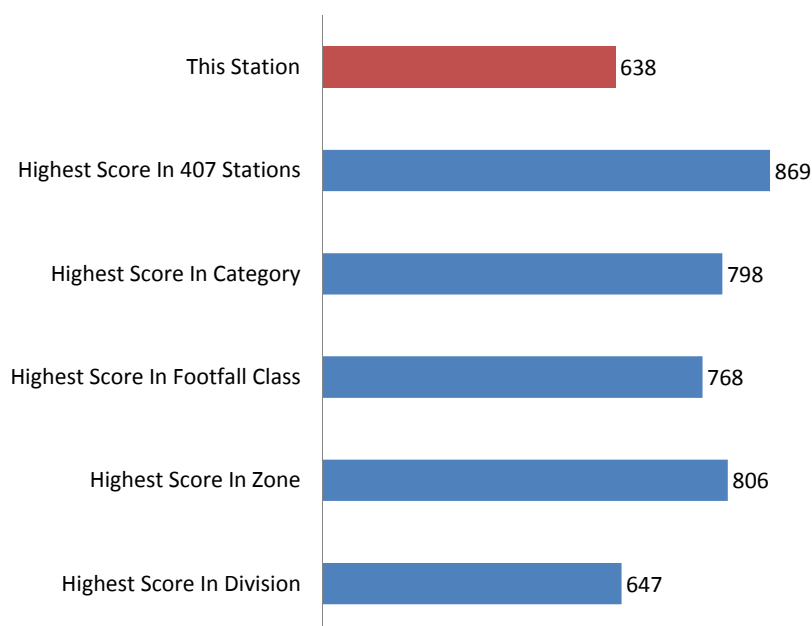
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	686	607
	2	Condition of flooring surface at waiting rooms	1%	711	597
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	702	537
	4	Condition of water booths and water coolers	2%	684	567
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	687	687
	6	Condition of vending stalls including arrangements for waste disposal	2%	670	610
	7	Proper dressing of Electric cables	2%	653	640
	8	Proper dressing of Telecom cables	2%	648	637
	9	Absence of stench in the station premises	12%	629	447
	10	Control of pest and rodent	2%	637	480
	11	Control of flies and mosquitoes	3%	641	480
	12	Stagnation of water in movement areas and non-movement areas	2%	618	537
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	656	557
	14	Cleanliness and hygiene around vending stalls	3%	657	593
	15	Cleanliness of platform areas	5%	672	577
	16	Cleanliness of advertisement hoardings/signages	3%	659	673
	17	Cleanliness of tracks between platforms	1%	668	630
	18	Cleanliness of foot over bridges	1%	672	613
	19	Cleanliness of track area up to home signal beyond platform	1%	681	690
	20	Functioning of cross and longitudinal waste water drains	2%	625	520
Waste Management	21	Adequate availability of dustbins	10%	611	563
	22	Proper system for collection and disposal of solid waste from trains	0%	672	597
	23	Proper system for collection and disposal of solid waste from stations	0%	667	617
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	630	610
	25	Promptness in removal and disbursement of garbage	3%	652	680
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	648	537
	27	Presence/clearance of unwanted posters/notices	0%	669	620
	28	Storage of scrap items & their prompt disposal	3%	658	693
Toilets	29	Adequate availability of toilet in General	4%	561	533
	30	Adequate availability of toilets in pay and use	0%	579	537
	31	Adequate availability of toilets in Waiting rooms	3%	573	520
	32	Adequate availability of toilets in Circulating area	0%	551	547
	33	Condition of toilets in General	3%	551	453
	34	Condition of toilets in pay and use	0%	588	590
	35	Condition of toilets in Waiting rooms	2%	597	640
	36	Condition of toilets in circulating area	0%	579	577
	37	Availability of water in toilets and in other places for cleaning	4%	650	647
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	695	630
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	650	610
	40	Cleanliness of concourse and circulating area	0%	655	613
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			733
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			733
	3	Adequate supervision for monitoring cleanliness			733
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			633
	5	Performance of service improvement groups (SIG) and their effectiveness			733
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			700
	10	Final disposal of waste water from the trackside drains			733
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			633
	13	Condition of Washable CC Apron over tracks at station			733

Name of Station	Division
ERNAKULAM JN	TIRUVANANTHAPURAM CENTRAL
Passenger Cleanliness Score	638
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	60
Cleanliness Rank of the Station (in Category)	12
Cleanliness Rank of the Station (in Footfall Class)	10
Cleanliness Rank of the Station (in Zone)	15
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	556
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	577
Infrastructure Adequacy Level	Level 3
Process Compliance Score	580
Process Compliance Level	Level 3

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	90
Observed the enforcement of anti-littering rules	84
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	40
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	80

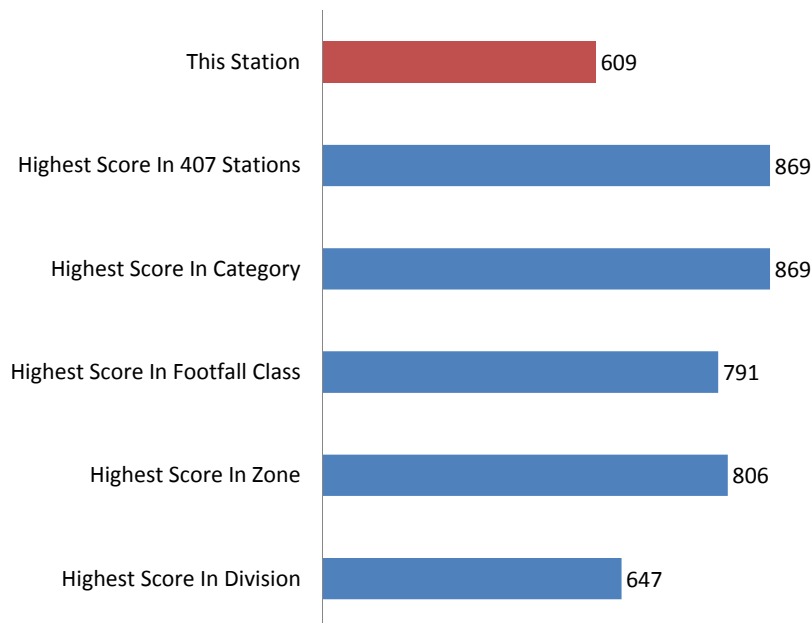
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	635	540
	2	Condition of flooring surface at waiting rooms	1%	629	543
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	638	527
	4	Condition of water booths and water coolers	2%	650	543
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	620	547
	6	Condition of vending stalls including arrangements for waste disposal	2%	636	563
	7	Proper dressing of Electric cables	2%	646	633
	8	Proper dressing of Telecom cables	2%	633	597
	9	Absence of stench in the station premises	12%	631	530
	10	Control of pest and rodent	2%	644	550
	11	Control of flies and mosquitoes	3%	617	527
	12	Stagnation of water in movement areas and non-movement areas	2%	642	580
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	643	640
	14	Cleanliness and hygiene around vending stalls	3%	640	560
	15	Cleanliness of platform areas	5%	648	597
	16	Cleanliness of advertisement hoardings/signages	3%	645	607
	17	Cleanliness of tracks between platforms	1%	644	547
	18	Cleanliness of foot over bridges	1%	655	527
	19	Cleanliness of track area up to home signal beyond platform	1%	650	583
	20	Functioning of cross and longitudinal waste water drains	2%	616	497
Waste Management	21	Adequate availability of dustbins	10%	637	567
	22	Proper system for collection and disposal of solid waste from trains	0%	645	577
	23	Proper system for collection and disposal of solid waste from stations	0%	659	600
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	650	560
	25	Promptness in removal and disbursement of garbage	3%	634	477
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	651	550
	27	Presence/clearance of unwanted posters/notices	0%	650	533
	28	Storage of scrap items & their prompt disposal	3%	650	623
Toilets	29	Adequate availability of toilet in General	4%	657	523
	30	Adequate availability of toilets in pay and use	0%	632	543
	31	Adequate availability of toilets in Waiting rooms	3%	625	520
	32	Adequate availability of toilets in Circulating area	0%	632	563
	33	Condition of toilets in General	3%	631	523
	34	Condition of toilets in pay and use	0%	649	503
	35	Condition of toilets in Waiting rooms	2%	636	523
	36	Condition of toilets in circulating area	0%	634	547
	37	Availability of water in toilets and in other places for cleaning	4%	641	560
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	628	523
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	646	653
	40	Cleanliness of concourse and circulating area	0%	646	587
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			520
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			560
	3	Adequate supervision for monitoring cleanliness			560
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			640
	5	Performance of service improvement groups (SIG) and their effectiveness			560
	6	Usage of recycled water for non potable uses			640
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			560
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			560
	10	Final disposal of waste water from the trackside drains			560
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			520
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			640

Name of Station	Division
KOTTAYAM	TIRUVANANTHAPURAM CENTRAL
Passenger Cleanliness Score	609
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	91
Cleanliness Rank of the Station (in Category)	69
Cleanliness Rank of the Station (in Footfall Class)	30
Cleanliness Rank of the Station (in Zone)	20
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	473
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	536
Infrastructure Adequacy Level	Level 3
Process Compliance Score	458
Process Compliance Level	Level 4

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	94
Observed the enforcement of anti-littering rules	70
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

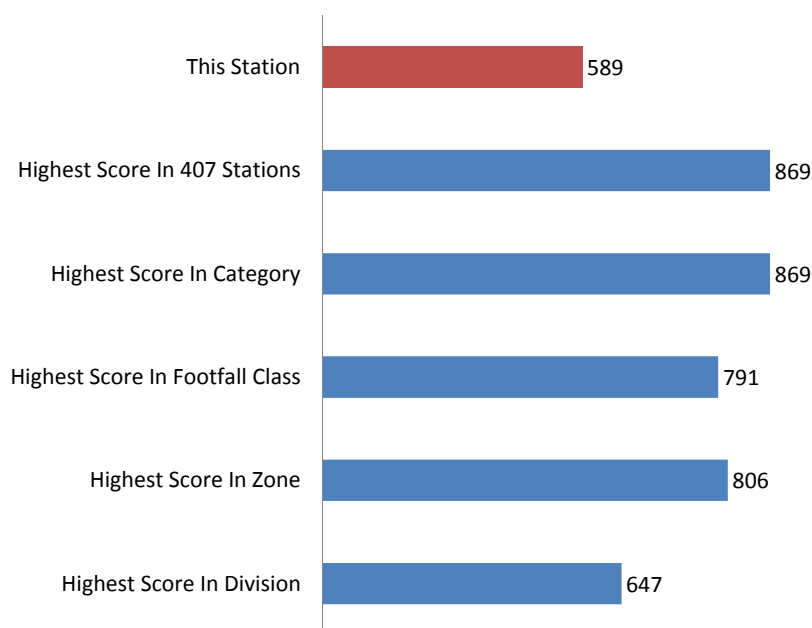
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	595	321
	2	Condition of flooring surface at waiting rooms	1%	613	450
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	636	450
	4	Condition of water booths and water coolers	2%	445	454
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	579	454
	6	Condition of vending stalls including arrangements for waste disposal	2%	601	464
	7	Proper dressing of Electric cables	2%	634	411
	8	Proper dressing of Telecom cables	2%	650	596
	9	Absence of stench in the station premises	12%	506	514
	10	Control of pest and rodent	2%	514	596
	11	Control of flies and mosquitoes	3%	497	489
	12	Stagnation of water in movement areas and non-movement areas	2%	579	461
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	591	475
	14	Cleanliness and hygiene around vending stalls	3%	595	439
	15	Cleanliness of platform areas	5%	605	400
	16	Cleanliness of advertisement hoardings/signages	3%	588	468
	17	Cleanliness of tracks between platforms	1%	603	346
	18	Cleanliness of foot over bridges	1%	602	439
	19	Cleanliness of track area up to home signal beyond platform	1%	584	468
	20	Functioning of cross and longitudinal waste water drains	2%	543	521
Waste Management	21	Adequate availability of dustbins	10%	899	571
	22	Proper system for collection and disposal of solid waste from trains	0%	596	479
	23	Proper system for collection and disposal of solid waste from stations	0%	613	396
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	595	439
	25	Promptness in removal and disbursement of garbage	3%	586	439
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	587	454
	27	Presence/clearance of unwanted posters/notices	0%	579	454
	28	Storage of scrap items & their prompt disposal	3%	621	546
Toilets	29	Adequate availability of toilet in General	4%	630	589
	30	Adequate availability of toilets in pay and use	0%	626	489
	31	Adequate availability of toilets in Waiting rooms	3%	621	425
	32	Adequate availability of toilets in Circulating area	0%	566	479
	33	Condition of toilets in General	3%	550	439
	34	Condition of toilets in pay and use	0%	582	411
	35	Condition of toilets in Waiting rooms	2%	601	475
	36	Condition of toilets in circulating area	0%	571	339
	37	Availability of water in toilets and in other places for cleaning	4%	576	411
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	591	350
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	609	489
	40	Cleanliness of concourse and circulating area	0%	590	461
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			500
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			450
	3	Adequate supervision for monitoring cleanliness			450
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			450
	5	Performance of service improvement groups (SIG) and their effectiveness			450
	6	Usage of recycled water for non potable uses			450
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			550
	8	Condition of carriage watering hydrants including their leakage			550
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			500
	10	Final disposal of waste water from the trackside drains			550
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			500
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			500
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
KOLLAM JN	TIRUVANANTHAPURAM CENTRAL
Passenger Cleanliness Score	589
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	120
Cleanliness Rank of the Station (in Category)	92
Cleanliness Rank of the Station (in Footfall Class)	37
Cleanliness Rank of the Station (in Zone)	25
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	616
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	671
Infrastructure Adequacy Level	Level 2
Process Compliance Score	708
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	89
Observed the enforcement of anti-littering rules	73
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	75

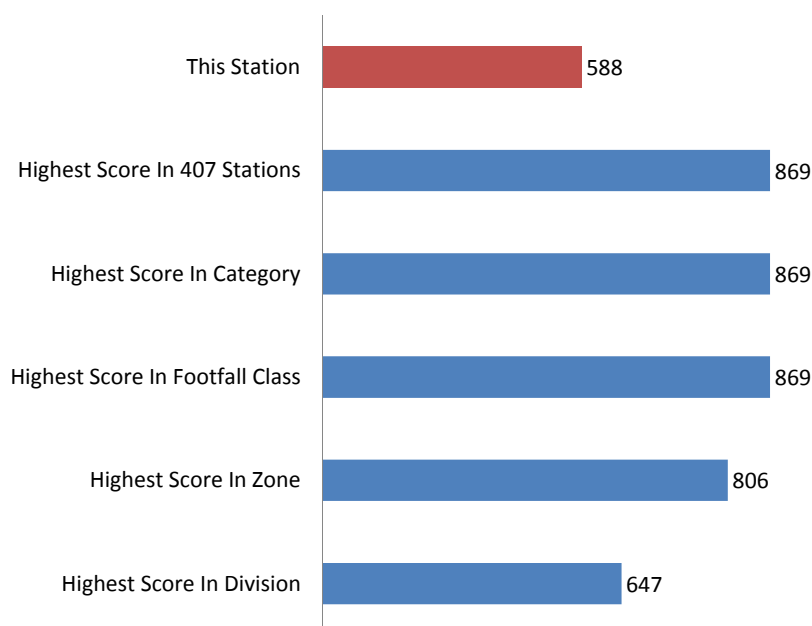
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	582	550
	2	Condition of flooring surface at waiting rooms	1%	558	600
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	533	613
	4	Condition of water booths and water coolers	2%	554	638
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	557	550
	6	Condition of vending stalls including arrangements for waste disposal	2%	562	638
	7	Proper dressing of Electric cables	2%	571	588
	8	Proper dressing of Telecom cables	2%	581	588
	9	Absence of stench in the station premises	12%	659	650
	10	Control of pest and rodent	2%	594	625
	11	Control of flies and mosquitoes	3%	577	638
	12	Stagnation of water in movement areas and non-movement areas	2%	524	625
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	576	625
	14	Cleanliness and hygiene around vending stalls	3%	576	625
	15	Cleanliness of platform areas	5%	566	600
	16	Cleanliness of advertisement hoardings/signages	3%	572	650
	17	Cleanliness of tracks between platforms	1%	563	650
	18	Cleanliness of foot over bridges	1%	566	650
	19	Cleanliness of track area up to home signal beyond platform	1%	550	613
	20	Functioning of cross and longitudinal waste water drains	2%	547	613
Waste Management	21	Adequate availability of dustbins	10%	714	663
	22	Proper system for collection and disposal of solid waste from trains	0%	526	575
	23	Proper system for collection and disposal of solid waste from stations	0%	547	600
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	550	625
	25	Promptness in removal and disbursement of garbage	3%	583	663
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	511	625
	27	Presence/clearance of unwanted posters/notices	0%	551	588
	28	Storage of scrap items & their prompt disposal	3%	586	650
Toilets	29	Adequate availability of toilet in General	4%	593	538
	30	Adequate availability of toilets in pay and use	0%	571	538
	31	Adequate availability of toilets in Waiting rooms	3%	525	625
	32	Adequate availability of toilets in Circulating area	0%	471	613
	33	Condition of toilets in General	3%	534	625
	34	Condition of toilets in pay and use	0%	559	550
	35	Condition of toilets in Waiting rooms	2%	566	638
	36	Condition of toilets in circulating area	0%	538	638
	37	Availability of water in toilets and in other places for cleaning	4%	563	513
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	546	600
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	557	575
	40	Cleanliness of concourse and circulating area	0%	568	613
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			650
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			750
	3	Adequate supervision for monitoring cleanliness			750
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			750
	6	Usage of recycled water for non potable uses			750
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			750
	10	Final disposal of waste water from the trackside drains			650
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			700
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			650
	13	Condition of Washable CC Apron over tracks at station			650

Name of Station	Division
CHENGANNUR	TIRUVANANTHAPURAM CENTRAL
Passenger Cleanliness Score	588
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	122
Cleanliness Rank of the Station (in Category)	93
Cleanliness Rank of the Station (in Footfall Class)	56
Cleanliness Rank of the Station (in Zone)	27
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	622
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	671
Infrastructure Adequacy Level	Level 2
Process Compliance Score	662
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	71
Observed the enforcement of anti-littering rules	71
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	83
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

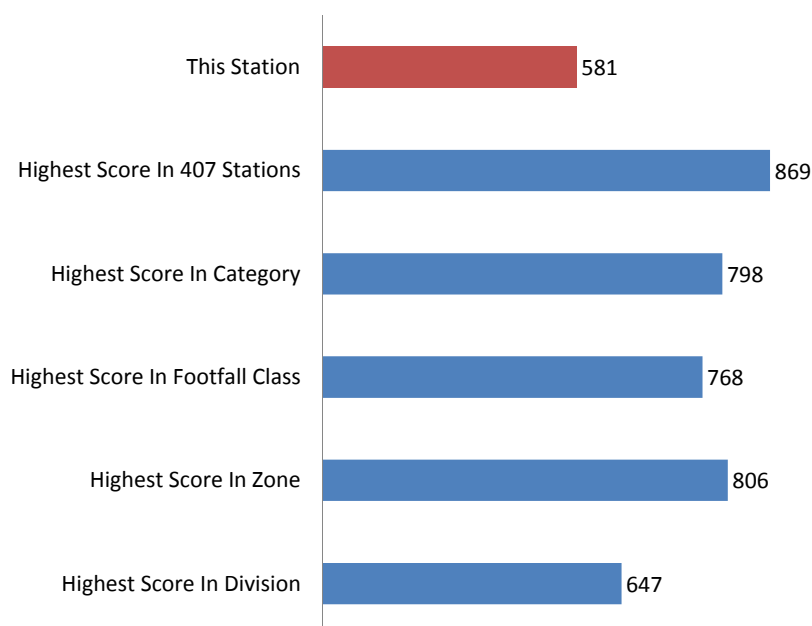
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	538	596
	2	Condition of flooring surface at waiting rooms	1%	536	596
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	554	621
	4	Condition of water booths and water coolers	2%	573	667
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	561	642
	6	Condition of vending stalls including arrangements for waste disposal	2%	579	646
	7	Proper dressing of Electric cables	2%	592	692
	8	Proper dressing of Telecom cables	2%	628	675
	9	Absence of stench in the station premises	12%	637	600
	10	Control of pest and rodent	2%	561	713
	11	Control of flies and mosquitoes	3%	592	621
	12	Stagnation of water in movement areas and non-movement areas	2%	597	667
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	561	583
	14	Cleanliness and hygiene around vending stalls	3%	581	625
	15	Cleanliness of platform areas	5%	567	600
	16	Cleanliness of advertisement hoardings/signages	3%	584	625
	17	Cleanliness of tracks between platforms	1%	552	642
	18	Cleanliness of foot over bridges	1%	551	629
	19	Cleanliness of track area up to home signal beyond platform	1%	564	638
	20	Functioning of cross and longitudinal waste water drains	2%	596	563
Waste Management	21	Adequate availability of dustbins	10%	651	667
	22	Proper system for collection and disposal of solid waste from trains	0%	572	600
	23	Proper system for collection and disposal of solid waste from stations	0%	577	704
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	566	654
	25	Promptness in removal and disbursement of garbage	3%	586	617
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	564	567
	27	Presence/clearance of unwanted posters/notices	0%	581	621
	28	Storage of scrap items & their prompt disposal	3%	631	692
Toilets	29	Adequate availability of toilet in General	4%	572	642
	30	Adequate availability of toilets in pay and use	0%	583	629
	31	Adequate availability of toilets in Waiting rooms	3%	585	604
	32	Adequate availability of toilets in Circulating area	0%	589	583
	33	Condition of toilets in General	3%	571	621
	34	Condition of toilets in pay and use	0%	552	654
	35	Condition of toilets in Waiting rooms	2%	569	571
	36	Condition of toilets in circulating area	0%	574	600
	37	Availability of water in toilets and in other places for cleaning	4%	550	583
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	537	588
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	559	579
	40	Cleanliness of concourse and circulating area	0%	558	588
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			700
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			667
	5	Performance of service improvement groups (SIG) and their effectiveness			667
	6	Usage of recycled water for non potable uses			640
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			633
	8	Condition of carriage watering hydrants including their leakage			667
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			633
	10	Final disposal of waste water from the trackside drains			667
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			667
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			733
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
TIRUVANANTHAPURAM CENTRAL	TIRUVANANTHAPURAM CENTRAL
Passenger Cleanliness Score	581
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	139
Cleanliness Rank of the Station (in Category)	32
Cleanliness Rank of the Station (in Footfall Class)	19
Cleanliness Rank of the Station (in Zone)	30
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	615
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	614
Infrastructure Adequacy Level	Level 2
Process Compliance Score	642
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	80
Observed the enforcement of anti-littering rules	67
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	75

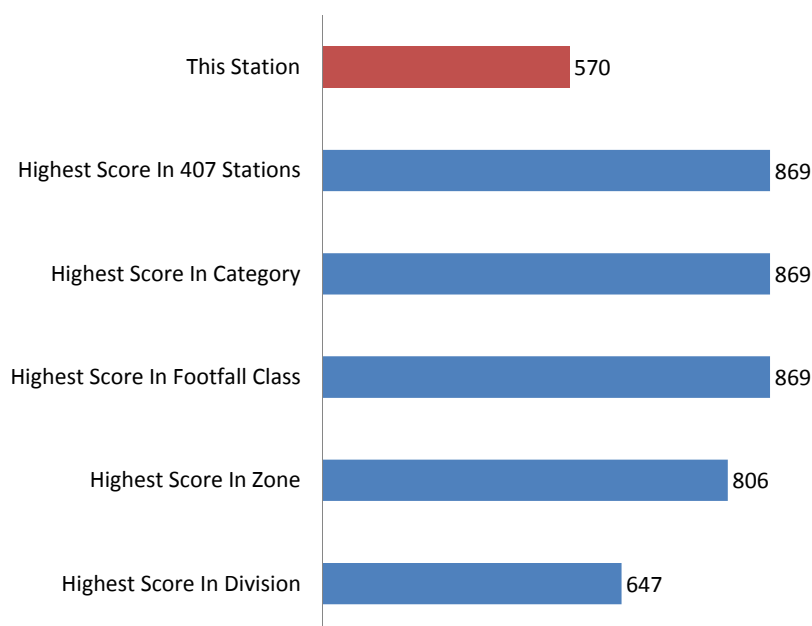
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	574	639
	2	Condition of flooring surface at waiting rooms	1%	565	582
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	579	675
	4	Condition of water booths and water coolers	2%	572	632
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	582	646
	6	Condition of vending stalls including arrangements for waste disposal	2%	576	650
	7	Proper dressing of Electric cables	2%	584	650
	8	Proper dressing of Telecom cables	2%	599	650
	9	Absence of stench in the station premises	12%	609	600
	10	Control of pest and rodent	2%	552	639
	11	Control of flies and mosquitoes	3%	561	611
	12	Stagnation of water in movement areas and non-movement areas	2%	578	589
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	571	596
	14	Cleanliness and hygiene around vending stalls	3%	568	639
	15	Cleanliness of platform areas	5%	567	557
	16	Cleanliness of advertisement hoardings/signages	3%	569	586
	17	Cleanliness of tracks between platforms	1%	559	596
	18	Cleanliness of foot over bridges	1%	569	593
	19	Cleanliness of track area up to home signal beyond platform	1%	570	614
	20	Functioning of cross and longitudinal waste water drains	2%	569	575
Waste Management	21	Adequate availability of dustbins	10%	635	600
	22	Proper system for collection and disposal of solid waste from trains	0%	580	629
	23	Proper system for collection and disposal of solid waste from stations	0%	585	650
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	569	607
	25	Promptness in removal and disbursement of garbage	3%	571	618
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	563	636
	27	Presence/clearance of unwanted posters/notices	0%	570	636
	28	Storage of scrap items & their prompt disposal	3%	589	586
Toilets	29	Adequate availability of toilet in General	4%	560	689
	30	Adequate availability of toilets in pay and use	0%	579	600
	31	Adequate availability of toilets in Waiting rooms	3%	569	536
	32	Adequate availability of toilets in Circulating area	0%	568	639
	33	Condition of toilets in General	3%	563	675
	34	Condition of toilets in pay and use	0%	564	589
	35	Condition of toilets in Waiting rooms	2%	561	593
	36	Condition of toilets in circulating area	0%	568	650
	37	Availability of water in toilets and in other places for cleaning	4%	560	632
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	556	607
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	566	625
	40	Cleanliness of concourse and circulating area	0%	574	611
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			650
	3	Adequate supervision for monitoring cleanliness			550
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			650
	5	Performance of service improvement groups (SIG) and their effectiveness			650
	6	Usage of recycled water for non potable uses			650
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			650
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			650

Name of Station	Division
ALAPPUZHA	TIRUVANANTHAPURAM CENTRAL
Passenger Cleanliness Score	570
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	157
Cleanliness Rank of the Station (in Category)	120
Cleanliness Rank of the Station (in Footfall Class)	73
Cleanliness Rank of the Station (in Zone)	33
Cleanliness Rank of the Station (in Division)	8
Non-Passenger Cleanliness Score	669
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	743
Infrastructure Adequacy Level	Level 2
Process Compliance Score	758
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	78
Observed the enforcement of anti-littering rules	69
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	75
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

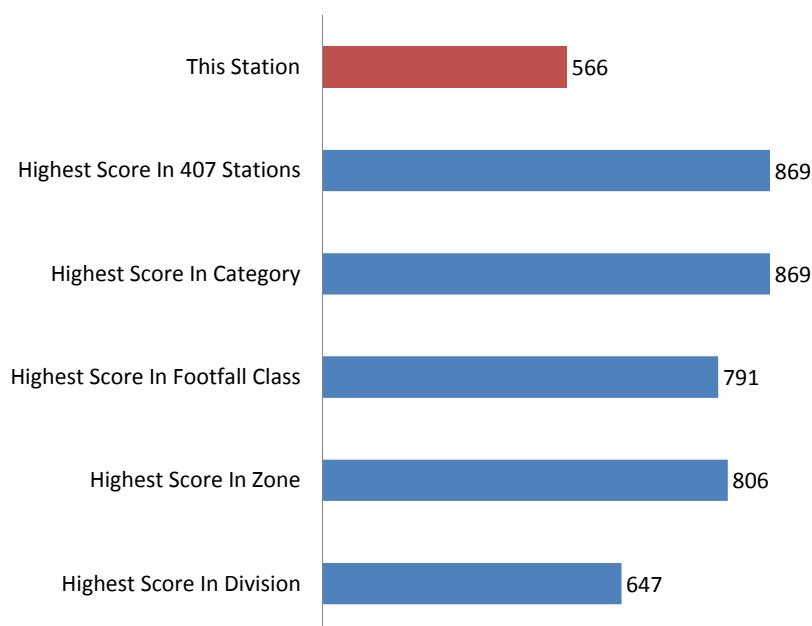
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	560	608
	2	Condition of flooring surface at waiting rooms	1%	556	600
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	561	683
	4	Condition of water booths and water coolers	2%	581	567
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	572	617
	6	Condition of vending stalls including arrangements for waste disposal	2%	575	650
	7	Proper dressing of Electric cables	2%	632	633
	8	Proper dressing of Telecom cables	2%	586	683
	9	Absence of stench in the station premises	12%	551	692
	10	Control of pest and rodent	2%	549	708
	11	Control of flies and mosquitoes	3%	564	692
	12	Stagnation of water in movement areas and non-movement areas	2%	607	642
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	579	642
	14	Cleanliness and hygiene around vending stalls	3%	587	708
	15	Cleanliness of platform areas	5%	576	725
	16	Cleanliness of advertisement hoardings/signages	3%	592	708
	17	Cleanliness of tracks between platforms	1%	568	667
	18	Cleanliness of foot over bridges	1%	575	658
	19	Cleanliness of track area up to home signal beyond platform	1%	576	717
	20	Functioning of cross and longitudinal waste water drains	2%	550	600
Waste Management	21	Adequate availability of dustbins	10%	557	725
	22	Proper system for collection and disposal of solid waste from trains	0%	570	625
	23	Proper system for collection and disposal of solid waste from stations	0%	615	683
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	581	700
	25	Promptness in removal and disbursement of garbage	3%	582	617
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	570	717
	27	Presence/clearance of unwanted posters/notices	0%	578	650
	28	Storage of scrap items & their prompt disposal	3%	580	725
Toilets	29	Adequate availability of toilet in General	4%	559	675
	30	Adequate availability of toilets in pay and use	0%	570	592
	31	Adequate availability of toilets in Waiting rooms	3%	555	625
	32	Adequate availability of toilets in Circulating area	0%	593	658
	33	Condition of toilets in General	3%	580	542
	34	Condition of toilets in pay and use	0%	573	675
	35	Condition of toilets in Waiting rooms	2%	585	633
	36	Condition of toilets in circulating area	0%	573	592
	37	Availability of water in toilets and in other places for cleaning	4%	566	642
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	555	650
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	587	667
	40	Cleanliness of concourse and circulating area	0%	576	733
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			750
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			750
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			750
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			650
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			750
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
ALUVA	TIRUVANANTHAPURAM CENTRAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	566
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	164
Cleanliness Rank of the Station (in Category)	127
Cleanliness Rank of the Station (in Footfall Class)	48
Cleanliness Rank of the Station (in Zone)	34
Cleanliness Rank of the Station (in Division)	9
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	547
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	586
Infrastructure Adequacy Level	Level 3
Process Compliance Score	571
Process Compliance Level	Level 3

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	84
Observed the enforcement of anti-littering rules	61
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	75
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	88

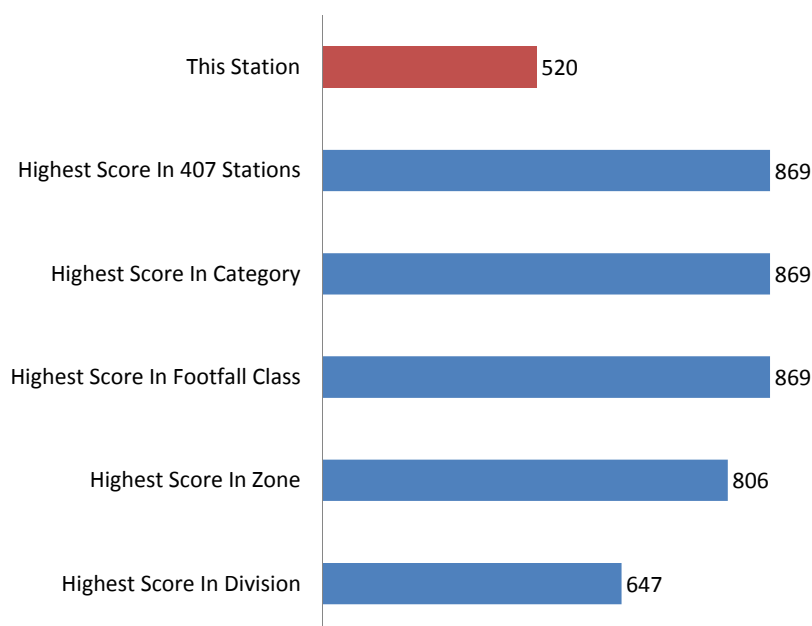
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	575	525
	2	Condition of flooring surface at waiting rooms	1%	586	529
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	560	488
	4	Condition of water booths and water coolers	2%	557	529
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	570	496
	6	Condition of vending stalls including arrangements for waste disposal	2%	560	525
	7	Proper dressing of Electric cables	2%	582	563
	8	Proper dressing of Telecom cables	2%	572	546
	9	Absence of stench in the station premises	12%	534	613
	10	Control of pest and rodent	2%	523	521
	11	Control of flies and mosquitoes	3%	538	558
	12	Stagnation of water in movement areas and non-movement areas	2%	572	588
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	563	546
	14	Cleanliness and hygiene around vending stalls	3%	578	588
	15	Cleanliness of platform areas	5%	570	521
	16	Cleanliness of advertisement hoardings/signages	3%	576	525
	17	Cleanliness of tracks between platforms	1%	584	558
	18	Cleanliness of foot over bridges	1%	567	542
	19	Cleanliness of track area up to home signal beyond platform	1%	574	558
	20	Functioning of cross and longitudinal waste water drains	2%	558	571
Waste Management	21	Adequate availability of dustbins	10%	584	571
	22	Proper system for collection and disposal of solid waste from trains	0%	571	508
	23	Proper system for collection and disposal of solid waste from stations	0%	557	571
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	571	504
	25	Promptness in removal and disbursement of garbage	3%	574	500
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	567	558
	27	Presence/clearance of unwanted posters/notices	0%	580	575
	28	Storage of scrap items & their prompt disposal	3%	573	596
Toilets	29	Adequate availability of toilet in General	4%	573	467
	30	Adequate availability of toilets in pay and use	0%	560	529
	31	Adequate availability of toilets in Waiting rooms	3%	565	508
	32	Adequate availability of toilets in Circulating area	0%	556	598
	33	Condition of toilets in General	3%	567	490
	34	Condition of toilets in pay and use	0%	557	554
	35	Condition of toilets in Waiting rooms	2%	576	542
	36	Condition of toilets in circulating area	0%	575	471
	37	Availability of water in toilets and in other places for cleaning	4%	576	538
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	569	575
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	577	500
	40	Cleanliness of concourse and circulating area	0%	571	471
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			525
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			525
	3	Adequate supervision for monitoring cleanliness			550
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			650
	5	Performance of service improvement groups (SIG) and their effectiveness			550
	6	Usage of recycled water for non potable uses			625
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			575
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			550
	10	Final disposal of waste water from the trackside drains			575
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			575
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			625
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
KAYANKULAM JN	TIRUVANANTHAPURAM CENTRAL
Passenger Cleanliness Score	520
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	241
Cleanliness Rank of the Station (in Category)	188
Cleanliness Rank of the Station (in Footfall Class)	107
Cleanliness Rank of the Station (in Zone)	42
Cleanliness Rank of the Station (in Division)	10
Non-Passenger Cleanliness Score	620
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	686
Infrastructure Adequacy Level	Level 2
Process Compliance Score	660
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	64
Observed the enforcement of anti-littering rules	39
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	60
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	80
Availability of Washable CC Apron over tracks at station	100

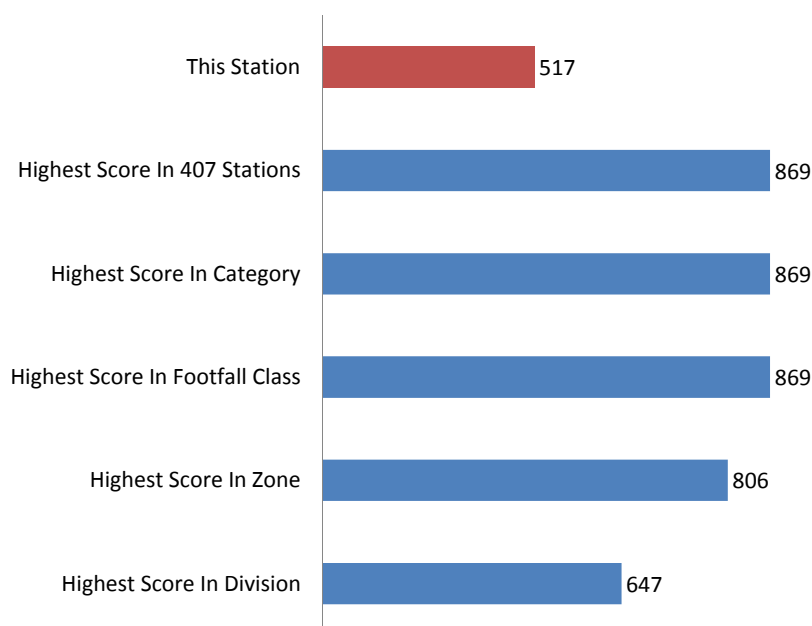
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	493	640
	2	Condition of flooring surface at waiting rooms	1%	487	650
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	471	637
	4	Condition of water booths and water coolers	2%	516	603
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	527	583
	6	Condition of vending stalls including arrangements for waste disposal	2%	506	560
	7	Proper dressing of Electric cables	2%	530	623
	8	Proper dressing of Telecom cables	2%	527	640
	9	Absence of stench in the station premises	12%	532	617
	10	Control of pest and rodent	2%	526	637
	11	Control of flies and mosquitoes	3%	515	640
	12	Stagnation of water in movement areas and non-movement areas	2%	547	637
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	510	657
	14	Cleanliness and hygiene around vending stalls	3%	493	617
	15	Cleanliness of platform areas	5%	504	643
	16	Cleanliness of advertisement hoardings/signages	3%	483	603
	17	Cleanliness of tracks between platforms	1%	514	697
	18	Cleanliness of foot over bridges	1%	521	693
	19	Cleanliness of track area up to home signal beyond platform	1%	529	697
	20	Functioning of cross and longitudinal waste water drains	2%	542	643
Waste Management	21	Adequate availability of dustbins	10%	587	583
	22	Proper system for collection and disposal of solid waste from trains	0%	488	547
	23	Proper system for collection and disposal of solid waste from stations	0%	479	653
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	532	583
	25	Promptness in removal and disbursement of garbage	3%	492	623
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	498	637
	27	Presence/clearance of unwanted posters/notices	0%	494	627
	28	Storage of scrap items & their prompt disposal	3%	478	630
Toilets	29	Adequate availability of toilet in General	4%	565	597
	30	Adequate availability of toilets in pay and use	0%	555	647
	31	Adequate availability of toilets in Waiting rooms	3%	511	657
	32	Adequate availability of toilets in Circulating area	0%	492	600
	33	Condition of toilets in General	3%	500	677
	34	Condition of toilets in pay and use	0%	500	673
	35	Condition of toilets in Waiting rooms	2%	491	613
	36	Condition of toilets in circulating area	0%	481	623
	37	Availability of water in toilets and in other places for cleaning	4%	482	567
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	501	587
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	532	657
	40	Cleanliness of concourse and circulating area	0%	513	610
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			680
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			680
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			640
	5	Performance of service improvement groups (SIG) and their effectiveness			680
	6	Usage of recycled water for non potable uses			680
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			640
	8	Condition of carriage watering hydrants including their leakage			720
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			720
	10	Final disposal of waste water from the trackside drains			680
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			720
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			680
	13	Condition of Washable CC Apron over tracks at station			640

Name of Station	Division
TIRUVALLA	TIRUVANANTHAPURAM CENTRAL
Passenger Cleanliness Score	517
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	246
Cleanliness Rank of the Station (in Category)	192
Cleanliness Rank of the Station (in Footfall Class)	110
Cleanliness Rank of the Station (in Zone)	44
Cleanliness Rank of the Station (in Division)	11
Non-Passenger Cleanliness Score	521
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	557
Infrastructure Adequacy Level	Level 3
Process Compliance Score	533
Process Compliance Level	Level 3

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	66
Observed the enforcement of anti-littering rules	51
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

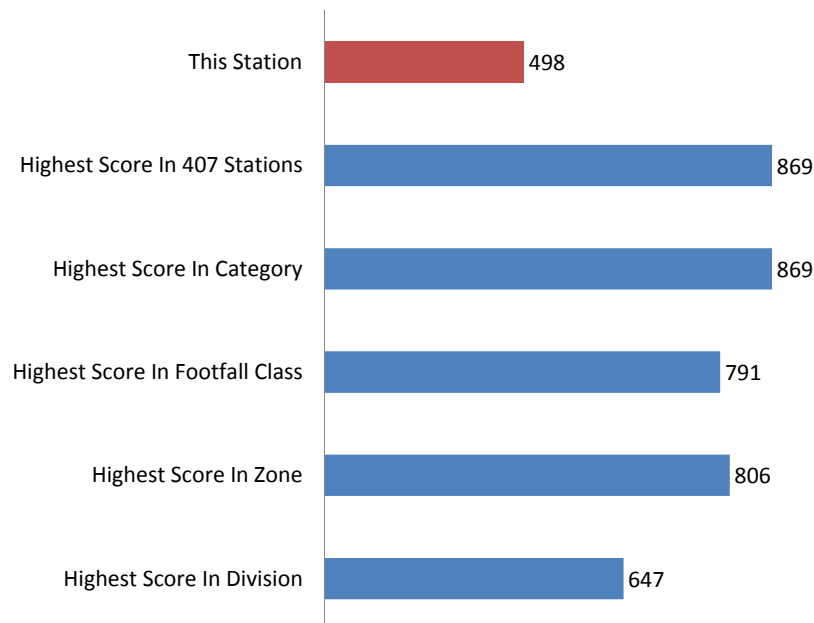
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	509	563
	2	Condition of flooring surface at waiting rooms	1%	503	525
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	530	588
	4	Condition of water booths and water coolers	2%	528	575
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	525	488
	6	Condition of vending stalls including arrangements for waste disposal	2%	511	600
	7	Proper dressing of Electric cables	2%	529	563
	8	Proper dressing of Telecom cables	2%	545	563
	9	Absence of stench in the station premises	12%	521	475
	10	Control of pest and rodent	2%	497	550
	11	Control of flies and mosquitoes	3%	480	575
	12	Stagnation of water in movement areas and non-movement areas	2%	533	538
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	522	563
	14	Cleanliness and hygiene around vending stalls	3%	521	500
	15	Cleanliness of platform areas	5%	517	538
	16	Cleanliness of advertisement hoardings/signages	3%	530	525
	17	Cleanliness of tracks between platforms	1%	512	525
	18	Cleanliness of foot over bridges	1%	510	550
	19	Cleanliness of track area up to home signal beyond platform	1%	524	500
	20	Functioning of cross and longitudinal waste water drains	2%	503	538
Waste Management	21	Adequate availability of dustbins	10%	543	463
	22	Proper system for collection and disposal of solid waste from trains	0%	490	500
	23	Proper system for collection and disposal of solid waste from stations	0%	501	538
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	528	475
	25	Promptness in removal and disbursement of garbage	3%	512	500
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	502	475
	27	Presence/clearance of unwanted posters/notices	0%	516	563
	28	Storage of scrap items & their prompt disposal	3%	535	563
Toilets	29	Adequate availability of toilet in General	4%	497	550
	30	Adequate availability of toilets in pay and use	0%	504	550
	31	Adequate availability of toilets in Waiting rooms	3%	501	525
	32	Adequate availability of toilets in Circulating area	0%	489	563
	33	Condition of toilets in General	3%	491	575
	34	Condition of toilets in pay and use	0%	512	500
	35	Condition of toilets in Waiting rooms	2%	520	550
	36	Condition of toilets in circulating area	0%	515	550
	37	Availability of water in toilets and in other places for cleaning	4%	517	513
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	501	525
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	528	550
	40	Cleanliness of concourse and circulating area	0%	515	550
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			550
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			400
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			500
	6	Usage of recycled water for non potable uses			550
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			500
	8	Condition of carriage watering hydrants including their leakage			550
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			450
	10	Final disposal of waste water from the trackside drains			650
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			550
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
ERNAKULAM TOWN	TIRUVANANTHAPURAM CENTRAL
Passenger Cleanliness Score	498
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	273
Cleanliness Rank of the Station (in Category)	217
Cleanliness Rank of the Station (in Footfall Class)	85
Cleanliness Rank of the Station (in Zone)	48
Cleanliness Rank of the Station (in Division)	12
Non-Passenger Cleanliness Score	512
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	476
Infrastructure Adequacy Level	Level 4
Process Compliance Score	500
Process Compliance Level	Level 3

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	87
Observed the enforcement of anti-littering rules	76
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	67

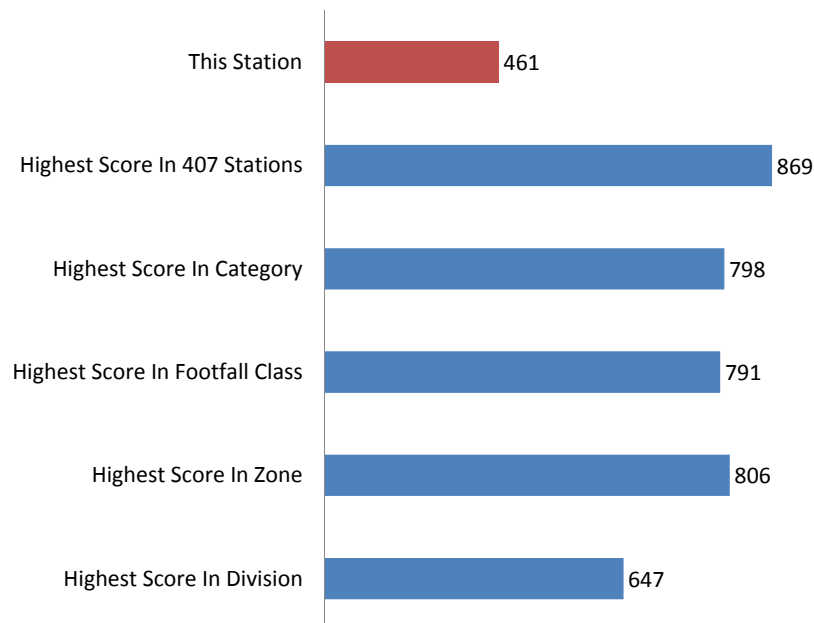
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	504	483
	2	Condition of flooring surface at waiting rooms	1%	497	517
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	462	442
	4	Condition of water booths and water coolers	2%	482	542
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	487	467
	6	Condition of vending stalls including arrangements for waste disposal	2%	502	492
	7	Proper dressing of Electric cables	2%	495	500
	8	Proper dressing of Telecom cables	2%	500	542
	9	Absence of stench in the station premises	12%	496	525
	10	Control of pest and rodent	2%	468	408
	11	Control of flies and mosquitoes	3%	445	500
	12	Stagnation of water in movement areas and non-movement areas	2%	485	517
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	500	592
	14	Cleanliness and hygiene around vending stalls	3%	508	517
	15	Cleanliness of platform areas	5%	505	492
	16	Cleanliness of advertisement hoardings/signages	3%	497	492
	17	Cleanliness of tracks between platforms	1%	493	558
	18	Cleanliness of foot over bridges	1%	488	525
	19	Cleanliness of track area up to home signal beyond platform	1%	486	492
	20	Functioning of cross and longitudinal waste water drains	2%	462	417
Waste Management	21	Adequate availability of dustbins	10%	560	600
	22	Proper system for collection and disposal of solid waste from trains	0%	490	433
	23	Proper system for collection and disposal of solid waste from stations	0%	485	458
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	509	525
	25	Promptness in removal and disbursement of garbage	3%	483	433
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	467	508
	27	Presence/clearance of unwanted posters/notices	0%	479	475
	28	Storage of scrap items & their prompt disposal	3%	504	500
Toilets	29	Adequate availability of toilet in General	4%	515	525
	30	Adequate availability of toilets in pay and use	0%	486	467
	31	Adequate availability of toilets in Waiting rooms	3%	498	517
	32	Adequate availability of toilets in Circulating area	0%	495	467
	33	Condition of toilets in General	3%	479	458
	34	Condition of toilets in pay and use	0%	506	467
	35	Condition of toilets in Waiting rooms	2%	496	517
	36	Condition of toilets in circulating area	0%	481	417
	37	Availability of water in toilets and in other places for cleaning	4%	493	433
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	483	542
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	495	508
	40	Cleanliness of concourse and circulating area	0%	489	517
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			467
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			400
	3	Adequate supervision for monitoring cleanliness			533
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			533
	5	Performance of service improvement groups (SIG) and their effectiveness			467
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			533
	8	Condition of carriage watering hydrants including their leakage			333
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			467
	10	Final disposal of waste water from the trackside drains			467
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			467
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			533
	13	Condition of Washable CC Apron over tracks at station			533

Name of Station	Division
THRISUR	TIRUVANANTHAPURAM CENTRAL
Passenger Cleanliness Score	461
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	322
Cleanliness Rank of the Station (in Category)	66
Cleanliness Rank of the Station (in Footfall Class)	105
Cleanliness Rank of the Station (in Zone)	49
Cleanliness Rank of the Station (in Division)	13
Non-Passenger Cleanliness Score	470
Non-Passenger Cleanliness Level	Level 4
Infrastructure Adequacy Score	479
Infrastructure Adequacy Level	Level 4
Process Compliance Score	475
Process Compliance Level	Level 4

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	56
Observed the enforcement of anti-littering rules	56
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	75
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

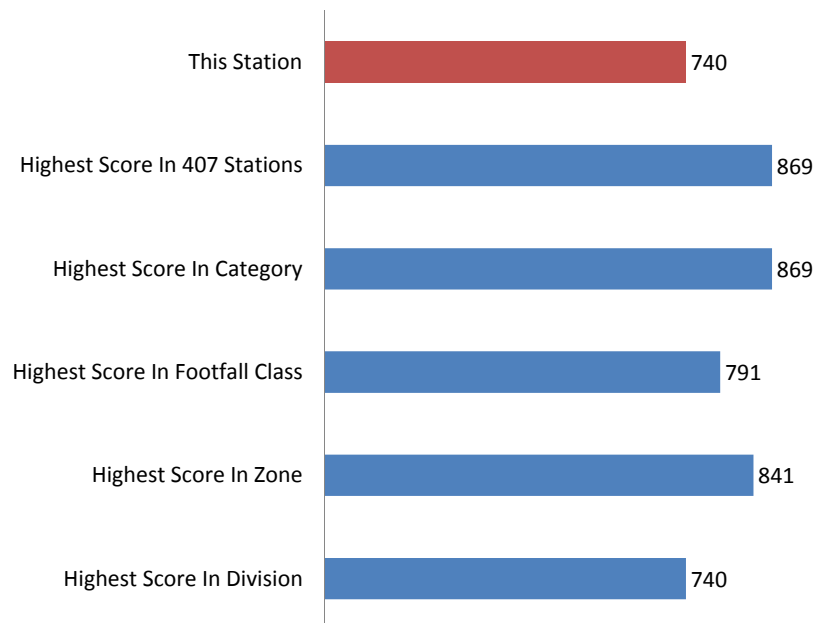
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	428	383
	2	Condition of flooring surface at waiting rooms	1%	405	456
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	434	408
	4	Condition of water booths and water coolers	2%	450	436
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	470	492
	6	Condition of vending stalls including arrangements for waste disposal	2%	464	400
	7	Proper dressing of Electric cables	2%	524	519
	8	Proper dressing of Telecom cables	2%	567	622
	9	Absence of stench in the station premises	12%	468	494
	10	Control of pest and rodent	2%	506	506
	11	Control of flies and mosquitoes	3%	456	556
	12	Stagnation of water in movement areas and non-movement areas	2%	451	400
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	450	422
	14	Cleanliness and hygiene around vending stalls	3%	450	467
	15	Cleanliness of platform areas	5%	435	394
	16	Cleanliness of advertisement hoardings/signages	3%	475	486
	17	Cleanliness of tracks between platforms	1%	431	353
	18	Cleanliness of foot over bridges	1%	451	447
	19	Cleanliness of track area up to home signal beyond platform	1%	470	525
	20	Functioning of cross and longitudinal waste water drains	2%	438	411
Waste Management	21	Adequate availability of dustbins	10%	483	517
	22	Proper system for collection and disposal of solid waste from trains	0%	460	506
	23	Proper system for collection and disposal of solid waste from stations	0%	481	525
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	432	311
	25	Promptness in removal and disbursement of garbage	3%	461	450
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	454	447
	27	Presence/clearance of unwanted posters/notices	0%	459	397
	28	Storage of scrap items & their prompt disposal	3%	576	575
Toilets	29	Adequate availability of toilet in General	4%	479	528
	30	Adequate availability of toilets in pay and use	0%	428	472
	31	Adequate availability of toilets in Waiting rooms	3%	423	483
	32	Adequate availability of toilets in Circulating area	0%	428	375
	33	Condition of toilets in General	3%	425	422
	34	Condition of toilets in pay and use	0%	424	456
	35	Condition of toilets in Waiting rooms	2%	418	508
	36	Condition of toilets in circulating area	0%	436	558
	37	Availability of water in toilets and in other places for cleaning	4%	439	447
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	408	397
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	464	531
	40	Cleanliness of concourse and circulating area	0%	424	339
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			500
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			350
	3	Adequate supervision for monitoring cleanliness			500
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			400
	5	Performance of service improvement groups (SIG) and their effectiveness			550
	6	Usage of recycled water for non potable uses			550
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			450
	8	Condition of carriage watering hydrants including their leakage			650
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			350
	10	Final disposal of waste water from the trackside drains			400
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			450
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			450
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
BANGARPET	BANGALORE CITY
Passenger Cleanliness Score	
Passenger Cleanliness Score	740
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	16
Cleanliness Rank of the Station (in Category)	13
Cleanliness Rank of the Station (in Footfall Class)	7
Cleanliness Rank of the Station (in Zone)	2
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	701
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	563
Infrastructure Adequacy Level	Level 3
Process Compliance Score	555
Process Compliance Level	Level 3

Passenger Cleanliness Score



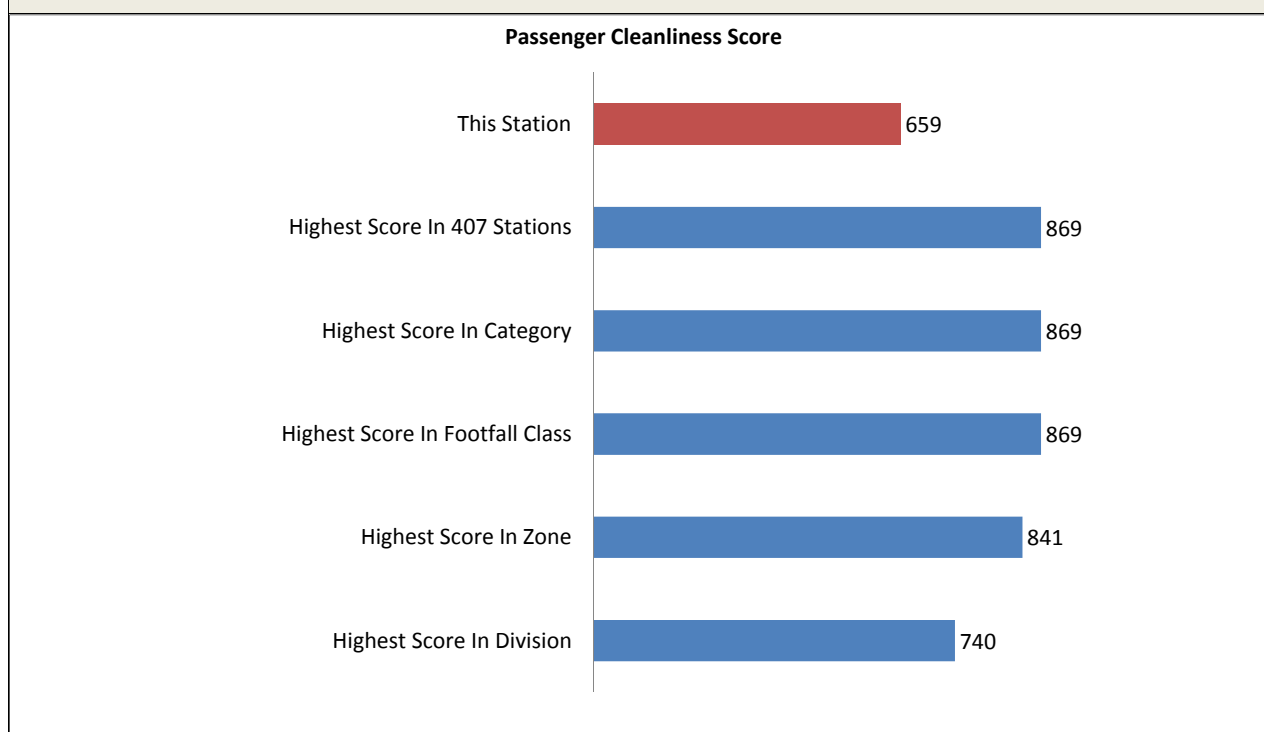
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	97
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SWR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	731	688
	2	Condition of flooring surface at waiting rooms	1%	746	750
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	746	700
	4	Condition of water booths and water coolers	2%	741	588
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	730	675
	6	Condition of vending stalls including arrangements for waste disposal	2%	746	738
	7	Proper dressing of Electric cables	2%	733	663
	8	Proper dressing of Telecom cables	2%	740	650
	9	Absence of stench in the station premises	12%	722	738
	10	Control of pest and rodent	2%	657	738
	11	Control of flies and mosquitoes	3%	721	625
	12	Stagnation of water in movement areas and non-movement areas	2%	738	625
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	740	750
	14	Cleanliness and hygiene around vending stalls	3%	752	675
	15	Cleanliness of platform areas	5%	754	675
	16	Cleanliness of advertisement hoardings/signages	3%	749	713
	17	Cleanliness of tracks between platforms	1%	758	707
	18	Cleanliness of foot over bridges	1%	751	750
	19	Cleanliness of track area up to home signal beyond platform	1%	745	675
	20	Functioning of cross and longitudinal waste water drains	2%	706	625
Waste Management	21	Adequate availability of dustbins	10%	779	713
	22	Proper system for collection and disposal of solid waste from trains	0%	740	713
	23	Proper system for collection and disposal of solid waste from stations	0%	733	763
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	742	750
	25	Promptness in removal and disbursement of garbage	3%	742	700
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	759	738
	27	Presence/clearance of unwanted posters/notices	0%	741	663
	28	Storage of scrap items & their prompt disposal	3%	753	700
Toilets	29	Adequate availability of toilet in General	4%	709	650
	30	Adequate availability of toilets in pay and use	0%	735	688
	31	Adequate availability of toilets in Waiting rooms	3%	717	750
	32	Adequate availability of toilets in Circulating area	0%	732	738
	33	Condition of toilets in General	3%	726	763
	34	Condition of toilets in pay and use	0%	737	675
	35	Condition of toilets in Waiting rooms	2%	722	713
	36	Condition of toilets in circulating area	0%	744	700
	37	Availability of water in toilets and in other places for cleaning	4%	751	675
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	749	725
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	755	725
	40	Cleanliness of concourse and circulating area	0%	739	764
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		525	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		600	
	3	Adequate supervision for monitoring cleanliness		600	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		525	
	5	Performance of service improvement groups (SIG) and their effectiveness		525	
	6	Usage of recycled water for non potable uses		0	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		700	
	8	Condition of carriage watering hydrants including their leakage		725	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		475	
	10	Final disposal of waste water from the trackside drains		600	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		525	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		350	
	13	Condition of Washable CC Apron over tracks at station		0	

Name of Station	Division
KENGERI	BANGALORE CITY
Passenger Cleanliness Score	659
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	47
Cleanliness Rank of the Station (in Category)	38
Cleanliness Rank of the Station (in Footfall Class)	22
Cleanliness Rank of the Station (in Zone)	4
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	726
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	604
Infrastructure Adequacy Level	Level 2
Process Compliance Score	610
Process Compliance Level	Level 2



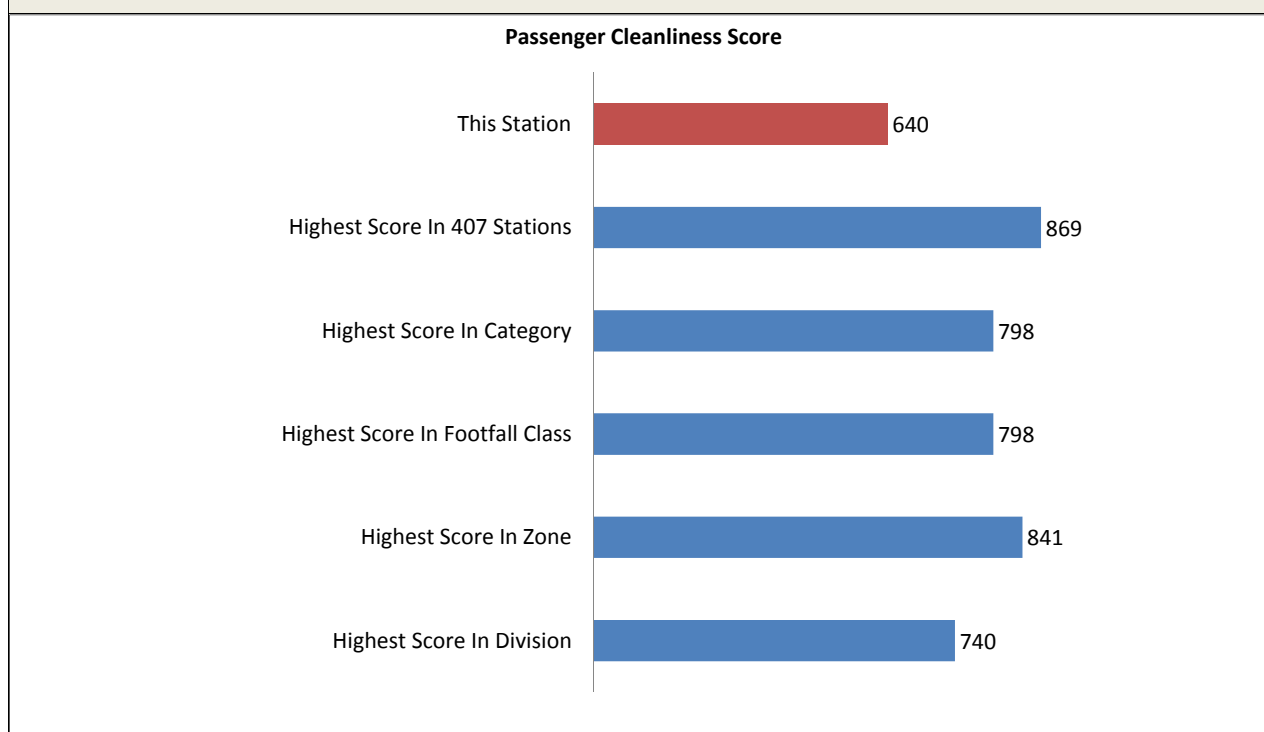
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	96
Observed the enforcement of anti-littering rules	64
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	25
Sensitized cleaning staff about correct practices	88
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	13

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	636	700
	2	Condition of flooring surface at waiting rooms	1%	639	713
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	637	779
	4	Condition of water booths and water coolers	2%	618	700
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	596	700
	6	Condition of vending stalls including arrangements for waste disposal	2%	621	750
	7	Proper dressing of Electric cables	2%	616	775
	8	Proper dressing of Telecom cables	2%	620	696
	9	Absence of stench in the station premises	12%	761	800
	10	Control of pest and rodent	2%	698	638
	11	Control of flies and mosquitoes	3%	703	638
	12	Stagnation of water in movement areas and non-movement areas	2%	663	538
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	651	629
	14	Cleanliness and hygiene around vending stalls	3%	673	600
	15	Cleanliness of platform areas	5%	665	638
	16	Cleanliness of advertisement hoardings/signages	3%	643	788
	17	Cleanliness of tracks between platforms	1%	649	663
	18	Cleanliness of foot over bridges	1%	676	738
	19	Cleanliness of track area up to home signal beyond platform	1%	639	750
	20	Functioning of cross and longitudinal waste water drains	2%	664	638
Waste Management	21	Adequate availability of dustbins	10%	684	775
	22	Proper system for collection and disposal of solid waste from trains	0%	602	761
	23	Proper system for collection and disposal of solid waste from stations	0%	613	775
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	646	588
	25	Promptness in removal and disbursement of garbage	3%	655	613
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	636	800
	27	Presence/clearance of unwanted posters/notices	0%	637	833
	28	Storage of scrap items & their prompt disposal	3%	641	876
Toilets	29	Adequate availability of toilet in General	4%	632	693
	30	Adequate availability of toilets in pay and use	0%	648	738
	31	Adequate availability of toilets in Waiting rooms	3%	618	775
	32	Adequate availability of toilets in Circulating area	0%	599	771
	33	Condition of toilets in General	3%	590	771
	34	Condition of toilets in pay and use	0%	603	788
	35	Condition of toilets in Waiting rooms	2%	607	788
	36	Condition of toilets in circulating area	0%	613	742
	37	Availability of water in toilets and in other places for cleaning	4%	635	696
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	651	738
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	614	813
	40	Cleanliness of concourse and circulating area	0%	673	713
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		625	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		625	
	3	Adequate supervision for monitoring cleanliness		625	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		625	
	5	Performance of service improvement groups (SIG) and their effectiveness		550	
	6	Usage of recycled water for non potable uses		0	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		725	
	8	Condition of carriage watering hydrants including their leakage		675	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		625	
	10	Final disposal of waste water from the trackside drains		675	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		625	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		400	
	13	Condition of Washable CC Apron over tracks at station		500	

Name of Station	Division
YESVANTPUR	BANGALORE CITY
Passenger Cleanliness Score	640
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	57
Cleanliness Rank of the Station (in Category)	11
Cleanliness Rank of the Station (in Footfall Class)	3
Cleanliness Rank of the Station (in Zone)	5
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	635
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	581
Infrastructure Adequacy Level	Level 3
Process Compliance Score	518
Process Compliance Level	Level 3



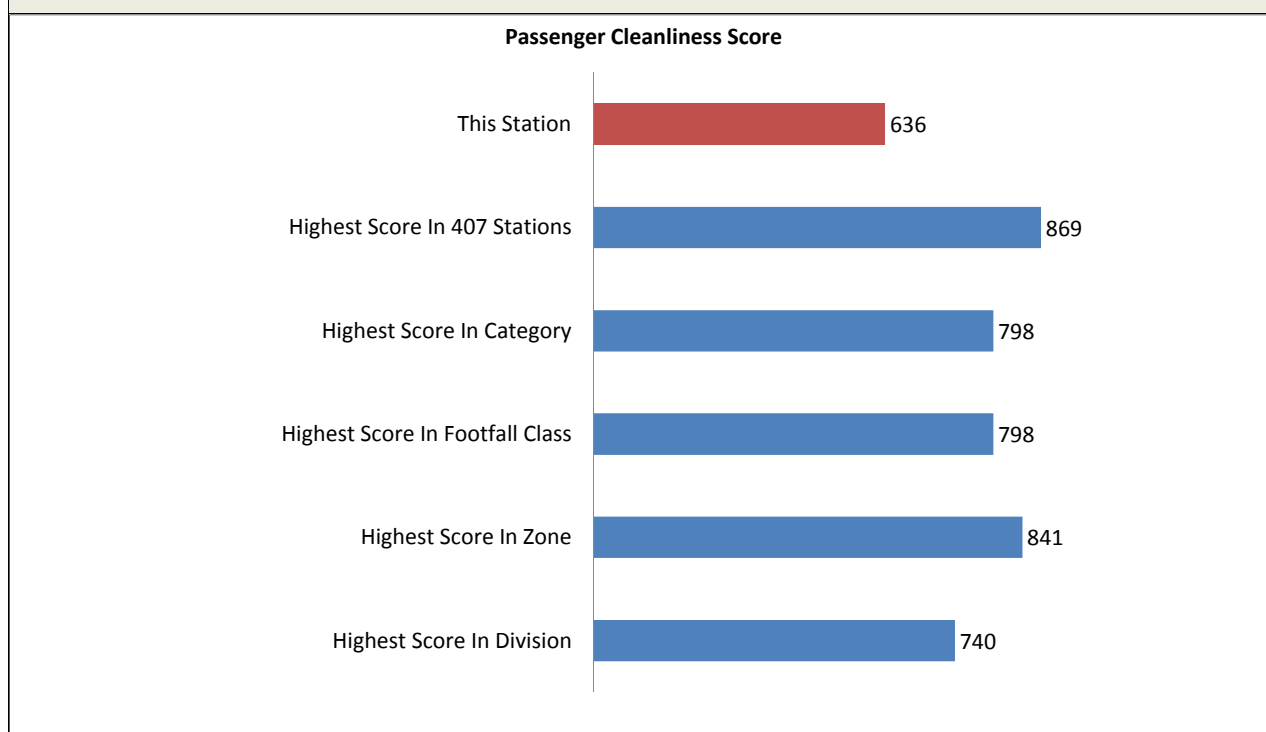
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	93
Observed the enforcement of anti-littering rules	52
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	17
Sensitized cleaning staff about correct practices	83
Observed the use of CCTVs for monitoring cleanliness at stations	67
Availability of Washable CC Apron over tracks at station	42

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SWR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	626	675
	2	Condition of flooring surface at waiting rooms	1%	641	755
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	611	517
	4	Condition of water booths and water coolers	2%	607	730
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	600	608
	6	Condition of vending stalls including arrangements for waste disposal	2%	616	575
	7	Proper dressing of Electric cables	2%	616	559
	8	Proper dressing of Telecom cables	2%	601	600
	9	Absence of stench in the station premises	12%	706	705
	10	Control of pest and rodent	2%	630	558
	11	Control of flies and mosquitoes	3%	662	550
	12	Stagnation of water in movement areas and non-movement areas	2%	656	617
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	644	617
	14	Cleanliness and hygiene around vending stalls	3%	666	733
	15	Cleanliness of platform areas	5%	670	550
	16	Cleanliness of advertisement hoardings/signages	3%	629	692
	17	Cleanliness of tracks between platforms	1%	640	583
	18	Cleanliness of foot over bridges	1%	647	558
	19	Cleanliness of track area up to home signal beyond platform	1%	647	633
	20	Functioning of cross and longitudinal waste water drains	2%	637	558
Waste Management	21	Adequate availability of dustbins	10%	662	650
	22	Proper system for collection and disposal of solid waste from trains	0%	600	500
	23	Proper system for collection and disposal of solid waste from stations	0%	614	577
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	663	633
	25	Promptness in removal and disbursement of garbage	3%	639	558
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	636	708
	27	Presence/clearance of unwanted posters/notices	0%	641	782
	28	Storage of scrap items & their prompt disposal	3%	620	695
Toilets	29	Adequate availability of toilet in General	4%	583	542
	30	Adequate availability of toilets in pay and use	0%	625	558
	31	Adequate availability of toilets in Waiting rooms	3%	630	625
	32	Adequate availability of toilets in Circulating area	0%	602	525
	33	Condition of toilets in General	3%	602	577
	34	Condition of toilets in pay and use	0%	610	560
	35	Condition of toilets in Waiting rooms	2%	614	580
	36	Condition of toilets in circulating area	0%	589	440
	37	Availability of water in toilets and in other places for cleaning	4%	597	627
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	608	645
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	613	600
	40	Cleanliness of concourse and circulating area	0%	639	650
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		600	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		517	
	3	Adequate supervision for monitoring cleanliness		467	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		500	
	5	Performance of service improvement groups (SIG) and their effectiveness		509	
	6	Usage of recycled water for non potable uses		0	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		655	
	8	Condition of carriage watering hydrants including their leakage		583	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		517	
	10	Final disposal of waste water from the trackside drains		567	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		583	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		483	
	13	Condition of Washable CC Apron over tracks at station		680	

Name of Station	Division
BANGALORE CITY	BANGALORE CITY
Passenger Cleanliness Score	636
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	64
Cleanliness Rank of the Station (in Category)	14
Cleanliness Rank of the Station (in Footfall Class)	4
Cleanliness Rank of the Station (in Zone)	7
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	680
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	597
Infrastructure Adequacy Level	Level 3
Process Compliance Score	688
Process Compliance Level	Level 2



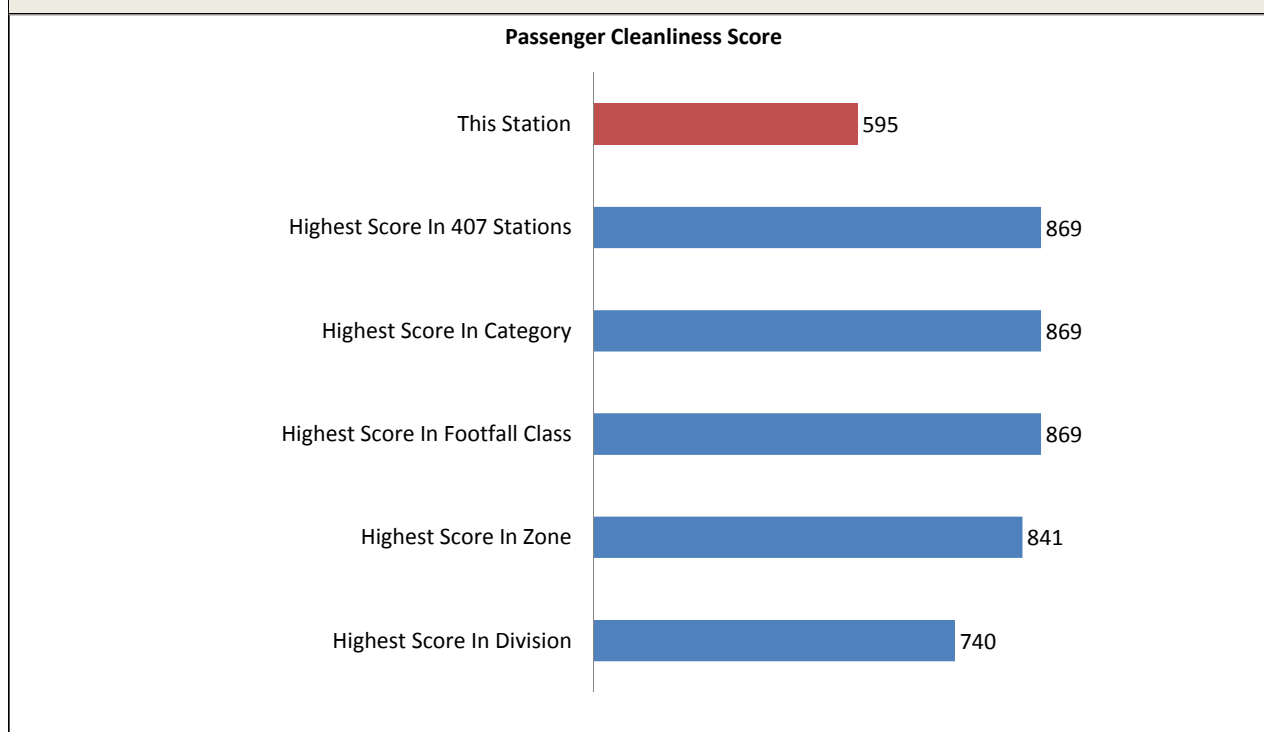
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	93
Observed the enforcement of anti-littering rules	69
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	36
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	64
Availability of Washable CC Apron over tracks at station	73

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SWR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	648	745
	2	Condition of flooring surface at waiting rooms	1%	677	745
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	630	618
	4	Condition of water booths and water coolers	2%	565	673
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	604	655
	6	Condition of vending stalls including arrangements for waste disposal	2%	574	655
	7	Proper dressing of Electric cables	2%	639	727
	8	Proper dressing of Telecom cables	2%	654	709
	9	Absence of stench in the station premises	12%	707	691
	10	Control of pest and rodent	2%	699	636
	11	Control of flies and mosquitoes	3%	663	691
	12	Stagnation of water in movement areas and non-movement areas	2%	608	720
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	611	655
	14	Cleanliness and hygiene around vending stalls	3%	678	691
	15	Cleanliness of platform areas	5%	675	691
	16	Cleanliness of advertisement hoardings/signages	3%	640	655
	17	Cleanliness of tracks between platforms	1%	603	709
	18	Cleanliness of foot over bridges	1%	671	680
	19	Cleanliness of track area up to home signal beyond platform	1%	594	680
	20	Functioning of cross and longitudinal waste water drains	2%	626	691
Waste Management	21	Adequate availability of dustbins	10%	675	655
	22	Proper system for collection and disposal of solid waste from trains	0%	547	727
	23	Proper system for collection and disposal of solid waste from stations	0%	575	691
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	618	673
	25	Promptness in removal and disbursement of garbage	3%	600	636
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	561	636
	27	Presence/clearance of unwanted posters/notices	0%	616	636
	28	Storage of scrap items & their prompt disposal	3%	648	673
Toilets	29	Adequate availability of toilet in General	4%	580	655
	30	Adequate availability of toilets in pay and use	0%	581	655
	31	Adequate availability of toilets in Waiting rooms	3%	612	709
	32	Adequate availability of toilets in Circulating area	0%	527	564
	33	Condition of toilets in General	3%	544	582
	34	Condition of toilets in pay and use	0%	549	691
	35	Condition of toilets in Waiting rooms	2%	597	745
	36	Condition of toilets in circulating area	0%	538	600
	37	Availability of water in toilets and in other places for cleaning	4%	570	691
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	690	782
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	582	636
	40	Cleanliness of concourse and circulating area	0%	658	673
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			564
	3	Adequate supervision for monitoring cleanliness			727
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			636
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			1000
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			618
	8	Condition of carriage watering hydrants including their leakage			636
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			618
	10	Final disposal of waste water from the trackside drains			636
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			545
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			527
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
SSP NILAYAM	BANGALORE CITY
Passenger Cleanliness Score	
Passenger Cleanliness Score	595
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	115
Cleanliness Rank of the Station (in Category)	88
Cleanliness Rank of the Station (in Footfall Class)	55
Cleanliness Rank of the Station (in Zone)	10
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	763
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	829
Infrastructure Adequacy Level	Level 1
Process Compliance Score	840
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	56
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

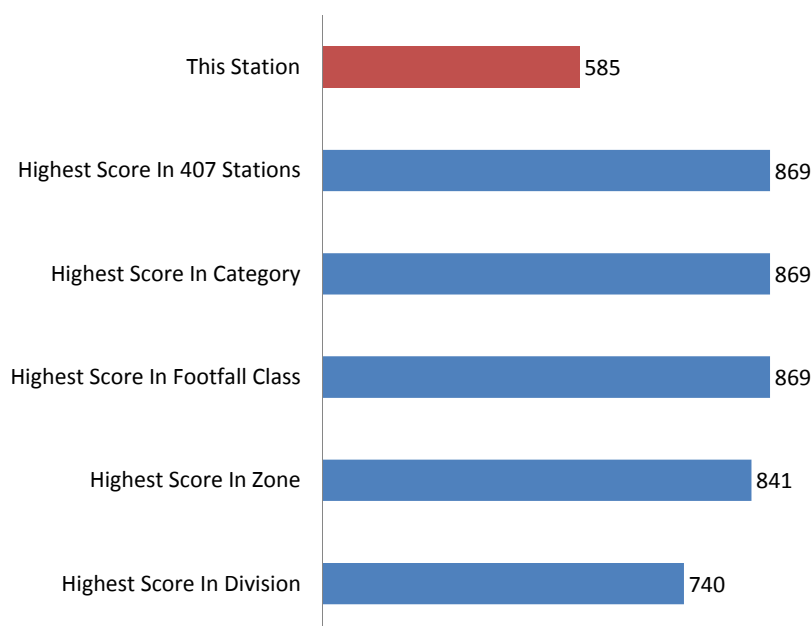
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	618	740
	2	Condition of flooring surface at waiting rooms	1%	619	780
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	580	680
	4	Condition of water booths and water coolers	2%	611	780
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	593	720
	6	Condition of vending stalls including arrangements for waste disposal	2%	526	600
	7	Proper dressing of Electric cables	2%	659	820
	8	Proper dressing of Telecom cables	2%	620	810
	9	Absence of stench in the station premises	12%	593	780
	10	Control of pest and rodent	2%	567	780
	11	Control of flies and mosquitoes	3%	543	720
	12	Stagnation of water in movement areas and non-movement areas	2%	589	780
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	600	780
	14	Cleanliness and hygiene around vending stalls	3%	634	780
	15	Cleanliness of platform areas	5%	667	840
	16	Cleanliness of advertisement hoardings/signages	3%	576	750
	17	Cleanliness of tracks between platforms	1%	528	700
	18	Cleanliness of foot over bridges	1%	648	780
	19	Cleanliness of track area up to home signal beyond platform	1%	595	760
	20	Functioning of cross and longitudinal waste water drains	2%	584	760
Waste Management	21	Adequate availability of dustbins	10%	580	760
	22	Proper system for collection and disposal of solid waste from trains	0%	554	760
	23	Proper system for collection and disposal of solid waste from stations	0%	602	760
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	645	760
	25	Promptness in removal and disbursement of garbage	3%	641	760
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	616	800
	27	Presence/clearance of unwanted posters/notices	0%	595	790
	28	Storage of scrap items & their prompt disposal	3%	566	775
Toilets	29	Adequate availability of toilet in General	4%	521	720
	30	Adequate availability of toilets in pay and use	0%	575	640
	31	Adequate availability of toilets in Waiting rooms	3%	579	740
	32	Adequate availability of toilets in Circulating area	0%	556	680
	33	Condition of toilets in General	3%	536	655
	34	Condition of toilets in pay and use	0%	578	700
	35	Condition of toilets in Waiting rooms	2%	590	760
	36	Condition of toilets in circulating area	0%	543	715
	37	Availability of water in toilets and in other places for cleaning	4%	623	760
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	604	800
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	585	780
	40	Cleanliness of concourse and circulating area	0%	593	780
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			840
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			840
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			880
	5	Performance of service improvement groups (SIG) and their effectiveness			880
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			840
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			880
	10	Final disposal of waste water from the trackside drains			960
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			720
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
KRISHNARAJAPURAM	BANGALORE CITY
Passenger Cleanliness Score	585
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	126
Cleanliness Rank of the Station (in Category)	97
Cleanliness Rank of the Station (in Footfall Class)	59
Cleanliness Rank of the Station (in Zone)	11
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	633
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	511
Infrastructure Adequacy Level	Level 3
Process Compliance Score	542
Process Compliance Level	Level 3

Passenger Cleanliness Score



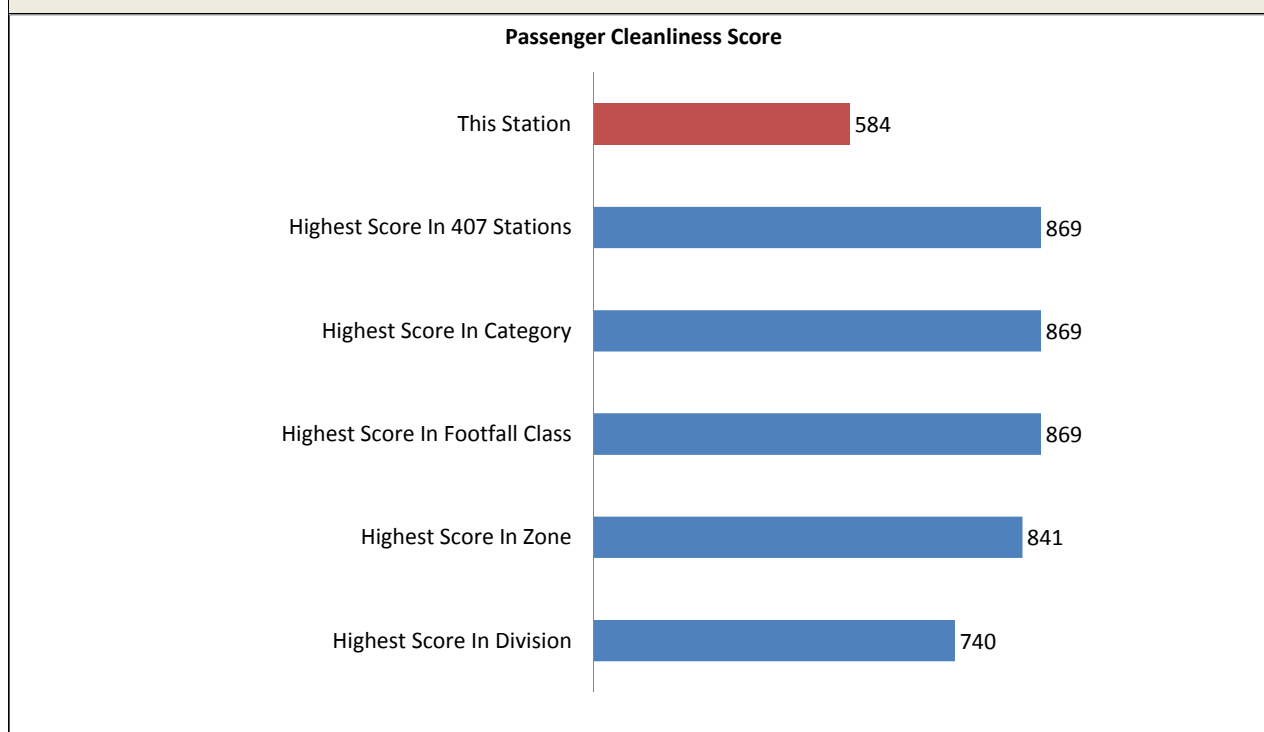
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	85
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	13
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	592	625
	2	Condition of flooring surface at waiting rooms	1%	599	650
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	581	625
	4	Condition of water booths and water coolers	2%	596	629
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	582	613
	6	Condition of vending stalls including arrangements for waste disposal	2%	584	679
	7	Proper dressing of Electric cables	2%	608	654
	8	Proper dressing of Telecom cables	2%	600	664
	9	Absence of stench in the station premises	12%	559	638
	10	Control of pest and rodent	2%	590	600
	11	Control of flies and mosquitoes	3%	566	588
	12	Stagnation of water in movement areas and non-movement areas	2%	589	475
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	585	538
	14	Cleanliness and hygiene around vending stalls	3%	599	613
	15	Cleanliness of platform areas	5%	592	600
	16	Cleanliness of advertisement hoardings/signages	3%	597	658
	17	Cleanliness of tracks between platforms	1%	597	625
	18	Cleanliness of foot over bridges	1%	600	613
	19	Cleanliness of track area up to home signal beyond platform	1%	595	588
	20	Functioning of cross and longitudinal waste water drains	2%	564	488
Waste Management	21	Adequate availability of dustbins	10%	582	738
	22	Proper system for collection and disposal of solid waste from trains	0%	594	700
	23	Proper system for collection and disposal of solid waste from stations	0%	592	668
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	585	625
	25	Promptness in removal and disbursement of garbage	3%	591	588
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	597	675
	27	Presence/clearance of unwanted posters/notices	0%	599	575
	28	Storage of scrap items & their prompt disposal	3%	586	567
Toilets	29	Adequate availability of toilet in General	4%	602	700
	30	Adequate availability of toilets in pay and use	0%	597	693
	31	Adequate availability of toilets in Waiting rooms	3%	583	650
	32	Adequate availability of toilets in Circulating area	0%	585	600
	33	Condition of toilets in General	3%	570	600
	34	Condition of toilets in pay and use	0%	577	663
	35	Condition of toilets in Waiting rooms	2%	577	700
	36	Condition of toilets in circulating area	0%	581	675
	37	Availability of water in toilets and in other places for cleaning	4%	595	563
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	586	613
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	582	682
	40	Cleanliness of concourse and circulating area	0%	598	650
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		525	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		450	
	3	Adequate supervision for monitoring cleanliness		550	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		500	
	5	Performance of service improvement groups (SIG) and their effectiveness		425	
	6	Usage of recycled water for non potable uses		800	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		600	
	8	Condition of carriage watering hydrants including their leakage		625	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		500	
	10	Final disposal of waste water from the trackside drains		475	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		500	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		375	
	13	Condition of Washable CC Apron over tracks at station		500	

Name of Station	Division
BANGALORE CANTT.	BANGALORE CITY
Passenger Cleanliness Score	
Passenger Cleanliness Score	584
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	132
Cleanliness Rank of the Station (in Category)	101
Cleanliness Rank of the Station (in Footfall Class)	61
Cleanliness Rank of the Station (in Zone)	12
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	809
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	787
Infrastructure Adequacy Level	Level 1
Process Compliance Score	745
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	88
Observed the enforcement of anti-littering rules	86
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	91
Availability of Washable CC Apron over tracks at station	9

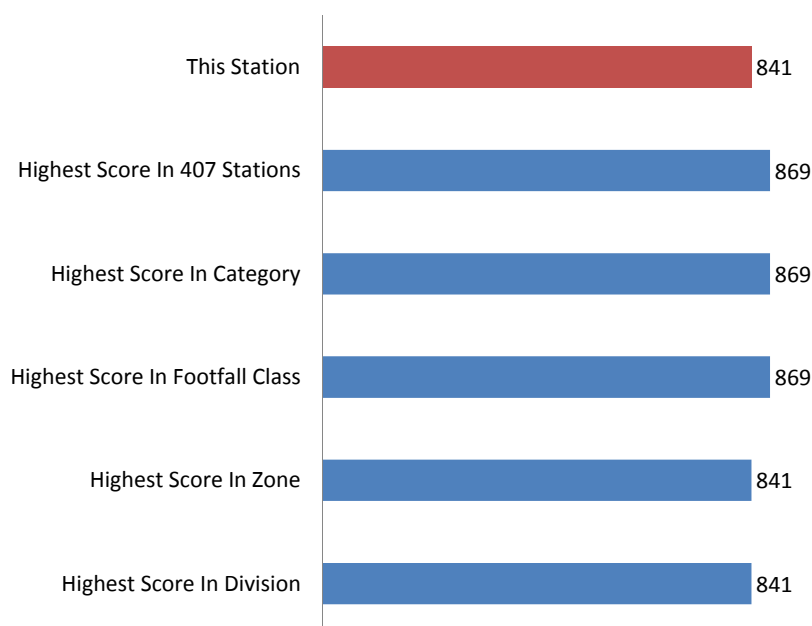
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	599	800
	2	Condition of flooring surface at waiting rooms	1%	593	764
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	589	764
	4	Condition of water booths and water coolers	2%	607	836
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	606	836
	6	Condition of vending stalls including arrangements for waste disposal	2%	579	800
	7	Proper dressing of Electric cables	2%	598	836
	8	Proper dressing of Telecom cables	2%	579	818
	9	Absence of stench in the station premises	12%	571	836
	10	Control of pest and rodent	2%	572	818
	11	Control of flies and mosquitoes	3%	555	764
	12	Stagnation of water in movement areas and non-movement areas	2%	567	691
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	572	764
	14	Cleanliness and hygiene around vending stalls	3%	572	727
	15	Cleanliness of platform areas	5%	586	727
	16	Cleanliness of advertisement hoardings/signages	3%	580	764
	17	Cleanliness of tracks between platforms	1%	565	764
	18	Cleanliness of foot over bridges	1%	567	727
	19	Cleanliness of track area up to home signal beyond platform	1%	575	818
	20	Functioning of cross and longitudinal waste water drains	2%	567	691
Waste Management	21	Adequate availability of dustbins	10%	595	891
	22	Proper system for collection and disposal of solid waste from trains	0%	590	800
	23	Proper system for collection and disposal of solid waste from stations	0%	587	782
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	577	782
	25	Promptness in removal and disbursement of garbage	3%	584	745
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	592	836
	27	Presence/clearance of unwanted posters/notices	0%	576	782
	28	Storage of scrap items & their prompt disposal	3%	577	764
Toilets	29	Adequate availability of toilet in General	4%	593	891
	30	Adequate availability of toilets in pay and use	0%	572	836
	31	Adequate availability of toilets in Waiting rooms	3%	577	836
	32	Adequate availability of toilets in Circulating area	0%	585	782
	33	Condition of toilets in General	3%	577	764
	34	Condition of toilets in pay and use	0%	590	818
	35	Condition of toilets in Waiting rooms	2%	586	818
	36	Condition of toilets in circulating area	0%	585	873
	37	Availability of water in toilets and in other places for cleaning	4%	586	873
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	601	782
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	582	855
	40	Cleanliness of concourse and circulating area	0%	584	745
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			764
	3	Adequate supervision for monitoring cleanliness			727
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			709
	5	Performance of service improvement groups (SIG) and their effectiveness			673
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			873
	8	Condition of carriage watering hydrants including their leakage			818
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			818
	10	Final disposal of waste water from the trackside drains			836
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			818
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			545
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
VASCO-DA-GAMA	HUBLI
Passenger Cleanliness Score	
Passenger Cleanliness Score	841
Passenger Cleanliness Level	Level 1
Cleanliness Rank of the Station (in 407 stations)	3
Cleanliness Rank of the Station (in Category)	3
Cleanliness Rank of the Station (in Footfall Class)	3
Cleanliness Rank of the Station (in Zone)	1
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	778
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	819
Infrastructure Adequacy Level	Level 1
Process Compliance Score	811
Process Compliance Level	Level 1

Passenger Cleanliness Score



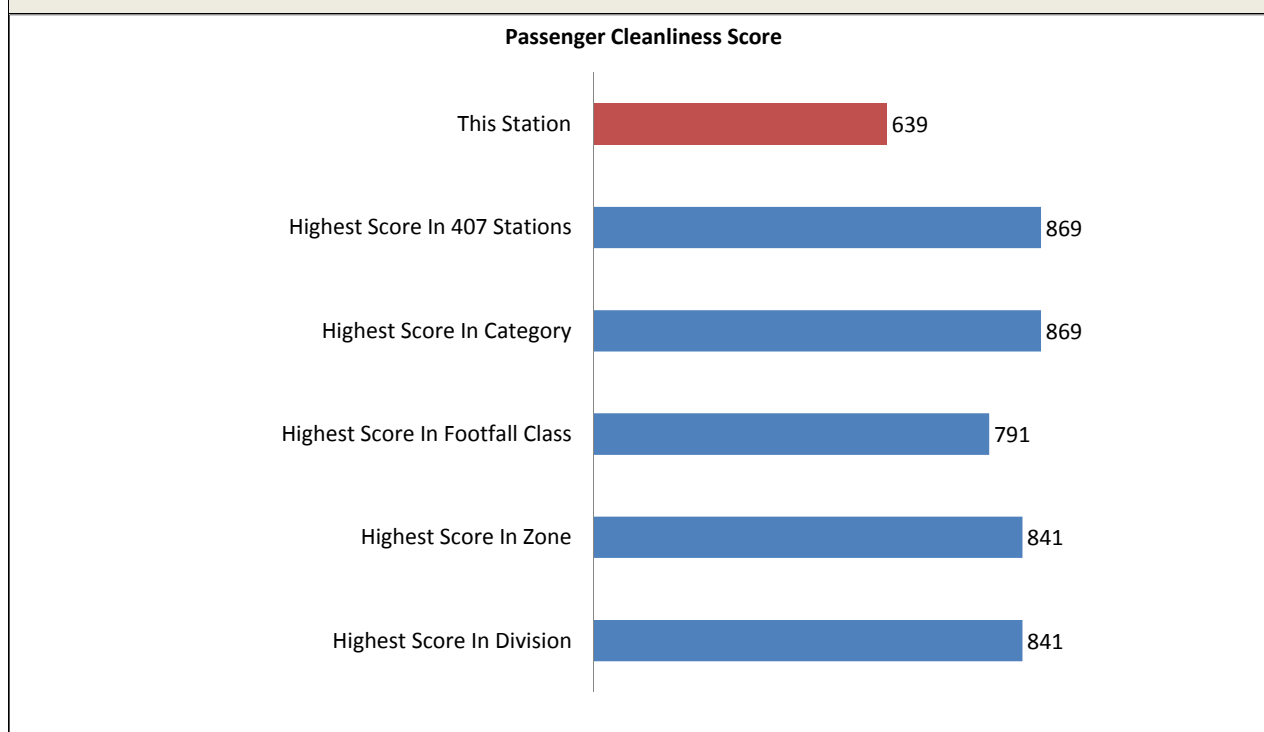
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	98
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	67
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	836	686
	2	Condition of flooring surface at waiting rooms	1%	798	829
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	809	814
	4	Condition of water booths and water coolers	2%	833	733
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	846	767
	6	Condition of vending stalls including arrangements for waste disposal	2%	809	719
	7	Proper dressing of Electric cables	2%	840	710
	8	Proper dressing of Telecom cables	2%	822	771
	9	Absence of stench in the station premises	12%	907	776
	10	Control of pest and rodent	2%	793	733
	11	Control of flies and mosquitoes	3%	853	833
	12	Stagnation of water in movement areas and non-movement areas	2%	848	705
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	844	800
	14	Cleanliness and hygiene around vending stalls	3%	833	819
	15	Cleanliness of platform areas	5%	802	814
	16	Cleanliness of advertisement hoardings/signages	3%	841	790
	17	Cleanliness of tracks between platforms	1%	836	767
	18	Cleanliness of foot over bridges	1%	832	786
	19	Cleanliness of track area up to home signal beyond platform	1%	813	743
	20	Functioning of cross and longitudinal waste water drains	2%	805	867
Waste Management	21	Adequate availability of dustbins	10%	908	824
	22	Proper system for collection and disposal of solid waste from trains	0%	832	786
	23	Proper system for collection and disposal of solid waste from stations	0%	813	767
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	801	738
	25	Promptness in removal and disbursement of garbage	3%	805	767
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	848	781
	27	Presence/clearance of unwanted posters/notices	0%	821	752
	28	Storage of scrap items & their prompt disposal	3%	828	852
Toilets	29	Adequate availability of toilet in General	4%	801	767
	30	Adequate availability of toilets in pay and use	0%	838	686
	31	Adequate availability of toilets in Waiting rooms	3%	799	786
	32	Adequate availability of toilets in Circulating area	0%	859	805
	33	Condition of toilets in General	3%	802	767
	34	Condition of toilets in pay and use	0%	850	695
	35	Condition of toilets in Waiting rooms	2%	810	824
	36	Condition of toilets in circulating area	0%	833	781
	37	Availability of water in toilets and in other places for cleaning	4%	802	738
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	831	752
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	809	790
	40	Cleanliness of concourse and circulating area	0%	813	800
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			933
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			667
	5	Performance of service improvement groups (SIG) and their effectiveness			867
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			733
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			867
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			867
	13	Condition of Washable CC Apron over tracks at station			867

Name of Station	Division
HUBLI	HUBLI
Passenger Cleanliness Score	
Passenger Cleanliness Score	639
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	58
Cleanliness Rank of the Station (in Category)	47
Cleanliness Rank of the Station (in Footfall Class)	18
Cleanliness Rank of the Station (in Zone)	6
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	666
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	648
Infrastructure Adequacy Level	Level 2
Process Compliance Score	788
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	39
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	86
Sensitized cleaning staff about correct practices	86
Observed the use of CCTVs for monitoring cleanliness at stations	86
Availability of Washable CC Apron over tracks at station	86

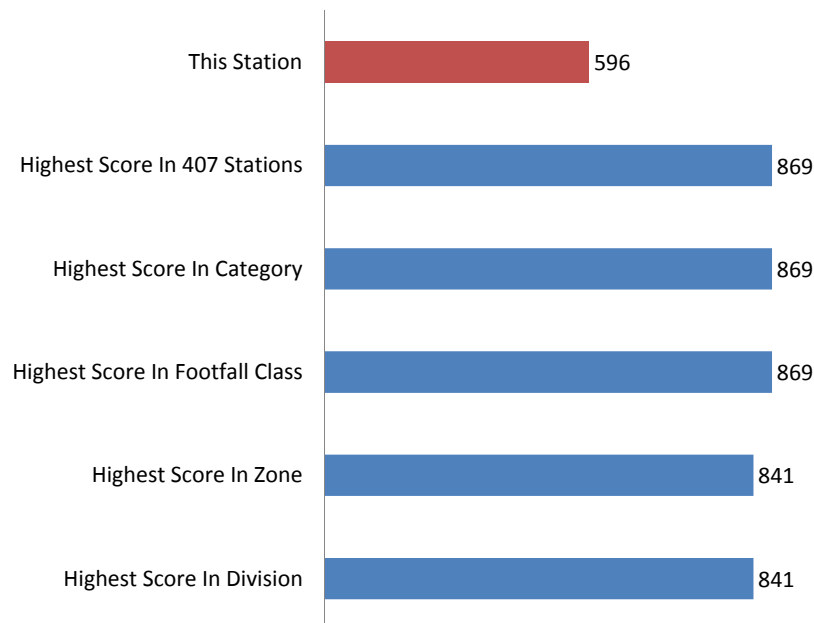
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SWR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	683	737
	2	Condition of flooring surface at waiting rooms	1%	702	766
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	684	689
	4	Condition of water booths and water coolers	2%	654	709
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	598	674
	6	Condition of vending stalls including arrangements for waste disposal	2%	659	723
	7	Proper dressing of Electric cables	2%	654	689
	8	Proper dressing of Telecom cables	2%	633	689
	9	Absence of stench in the station premises	12%	546	566
	10	Control of pest and rodent	2%	556	537
	11	Control of flies and mosquitoes	3%	552	537
	12	Stagnation of water in movement areas and non-movement areas	2%	615	566
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	657	683
	14	Cleanliness and hygiene around vending stalls	3%	679	723
	15	Cleanliness of platform areas	5%	675	751
	16	Cleanliness of advertisement hoardings/signages	3%	646	697
	17	Cleanliness of tracks between platforms	1%	662	677
	18	Cleanliness of foot over bridges	1%	676	697
	19	Cleanliness of track area up to home signal beyond platform	1%	647	697
	20	Functioning of cross and longitudinal waste water drains	2%	581	566
Waste Management	21	Adequate availability of dustbins	10%	647	626
	22	Proper system for collection and disposal of solid waste from trains	0%	666	710
	23	Proper system for collection and disposal of solid waste from stations	0%	663	703
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	643	634
	25	Promptness in removal and disbursement of garbage	3%	665	737
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	666	697
	27	Presence/clearance of unwanted posters/notices	0%	661	697
	28	Storage of scrap items & their prompt disposal	3%	638	697
Toilets	29	Adequate availability of toilet in General	4%	656	597
	30	Adequate availability of toilets in pay and use	0%	650	626
	31	Adequate availability of toilets in Waiting rooms	3%	673	683
	32	Adequate availability of toilets in Circulating area	0%	659	597
	33	Condition of toilets in General	3%	665	694
	34	Condition of toilets in pay and use	0%	664	723
	35	Condition of toilets in Waiting rooms	2%	683	751
	36	Condition of toilets in circulating area	0%	668	694
	37	Availability of water in toilets and in other places for cleaning	4%	668	723
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	698	737
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	666	703
	40	Cleanliness of concourse and circulating area	0%	675	697
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			767
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			760
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			533
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			733
	10	Final disposal of waste water from the trackside drains			533
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			767
	13	Condition of Washable CC Apron over tracks at station			767

Name of Station	Division
HOSPET	HUBLI
Passenger Cleanliness Score	
Passenger Cleanliness Score	596
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	109
Cleanliness Rank of the Station (in Category)	82
Cleanliness Rank of the Station (in Footfall Class)	51
Cleanliness Rank of the Station (in Zone)	9
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	625
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	600
Infrastructure Adequacy Level	Level 2
Process Compliance Score	619
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	31
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	11

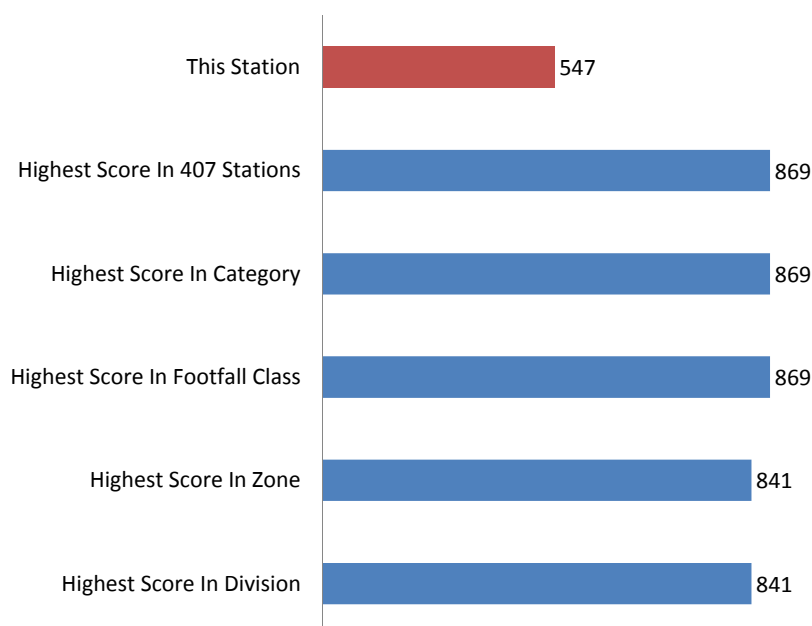
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	582	622
	2	Condition of flooring surface at waiting rooms	1%	597	633
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	605	633
	4	Condition of water booths and water coolers	2%	595	633
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	550	611
	6	Condition of vending stalls including arrangements for waste disposal	2%	617	611
	7	Proper dressing of Electric cables	2%	616	611
	8	Proper dressing of Telecom cables	2%	620	611
	9	Absence of stench in the station premises	12%	602	611
	10	Control of pest and rodent	2%	562	611
	11	Control of flies and mosquitoes	3%	531	611
	12	Stagnation of water in movement areas and non-movement areas	2%	552	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	589	644
	14	Cleanliness and hygiene around vending stalls	3%	572	644
	15	Cleanliness of platform areas	5%	555	656
	16	Cleanliness of advertisement hoardings/signages	3%	588	600
	17	Cleanliness of tracks between platforms	1%	562	644
	18	Cleanliness of foot over bridges	1%	576	656
	19	Cleanliness of track area up to home signal beyond platform	1%	570	622
	20	Functioning of cross and longitudinal waste water drains	2%	544	600
Waste Management	21	Adequate availability of dustbins	10%	691	667
	22	Proper system for collection and disposal of solid waste from trains	0%	607	611
	23	Proper system for collection and disposal of solid waste from stations	0%	613	611
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	584	611
	25	Promptness in removal and disbursement of garbage	3%	581	644
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	577	622
	27	Presence/clearance of unwanted posters/notices	0%	580	600
	28	Storage of scrap items & their prompt disposal	3%	587	600
Toilets	29	Adequate availability of toilet in General	4%	609	611
	30	Adequate availability of toilets in pay and use	0%	594	611
	31	Adequate availability of toilets in Waiting rooms	3%	595	611
	32	Adequate availability of toilets in Circulating area	0%	580	611
	33	Condition of toilets in General	3%	605	611
	34	Condition of toilets in pay and use	0%	596	611
	35	Condition of toilets in Waiting rooms	2%	599	611
	36	Condition of toilets in circulating area	0%	580	611
	37	Availability of water in toilets and in other places for cleaning	4%	591	611
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	593	633
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	612	633
	40	Cleanliness of concourse and circulating area	0%	570	656
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		622	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		622	
	3	Adequate supervision for monitoring cleanliness		622	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		622	
	5	Performance of service improvement groups (SIG) and their effectiveness		622	
	6	Usage of recycled water for non potable uses		600	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		600	
	8	Condition of carriage watering hydrants including their leakage		600	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		600	
	10	Final disposal of waste water from the trackside drains		600	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		600	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		600	
	13	Condition of Washable CC Apron over tracks at station		600	

Name of Station	Division
BELLARY	HUBLI
Passenger Cleanliness Score	
Passenger Cleanliness Score	547
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	195
Cleanliness Rank of the Station (in Category)	153
Cleanliness Rank of the Station (in Footfall Class)	88
Cleanliness Rank of the Station (in Zone)	14
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	561
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	537
Infrastructure Adequacy Level	Level 3
Process Compliance Score	562
Process Compliance Level	Level 3

Passenger Cleanliness Score



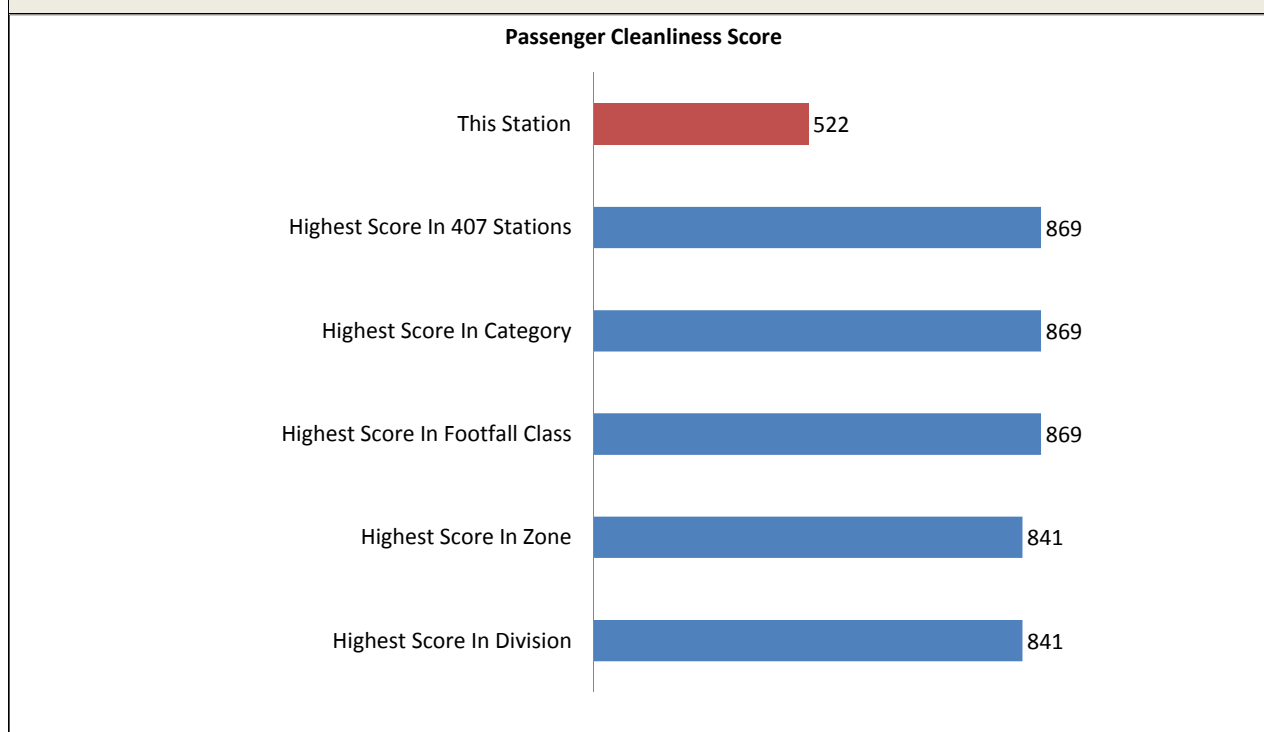
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	3
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	71
Sensitized cleaning staff about correct practices	86
Observed the use of CCTVs for monitoring cleanliness at stations	86
Availability of Washable CC Apron over tracks at station	43

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	568	662
	2	Condition of flooring surface at waiting rooms	1%	570	690
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	564	571
	4	Condition of water booths and water coolers	2%	554	519
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	545	424
	6	Condition of vending stalls including arrangements for waste disposal	2%	567	600
	7	Proper dressing of Electric cables	2%	568	586
	8	Proper dressing of Telecom cables	2%	573	586
	9	Absence of stench in the station premises	12%	579	519
	10	Control of pest and rodent	2%	532	400
	11	Control of flies and mosquitoes	3%	393	457
	12	Stagnation of water in movement areas and non-movement areas	2%	524	486
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	547	614
	14	Cleanliness and hygiene around vending stalls	3%	561	614
	15	Cleanliness of platform areas	5%	563	629
	16	Cleanliness of advertisement hoardings/signages	3%	551	538
	17	Cleanliness of tracks between platforms	1%	563	629
	18	Cleanliness of foot over bridges	1%	557	648
	19	Cleanliness of track area up to home signal beyond platform	1%	555	552
	20	Functioning of cross and longitudinal waste water drains	2%	530	500
Waste Management	21	Adequate availability of dustbins	10%	614	657
	22	Proper system for collection and disposal of solid waste from trains	0%	568	524
	23	Proper system for collection and disposal of solid waste from stations	0%	574	524
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	542	505
	25	Promptness in removal and disbursement of garbage	3%	552	552
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	558	600
	27	Presence/clearance of unwanted posters/notices	0%	554	538
	28	Storage of scrap items & their prompt disposal	3%	554	538
Toilets	29	Adequate availability of toilet in General	4%	501	524
	30	Adequate availability of toilets in pay and use	0%	505	552
	31	Adequate availability of toilets in Waiting rooms	3%	500	567
	32	Adequate availability of toilets in Circulating area	0%	485	538
	33	Condition of toilets in General	3%	481	510
	34	Condition of toilets in pay and use	0%	501	552
	35	Condition of toilets in Waiting rooms	2%	502	581
	36	Condition of toilets in circulating area	0%	497	538
	37	Availability of water in toilets and in other places for cleaning	4%	442	419
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	564	662
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	556	538
	40	Cleanliness of concourse and circulating area	0%	560	648
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		543	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		600	
	3	Adequate supervision for monitoring cleanliness		543	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		571	
	5	Performance of service improvement groups (SIG) and their effectiveness		600	
	6	Usage of recycled water for non potable uses		514	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		543	
	8	Condition of carriage watering hydrants including their leakage		486	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		543	
	10	Final disposal of waste water from the trackside drains		543	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		514	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		600	
	13	Condition of Washable CC Apron over tracks at station		533	

Name of Station	Division
BELGAUM	HUBLI
Passenger Cleanliness Score	
Passenger Cleanliness Score	522
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	240
Cleanliness Rank of the Station (in Category)	187
Cleanliness Rank of the Station (in Footfall Class)	106
Cleanliness Rank of the Station (in Zone)	15
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	715
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	665
Infrastructure Adequacy Level	Level 2
Process Compliance Score	781
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	98
Observed the enforcement of anti-littering rules	30
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

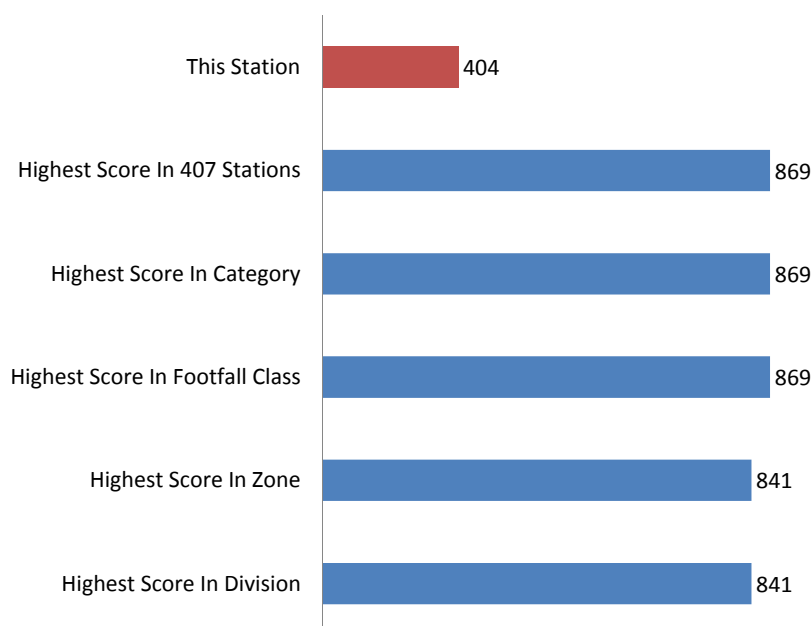
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	584	760
	2	Condition of flooring surface at waiting rooms	1%	582	800
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	582	786
	4	Condition of water booths and water coolers	2%	541	746
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	492	711
	6	Condition of vending stalls including arrangements for waste disposal	2%	564	731
	7	Proper dressing of Electric cables	2%	527	711
	8	Proper dressing of Telecom cables	2%	534	711
	9	Absence of stench in the station premises	12%	419	600
	10	Control of pest and rodent	2%	399	600
	11	Control of flies and mosquitoes	3%	379	600
	12	Stagnation of water in movement areas and non-movement areas	2%	441	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	538	786
	14	Cleanliness and hygiene around vending stalls	3%	560	800
	15	Cleanliness of platform areas	5%	554	800
	16	Cleanliness of advertisement hoardings/signages	3%	532	746
	17	Cleanliness of tracks between platforms	1%	541	800
	18	Cleanliness of foot over bridges	1%	551	800
	19	Cleanliness of track area up to home signal beyond platform	1%	521	800
	20	Functioning of cross and longitudinal waste water drains	2%	411	600
Waste Management	21	Adequate availability of dustbins	10%	550	691
	22	Proper system for collection and disposal of solid waste from trains	0%	523	691
	23	Proper system for collection and disposal of solid waste from stations	0%	530	691
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	529	737
	25	Promptness in removal and disbursement of garbage	3%	548	786
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	537	780
	27	Presence/clearance of unwanted posters/notices	0%	530	746
	28	Storage of scrap items & their prompt disposal	3%	531	731
Toilets	29	Adequate availability of toilet in General	4%	532	711
	30	Adequate availability of toilets in pay and use	0%	541	711
	31	Adequate availability of toilets in Waiting rooms	3%	566	711
	32	Adequate availability of toilets in Circulating area	0%	535	711
	33	Condition of toilets in General	3%	567	711
	34	Condition of toilets in pay and use	0%	572	746
	35	Condition of toilets in Waiting rooms	2%	587	746
	36	Condition of toilets in circulating area	0%	573	731
	37	Availability of water in toilets and in other places for cleaning	4%	591	746
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	568	786
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	546	726
	40	Cleanliness of concourse and circulating area	0%	543	800
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			771
	5	Performance of service improvement groups (SIG) and their effectiveness			771
	6	Usage of recycled water for non potable uses			743
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			629
	8	Condition of carriage watering hydrants including their leakage			629
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			771
	10	Final disposal of waste water from the trackside drains			629
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			629
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			743
	13	Condition of Washable CC Apron over tracks at station			629

Name of Station	Division
BIJAPUR	HUBLI
Passenger Cleanliness Score	
Passenger Cleanliness Score	404
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	377
Cleanliness Rank of the Station (in Category)	303
Cleanliness Rank of the Station (in Footfall Class)	166
Cleanliness Rank of the Station (in Zone)	16
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	672
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	640
Infrastructure Adequacy Level	Level 2
Process Compliance Score	739
Process Compliance Level	Level 2

Passenger Cleanliness Score



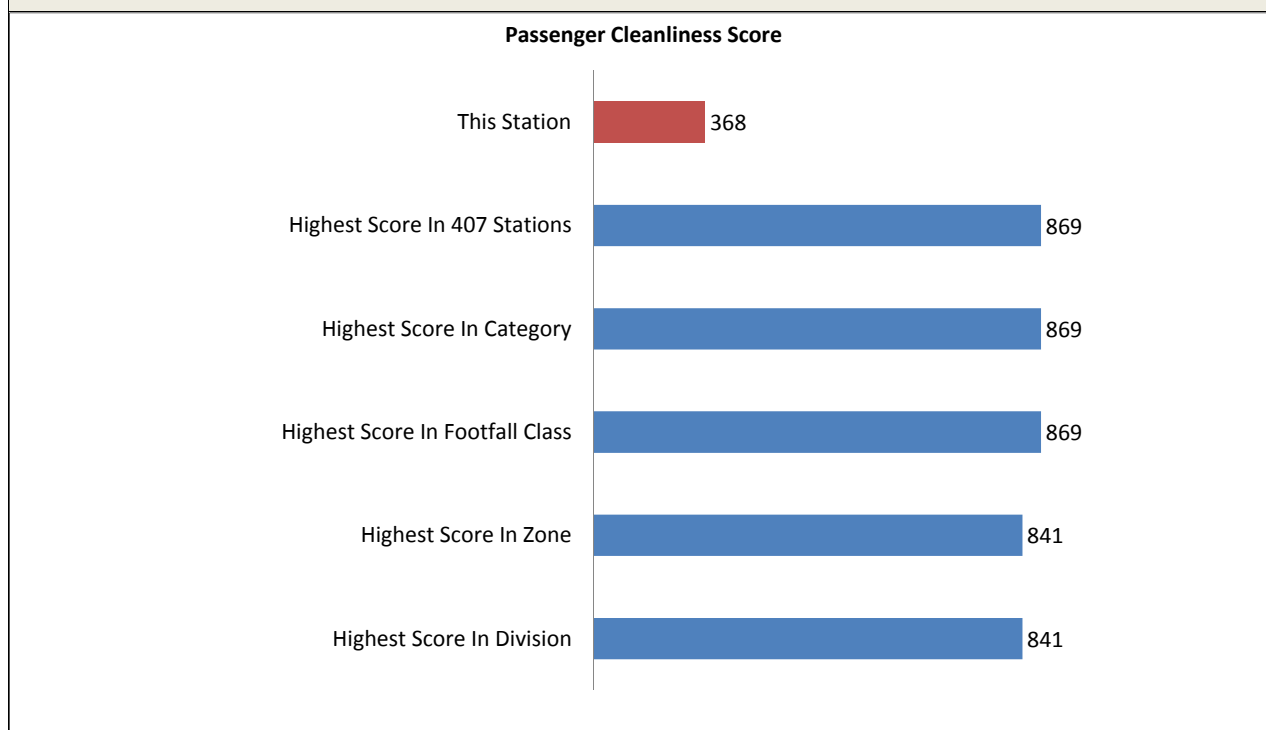
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	92
Observed the enforcement of anti-littering rules	24
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	83
Availability of Washable CC Apron over tracks at station	50

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	490	725
	2	Condition of flooring surface at waiting rooms	1%	514	725
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	462	675
	4	Condition of water booths and water coolers	2%	429	650
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	412	533
	6	Condition of vending stalls including arrangements for waste disposal	2%	422	667
	7	Proper dressing of Electric cables	2%	412	692
	8	Proper dressing of Telecom cables	2%	413	692
	9	Absence of stench in the station premises	12%	320	633
	10	Control of pest and rodent	2%	317	633
	11	Control of flies and mosquitoes	3%	326	608
	12	Stagnation of water in movement areas and non-movement areas	2%	348	633
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	410	725
	14	Cleanliness and hygiene around vending stalls	3%	414	725
	15	Cleanliness of platform areas	5%	431	725
	16	Cleanliness of advertisement hoardings/signages	3%	399	725
	17	Cleanliness of tracks between platforms	1%	431	725
	18	Cleanliness of foot over bridges	1%	418	725
	19	Cleanliness of track area up to home signal beyond platform	1%	403	725
	20	Functioning of cross and longitudinal waste water drains	2%	344	617
Waste Management	21	Adequate availability of dustbins	10%	376	658
	22	Proper system for collection and disposal of solid waste from trains	0%	428	633
	23	Proper system for collection and disposal of solid waste from stations	0%	432	667
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	403	650
	25	Promptness in removal and disbursement of garbage	3%	413	725
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	408	725
	27	Presence/clearance of unwanted posters/notices	0%	412	725
	28	Storage of scrap items & their prompt disposal	3%	394	725
Toilets	29	Adequate availability of toilet in General	4%	394	642
	30	Adequate availability of toilets in pay and use	0%	452	642
	31	Adequate availability of toilets in Waiting rooms	3%	497	642
	32	Adequate availability of toilets in Circulating area	0%	420	592
	33	Condition of toilets in General	3%	420	660
	34	Condition of toilets in pay and use	0%	442	633
	35	Condition of toilets in Waiting rooms	2%	486	683
	36	Condition of toilets in circulating area	0%	418	660
	37	Availability of water in toilets and in other places for cleaning	4%	443	683
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	482	708
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	449	633
	40	Cleanliness of concourse and circulating area	0%	433	725
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			767
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			767
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			633
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			633
	10	Final disposal of waste water from the trackside drains			633
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			680

Name of Station	Division
DHARWAD	HUBLI
Passenger Cleanliness Score	
Passenger Cleanliness Score	368
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	393
Cleanliness Rank of the Station (in Category)	318
Cleanliness Rank of the Station (in Footfall Class)	174
Cleanliness Rank of the Station (in Zone)	17
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	263
Non-Passenger Cleanliness Level	Level 5
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	NA
Infrastructure Adequacy Level	NA
Process Compliance Score	
Process Compliance Score	NA
Process Compliance Level	NA



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	82
Observed the enforcement of anti-littering rules	2
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	NA
Sensitized cleaning staff about correct practices	NA
Observed the use of CCTVs for monitoring cleanliness at stations	NA
Availability of Washable CC Apron over tracks at station	NA

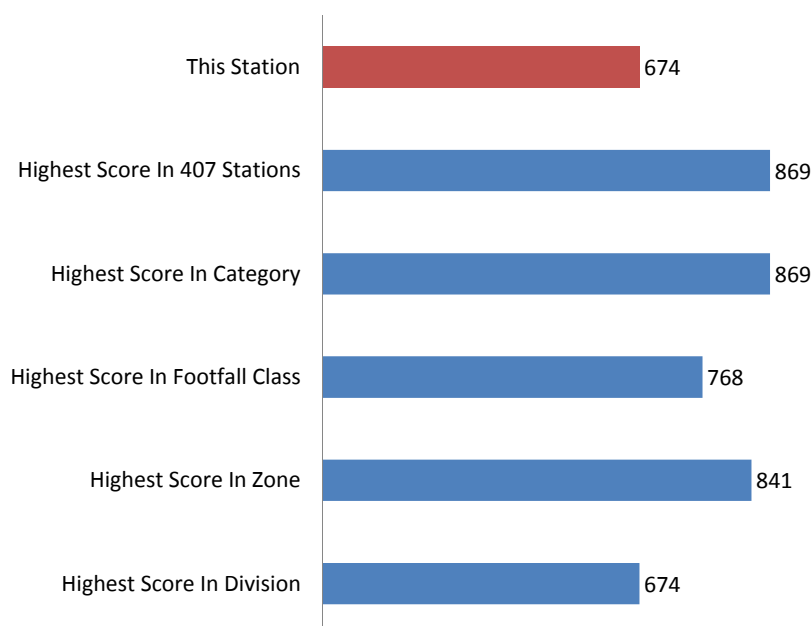
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	434	200
	2	Condition of flooring surface at waiting rooms	1%	422	200
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	427	400
	4	Condition of water booths and water coolers	2%	411	200
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	342	400
	6	Condition of vending stalls including arrangements for waste disposal	2%	390	400
	7	Proper dressing of Electric cables	2%	360	400
	8	Proper dressing of Telecom cables	2%	363	400
	9	Absence of stench in the station premises	12%	299	200
	10	Control of pest and rodent	2%	333	400
	11	Control of flies and mosquitoes	3%	342	200
	12	Stagnation of water in movement areas and non-movement areas	2%	319	200
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	373	200
	14	Cleanliness and hygiene around vending stalls	3%	389	400
	15	Cleanliness of platform areas	5%	405	200
	16	Cleanliness of advertisement hoardings/signages	3%	362	400
	17	Cleanliness of tracks between platforms	1%	397	200
	18	Cleanliness of foot over bridges	1%	401	400
	19	Cleanliness of track area up to home signal beyond platform	1%	380	200
	20	Functioning of cross and longitudinal waste water drains	2%	311	200
Waste Management	21	Adequate availability of dustbins	10%	357	200
	22	Proper system for collection and disposal of solid waste from trains	0%	375	200
	23	Proper system for collection and disposal of solid waste from stations	0%	367	200
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	334	400
	25	Promptness in removal and disbursement of garbage	3%	375	200
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	371	200
	27	Presence/clearance of unwanted posters/notices	0%	360	400
	28	Storage of scrap items & their prompt disposal	3%	346	200
Toilets	29	Adequate availability of toilet in General	4%	377	400
	30	Adequate availability of toilets in pay and use	0%	375	200
	31	Adequate availability of toilets in Waiting rooms	3%	372	400
	32	Adequate availability of toilets in Circulating area	0%	378	200
	33	Condition of toilets in General	3%	371	400
	34	Condition of toilets in pay and use	0%	373	200
	35	Condition of toilets in Waiting rooms	2%	380	400
	36	Condition of toilets in circulating area	0%	386	200
	37	Availability of water in toilets and in other places for cleaning	4%	390	200
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	441	200
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	414	200
	40	Cleanliness of concourse and circulating area	0%	395	400
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			NA
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			NA
	3	Adequate supervision for monitoring cleanliness			NA
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			NA
	5	Performance of service improvement groups (SIG) and their effectiveness			NA
	6	Usage of recycled water for non potable uses			NA
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			NA
	8	Condition of carriage watering hydrants including their leakage			NA
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			NA
	10	Final disposal of waste water from the trackside drains			NA
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			NA
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			NA
	13	Condition of Washable CC Apron over tracks at station			NA

Name of Station	Division
MYSORE	MYSORE
Passenger Cleanliness Score	
Passenger Cleanliness Score	674
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	37
Cleanliness Rank of the Station (in Category)	31
Cleanliness Rank of the Station (in Footfall Class)	6
Cleanliness Rank of the Station (in Zone)	3
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	855
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	915
Infrastructure Adequacy Level	Level 1
Process Compliance Score	919
Process Compliance Level	Level 1

Passenger Cleanliness Score



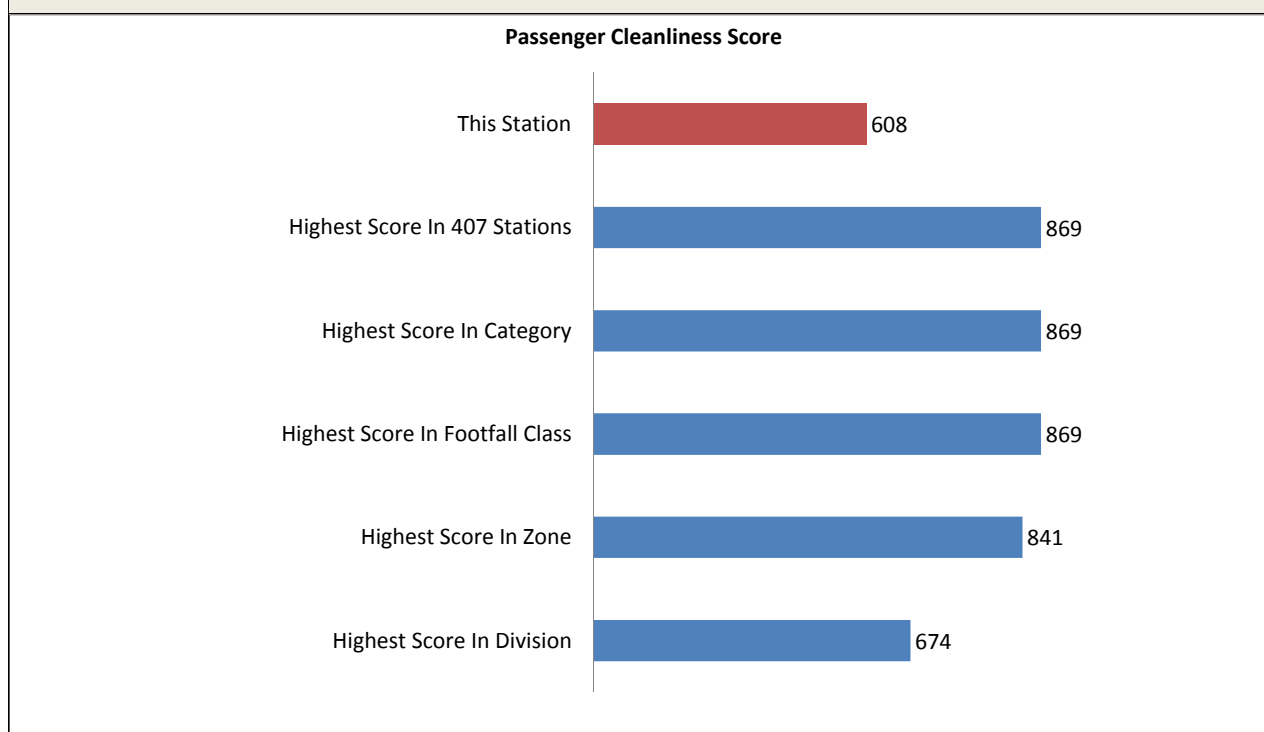
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	98
Observed the enforcement of anti-littering rules	42
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	9
Sensitized cleaning staff about correct practices	91
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	82

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SWR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	702	845
	2	Condition of flooring surface at waiting rooms	1%	705	845
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	687	855
	4	Condition of water booths and water coolers	2%	670	836
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	534	850
	6	Condition of vending stalls including arrangements for waste disposal	2%	625	855
	7	Proper dressing of Electric cables	2%	736	855
	8	Proper dressing of Telecom cables	2%	740	855
	9	Absence of stench in the station premises	12%	712	873
	10	Control of pest and rodent	2%	664	873
	11	Control of flies and mosquitoes	3%	627	864
	12	Stagnation of water in movement areas and non-movement areas	2%	630	927
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	662	870
	14	Cleanliness and hygiene around vending stalls	3%	614	864
	15	Cleanliness of platform areas	5%	705	864
	16	Cleanliness of advertisement hoardings/signages	3%	622	873
	17	Cleanliness of tracks between platforms	1%	615	873
	18	Cleanliness of foot over bridges	1%	696	864
	19	Cleanliness of track area up to home signal beyond platform	1%	652	909
	20	Functioning of cross and longitudinal waste water drains	2%	631	927
Waste Management	21	Adequate availability of dustbins	10%	753	845
	22	Proper system for collection and disposal of solid waste from trains	0%	652	845
	23	Proper system for collection and disposal of solid waste from stations	0%	654	845
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	654	864
	25	Promptness in removal and disbursement of garbage	3%	661	864
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	648	673
	27	Presence/clearance of unwanted posters/notices	0%	553	940
	28	Storage of scrap items & their prompt disposal	3%	673	864
Toilets	29	Adequate availability of toilet in General	4%	645	891
	30	Adequate availability of toilets in pay and use	0%	620	891
	31	Adequate availability of toilets in Waiting rooms	3%	650	900
	32	Adequate availability of toilets in Circulating area	0%	576	891
	33	Condition of toilets in General	3%	618	891
	34	Condition of toilets in pay and use	0%	618	891
	35	Condition of toilets in Waiting rooms	2%	654	891
	36	Condition of toilets in circulating area	0%	589	845
	37	Availability of water in toilets and in other places for cleaning	4%	635	845
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	732	855
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	688	836
	40	Cleanliness of concourse and circulating area	0%	690	864
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			909
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			927
	3	Adequate supervision for monitoring cleanliness			920
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			909
	5	Performance of service improvement groups (SIG) and their effectiveness			927
	6	Usage of recycled water for non potable uses			920
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			927
	8	Condition of carriage watering hydrants including their leakage			927
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			909
	10	Final disposal of waste water from the trackside drains			909
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			909
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			920
	13	Condition of Washable CC Apron over tracks at station			900

Name of Station	Division
DAVANGERE	MYSORE
Passenger Cleanliness Score	
Passenger Cleanliness Score	608
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	92
Cleanliness Rank of the Station (in Category)	70
Cleanliness Rank of the Station (in Footfall Class)	40
Cleanliness Rank of the Station (in Zone)	8
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	708
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	812
Infrastructure Adequacy Level	Level 1
Process Compliance Score	806
Process Compliance Level	Level 1



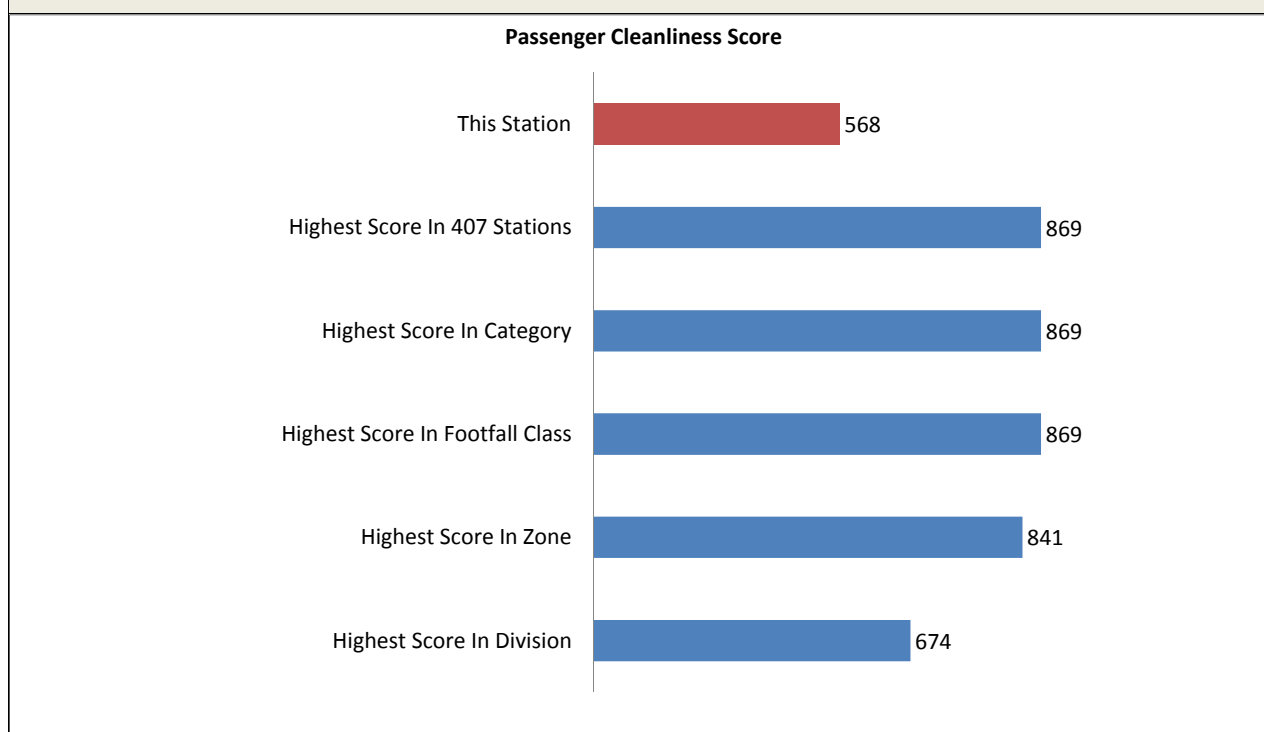
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	93
Observed the enforcement of anti-littering rules	44
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	92
Availability of Washable CC Apron over tracks at station	92

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	555	700
	2	Condition of flooring surface at waiting rooms	1%	567	717
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	564	700
	4	Condition of water booths and water coolers	2%	558	700
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	542	700
	6	Condition of vending stalls including arrangements for waste disposal	2%	563	708
	7	Proper dressing of Electric cables	2%	556	700
	8	Proper dressing of Telecom cables	2%	562	708
	9	Absence of stench in the station premises	12%	751	717
	10	Control of pest and rodent	2%	645	708
	11	Control of flies and mosquitoes	3%	579	700
	12	Stagnation of water in movement areas and non-movement areas	2%	556	700
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	565	708
	14	Cleanliness and hygiene around vending stalls	3%	577	700
	15	Cleanliness of platform areas	5%	571	708
	16	Cleanliness of advertisement hoardings/signages	3%	568	708
	17	Cleanliness of tracks between platforms	1%	576	708
	18	Cleanliness of foot over bridges	1%	566	708
	19	Cleanliness of track area up to home signal beyond platform	1%	556	700
	20	Functioning of cross and longitudinal waste water drains	2%	548	700
Waste Management	21	Adequate availability of dustbins	10%	747	717
	22	Proper system for collection and disposal of solid waste from trains	0%	549	700
	23	Proper system for collection and disposal of solid waste from stations	0%	570	708
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	554	700
	25	Promptness in removal and disbursement of garbage	3%	568	708
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	567	708
	27	Presence/clearance of unwanted posters/notices	0%	561	700
	28	Storage of scrap items & their prompt disposal	3%	563	700
Toilets	29	Adequate availability of toilet in General	4%	637	708
	30	Adequate availability of toilets in pay and use	0%	571	700
	31	Adequate availability of toilets in Waiting rooms	3%	550	708
	32	Adequate availability of toilets in Circulating area	0%	533	717
	33	Condition of toilets in General	3%	547	700
	34	Condition of toilets in pay and use	0%	549	700
	35	Condition of toilets in Waiting rooms	2%	557	708
	36	Condition of toilets in circulating area	0%	556	700
	37	Availability of water in toilets and in other places for cleaning	4%	566	708
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	567	717
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	567	708
	40	Cleanliness of concourse and circulating area	0%	560	700
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			817
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			817
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			833
	8	Condition of carriage watering hydrants including their leakage			817
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			817
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			817
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
SHIMOGA TOWN	MYSORE
Passenger Cleanliness Score	
Passenger Cleanliness Score	568
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	160
Cleanliness Rank of the Station (in Category)	123
Cleanliness Rank of the Station (in Footfall Class)	75
Cleanliness Rank of the Station (in Zone)	13
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	676
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	575
Infrastructure Adequacy Level	Level 3
Process Compliance Score	655
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	93
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	42
Sensitized cleaning staff about correct practices	83
Observed the use of CCTVs for monitoring cleanliness at stations	8
Availability of Washable CC Apron over tracks at station	33

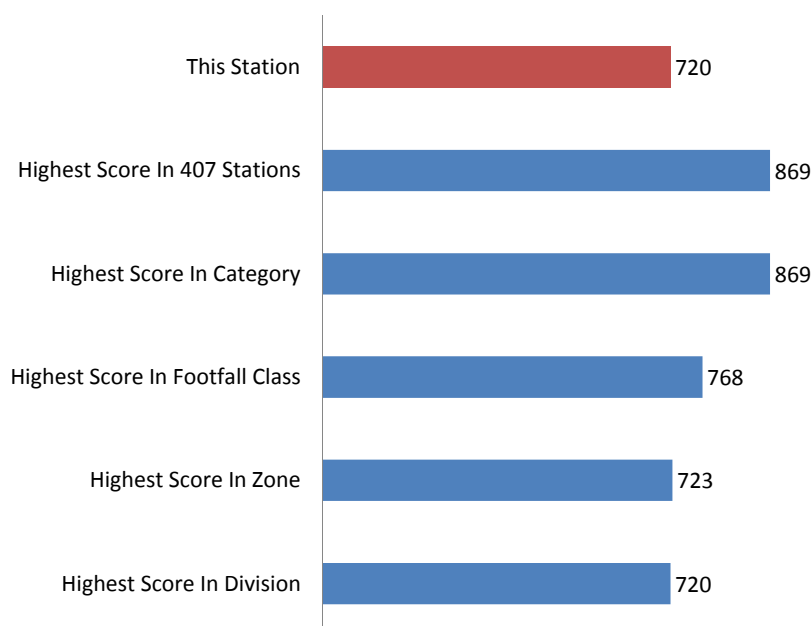
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
SWR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	683	767
	2	Condition of flooring surface at waiting rooms	1%	694	750
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	640	491
	4	Condition of water booths and water coolers	2%	654	633
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	605	655
	6	Condition of vending stalls including arrangements for waste disposal	2%	576	600
	7	Proper dressing of Electric cables	2%	595	717
	8	Proper dressing of Telecom cables	2%	596	709
	9	Absence of stench in the station premises	12%	568	636
	10	Control of pest and rodent	2%	395	517
	11	Control of flies and mosquitoes	3%	394	550
	12	Stagnation of water in movement areas and non-movement areas	2%	453	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	570	655
	14	Cleanliness and hygiene around vending stalls	3%	578	633
	15	Cleanliness of platform areas	5%	621	733
	16	Cleanliness of advertisement hoardings/signages	3%	562	650
	17	Cleanliness of tracks between platforms	1%	591	633
	18	Cleanliness of foot over bridges	1%	622	667
	19	Cleanliness of track area up to home signal beyond platform	1%	562	636
	20	Functioning of cross and longitudinal waste water drains	2%	391	533
Waste Management	21	Adequate availability of dustbins	10%	662	783
	22	Proper system for collection and disposal of solid waste from trains	0%	612	617
	23	Proper system for collection and disposal of solid waste from stations	0%	614	567
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	569	673
	25	Promptness in removal and disbursement of garbage	3%	589	633
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	557	760
	27	Presence/clearance of unwanted posters/notices	0%	561	673
	28	Storage of scrap items & their prompt disposal	3%	565	600
Toilets	29	Adequate availability of toilet in General	4%	382	633
	30	Adequate availability of toilets in pay and use	0%	352	500
	31	Adequate availability of toilets in Waiting rooms	3%	506	717
	32	Adequate availability of toilets in Circulating area	0%	381	520
	33	Condition of toilets in General	3%	397	600
	34	Condition of toilets in pay and use	0%	455	520
	35	Condition of toilets in Waiting rooms	2%	587	691
	36	Condition of toilets in circulating area	0%	446	636
	37	Availability of water in toilets and in other places for cleaning	4%	525	700
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	697	767
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	605	636
	40	Cleanliness of concourse and circulating area	0%	607	667
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			636
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			650
	3	Adequate supervision for monitoring cleanliness			683
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			640
	5	Performance of service improvement groups (SIG) and their effectiveness			700
	6	Usage of recycled water for non potable uses			618
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			545
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			567
	10	Final disposal of waste water from the trackside drains			545
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			620
	13	Condition of Washable CC Apron over tracks at station			545

Name of Station	Division
HABIBGANJ	BHOPAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	720
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	20
Cleanliness Rank of the Station (in Category)	16
Cleanliness Rank of the Station (in Footfall Class)	3
Cleanliness Rank of the Station (in Zone)	2
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	813
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	829
Infrastructure Adequacy Level	Level 1
Process Compliance Score	852
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	55
Observed the enforcement of anti-littering rules	43
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

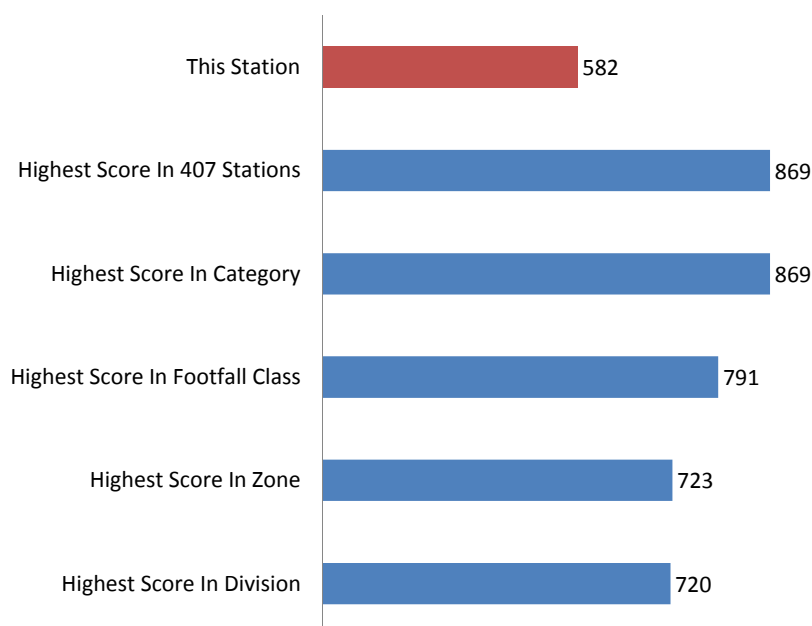
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WCR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	714	758
	2	Condition of flooring surface at waiting rooms	1%	717	783
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	719	808
	4	Condition of water booths and water coolers	2%	713	833
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	707	783
	6	Condition of vending stalls including arrangements for waste disposal	2%	703	892
	7	Proper dressing of Electric cables	2%	704	833
	8	Proper dressing of Telecom cables	2%	696	850
	9	Absence of stench in the station premises	12%	764	775
	10	Control of pest and rodent	2%	686	792
	11	Control of flies and mosquitoes	3%	727	758
	12	Stagnation of water in movement areas and non-movement areas	2%	699	875
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	686	900
	14	Cleanliness and hygiene around vending stalls	3%	718	792
	15	Cleanliness of platform areas	5%	709	817
	16	Cleanliness of advertisement hoardings/signages	3%	718	833
	17	Cleanliness of tracks between platforms	1%	696	883
	18	Cleanliness of foot over bridges	1%	716	900
	19	Cleanliness of track area up to home signal beyond platform	1%	708	817
	20	Functioning of cross and longitudinal waste water drains	2%	719	833
Waste Management	21	Adequate availability of dustbins	10%	764	817
	22	Proper system for collection and disposal of solid waste from trains	0%	703	808
	23	Proper system for collection and disposal of solid waste from stations	0%	702	817
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	681	800
	25	Promptness in removal and disbursement of garbage	3%	712	825
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	709	867
	27	Presence/clearance of unwanted posters/notices	0%	719	842
	28	Storage of scrap items & their prompt disposal	3%	694	833
Toilets	29	Adequate availability of toilet in General	4%	700	767
	30	Adequate availability of toilets in pay and use	0%	725	800
	31	Adequate availability of toilets in Waiting rooms	3%	703	783
	32	Adequate availability of toilets in Circulating area	0%	703	755
	33	Condition of toilets in General	3%	698	783
	34	Condition of toilets in pay and use	0%	713	850
	35	Condition of toilets in Waiting rooms	2%	702	833
	36	Condition of toilets in circulating area	0%	711	820
	37	Availability of water in toilets and in other places for cleaning	4%	713	833
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	713	858
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	723	800
	40	Cleanliness of concourse and circulating area	0%	711	842
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			900
	3	Adequate supervision for monitoring cleanliness			867
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			833
	5	Performance of service improvement groups (SIG) and their effectiveness			833
	6	Usage of recycled water for non potable uses			880
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			767
	8	Condition of carriage watering hydrants including their leakage			833
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			833
	10	Final disposal of waste water from the trackside drains			767
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			867
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			900
	13	Condition of Washable CC Apron over tracks at station			833

Name of Station	Division
HOSHANGABAD	BHOPAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	582
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	137
Cleanliness Rank of the Station (in Category)	106
Cleanliness Rank of the Station (in Footfall Class)	42
Cleanliness Rank of the Station (in Zone)	5
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	590
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	606
Infrastructure Adequacy Level	Level 2
Process Compliance Score	633
Process Compliance Level	Level 2

Passenger Cleanliness Score



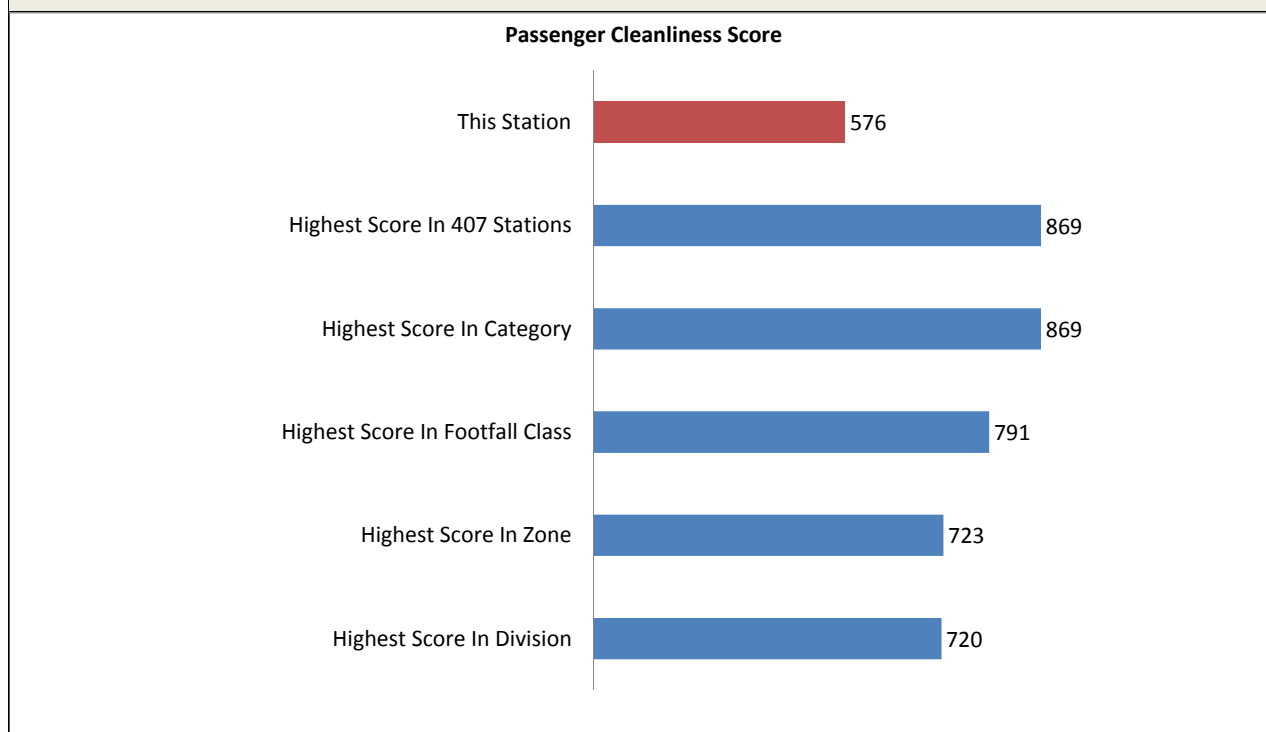
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	48
Observed the enforcement of anti-littering rules	28
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	40
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	592	600
	2	Condition of flooring surface at waiting rooms	1%	580	620
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	546	560
	4	Condition of water booths and water coolers	2%	543	560
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	550	540
	6	Condition of vending stalls including arrangements for waste disposal	2%	537	620
	7	Proper dressing of Electric cables	2%	543	540
	8	Proper dressing of Telecom cables	2%	511	560
	9	Absence of stench in the station premises	12%	652	600
	10	Control of pest and rodent	2%	564	600
	11	Control of flies and mosquitoes	3%	563	580
	12	Stagnation of water in movement areas and non-movement areas	2%	564	600
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	551	540
	14	Cleanliness and hygiene around vending stalls	3%	556	540
	15	Cleanliness of platform areas	5%	560	540
	16	Cleanliness of advertisement hoardings/signages	3%	538	560
	17	Cleanliness of tracks between platforms	1%	584	580
	18	Cleanliness of foot over bridges	1%	537	540
	19	Cleanliness of track area up to home signal beyond platform	1%	552	580
	20	Functioning of cross and longitudinal waste water drains	2%	556	580
Waste Management	21	Adequate availability of dustbins	10%	679	680
	22	Proper system for collection and disposal of solid waste from trains	0%	563	520
	23	Proper system for collection and disposal of solid waste from stations	0%	552	540
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	543	480
	25	Promptness in removal and disbursement of garbage	3%	552	620
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	541	580
	27	Presence/clearance of unwanted posters/notices	0%	560	540
	28	Storage of scrap items & their prompt disposal	3%	525	560
Toilets	29	Adequate availability of toilet in General	4%	588	560
	30	Adequate availability of toilets in pay and use	0%	585	640
	31	Adequate availability of toilets in Waiting rooms	3%	554	620
	32	Adequate availability of toilets in Circulating area	0%	564	620
	33	Condition of toilets in General	3%	569	600
	34	Condition of toilets in pay and use	0%	557	580
	35	Condition of toilets in Waiting rooms	2%	562	640
	36	Condition of toilets in circulating area	0%	560	580
	37	Availability of water in toilets and in other places for cleaning	4%	567	600
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	588	640
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	561	540
	40	Cleanliness of concourse and circulating area	0%	578	520
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		600	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		600	
	3	Adequate supervision for monitoring cleanliness		640	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		680	
	5	Performance of service improvement groups (SIG) and their effectiveness		640	
	6	Usage of recycled water for non potable uses		640	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		600	
	8	Condition of carriage watering hydrants including their leakage		480	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		680	
	10	Final disposal of waste water from the trackside drains		680	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		640	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		560	
	13	Condition of Washable CC Apron over tracks at station		600	

Name of Station	Division
ITARSI	BHOPAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	576
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	144
Cleanliness Rank of the Station (in Category)	110
Cleanliness Rank of the Station (in Footfall Class)	44
Cleanliness Rank of the Station (in Zone)	6
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	657
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	613
Infrastructure Adequacy Level	Level 2
Process Compliance Score	694
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	74
Observed the enforcement of anti-littering rules	69
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	38
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	88
Availability of Washable CC Apron over tracks at station	75

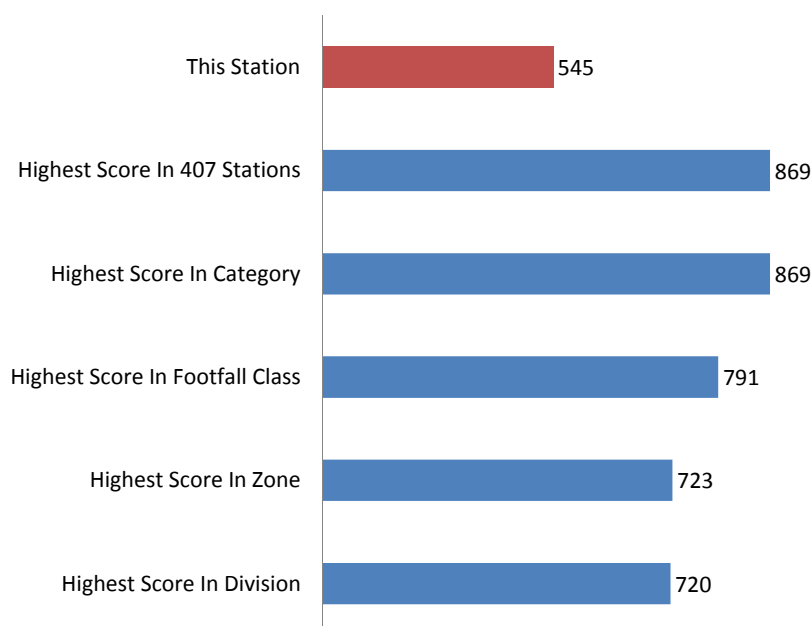
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	558	729
	2	Condition of flooring surface at waiting rooms	1%	551	804
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	527	671
	4	Condition of water booths and water coolers	2%	551	755
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	506	705
	6	Condition of vending stalls including arrangements for waste disposal	2%	510	629
	7	Proper dressing of Electric cables	2%	571	743
	8	Proper dressing of Telecom cables	2%	563	638
	9	Absence of stench in the station premises	12%	732	638
	10	Control of pest and rodent	2%	643	407
	11	Control of flies and mosquitoes	3%	561	746
	12	Stagnation of water in movement areas and non-movement areas	2%	473	700
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	526	746
	14	Cleanliness and hygiene around vending stalls	3%	558	679
	15	Cleanliness of platform areas	5%	556	679
	16	Cleanliness of advertisement hoardings/signages	3%	567	679
	17	Cleanliness of tracks between platforms	1%	501	555
	18	Cleanliness of foot over bridges	1%	541	621
	19	Cleanliness of track area up to home signal beyond platform	1%	533	541
	20	Functioning of cross and longitudinal waste water drains	2%	511	598
Waste Management	21	Adequate availability of dustbins	10%	681	591
	22	Proper system for collection and disposal of solid waste from trains	0%	514	636
	23	Proper system for collection and disposal of solid waste from stations	0%	522	623
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	500	705
	25	Promptness in removal and disbursement of garbage	3%	542	691
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	524	643
	27	Presence/clearance of unwanted posters/notices	0%	552	663
	28	Storage of scrap items & their prompt disposal	3%	562	607
Toilets	29	Adequate availability of toilet in General	4%	579	495
	30	Adequate availability of toilets in pay and use	0%	523	571
	31	Adequate availability of toilets in Waiting rooms	3%	500	817
	32	Adequate availability of toilets in Circulating area	0%	444	600
	33	Condition of toilets in General	3%	475	525
	34	Condition of toilets in pay and use	0%	491	667
	35	Condition of toilets in Waiting rooms	2%	527	741
	36	Condition of toilets in circulating area	0%	499	553
	37	Availability of water in toilets and in other places for cleaning	4%	541	771
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	523	709
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	526	571
	40	Cleanliness of concourse and circulating area	0%	531	675
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			675
	3	Adequate supervision for monitoring cleanliness			675
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			750
	5	Performance of service improvement groups (SIG) and their effectiveness			900
	6	Usage of recycled water for non potable uses			467
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			667
	8	Condition of carriage watering hydrants including their leakage			640
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			650
	10	Final disposal of waste water from the trackside drains			629
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			629
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			560
	13	Condition of Washable CC Apron over tracks at station			514

Name of Station	Division
BINA	BHOPAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	545
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	200
Cleanliness Rank of the Station (in Category)	157
Cleanliness Rank of the Station (in Footfall Class)	63
Cleanliness Rank of the Station (in Zone)	9
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	713
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	733
Infrastructure Adequacy Level	Level 2
Process Compliance Score	700
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	81
Observed the enforcement of anti-littering rules	54
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	33
Availability of Washable CC Apron over tracks at station	100

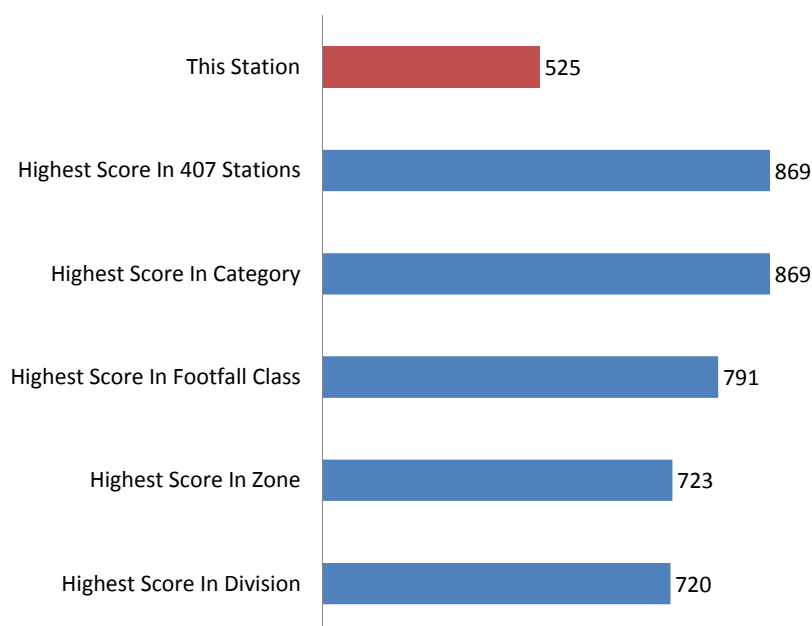
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	498	753
	2	Condition of flooring surface at waiting rooms	1%	518	737
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	491	680
	4	Condition of water booths and water coolers	2%	499	703
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	501	750
	6	Condition of vending stalls including arrangements for waste disposal	2%	500	740
	7	Proper dressing of Electric cables	2%	588	757
	8	Proper dressing of Telecom cables	2%	574	710
	9	Absence of stench in the station premises	12%	654	753
	10	Control of pest and rodent	2%	555	540
	11	Control of flies and mosquitoes	3%	484	650
	12	Stagnation of water in movement areas and non-movement areas	2%	430	560
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	504	667
	14	Cleanliness and hygiene around vending stalls	3%	493	683
	15	Cleanliness of platform areas	5%	510	727
	16	Cleanliness of advertisement hoardings/signages	3%	519	630
	17	Cleanliness of tracks between platforms	1%	501	710
	18	Cleanliness of foot over bridges	1%	482	707
	19	Cleanliness of track area up to home signal beyond platform	1%	486	697
	20	Functioning of cross and longitudinal waste water drains	2%	465	633
Waste Management	21	Adequate availability of dustbins	10%	703	737
	22	Proper system for collection and disposal of solid waste from trains	0%	498	610
	23	Proper system for collection and disposal of solid waste from stations	0%	511	693
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	453	730
	25	Promptness in removal and disbursement of garbage	3%	518	703
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	495	757
	27	Presence/clearance of unwanted posters/notices	0%	500	737
	28	Storage of scrap items & their prompt disposal	3%	474	720
Toilets	29	Adequate availability of toilet in General	4%	617	700
	30	Adequate availability of toilets in pay and use	0%	539	727
	31	Adequate availability of toilets in Waiting rooms	3%	502	693
	32	Adequate availability of toilets in Circulating area	0%	435	633
	33	Condition of toilets in General	3%	478	587
	34	Condition of toilets in pay and use	0%	515	730
	35	Condition of toilets in Waiting rooms	2%	542	797
	36	Condition of toilets in circulating area	0%	519	660
	37	Availability of water in toilets and in other places for cleaning	4%	507	743
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	503	773
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	499	717
	40	Cleanliness of concourse and circulating area	0%	485	740
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		700	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		667	
	3	Adequate supervision for monitoring cleanliness		667	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		833	
	5	Performance of service improvement groups (SIG) and their effectiveness		700	
	6	Usage of recycled water for non potable uses		633	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		767	
	8	Condition of carriage watering hydrants including their leakage		700	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		800	
	10	Final disposal of waste water from the trackside drains		767	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		700	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		700	
	13	Condition of Washable CC Apron over tracks at station		700	

Name of Station	Division
VIDISHA	BHOPAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	525
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	233
Cleanliness Rank of the Station (in Category)	181
Cleanliness Rank of the Station (in Footfall Class)	77
Cleanliness Rank of the Station (in Zone)	11
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	567
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	638
Infrastructure Adequacy Level	Level 2
Process Compliance Score	618
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	41
Observed the enforcement of anti-littering rules	45
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	20

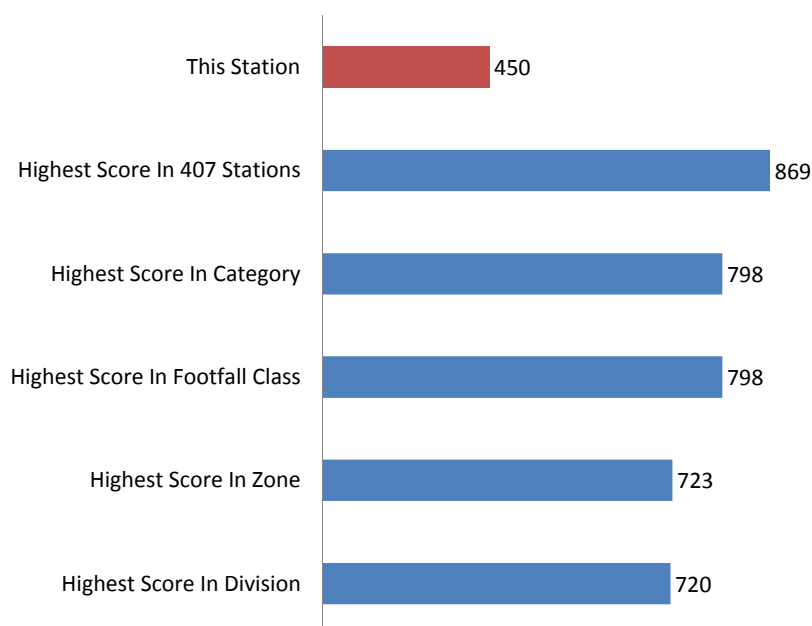
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	504	600
	2	Condition of flooring surface at waiting rooms	1%	509	620
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	490	525
	4	Condition of water booths and water coolers	2%	495	480
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	484	480
	6	Condition of vending stalls including arrangements for waste disposal	2%	500	460
	7	Proper dressing of Electric cables	2%	653	640
	8	Proper dressing of Telecom cables	2%	638	500
	9	Absence of stench in the station premises	12%	599	580
	10	Control of pest and rodent	2%	560	560
	11	Control of flies and mosquitoes	3%	494	660
	12	Stagnation of water in movement areas and non-movement areas	2%	431	560
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	516	567
	14	Cleanliness and hygiene around vending stalls	3%	468	620
	15	Cleanliness of platform areas	5%	476	540
	16	Cleanliness of advertisement hoardings/signages	3%	509	400
	17	Cleanliness of tracks between platforms	1%	503	540
	18	Cleanliness of foot over bridges	1%	477	520
	19	Cleanliness of track area up to home signal beyond platform	1%	476	650
	20	Functioning of cross and longitudinal waste water drains	2%	422	540
Waste Management	21	Adequate availability of dustbins	10%	618	640
	22	Proper system for collection and disposal of solid waste from trains	0%	497	450
	23	Proper system for collection and disposal of solid waste from stations	0%	476	540
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	468	520
	25	Promptness in removal and disbursement of garbage	3%	493	580
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	502	620
	27	Presence/clearance of unwanted posters/notices	0%	487	480
	28	Storage of scrap items & their prompt disposal	3%	508	650
Toilets	29	Adequate availability of toilet in General	4%	591	420
	30	Adequate availability of toilets in pay and use	0%	522	267
	31	Adequate availability of toilets in Waiting rooms	3%	445	720
	32	Adequate availability of toilets in Circulating area	0%	441	400
	33	Condition of toilets in General	3%	467	475
	34	Condition of toilets in pay and use	0%	501	550
	35	Condition of toilets in Waiting rooms	2%	504	600
	36	Condition of toilets in circulating area	0%	490	525
	37	Availability of water in toilets and in other places for cleaning	4%	474	520
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	516	580
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	503	580
	40	Cleanliness of concourse and circulating area	0%	503	620
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		640	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		600	
	3	Adequate supervision for monitoring cleanliness		640	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		560	
	5	Performance of service improvement groups (SIG) and their effectiveness		600	
	6	Usage of recycled water for non potable uses		667	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		667	
	8	Condition of carriage watering hydrants including their leakage		733	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		680	
	10	Final disposal of waste water from the trackside drains		600	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		550	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		533	
	13	Condition of Washable CC Apron over tracks at station		700	

Name of Station	Division
BHOPAL	BHOPAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	450
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	335
Cleanliness Rank of the Station (in Category)	69
Cleanliness Rank of the Station (in Footfall Class)	25
Cleanliness Rank of the Station (in Zone)	16
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	600
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	534
Infrastructure Adequacy Level	Level 3
Process Compliance Score	560
Process Compliance Level	Level 3

Passenger Cleanliness Score



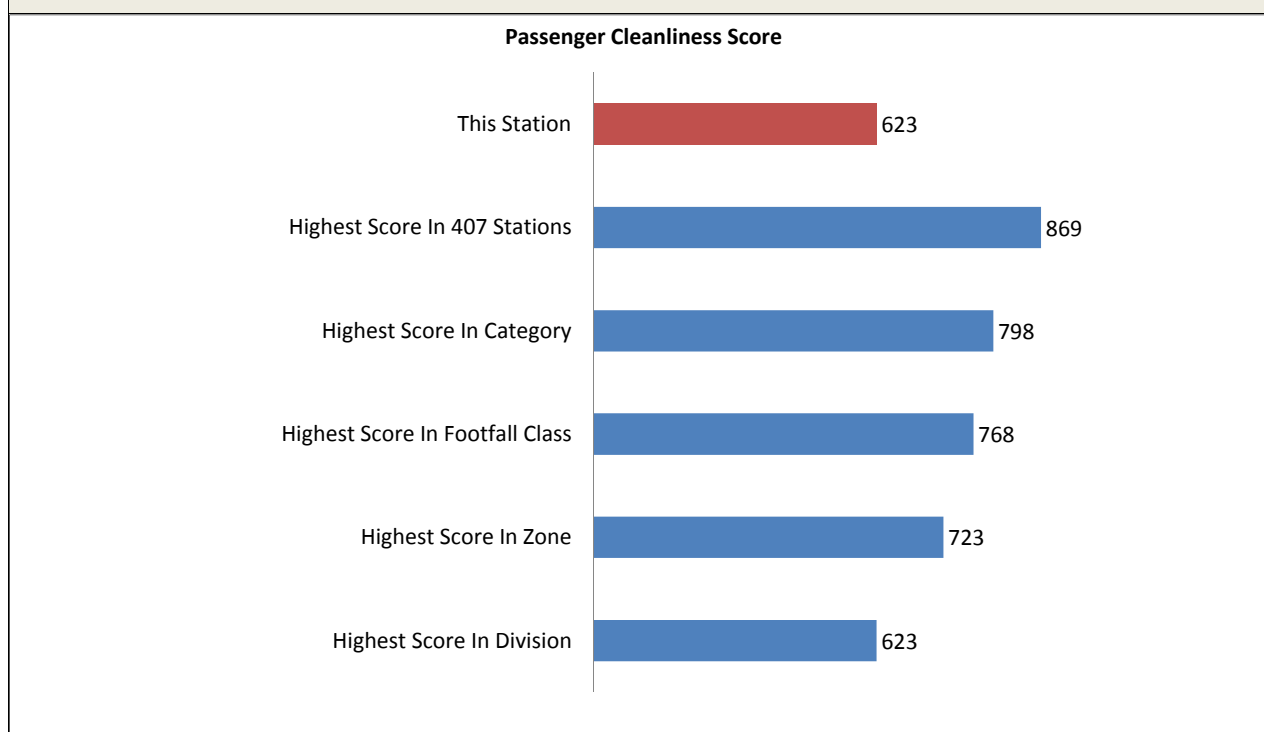
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	33
Observed the enforcement of anti-littering rules	29
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	70
Sensitized cleaning staff about correct practices	90
Observed the use of CCTVs for monitoring cleanliness at stations	30
Availability of Washable CC Apron over tracks at station	90

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WCR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	454	590
	2	Condition of flooring surface at waiting rooms	1%	436	710
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	437	567
	4	Condition of water booths and water coolers	2%	426	640
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	435	633
	6	Condition of vending stalls including arrangements for waste disposal	2%	448	510
	7	Proper dressing of Electric cables	2%	429	670
	8	Proper dressing of Telecom cables	2%	424	600
	9	Absence of stench in the station premises	12%	502	660
	10	Control of pest and rodent	2%	481	440
	11	Control of flies and mosquitoes	3%	419	530
	12	Stagnation of water in movement areas and non-movement areas	2%	403	500
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	419	450
	14	Cleanliness and hygiene around vending stalls	3%	425	600
	15	Cleanliness of platform areas	5%	434	570
	16	Cleanliness of advertisement hoardings/signages	3%	441	620
	17	Cleanliness of tracks between platforms	1%	417	660
	18	Cleanliness of foot over bridges	1%	443	540
	19	Cleanliness of track area up to home signal beyond platform	1%	435	650
	20	Functioning of cross and longitudinal waste water drains	2%	418	440
Waste Management	21	Adequate availability of dustbins	10%	535	670
	22	Proper system for collection and disposal of solid waste from trains	0%	434	580
	23	Proper system for collection and disposal of solid waste from stations	0%	435	670
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	410	570
	25	Promptness in removal and disbursement of garbage	3%	415	580
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	429	640
	27	Presence/clearance of unwanted posters/notices	0%	437	580
	28	Storage of scrap items & their prompt disposal	3%	431	678
Toilets	29	Adequate availability of toilet in General	4%	474	560
	30	Adequate availability of toilets in pay and use	0%	391	560
	31	Adequate availability of toilets in Waiting rooms	3%	391	690
	32	Adequate availability of toilets in Circulating area	0%	389	530
	33	Condition of toilets in General	3%	384	570
	34	Condition of toilets in pay and use	0%	384	450
	35	Condition of toilets in Waiting rooms	2%	402	570
	36	Condition of toilets in circulating area	0%	421	700
	37	Availability of water in toilets and in other places for cleaning	4%	438	560
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	442	530
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	431	570
	40	Cleanliness of concourse and circulating area	0%	433	570
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		480	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		620	
	3	Adequate supervision for monitoring cleanliness		620	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		480	
	5	Performance of service improvement groups (SIG) and their effectiveness		560	
	6	Usage of recycled water for non potable uses		600	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		620	
	8	Condition of carriage watering hydrants including their leakage		560	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		480	
	10	Final disposal of waste water from the trackside drains		580	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		400	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		540	
	13	Condition of Washable CC Apron over tracks at station		560	

Name of Station	Division
JABALPUR	JABALPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	623
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	76
Cleanliness Rank of the Station (in Category)	18
Cleanliness Rank of the Station (in Footfall Class)	14
Cleanliness Rank of the Station (in Zone)	3
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	831
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	811
Infrastructure Adequacy Level	Level 1
Process Compliance Score	843
Process Compliance Level	Level 1



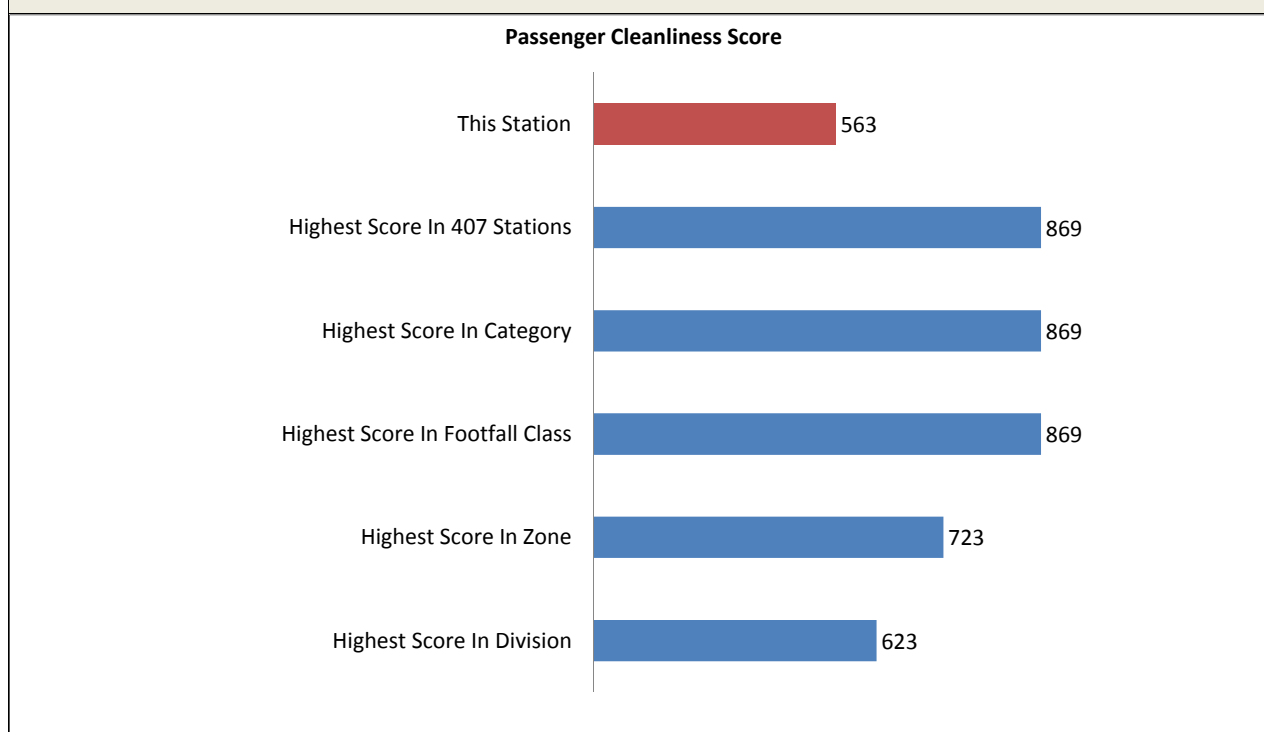
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	86
Observed the enforcement of anti-littering rules	83
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	13
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WCR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	664	888
	2	Condition of flooring surface at waiting rooms	1%	699	900
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	595	550
	4	Condition of water booths and water coolers	2%	592	863
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	606	938
	6	Condition of vending stalls including arrangements for waste disposal	2%	613	875
	7	Proper dressing of Electric cables	2%	629	775
	8	Proper dressing of Telecom cables	2%	634	788
	9	Absence of stench in the station premises	12%	666	825
	10	Control of pest and rodent	2%	598	613
	11	Control of flies and mosquitoes	3%	599	863
	12	Stagnation of water in movement areas and non-movement areas	2%	603	850
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	607	650
	14	Cleanliness and hygiene around vending stalls	3%	619	875
	15	Cleanliness of platform areas	5%	649	900
	16	Cleanliness of advertisement hoardings/signages	3%	595	838
	17	Cleanliness of tracks between platforms	1%	616	788
	18	Cleanliness of foot over bridges	1%	634	888
	19	Cleanliness of track area up to home signal beyond platform	1%	609	775
	20	Functioning of cross and longitudinal waste water drains	2%	578	688
Waste Management	21	Adequate availability of dustbins	10%	638	900
	22	Proper system for collection and disposal of solid waste from trains	0%	597	838
	23	Proper system for collection and disposal of solid waste from stations	0%	589	825
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	605	875
	25	Promptness in removal and disbursement of garbage	3%	605	863
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	578	943
	27	Presence/clearance of unwanted posters/notices	0%	600	850
	28	Storage of scrap items & their prompt disposal	3%	613	800
Toilets	29	Adequate availability of toilet in General	4%	593	713
	30	Adequate availability of toilets in pay and use	0%	601	813
	31	Adequate availability of toilets in Waiting rooms	3%	642	863
	32	Adequate availability of toilets in Circulating area	0%	594	625
	33	Condition of toilets in General	3%	595	538
	34	Condition of toilets in pay and use	0%	609	800
	35	Condition of toilets in Waiting rooms	2%	651	825
	36	Condition of toilets in circulating area	0%	601	600
	37	Availability of water in toilets and in other places for cleaning	4%	644	888
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	601	813
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	587	663
	40	Cleanliness of concourse and circulating area	0%	607	825
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			850
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			850
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			857
	5	Performance of service improvement groups (SIG) and their effectiveness			900
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			775
	8	Condition of carriage watering hydrants including their leakage			825
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			875
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			775
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			825

Name of Station	Division
PIPARIYA	JABALPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	563
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	171
Cleanliness Rank of the Station (in Category)	133
Cleanliness Rank of the Station (in Footfall Class)	80
Cleanliness Rank of the Station (in Zone)	7
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	654
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	571
Infrastructure Adequacy Level	Level 3
Process Compliance Score	767
Process Compliance Level	Level 1



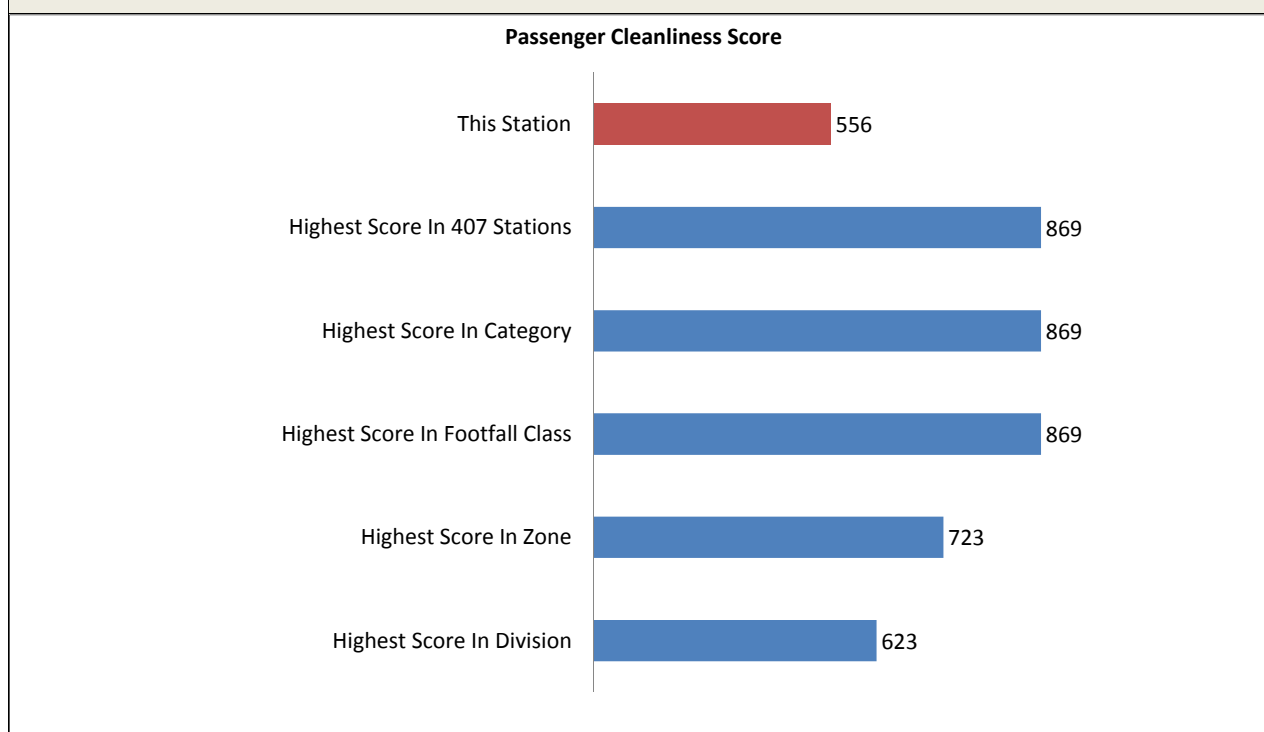
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	60
Observed the enforcement of anti-littering rules	79
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	566	429
	2	Condition of flooring surface at waiting rooms	1%	555	757
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	527	757
	4	Condition of water booths and water coolers	2%	538	771
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	509	514
	6	Condition of vending stalls including arrangements for waste disposal	2%	509	500
	7	Proper dressing of Electric cables	2%	581	700
	8	Proper dressing of Telecom cables	2%	576	600
	9	Absence of stench in the station premises	12%	696	657
	10	Control of pest and rodent	2%	572	386
	11	Control of flies and mosquitoes	3%	520	657
	12	Stagnation of water in movement areas and non-movement areas	2%	538	625
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	532	700
	14	Cleanliness and hygiene around vending stalls	3%	530	771
	15	Cleanliness of platform areas	5%	556	700
	16	Cleanliness of advertisement hoardings/signages	3%	547	586
	17	Cleanliness of tracks between platforms	1%	514	700
	18	Cleanliness of foot over bridges	1%	518	600
	19	Cleanliness of track area up to home signal beyond platform	1%	531	571
	20	Functioning of cross and longitudinal waste water drains	2%	528	550
Waste Management	21	Adequate availability of dustbins	10%	619	714
	22	Proper system for collection and disposal of solid waste from trains	0%	507	686
	23	Proper system for collection and disposal of solid waste from stations	0%	513	686
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	522	717
	25	Promptness in removal and disbursement of garbage	3%	527	743
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	515	843
	27	Presence/clearance of unwanted posters/notices	0%	553	800
	28	Storage of scrap items & their prompt disposal	3%	552	550
Toilets	29	Adequate availability of toilet in General	4%	525	686
	30	Adequate availability of toilets in pay and use	0%	487	657
	31	Adequate availability of toilets in Waiting rooms	3%	512	729
	32	Adequate availability of toilets in Circulating area	0%	501	700
	33	Condition of toilets in General	3%	507	471
	34	Condition of toilets in pay and use	0%	490	471
	35	Condition of toilets in Waiting rooms	2%	510	829
	36	Condition of toilets in circulating area	0%	501	700
	37	Availability of water in toilets and in other places for cleaning	4%	547	957
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	546	557
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	509	429
	40	Cleanliness of concourse and circulating area	0%	536	686
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			1000
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			1000
	6	Usage of recycled water for non potable uses			200
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			200
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			1000
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			400
	13	Condition of Washable CC Apron over tracks at station			200

Name of Station	Division
MAIHAR	JABALPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	556
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	179
Cleanliness Rank of the Station (in Category)	140
Cleanliness Rank of the Station (in Footfall Class)	83
Cleanliness Rank of the Station (in Zone)	8
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	673
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	614
Infrastructure Adequacy Level	Level 2
Process Compliance Score	750
Process Compliance Level	Level 1



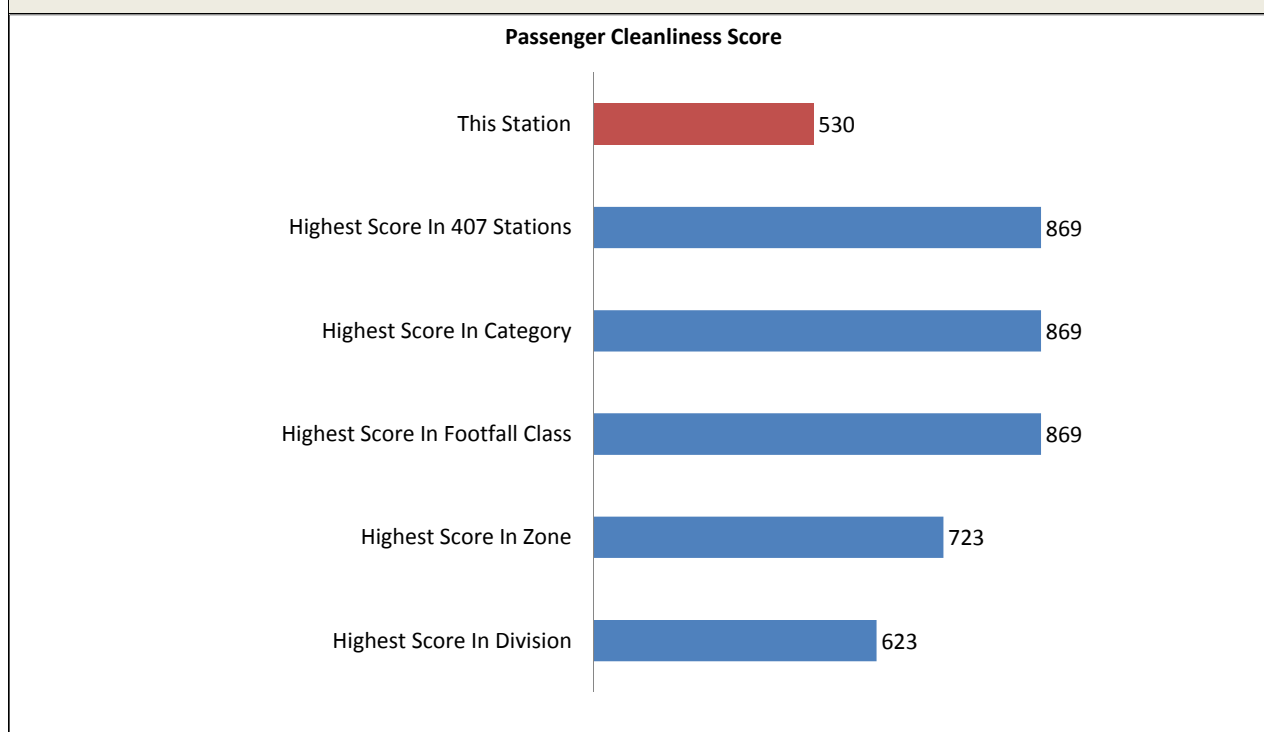
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	82
Observed the enforcement of anti-littering rules	73
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	50

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	603	650
	2	Condition of flooring surface at waiting rooms	1%	613	683
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	490	650
	4	Condition of water booths and water coolers	2%	528	650
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	514	650
	6	Condition of vending stalls including arrangements for waste disposal	2%	528	650
	7	Proper dressing of Electric cables	2%	578	650
	8	Proper dressing of Telecom cables	2%	535	650
	9	Absence of stench in the station premises	12%	609	767
	10	Control of pest and rodent	2%	549	683
	11	Control of flies and mosquitoes	3%	592	683
	12	Stagnation of water in movement areas and non-movement areas	2%	515	650
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	490	650
	14	Cleanliness and hygiene around vending stalls	3%	567	650
	15	Cleanliness of platform areas	5%	593	617
	16	Cleanliness of advertisement hoardings/signages	3%	511	617
	17	Cleanliness of tracks between platforms	1%	552	617
	18	Cleanliness of foot over bridges	1%	580	617
	19	Cleanliness of track area up to home signal beyond platform	1%	536	617
	20	Functioning of cross and longitudinal waste water drains	2%	500	650
Waste Management	21	Adequate availability of dustbins	10%	618	767
	22	Proper system for collection and disposal of solid waste from trains	0%	462	600
	23	Proper system for collection and disposal of solid waste from stations	0%	495	650
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	531	650
	25	Promptness in removal and disbursement of garbage	3%	534	650
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	477	617
	27	Presence/clearance of unwanted posters/notices	0%	491	617
	28	Storage of scrap items & their prompt disposal	3%	499	617
Toilets	29	Adequate availability of toilet in General	4%	544	733
	30	Adequate availability of toilets in pay and use	0%	538	683
	31	Adequate availability of toilets in Waiting rooms	3%	564	683
	32	Adequate availability of toilets in Circulating area	0%	487	650
	33	Condition of toilets in General	3%	483	600
	34	Condition of toilets in pay and use	0%	511	733
	35	Condition of toilets in Waiting rooms	2%	542	700
	36	Condition of toilets in circulating area	0%	496	683
	37	Availability of water in toilets and in other places for cleaning	4%	541	650
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	547	600
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	498	650
	40	Cleanliness of concourse and circulating area	0%	558	617
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			500
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
REWA	JABALPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	530
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	226
Cleanliness Rank of the Station (in Category)	175
Cleanliness Rank of the Station (in Footfall Class)	100
Cleanliness Rank of the Station (in Zone)	10
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	913
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	905
Infrastructure Adequacy Level	Level 1
Process Compliance Score	928
Process Compliance Level	Level 1



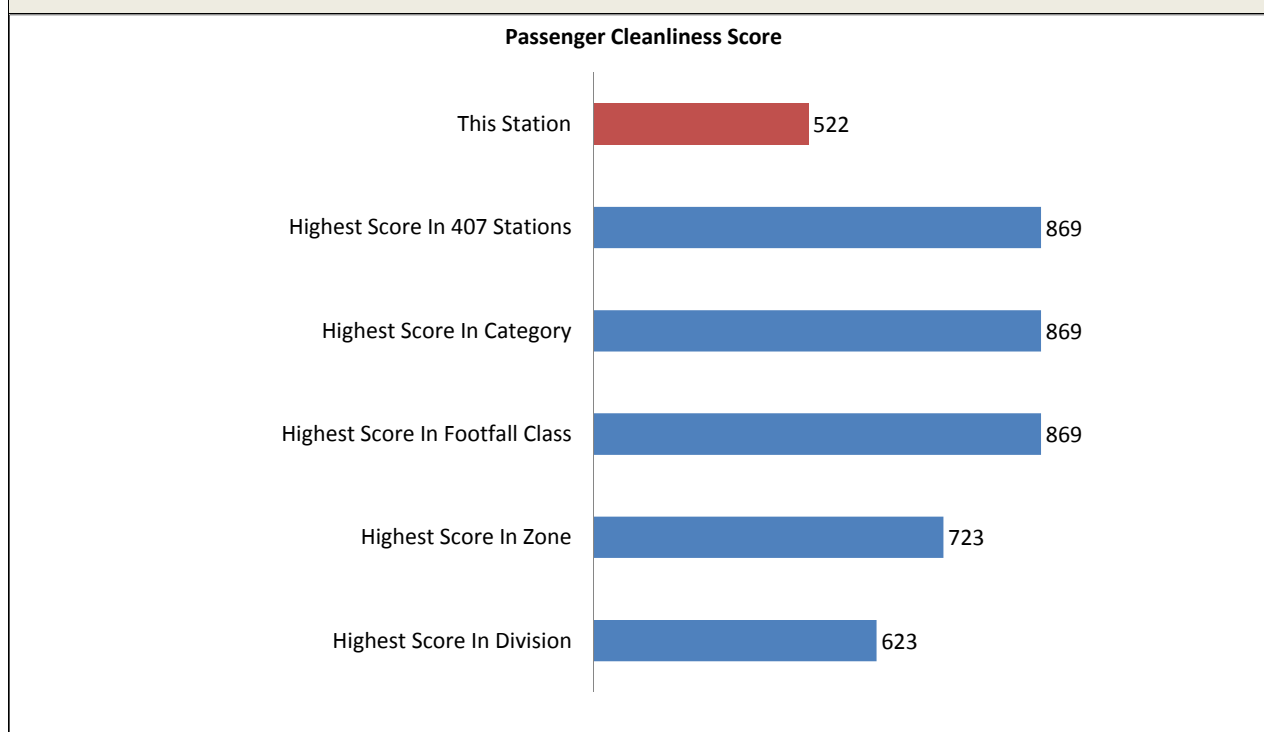
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	86
Observed the enforcement of anti-littering rules	93
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	13
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	586	900
	2	Condition of flooring surface at waiting rooms	1%	600	913
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	498	888
	4	Condition of water booths and water coolers	2%	557	888
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	533	913
	6	Condition of vending stalls including arrangements for waste disposal	2%	528	913
	7	Proper dressing of Electric cables	2%	582	900
	8	Proper dressing of Telecom cables	2%	504	900
	9	Absence of stench in the station premises	12%	552	938
	10	Control of pest and rodent	2%	537	875
	11	Control of flies and mosquitoes	3%	518	900
	12	Stagnation of water in movement areas and non-movement areas	2%	511	900
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	489	888
	14	Cleanliness and hygiene around vending stalls	3%	560	900
	15	Cleanliness of platform areas	5%	587	900
	16	Cleanliness of advertisement hoardings/signages	3%	519	913
	17	Cleanliness of tracks between platforms	1%	530	900
	18	Cleanliness of foot over bridges	1%	559	913
	19	Cleanliness of track area up to home signal beyond platform	1%	515	913
	20	Functioning of cross and longitudinal waste water drains	2%	453	900
Waste Management	21	Adequate availability of dustbins	10%	565	913
	22	Proper system for collection and disposal of solid waste from trains	0%	455	893
	23	Proper system for collection and disposal of solid waste from stations	0%	488	863
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	533	875
	25	Promptness in removal and disbursement of garbage	3%	535	900
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	465	913
	27	Presence/clearance of unwanted posters/notices	0%	511	913
	28	Storage of scrap items & their prompt disposal	3%	484	913
Toilets	29	Adequate availability of toilet in General	4%	444	950
	30	Adequate availability of toilets in pay and use	0%	496	950
	31	Adequate availability of toilets in Waiting rooms	3%	538	913
	32	Adequate availability of toilets in Circulating area	0%	342	1000
	33	Condition of toilets in General	3%	453	950
	34	Condition of toilets in pay and use	0%	495	950
	35	Condition of toilets in Waiting rooms	2%	530	938
	36	Condition of toilets in circulating area	0%	358	917
	37	Availability of water in toilets and in other places for cleaning	4%	532	925
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	503	913
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	497	900
	40	Cleanliness of concourse and circulating area	0%	532	900
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		925	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		900	
	3	Adequate supervision for monitoring cleanliness		925	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		925	
	5	Performance of service improvement groups (SIG) and their effectiveness		950	
	6	Usage of recycled water for non potable uses		943	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		900	
	8	Condition of carriage watering hydrants including their leakage		900	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		925	
	10	Final disposal of waste water from the trackside drains		900	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		825	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		943	
	13	Condition of Washable CC Apron over tracks at station		943	

Name of Station	Division
DAMOH	JABALPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	522
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	239
Cleanliness Rank of the Station (in Category)	186
Cleanliness Rank of the Station (in Footfall Class)	105
Cleanliness Rank of the Station (in Zone)	12
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	786
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	848
Infrastructure Adequacy Level	Level 1
Process Compliance Score	833
Process Compliance Level	Level 1



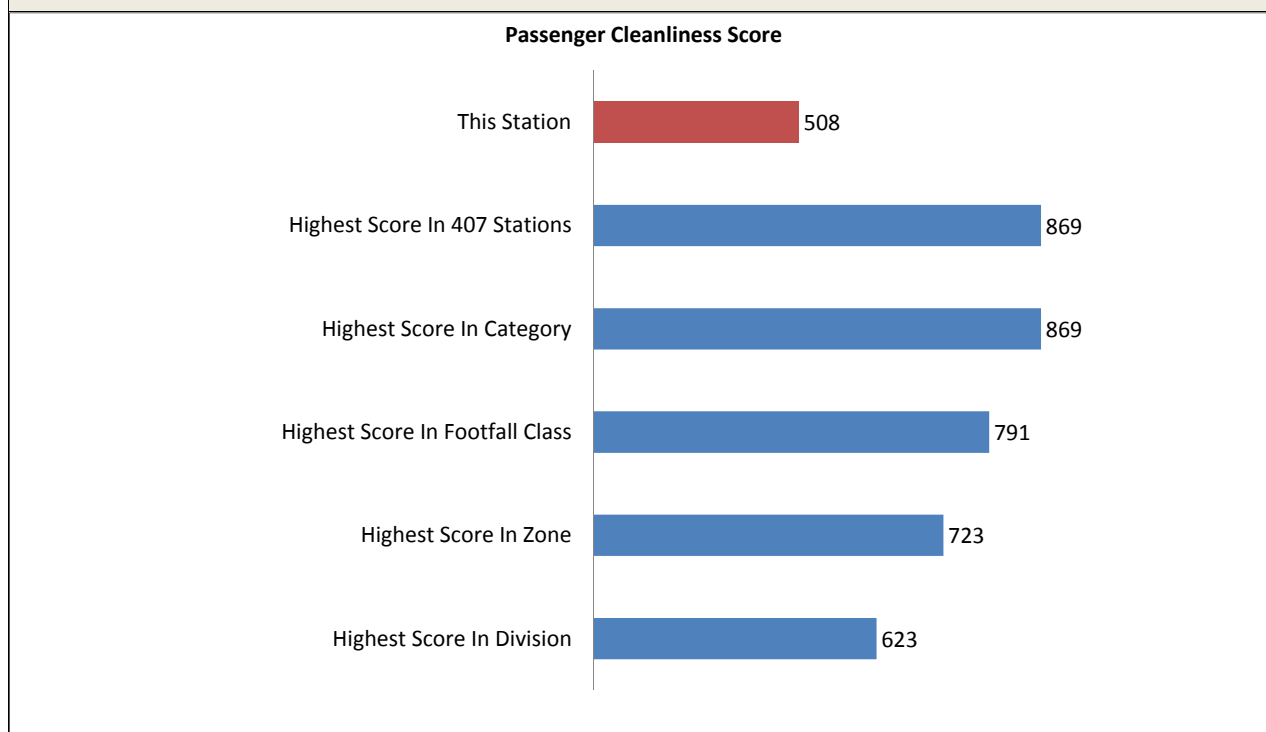
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	77
Observed the enforcement of anti-littering rules	49
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	67
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	33
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	471	654
	2	Condition of flooring surface at waiting rooms	1%	476	779
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	450	808
	4	Condition of water booths and water coolers	2%	452	800
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	470	700
	6	Condition of vending stalls including arrangements for waste disposal	2%	449	742
	7	Proper dressing of Electric cables	2%	539	788
	8	Proper dressing of Telecom cables	2%	543	696
	9	Absence of stench in the station premises	12%	671	854
	10	Control of pest and rodent	2%	582	758
	11	Control of flies and mosquitoes	3%	480	875
	12	Stagnation of water in movement areas and non-movement areas	2%	434	696
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	473	804
	14	Cleanliness and hygiene around vending stalls	3%	480	754
	15	Cleanliness of platform areas	5%	470	683
	16	Cleanliness of advertisement hoardings/signages	3%	471	783
	17	Cleanliness of tracks between platforms	1%	458	863
	18	Cleanliness of foot over bridges	1%	451	804
	19	Cleanliness of track area up to home signal beyond platform	1%	466	729
	20	Functioning of cross and longitudinal waste water drains	2%	438	729
Waste Management	21	Adequate availability of dustbins	10%	676	879
	22	Proper system for collection and disposal of solid waste from trains	0%	449	842
	23	Proper system for collection and disposal of solid waste from stations	0%	451	821
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	448	771
	25	Promptness in removal and disbursement of garbage	3%	489	888
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	457	771
	27	Presence/clearance of unwanted posters/notices	0%	454	704
	28	Storage of scrap items & their prompt disposal	3%	468	796
Toilets	29	Adequate availability of toilet in General	4%	599	788
	30	Adequate availability of toilets in pay and use	0%	488	788
	31	Adequate availability of toilets in Waiting rooms	3%	440	829
	32	Adequate availability of toilets in Circulating area	0%	403	675
	33	Condition of toilets in General	3%	449	779
	34	Condition of toilets in pay and use	0%	457	846
	35	Condition of toilets in Waiting rooms	2%	488	875
	36	Condition of toilets in circulating area	0%	485	708
	37	Availability of water in toilets and in other places for cleaning	4%	474	721
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	461	721
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	481	846
	40	Cleanliness of concourse and circulating area	0%	464	771
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			733
	3	Adequate supervision for monitoring cleanliness			867
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			1000
	5	Performance of service improvement groups (SIG) and their effectiveness			867
	6	Usage of recycled water for non potable uses			733
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			867
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			933
	10	Final disposal of waste water from the trackside drains			867
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			933
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			733
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
SATNA	JABALPUR
Passenger Cleanliness Score	508
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	257
Cleanliness Rank of the Station (in Category)	202
Cleanliness Rank of the Station (in Footfall Class)	81
Cleanliness Rank of the Station (in Zone)	13
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	641
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	714
Infrastructure Adequacy Level	Level 2
Process Compliance Score	793
Process Compliance Level	Level 1



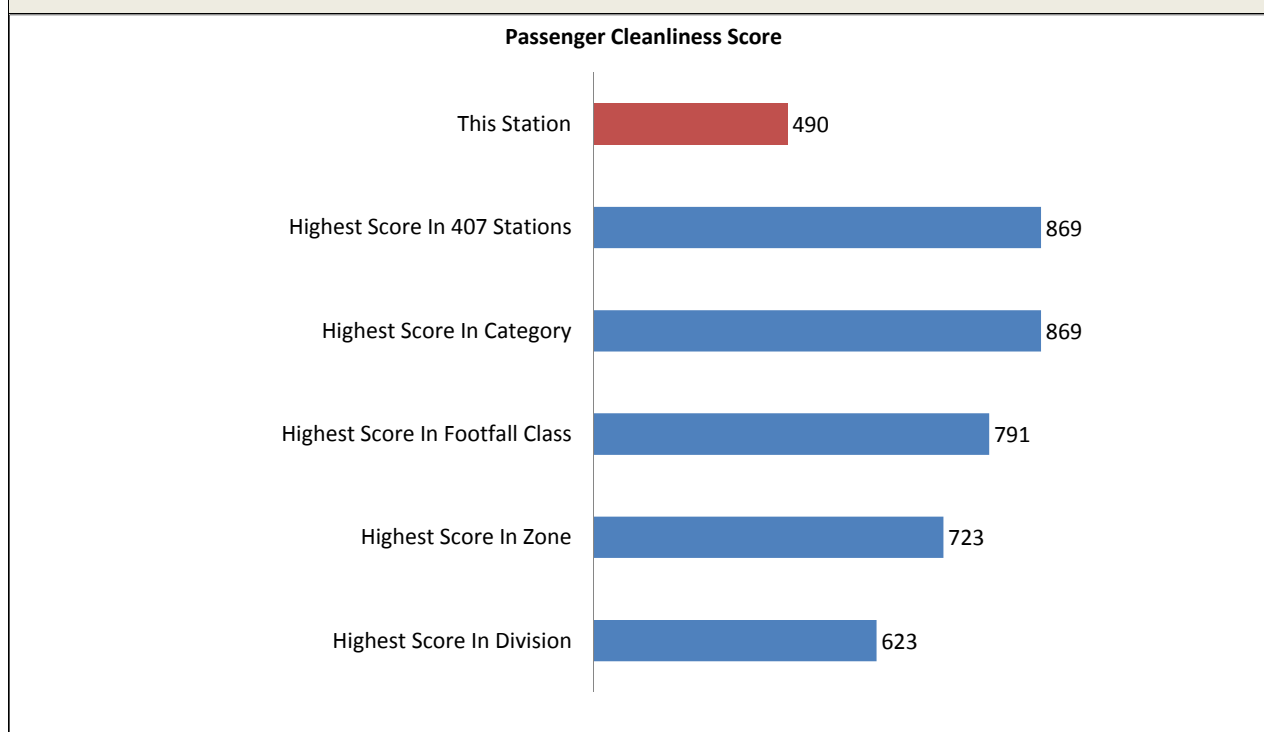
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	69
Observed the enforcement of anti-littering rules	71
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	532	577
	2	Condition of flooring surface at waiting rooms	1%	558	727
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	502	580
	4	Condition of water booths and water coolers	2%	499	613
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	491	597
	6	Condition of vending stalls including arrangements for waste disposal	2%	491	720
	7	Proper dressing of Electric cables	2%	553	627
	8	Proper dressing of Telecom cables	2%	532	613
	9	Absence of stench in the station premises	12%	515	680
	10	Control of pest and rodent	2%	515	460
	11	Control of flies and mosquitoes	3%	510	640
	12	Stagnation of water in movement areas and non-movement areas	2%	508	610
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	499	697
	14	Cleanliness and hygiene around vending stalls	3%	534	750
	15	Cleanliness of platform areas	5%	543	670
	16	Cleanliness of advertisement hoardings/signages	3%	497	687
	17	Cleanliness of tracks between platforms	1%	475	633
	18	Cleanliness of foot over bridges	1%	531	703
	19	Cleanliness of track area up to home signal beyond platform	1%	497	667
	20	Functioning of cross and longitudinal waste water drains	2%	486	607
Waste Management	21	Adequate availability of dustbins	10%	519	647
	22	Proper system for collection and disposal of solid waste from trains	0%	461	483
	23	Proper system for collection and disposal of solid waste from stations	0%	482	617
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	514	633
	25	Promptness in removal and disbursement of garbage	3%	501	563
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	455	667
	27	Presence/clearance of unwanted posters/notices	0%	494	703
	28	Storage of scrap items & their prompt disposal	3%	484	667
Toilets	29	Adequate availability of toilet in General	4%	491	540
	30	Adequate availability of toilets in pay and use	0%	508	607
	31	Adequate availability of toilets in Waiting rooms	3%	520	687
	32	Adequate availability of toilets in Circulating area	0%	471	537
	33	Condition of toilets in General	3%	458	543
	34	Condition of toilets in pay and use	0%	492	633
	35	Condition of toilets in Waiting rooms	2%	515	690
	36	Condition of toilets in circulating area	0%	479	683
	37	Availability of water in toilets and in other places for cleaning	4%	519	683
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	496	687
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	482	540
	40	Cleanliness of concourse and circulating area	0%	495	687
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			640
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			840
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			880
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			760
	8	Condition of carriage watering hydrants including their leakage			720
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			680
	10	Final disposal of waste water from the trackside drains			760
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			640
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			720
	13	Condition of Washable CC Apron over tracks at station			720

Name of Station	Division
KATNI	JABALPUR
Passenger Cleanliness Score	490
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	288
Cleanliness Rank of the Station (in Category)	229
Cleanliness Rank of the Station (in Footfall Class)	92
Cleanliness Rank of the Station (in Zone)	14
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	620
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	687
Infrastructure Adequacy Level	Level 2
Process Compliance Score	745
Process Compliance Level	Level 2



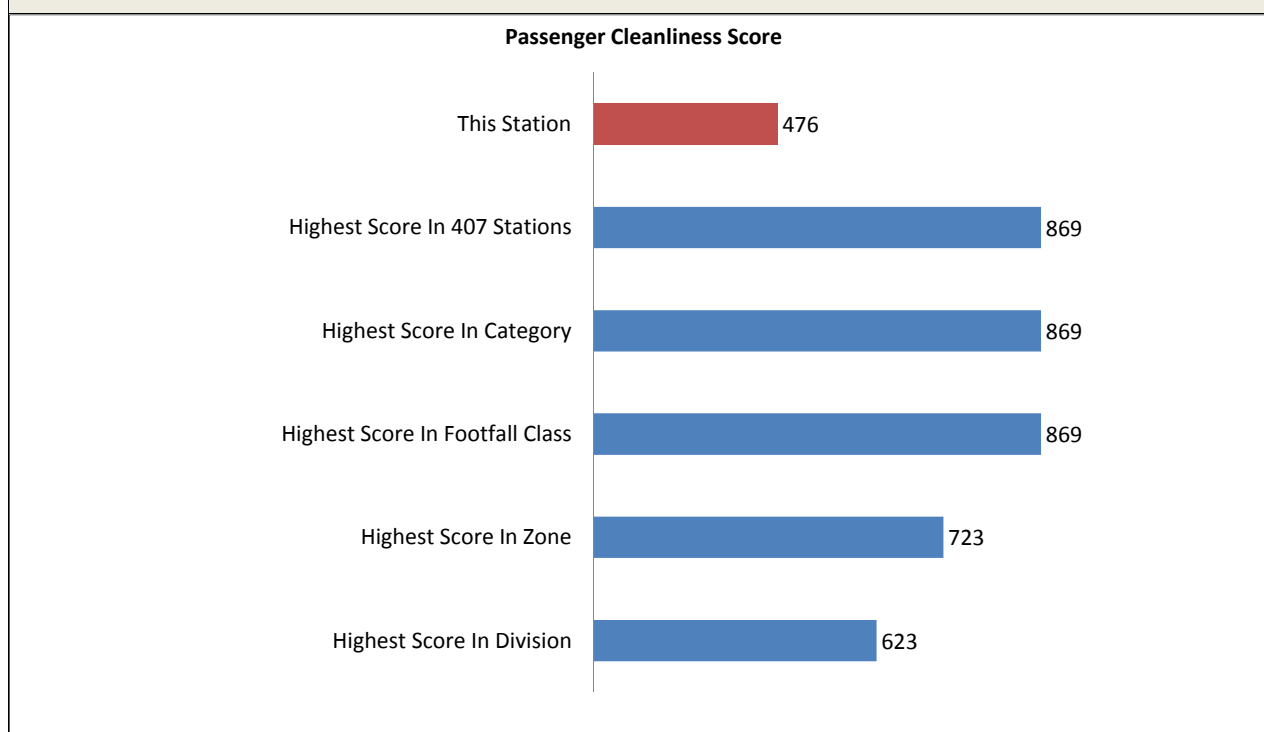
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	76
Observed the enforcement of anti-littering rules	56
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	80
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	533	523
	2	Condition of flooring surface at waiting rooms	1%	536	614
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	480	571
	4	Condition of water booths and water coolers	2%	493	558
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	487	660
	6	Condition of vending stalls including arrangements for waste disposal	2%	494	603
	7	Proper dressing of Electric cables	2%	530	663
	8	Proper dressing of Telecom cables	2%	528	568
	9	Absence of stench in the station premises	12%	450	678
	10	Control of pest and rodent	2%	472	338
	11	Control of flies and mosquitoes	3%	485	518
	12	Stagnation of water in movement areas and non-movement areas	2%	474	675
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	499	646
	14	Cleanliness and hygiene around vending stalls	3%	520	613
	15	Cleanliness of platform areas	5%	526	693
	16	Cleanliness of advertisement hoardings/signages	3%	503	568
	17	Cleanliness of tracks between platforms	1%	466	615
	18	Cleanliness of foot over bridges	1%	498	660
	19	Cleanliness of track area up to home signal beyond platform	1%	481	623
	20	Functioning of cross and longitudinal waste water drains	2%	476	564
Waste Management	21	Adequate availability of dustbins	10%	487	675
	22	Proper system for collection and disposal of solid waste from trains	0%	469	638
	23	Proper system for collection and disposal of solid waste from stations	0%	484	654
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	502	668
	25	Promptness in removal and disbursement of garbage	3%	491	628
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	468	660
	27	Presence/clearance of unwanted posters/notices	0%	502	643
	28	Storage of scrap items & their prompt disposal	3%	502	661
Toilets	29	Adequate availability of toilet in General	4%	488	598
	30	Adequate availability of toilets in pay and use	0%	504	500
	31	Adequate availability of toilets in Waiting rooms	3%	525	685
	32	Adequate availability of toilets in Circulating area	0%	465	473
	33	Condition of toilets in General	3%	444	466
	34	Condition of toilets in pay and use	0%	466	577
	35	Condition of toilets in Waiting rooms	2%	483	586
	36	Condition of toilets in circulating area	0%	475	507
	37	Availability of water in toilets and in other places for cleaning	4%	494	633
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	501	615
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	488	577
	40	Cleanliness of concourse and circulating area	0%	494	648
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			750
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			680
	3	Adequate supervision for monitoring cleanliness			720
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			720
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			750
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			650
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			760
	13	Condition of Washable CC Apron over tracks at station			550

Name of Station	Division
SAUGOR	JABALPUR
Passenger Cleanliness Score	
Passenger Cleanliness Score	476
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	309
Cleanliness Rank of the Station (in Category)	248
Cleanliness Rank of the Station (in Footfall Class)	138
Cleanliness Rank of the Station (in Zone)	15
Cleanliness Rank of the Station (in Division)	8
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	579
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	591
Infrastructure Adequacy Level	Level 3
Process Compliance Score	675
Process Compliance Level	Level 2



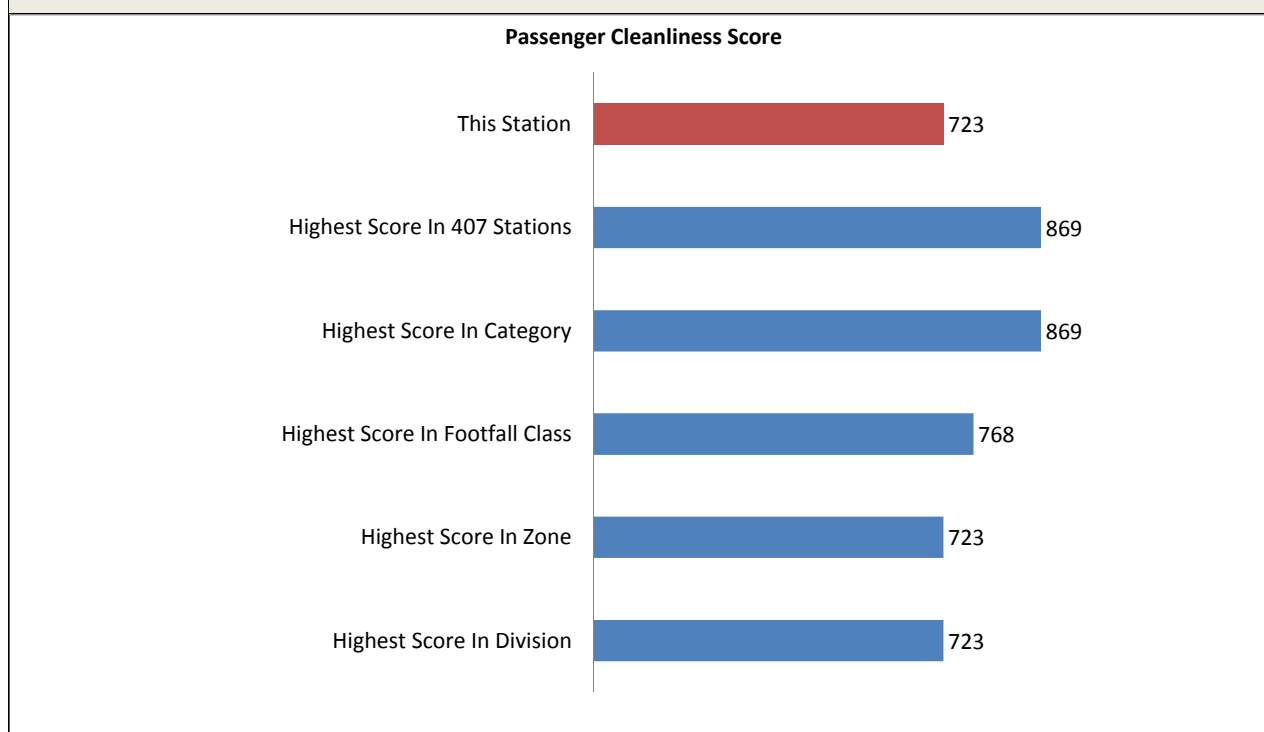
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	65
Observed the enforcement of anti-littering rules	61
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	80
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	20
Availability of Washable CC Apron over tracks at station	20

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WCR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	484	630
	2	Condition of flooring surface at waiting rooms	1%	475	618
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	438	445
	4	Condition of water booths and water coolers	2%	457	473
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	437	513
	6	Condition of vending stalls including arrangements for waste disposal	2%	441	548
	7	Proper dressing of Electric cables	2%	562	615
	8	Proper dressing of Telecom cables	2%	557	590
	9	Absence of stench in the station premises	12%	527	633
	10	Control of pest and rodent	2%	497	518
	11	Control of flies and mosquitoes	3%	453	610
	12	Stagnation of water in movement areas and non-movement areas	2%	444	533
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	439	525
	14	Cleanliness and hygiene around vending stalls	3%	458	578
	15	Cleanliness of platform areas	5%	452	598
	16	Cleanliness of advertisement hoardings/signages	3%	466	573
	17	Cleanliness of tracks between platforms	1%	434	603
	18	Cleanliness of foot over bridges	1%	461	605
	19	Cleanliness of track area up to home signal beyond platform	1%	461	610
	20	Functioning of cross and longitudinal waste water drains	2%	439	520
Waste Management	21	Adequate availability of dustbins	10%	556	693
	22	Proper system for collection and disposal of solid waste from trains	0%	436	598
	23	Proper system for collection and disposal of solid waste from stations	0%	453	525
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	440	508
	25	Promptness in removal and disbursement of garbage	3%	457	573
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	427	618
	27	Presence/clearance of unwanted posters/notices	0%	436	573
	28	Storage of scrap items & their prompt disposal	3%	470	610
Toilets	29	Adequate availability of toilet in General	4%	468	478
	30	Adequate availability of toilets in pay and use	0%	459	525
	31	Adequate availability of toilets in Waiting rooms	3%	435	538
	32	Adequate availability of toilets in Circulating area	0%	426	440
	33	Condition of toilets in General	3%	424	468
	34	Condition of toilets in pay and use	0%	426	545
	35	Condition of toilets in Waiting rooms	2%	425	590
	36	Condition of toilets in circulating area	0%	431	523
	37	Availability of water in toilets and in other places for cleaning	4%	447	520
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	459	583
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	439	420
	40	Cleanliness of concourse and circulating area	0%	453	560
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			680
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			640
	3	Adequate supervision for monitoring cleanliness			720
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			680
	5	Performance of service improvement groups (SIG) and their effectiveness			680
	6	Usage of recycled water for non potable uses			650
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			680
	8	Condition of carriage watering hydrants including their leakage			560
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			680
	10	Final disposal of waste water from the trackside drains			480
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			440
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			600

Name of Station	Division
KOTA	KOTA
Passenger Cleanliness Score	
Passenger Cleanliness Score	723
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	19
Cleanliness Rank of the Station (in Category)	15
Cleanliness Rank of the Station (in Footfall Class)	2
Cleanliness Rank of the Station (in Zone)	1
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	867
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	828
Infrastructure Adequacy Level	Level 1
Process Compliance Score	882
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	83
Observed the enforcement of anti-littering rules	91
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	10
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	90

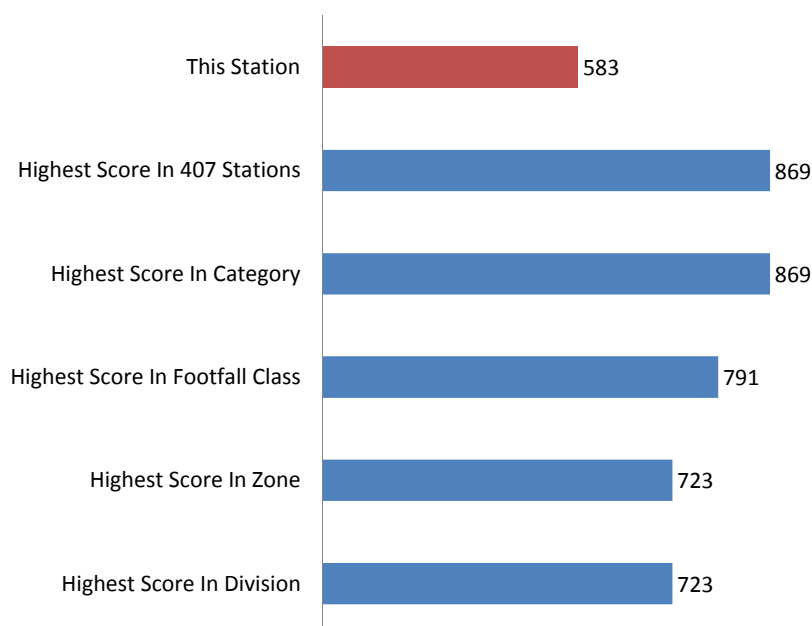
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WCR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	706	900
	2	Condition of flooring surface at waiting rooms	1%	696	910
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	675	761
	4	Condition of water booths and water coolers	2%	664	930
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	677	870
	6	Condition of vending stalls including arrangements for waste disposal	2%	668	870
	7	Proper dressing of Electric cables	2%	695	920
	8	Proper dressing of Telecom cables	2%	679	920
	9	Absence of stench in the station premises	12%	819	830
	10	Control of pest and rodent	2%	753	720
	11	Control of flies and mosquitoes	3%	752	720
	12	Stagnation of water in movement areas and non-movement areas	2%	722	870
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	718	870
	14	Cleanliness and hygiene around vending stalls	3%	704	840
	15	Cleanliness of platform areas	5%	706	910
	16	Cleanliness of advertisement hoardings/signages	3%	691	880
	17	Cleanliness of tracks between platforms	1%	658	880
	18	Cleanliness of foot over bridges	1%	693	850
	19	Cleanliness of track area up to home signal beyond platform	1%	664	830
	20	Functioning of cross and longitudinal waste water drains	2%	730	790
Waste Management	21	Adequate availability of dustbins	10%	808	890
	22	Proper system for collection and disposal of solid waste from trains	0%	658	911
	23	Proper system for collection and disposal of solid waste from stations	0%	666	933
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	695	940
	25	Promptness in removal and disbursement of garbage	3%	691	940
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	683	870
	27	Presence/clearance of unwanted posters/notices	0%	668	820
	28	Storage of scrap items & their prompt disposal	3%	676	830
Toilets	29	Adequate availability of toilet in General	4%	734	810
	30	Adequate availability of toilets in pay and use	0%	747	810
	31	Adequate availability of toilets in Waiting rooms	3%	756	890
	32	Adequate availability of toilets in Circulating area	0%	723	740
	33	Condition of toilets in General	3%	671	850
	34	Condition of toilets in pay and use	0%	714	920
	35	Condition of toilets in Waiting rooms	2%	698	930
	36	Condition of toilets in circulating area	0%	684	790
	37	Availability of water in toilets and in other places for cleaning	4%	689	930
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	685	860
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	642	860
	40	Cleanliness of concourse and circulating area	0%	663	820
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			860
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			867
	3	Adequate supervision for monitoring cleanliness			900
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			900
	5	Performance of service improvement groups (SIG) and their effectiveness			900
	6	Usage of recycled water for non potable uses			867
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			820
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			840
	10	Final disposal of waste water from the trackside drains			780
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			820
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			867
	13	Condition of Washable CC Apron over tracks at station			867

Name of Station	Division
SAWAI MADHOPUR	KOTA
Passenger Cleanliness Score	
Passenger Cleanliness Score	583
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	134
Cleanliness Rank of the Station (in Category)	103
Cleanliness Rank of the Station (in Footfall Class)	41
Cleanliness Rank of the Station (in Zone)	4
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	709
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	736
Infrastructure Adequacy Level	Level 2
Process Compliance Score	813
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	69
Observed the enforcement of anti-littering rules	88
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	38
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

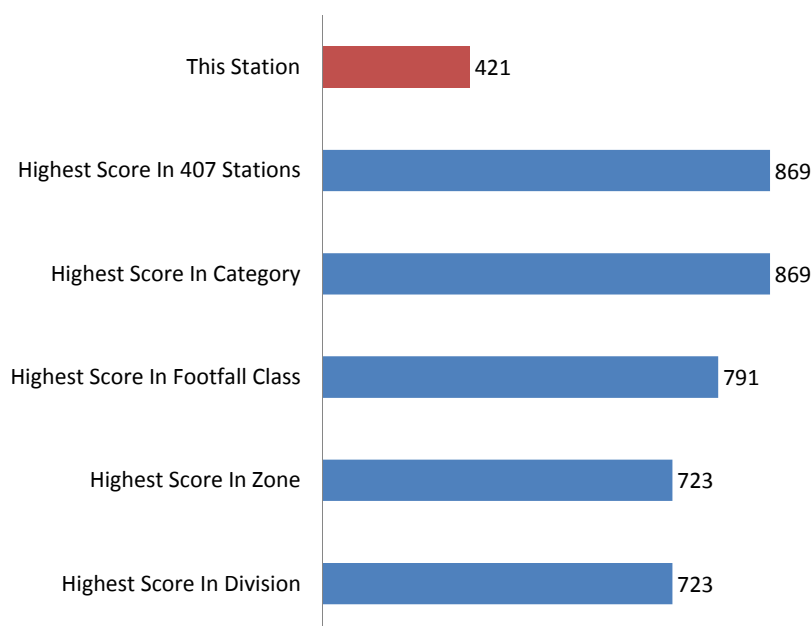
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	629	743
	2	Condition of flooring surface at waiting rooms	1%	642	955
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	486	583
	4	Condition of water booths and water coolers	2%	546	818
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	539	685
	6	Condition of vending stalls including arrangements for waste disposal	2%	537	753
	7	Proper dressing of Electric cables	2%	560	758
	8	Proper dressing of Telecom cables	2%	532	758
	9	Absence of stench in the station premises	12%	706	728
	10	Control of pest and rodent	2%	605	620
	11	Control of flies and mosquitoes	3%	552	645
	12	Stagnation of water in movement areas and non-movement areas	2%	539	610
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	542	643
	14	Cleanliness and hygiene around vending stalls	3%	580	875
	15	Cleanliness of platform areas	5%	593	810
	16	Cleanliness of advertisement hoardings/signages	3%	553	903
	17	Cleanliness of tracks between platforms	1%	539	648
	18	Cleanliness of foot over bridges	1%	556	843
	19	Cleanliness of track area up to home signal beyond platform	1%	528	603
	20	Functioning of cross and longitudinal waste water drains	2%	513	475
Waste Management	21	Adequate availability of dustbins	10%	688	708
	22	Proper system for collection and disposal of solid waste from trains	0%	507	738
	23	Proper system for collection and disposal of solid waste from stations	0%	511	696
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	534	870
	25	Promptness in removal and disbursement of garbage	3%	516	888
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	529	680
	27	Presence/clearance of unwanted posters/notices	0%	523	735
	28	Storage of scrap items & their prompt disposal	3%	510	538
Toilets	29	Adequate availability of toilet in General	4%	597	590
	30	Adequate availability of toilets in pay and use	0%	561	648
	31	Adequate availability of toilets in Waiting rooms	3%	509	708
	32	Adequate availability of toilets in Circulating area	0%	526	480
	33	Condition of toilets in General	3%	507	558
	34	Condition of toilets in pay and use	0%	544	655
	35	Condition of toilets in Waiting rooms	2%	511	743
	36	Condition of toilets in circulating area	0%	513	610
	37	Availability of water in toilets and in other places for cleaning	4%	532	628
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	545	660
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	498	623
	40	Cleanliness of concourse and circulating area	0%	523	588
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			825
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			825
	3	Adequate supervision for monitoring cleanliness			900
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			825
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			675
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			850
	10	Final disposal of waste water from the trackside drains			725
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			725
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			775
	13	Condition of Washable CC Apron over tracks at station			800

Name of Station	Division
BHARATPUR	KOTA
Passenger Cleanliness Score	
Passenger Cleanliness Score	421
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	364
Cleanliness Rank of the Station (in Category)	291
Cleanliness Rank of the Station (in Footfall Class)	120
Cleanliness Rank of the Station (in Zone)	17
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	515
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	474
Infrastructure Adequacy Level	Level 4
Process Compliance Score	492
Process Compliance Level	Level 4

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	71
Observed the enforcement of anti-littering rules	79
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	80

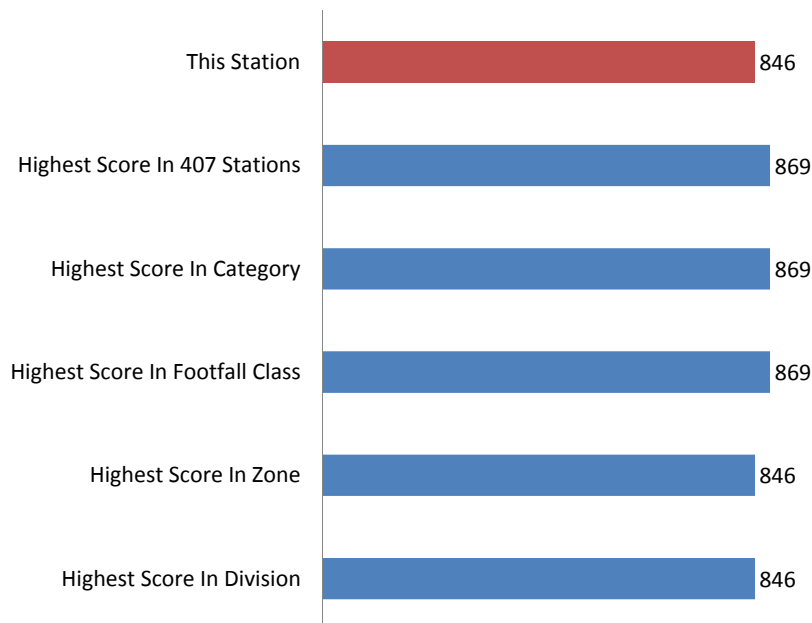
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WCR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	452	520
	2	Condition of flooring surface at waiting rooms	1%	441	540
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	407	445
	4	Condition of water booths and water coolers	2%	424	480
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	414	440
	6	Condition of vending stalls including arrangements for waste disposal	2%	428	520
	7	Proper dressing of Electric cables	2%	479	565
	8	Proper dressing of Telecom cables	2%	464	525
	9	Absence of stench in the station premises	12%	432	540
	10	Control of pest and rodent	2%	360	440
	11	Control of flies and mosquitoes	3%	370	420
	12	Stagnation of water in movement areas and non-movement areas	2%	442	540
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	413	550
	14	Cleanliness and hygiene around vending stalls	3%	435	540
	15	Cleanliness of platform areas	5%	440	540
	16	Cleanliness of advertisement hoardings/signages	3%	423	480
	17	Cleanliness of tracks between platforms	1%	390	460
	18	Cleanliness of foot over bridges	1%	433	540
	19	Cleanliness of track area up to home signal beyond platform	1%	409	440
	20	Functioning of cross and longitudinal waste water drains	2%	388	440
Waste Management	21	Adequate availability of dustbins	10%	437	600
	22	Proper system for collection and disposal of solid waste from trains	0%	409	420
	23	Proper system for collection and disposal of solid waste from stations	0%	401	460
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	399	460
	25	Promptness in removal and disbursement of garbage	3%	403	500
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	391	460
	27	Presence/clearance of unwanted posters/notices	0%	415	460
	28	Storage of scrap items & their prompt disposal	3%	407	490
Toilets	29	Adequate availability of toilet in General	4%	385	560
	30	Adequate availability of toilets in pay and use	0%	423	530
	31	Adequate availability of toilets in Waiting rooms	3%	421	520
	32	Adequate availability of toilets in Circulating area	0%	397	495
	33	Condition of toilets in General	3%	404	500
	34	Condition of toilets in pay and use	0%	426	440
	35	Condition of toilets in Waiting rooms	2%	436	520
	36	Condition of toilets in circulating area	0%	368	500
	37	Availability of water in toilets and in other places for cleaning	4%	422	460
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	416	520
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	413	480
	40	Cleanliness of concourse and circulating area	0%	402	520
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			520
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			480
	3	Adequate supervision for monitoring cleanliness			480
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			550
	5	Performance of service improvement groups (SIG) and their effectiveness			520
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			500
	8	Condition of carriage watering hydrants including their leakage			400
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			550
	10	Final disposal of waste water from the trackside drains			440
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			400
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			480
	13	Condition of Washable CC Apron over tracks at station			550

Name of Station	Division
GANDHIDHAM	AHEMDABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	846
Passenger Cleanliness Level	Level 1
Cleanliness Rank of the Station (in 407 stations)	2
Cleanliness Rank of the Station (in Category)	2
Cleanliness Rank of the Station (in Footfall Class)	2
Cleanliness Rank of the Station (in Zone)	1
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	798
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	878
Infrastructure Adequacy Level	Level 1
Process Compliance Score	914
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	98
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	29
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

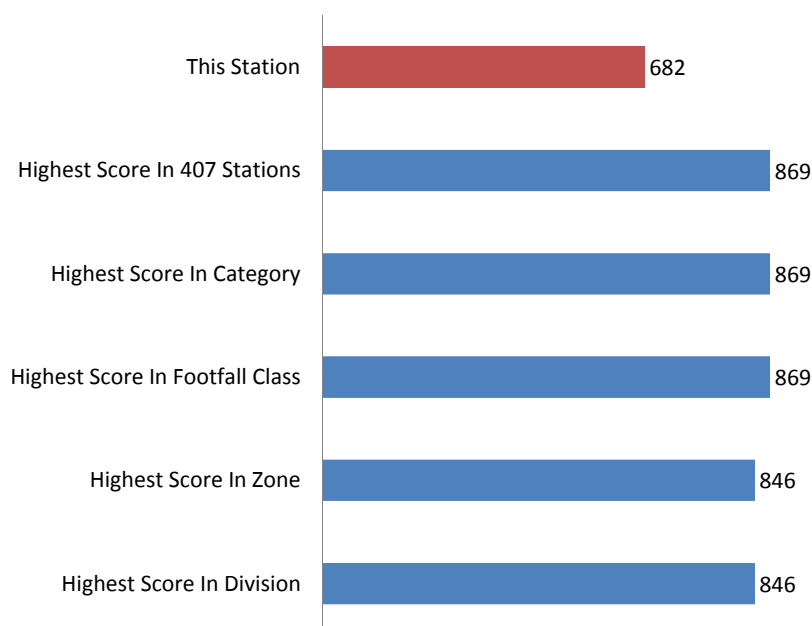
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	832	809
	2	Condition of flooring surface at waiting rooms	1%	825	777
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	821	749
	4	Condition of water booths and water coolers	2%	821	823
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	811	857
	6	Condition of vending stalls including arrangements for waste disposal	2%	833	832
	7	Proper dressing of Electric cables	2%	874	811
	8	Proper dressing of Telecom cables	2%	881	796
	9	Absence of stench in the station premises	12%	922	743
	10	Control of pest and rodent	2%	794	734
	11	Control of flies and mosquitoes	3%	785	774
	12	Stagnation of water in movement areas and non-movement areas	2%	795	746
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	826	783
	14	Cleanliness and hygiene around vending stalls	3%	823	814
	15	Cleanliness of platform areas	5%	837	783
	16	Cleanliness of advertisement hoardings/signages	3%	861	786
	17	Cleanliness of tracks between platforms	1%	836	871
	18	Cleanliness of foot over bridges	1%	836	791
	19	Cleanliness of track area up to home signal beyond platform	1%	842	791
	20	Functioning of cross and longitudinal waste water drains	2%	828	849
Waste Management	21	Adequate availability of dustbins	10%	925	891
	22	Proper system for collection and disposal of solid waste from trains	0%	829	823
	23	Proper system for collection and disposal of solid waste from stations	0%	835	771
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	808	749
	25	Promptness in removal and disbursement of garbage	3%	826	734
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	830	786
	27	Presence/clearance of unwanted posters/notices	0%	847	777
	28	Storage of scrap items & their prompt disposal	3%	852	846
Toilets	29	Adequate availability of toilet in General	4%	795	734
	30	Adequate availability of toilets in pay and use	0%	788	683
	31	Adequate availability of toilets in Waiting rooms	3%	812	789
	32	Adequate availability of toilets in Circulating area	0%	790	757
	33	Condition of toilets in General	3%	787	803
	34	Condition of toilets in pay and use	0%	813	886
	35	Condition of toilets in Waiting rooms	2%	816	840
	36	Condition of toilets in circulating area	0%	823	840
	37	Availability of water in toilets and in other places for cleaning	4%	828	849
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	822	789
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	831	700
	40	Cleanliness of concourse and circulating area	0%	841	886
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			886
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			857
	3	Adequate supervision for monitoring cleanliness			914
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			1000
	5	Performance of service improvement groups (SIG) and their effectiveness			943
	6	Usage of recycled water for non potable uses			886
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			943
	8	Condition of carriage watering hydrants including their leakage			771
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			857
	10	Final disposal of waste water from the trackside drains			857
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			914
	13	Condition of Washable CC Apron over tracks at station			1000

Name of Station	Division
MAHESANA	AHEMDABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	682
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	34
Cleanliness Rank of the Station (in Category)	28
Cleanliness Rank of the Station (in Footfall Class)	16
Cleanliness Rank of the Station (in Zone)	9
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	788
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	848
Infrastructure Adequacy Level	Level 1
Process Compliance Score	841
Process Compliance Level	Level 1

Passenger Cleanliness Score



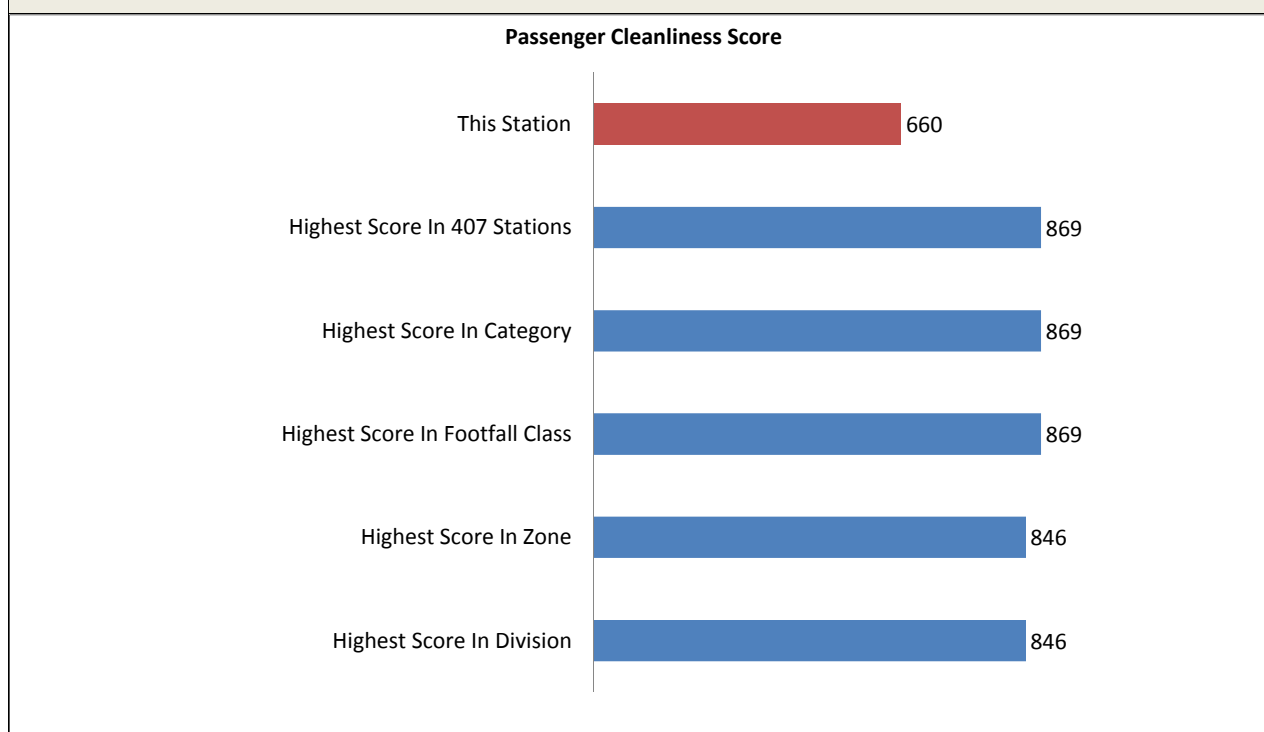
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	92
Observed the enforcement of anti-littering rules	84
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	33
Sensitized cleaning staff about correct practices	89
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	44

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	671	783
	2	Condition of flooring surface at waiting rooms	1%	662	778
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	652	731
	4	Condition of water booths and water coolers	2%	658	764
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	653	769
	6	Condition of vending stalls including arrangements for waste disposal	2%	655	725
	7	Proper dressing of Electric cables	2%	709	800
	8	Proper dressing of Telecom cables	2%	703	838
	9	Absence of stench in the station premises	12%	723	781
	10	Control of pest and rodent	2%	689	775
	11	Control of flies and mosquitoes	3%	653	783
	12	Stagnation of water in movement areas and non-movement areas	2%	686	653
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	686	819
	14	Cleanliness and hygiene around vending stalls	3%	665	806
	15	Cleanliness of platform areas	5%	702	744
	16	Cleanliness of advertisement hoardings/signages	3%	681	783
	17	Cleanliness of tracks between platforms	1%	676	803
	18	Cleanliness of foot over bridges	1%	677	733
	19	Cleanliness of track area up to home signal beyond platform	1%	667	722
	20	Functioning of cross and longitudinal waste water drains	2%	682	758
Waste Management	21	Adequate availability of dustbins	10%	693	914
	22	Proper system for collection and disposal of solid waste from trains	0%	655	664
	23	Proper system for collection and disposal of solid waste from stations	0%	659	692
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	675	747
	25	Promptness in removal and disbursement of garbage	3%	683	736
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	664	800
	27	Presence/clearance of unwanted posters/notices	0%	681	711
	28	Storage of scrap items & their prompt disposal	3%	660	747
Toilets	29	Adequate availability of toilet in General	4%	682	883
	30	Adequate availability of toilets in pay and use	0%	665	750
	31	Adequate availability of toilets in Waiting rooms	3%	677	831
	32	Adequate availability of toilets in Circulating area	0%	672	711
	33	Condition of toilets in General	3%	675	725
	34	Condition of toilets in pay and use	0%	686	738
	35	Condition of toilets in Waiting rooms	2%	678	786
	36	Condition of toilets in circulating area	0%	670	689
	37	Availability of water in toilets and in other places for cleaning	4%	669	792
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	668	750
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	663	697
	40	Cleanliness of concourse and circulating area	0%	680	794
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			867
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			911
	3	Adequate supervision for monitoring cleanliness			867
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			844
	5	Performance of service improvement groups (SIG) and their effectiveness			911
	6	Usage of recycled water for non potable uses			644
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			889
	8	Condition of carriage watering hydrants including their leakage			844
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			889
	10	Final disposal of waste water from the trackside drains			867
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			844
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			756
	13	Condition of Washable CC Apron over tracks at station			844

Name of Station	Division
NEW BHUJ	AHEMDABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	660
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	46
Cleanliness Rank of the Station (in Category)	37
Cleanliness Rank of the Station (in Footfall Class)	21
Cleanliness Rank of the Station (in Zone)	12
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	687
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	559
Infrastructure Adequacy Level	Level 3
Process Compliance Score	711
Process Compliance Level	Level 2



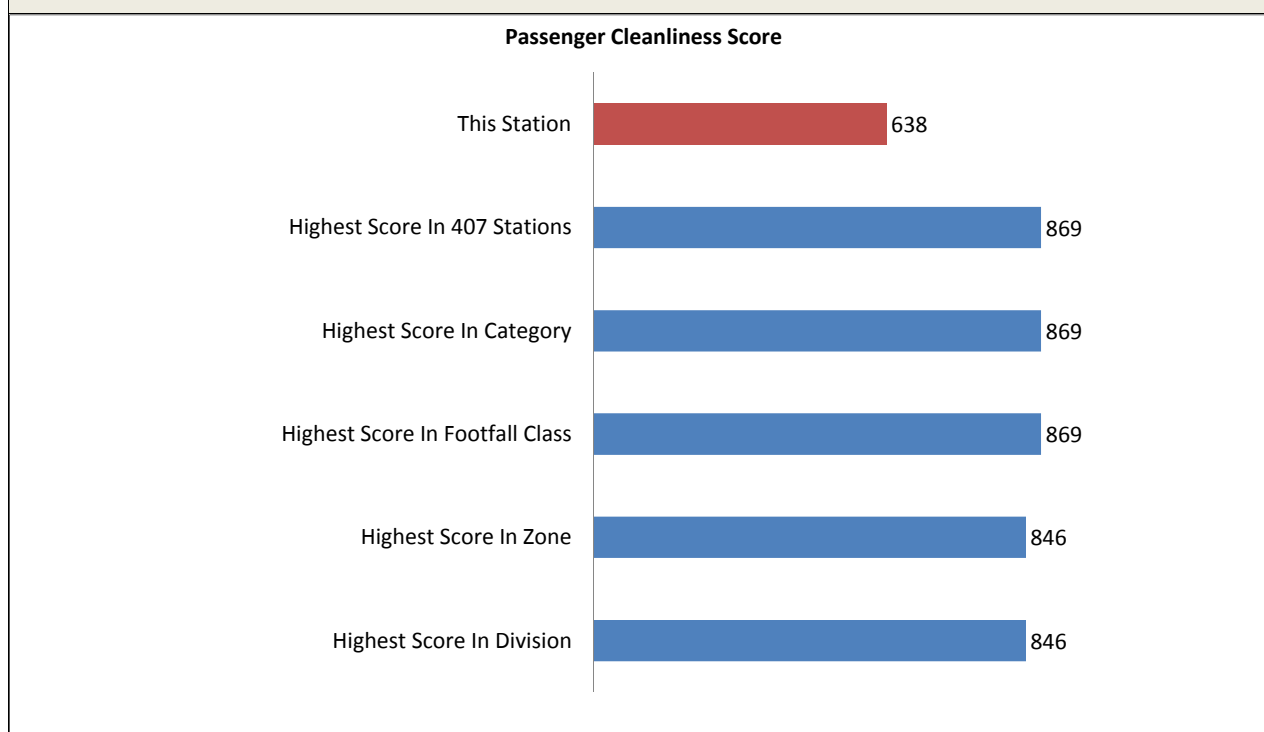
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	97
Observed the enforcement of anti-littering rules	94
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	14
Sensitized cleaning staff about correct practices	86
Observed the use of CCTVs for monitoring cleanliness at stations	86
Availability of Washable CC Apron over tracks at station	43

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	690	719
	2	Condition of flooring surface at waiting rooms	1%	685	686
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	653	581
	4	Condition of water booths and water coolers	2%	661	717
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	637	567
	6	Condition of vending stalls including arrangements for waste disposal	2%	658	705
	7	Proper dressing of Electric cables	2%	686	690
	8	Proper dressing of Telecom cables	2%	693	743
	9	Absence of stench in the station premises	12%	618	725
	10	Control of pest and rodent	2%	681	625
	11	Control of flies and mosquitoes	3%	618	450
	12	Stagnation of water in movement areas and non-movement areas	2%	640	550
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	660	648
	14	Cleanliness and hygiene around vending stalls	3%	682	757
	15	Cleanliness of platform areas	5%	723	881
	16	Cleanliness of advertisement hoardings/signages	3%	658	633
	17	Cleanliness of tracks between platforms	1%	720	819
	18	Cleanliness of foot over bridges	1%	718	700
	19	Cleanliness of track area up to home signal beyond platform	1%	702	595
	20	Functioning of cross and longitudinal waste water drains	2%	645	567
Waste Management	21	Adequate availability of dustbins	10%	644	733
	22	Proper system for collection and disposal of solid waste from trains	0%	667	614
	23	Proper system for collection and disposal of solid waste from stations	0%	663	657
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	653	714
	25	Promptness in removal and disbursement of garbage	3%	669	633
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	678	620
	27	Presence/clearance of unwanted posters/notices	0%	666	533
	28	Storage of scrap items & their prompt disposal	3%	677	629
Toilets	29	Adequate availability of toilet in General	4%	643	652
	30	Adequate availability of toilets in pay and use	0%	656	600
	31	Adequate availability of toilets in Waiting rooms	3%	656	681
	32	Adequate availability of toilets in Circulating area	0%	654	667
	33	Condition of toilets in General	3%	667	667
	34	Condition of toilets in pay and use	0%	662	667
	35	Condition of toilets in Waiting rooms	2%	657	752
	36	Condition of toilets in circulating area	0%	661	700
	37	Availability of water in toilets and in other places for cleaning	4%	668	717
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	673	733
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	635	667
	40	Cleanliness of concourse and circulating area	0%	722	771
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			686
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			743
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			743
	5	Performance of service improvement groups (SIG) and their effectiveness			829
	6	Usage of recycled water for non potable uses			467
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			429
	8	Condition of carriage watering hydrants including their leakage			514
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			629
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			371
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			640
	13	Condition of Washable CC Apron over tracks at station			733

Name of Station	Division
VIRAMGAM	AHEMDABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	638
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	61
Cleanliness Rank of the Station (in Category)	49
Cleanliness Rank of the Station (in Footfall Class)	30
Cleanliness Rank of the Station (in Zone)	15
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	697
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	592
Infrastructure Adequacy Level	Level 3
Process Compliance Score	637
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	79
Observed the enforcement of anti-littering rules	60
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	64
Sensitized cleaning staff about correct practices	91
Observed the use of CCTVs for monitoring cleanliness at stations	73
Availability of Washable CC Apron over tracks at station	45

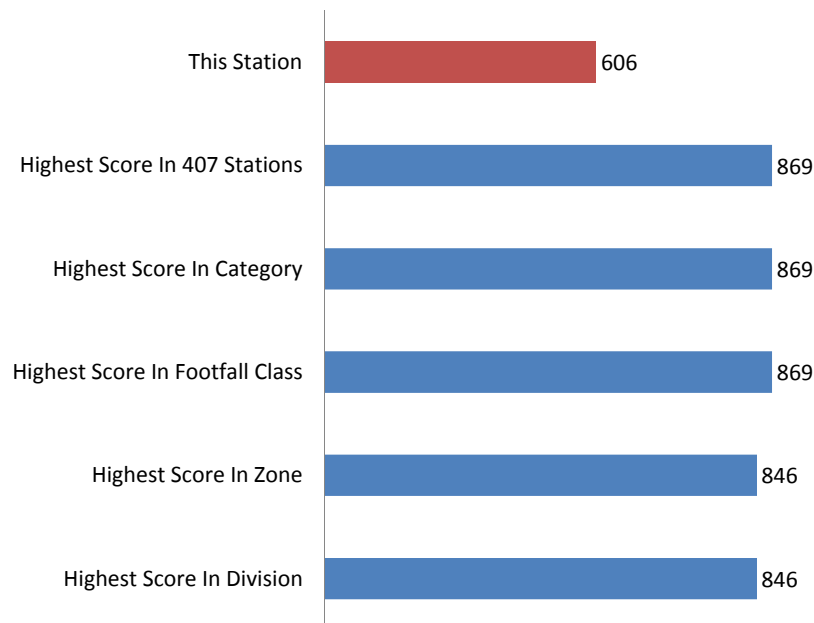
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	620	679
	2	Condition of flooring surface at waiting rooms	1%	618	654
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	608	656
	4	Condition of water booths and water coolers	2%	616	674
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	618	732
	6	Condition of vending stalls including arrangements for waste disposal	2%	619	665
	7	Proper dressing of Electric cables	2%	618	654
	8	Proper dressing of Telecom cables	2%	624	674
	9	Absence of stench in the station premises	12%	725	834
	10	Control of pest and rodent	2%	616	699
	11	Control of flies and mosquitoes	3%	560	620
	12	Stagnation of water in movement areas and non-movement areas	2%	575	649
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	593	611
	14	Cleanliness and hygiene around vending stalls	3%	599	609
	15	Cleanliness of platform areas	5%	605	604
	16	Cleanliness of advertisement hoardings/signages	3%	605	676
	17	Cleanliness of tracks between platforms	1%	604	628
	18	Cleanliness of foot over bridges	1%	603	656
	19	Cleanliness of track area up to home signal beyond platform	1%	607	653
	20	Functioning of cross and longitudinal waste water drains	2%	552	611
Waste Management	21	Adequate availability of dustbins	10%	773	866
	22	Proper system for collection and disposal of solid waste from trains	0%	610	683
	23	Proper system for collection and disposal of solid waste from stations	0%	616	642
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	593	631
	25	Promptness in removal and disbursement of garbage	3%	599	627
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	606	633
	27	Presence/clearance of unwanted posters/notices	0%	607	685
	28	Storage of scrap items & their prompt disposal	3%	609	696
Toilets	29	Adequate availability of toilet in General	4%	657	668
	30	Adequate availability of toilets in pay and use	0%	584	578
	31	Adequate availability of toilets in Waiting rooms	3%	573	566
	32	Adequate availability of toilets in Circulating area	0%	583	555
	33	Condition of toilets in General	3%	605	595
	34	Condition of toilets in pay and use	0%	618	683
	35	Condition of toilets in Waiting rooms	2%	618	694
	36	Condition of toilets in circulating area	0%	625	668
	37	Availability of water in toilets and in other places for cleaning	4%	615	719
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	611	626
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	611	714
	40	Cleanliness of concourse and circulating area	0%	597	667
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		660	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		618	
	3	Adequate supervision for monitoring cleanliness		618	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		636	
	5	Performance of service improvement groups (SIG) and their effectiveness		673	
	6	Usage of recycled water for non potable uses		618	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		691	
	8	Condition of carriage watering hydrants including their leakage		564	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		582	
	10	Final disposal of waste water from the trackside drains		509	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		545	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		600	
	13	Condition of Washable CC Apron over tracks at station		655	

Name of Station	Division
PALANPUR	AHEMDABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	606
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	95
Cleanliness Rank of the Station (in Category)	73
Cleanliness Rank of the Station (in Footfall Class)	43
Cleanliness Rank of the Station (in Zone)	19
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	723
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	727
Infrastructure Adequacy Level	Level 2
Process Compliance Score	765
Process Compliance Level	Level 1

Passenger Cleanliness Score



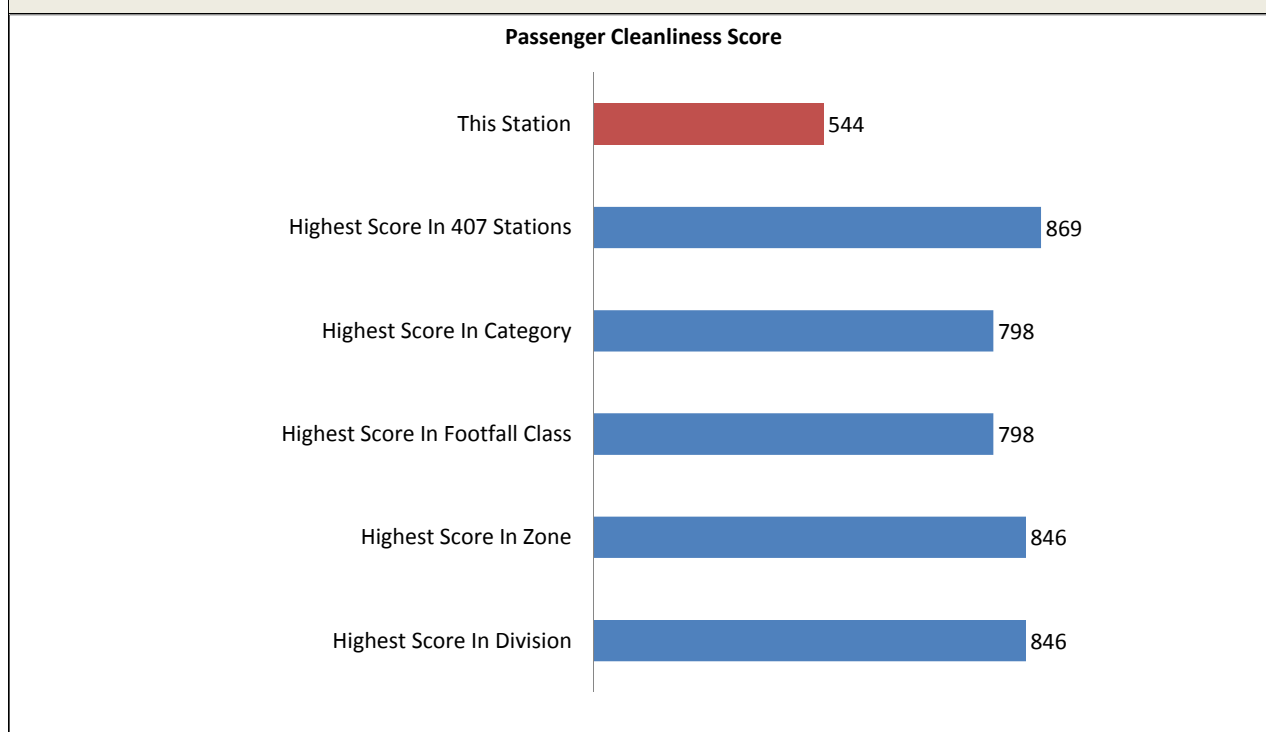
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	70
Observed the enforcement of anti-littering rules	91
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	20

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	685	760
	2	Condition of flooring surface at waiting rooms	1%	659	780
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	558	420
	4	Condition of water booths and water coolers	2%	540	620
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	553	700
	6	Condition of vending stalls including arrangements for waste disposal	2%	522	605
	7	Proper dressing of Electric cables	2%	671	905
	8	Proper dressing of Telecom cables	2%	675	880
	9	Absence of stench in the station premises	12%	712	780
	10	Control of pest and rodent	2%	630	620
	11	Control of flies and mosquitoes	3%	537	620
	12	Stagnation of water in movement areas and non-movement areas	2%	527	680
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	593	780
	14	Cleanliness and hygiene around vending stalls	3%	551	760
	15	Cleanliness of platform areas	5%	718	920
	16	Cleanliness of advertisement hoardings/signages	3%	593	720
	17	Cleanliness of tracks between platforms	1%	579	680
	18	Cleanliness of foot over bridges	1%	557	700
	19	Cleanliness of track area up to home signal beyond platform	1%	546	627
	20	Functioning of cross and longitudinal waste water drains	2%	522	650
Waste Management	21	Adequate availability of dustbins	10%	659	880
	22	Proper system for collection and disposal of solid waste from trains	0%	529	500
	23	Proper system for collection and disposal of solid waste from stations	0%	551	660
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	546	680
	25	Promptness in removal and disbursement of garbage	3%	570	760
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	537	645
	27	Presence/clearance of unwanted posters/notices	0%	546	700
	28	Storage of scrap items & their prompt disposal	3%	613	680
Toilets	29	Adequate availability of toilet in General	4%	551	520
	30	Adequate availability of toilets in pay and use	0%	552	680
	31	Adequate availability of toilets in Waiting rooms	3%	557	740
	32	Adequate availability of toilets in Circulating area	0%	521	340
	33	Condition of toilets in General	3%	502	440
	34	Condition of toilets in pay and use	0%	559	680
	35	Condition of toilets in Waiting rooms	2%	576	760
	36	Condition of toilets in circulating area	0%	523	410
	37	Availability of water in toilets and in other places for cleaning	4%	586	720
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	572	640
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	537	570
	40	Cleanliness of concourse and circulating area	0%	580	560
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			750
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			720
	3	Adequate supervision for monitoring cleanliness			680
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			720
	5	Performance of service improvement groups (SIG) and their effectiveness			920
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			800
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			760
	10	Final disposal of waste water from the trackside drains			640
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			720
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			667

Name of Station	Division
AHMEDABAD	AHEMDABAD
Passenger Cleanliness Score	
Passenger Cleanliness Score	544
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	202
Cleanliness Rank of the Station (in Category)	44
Cleanliness Rank of the Station (in Footfall Class)	17
Cleanliness Rank of the Station (in Zone)	23
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	622
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	658
Infrastructure Adequacy Level	Level 2
Process Compliance Score	700
Process Compliance Level	Level 2



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	89
Observed the enforcement of anti-littering rules	77
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	43
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	71
Availability of Washable CC Apron over tracks at station	86

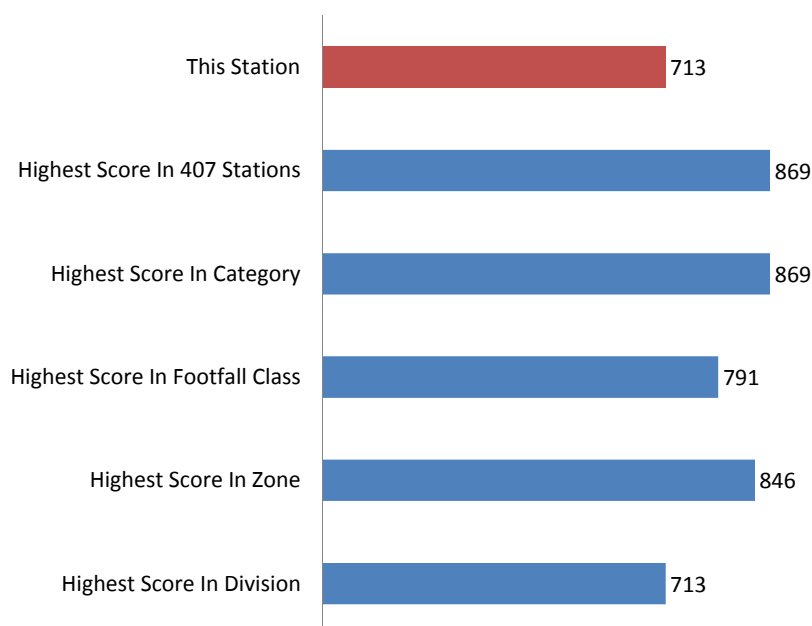
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	555	569
	2	Condition of flooring surface at waiting rooms	1%	557	700
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	540	560
	4	Condition of water booths and water coolers	2%	534	557
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	545	626
	6	Condition of vending stalls including arrangements for waste disposal	2%	548	620
	7	Proper dressing of Electric cables	2%	592	630
	8	Proper dressing of Telecom cables	2%	574	630
	9	Absence of stench in the station premises	12%	515	646
	10	Control of pest and rodent	2%	516	660
	11	Control of flies and mosquitoes	3%	513	623
	12	Stagnation of water in movement areas and non-movement areas	2%	545	610
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	550	617
	14	Cleanliness and hygiene around vending stalls	3%	545	623
	15	Cleanliness of platform areas	5%	566	586
	16	Cleanliness of advertisement hoardings/signages	3%	558	591
	17	Cleanliness of tracks between platforms	1%	550	577
	18	Cleanliness of foot over bridges	1%	561	706
	19	Cleanliness of track area up to home signal beyond platform	1%	555	623
	20	Functioning of cross and longitudinal waste water drains	2%	525	590
Waste Management	21	Adequate availability of dustbins	10%	573	631
	22	Proper system for collection and disposal of solid waste from trains	0%	531	506
	23	Proper system for collection and disposal of solid waste from stations	0%	545	529
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	548	663
	25	Promptness in removal and disbursement of garbage	3%	550	657
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	555	617
	27	Presence/clearance of unwanted posters/notices	0%	548	631
	28	Storage of scrap items & their prompt disposal	3%	562	611
Toilets	29	Adequate availability of toilet in General	4%	509	617
	30	Adequate availability of toilets in pay and use	0%	518	643
	31	Adequate availability of toilets in Waiting rooms	3%	545	734
	32	Adequate availability of toilets in Circulating area	0%	532	668
	33	Condition of toilets in General	3%	501	561
	34	Condition of toilets in pay and use	0%	524	629
	35	Condition of toilets in Waiting rooms	2%	546	646
	36	Condition of toilets in circulating area	0%	534	625
	37	Availability of water in toilets and in other places for cleaning	4%	550	661
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	528	623
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	538	549
	40	Cleanliness of concourse and circulating area	0%	549	611
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			629
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			714
	3	Adequate supervision for monitoring cleanliness			657
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			771
	5	Performance of service improvement groups (SIG) and their effectiveness			829
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			667
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			629
	10	Final disposal of waste water from the trackside drains			629
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			714
	13	Condition of Washable CC Apron over tracks at station			667

Name of Station	Division
VERAVAL	BHAVNAGAR TERMINUS
Passenger Cleanliness Score	
Passenger Cleanliness Score	713
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	26
Cleanliness Rank of the Station (in Category)	21
Cleanliness Rank of the Station (in Footfall Class)	10
Cleanliness Rank of the Station (in Zone)	7
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	760
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	821
Infrastructure Adequacy Level	Level 1
Process Compliance Score	850
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	79
Observed the enforcement of anti-littering rules	92
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	75
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	50

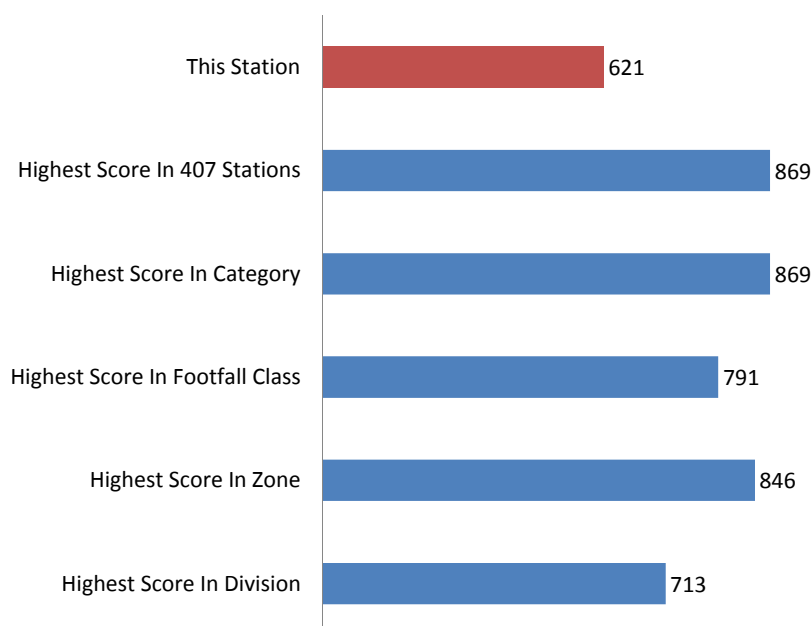
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	718	750
	2	Condition of flooring surface at waiting rooms	1%	695	750
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	701	750
	4	Condition of water booths and water coolers	2%	702	738
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	701	763
	6	Condition of vending stalls including arrangements for waste disposal	2%	703	813
	7	Proper dressing of Electric cables	2%	710	825
	8	Proper dressing of Telecom cables	2%	717	867
	9	Absence of stench in the station premises	12%	721	675
	10	Control of pest and rodent	2%	746	738
	11	Control of flies and mosquitoes	3%	695	713
	12	Stagnation of water in movement areas and non-movement areas	2%	706	763
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	705	763
	14	Cleanliness and hygiene around vending stalls	3%	718	813
	15	Cleanliness of platform areas	5%	715	838
	16	Cleanliness of advertisement hoardings/signages	3%	695	825
	17	Cleanliness of tracks between platforms	1%	644	725
	18	Cleanliness of foot over bridges	1%	691	825
	19	Cleanliness of track area up to home signal beyond platform	1%	700	775
	20	Functioning of cross and longitudinal waste water drains	2%	702	738
Waste Management	21	Adequate availability of dustbins	10%	767	750
	22	Proper system for collection and disposal of solid waste from trains	0%	696	700
	23	Proper system for collection and disposal of solid waste from stations	0%	700	763
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	693	763
	25	Promptness in removal and disbursement of garbage	3%	699	788
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	707	788
	27	Presence/clearance of unwanted posters/notices	0%	688	863
	28	Storage of scrap items & their prompt disposal	3%	693	800
Toilets	29	Adequate availability of toilet in General	4%	747	825
	30	Adequate availability of toilets in pay and use	0%	713	813
	31	Adequate availability of toilets in Waiting rooms	3%	726	788
	32	Adequate availability of toilets in Circulating area	0%	691	600
	33	Condition of toilets in General	3%	678	700
	34	Condition of toilets in pay and use	0%	714	750
	35	Condition of toilets in Waiting rooms	2%	696	750
	36	Condition of toilets in circulating area	0%	642	733
	37	Availability of water in toilets and in other places for cleaning	4%	702	738
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	680	775
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	680	688
	40	Cleanliness of concourse and circulating area	0%	683	796
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			850
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			950
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			900
	5	Performance of service improvement groups (SIG) and their effectiveness			900
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			750
	8	Condition of carriage watering hydrants including their leakage			750
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			850
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			800
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			1000

Name of Station	Division
BHAVNAGAR TERMINUS	BHAVNAGAR TERMINUS
Passenger Cleanliness Score	621
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	80
Cleanliness Rank of the Station (in Category)	61
Cleanliness Rank of the Station (in Footfall Class)	26
Cleanliness Rank of the Station (in Zone)	17
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	679
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	629
Infrastructure Adequacy Level	Level 2
Process Compliance Score	758
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	90
Observed the enforcement of anti-littering rules	48
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	25
Availability of Washable CC Apron over tracks at station	75

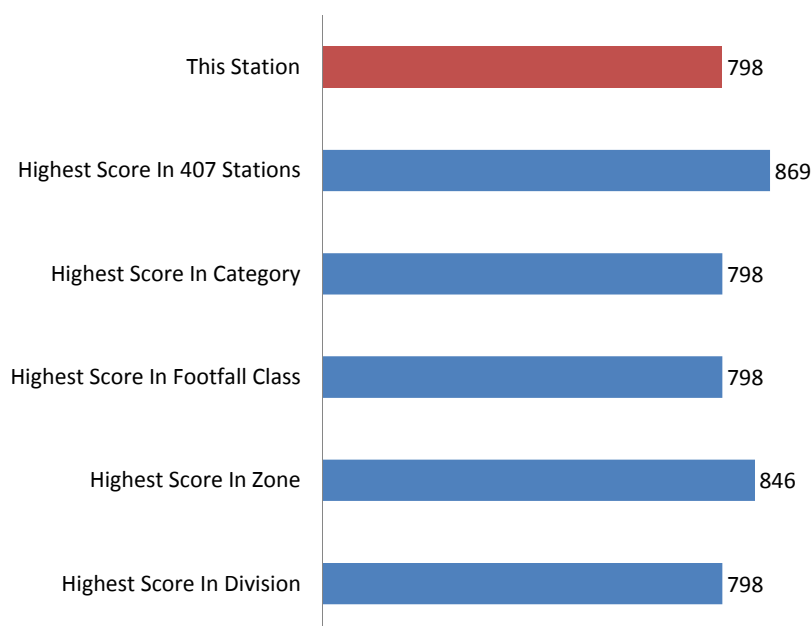
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	614	668
	2	Condition of flooring surface at waiting rooms	1%	606	729
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	613	500
	4	Condition of water booths and water coolers	2%	585	700
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	601	675
	6	Condition of vending stalls including arrangements for waste disposal	2%	603	558
	7	Proper dressing of Electric cables	2%	637	557
	8	Proper dressing of Telecom cables	2%	626	567
	9	Absence of stench in the station premises	12%	698	654
	10	Control of pest and rodent	2%	655	661
	11	Control of flies and mosquitoes	3%	572	632
	12	Stagnation of water in movement areas and non-movement areas	2%	607	683
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	601	661
	14	Cleanliness and hygiene around vending stalls	3%	601	743
	15	Cleanliness of platform areas	5%	597	692
	16	Cleanliness of advertisement hoardings/signages	3%	606	708
	17	Cleanliness of tracks between platforms	1%	599	743
	18	Cleanliness of foot over bridges	1%	588	721
	19	Cleanliness of track area up to home signal beyond platform	1%	595	596
	20	Functioning of cross and longitudinal waste water drains	2%	608	532
Waste Management	21	Adequate availability of dustbins	10%	664	732
	22	Proper system for collection and disposal of solid waste from trains	0%	591	550
	23	Proper system for collection and disposal of solid waste from stations	0%	599	586
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	600	568
	25	Promptness in removal and disbursement of garbage	3%	583	689
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	588	675
	27	Presence/clearance of unwanted posters/notices	0%	601	729
	28	Storage of scrap items & their prompt disposal	3%	629	596
Toilets	29	Adequate availability of toilet in General	4%	612	782
	30	Adequate availability of toilets in pay and use	0%	495	500
	31	Adequate availability of toilets in Waiting rooms	3%	583	758
	32	Adequate availability of toilets in Circulating area	0%	604	567
	33	Condition of toilets in General	3%	585	695
	34	Condition of toilets in pay and use	0%	611	800
	35	Condition of toilets in Waiting rooms	2%	608	800
	36	Condition of toilets in circulating area	0%	606	650
	37	Availability of water in toilets and in other places for cleaning	4%	628	725
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	597	632
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	600	658
	40	Cleanliness of concourse and circulating area	0%	591	750
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			750
	3	Adequate supervision for monitoring cleanliness			900
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			900
	5	Performance of service improvement groups (SIG) and their effectiveness			900
	6	Usage of recycled water for non potable uses			500
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			650
	8	Condition of carriage watering hydrants including their leakage			533
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			750
	10	Final disposal of waste water from the trackside drains			650
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			550
	13	Condition of Washable CC Apron over tracks at station			667

Name of Station	Division
SURAT	MUMBAI CENTRAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	798
Passenger Cleanliness Level	Level 1
Cleanliness Rank of the Station (in 407 stations)	6
Cleanliness Rank of the Station (in Category)	1
Cleanliness Rank of the Station (in Footfall Class)	1
Cleanliness Rank of the Station (in Zone)	3
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	744
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	691
Infrastructure Adequacy Level	Level 2
Process Compliance Score	753
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	97
Observed the enforcement of anti-littering rules	76
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	7
Sensitized cleaning staff about correct practices	79
Observed the use of CCTVs for monitoring cleanliness at stations	79
Availability of Washable CC Apron over tracks at station	71

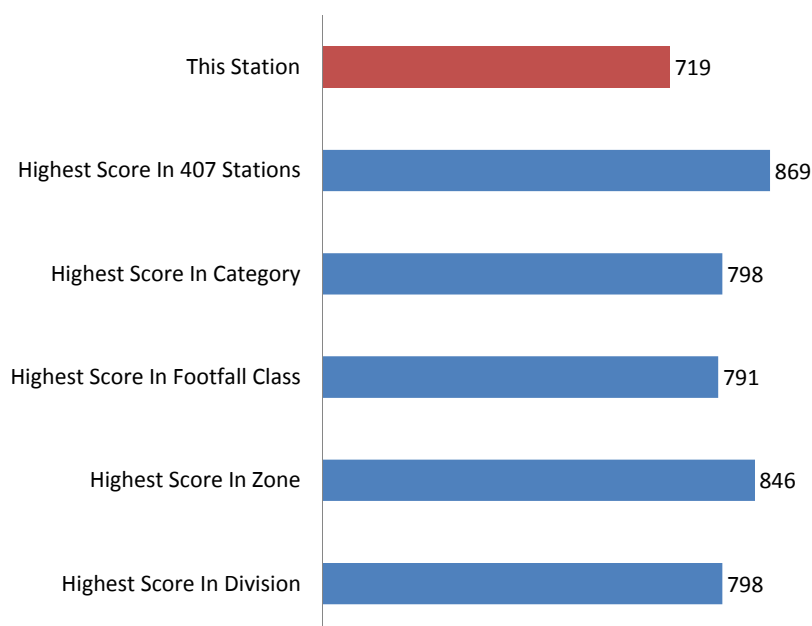
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A1		More than 50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	800	781
	2	Condition of flooring surface at waiting rooms	1%	820	805
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	758	707
	4	Condition of water booths and water coolers	2%	782	767
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	790	779
	6	Condition of vending stalls including arrangements for waste disposal	2%	806	774
	7	Proper dressing of Electric cables	2%	856	808
	8	Proper dressing of Telecom cables	2%	871	810
	9	Absence of stench in the station premises	12%	790	650
	10	Control of pest and rodent	2%	776	697
	11	Control of flies and mosquitoes	3%	773	729
	12	Stagnation of water in movement areas and non-movement areas	2%	792	746
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	793	754
	14	Cleanliness and hygiene around vending stalls	3%	810	779
	15	Cleanliness of platform areas	5%	807	795
	16	Cleanliness of advertisement hoardings/signages	3%	834	755
	17	Cleanliness of tracks between platforms	1%	812	794
	18	Cleanliness of foot over bridges	1%	821	795
	19	Cleanliness of track area up to home signal beyond platform	1%	827	786
	20	Functioning of cross and longitudinal waste water drains	2%	783	708
Waste Management	21	Adequate availability of dustbins	10%	793	750
	22	Proper system for collection and disposal of solid waste from trains	0%	804	763
	23	Proper system for collection and disposal of solid waste from stations	0%	823	850
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	803	733
	25	Promptness in removal and disbursement of garbage	3%	811	827
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	816	737
	27	Presence/clearance of unwanted posters/notices	0%	831	737
	28	Storage of scrap items & their prompt disposal	3%	865	787
Toilets	29	Adequate availability of toilet in General	4%	744	655
	30	Adequate availability of toilets in pay and use	0%	749	743
	31	Adequate availability of toilets in Waiting rooms	3%	777	786
	32	Adequate availability of toilets in Circulating area	0%	744	648
	33	Condition of toilets in General	3%	773	688
	34	Condition of toilets in pay and use	0%	787	733
	35	Condition of toilets in Waiting rooms	2%	805	802
	36	Condition of toilets in circulating area	0%	776	698
	37	Availability of water in toilets and in other places for cleaning	4%	787	748
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	765	745
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	792	745
	40	Cleanliness of concourse and circulating area	0%	818	781
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			723
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			767
	3	Adequate supervision for monitoring cleanliness			769
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			800
	5	Performance of service improvement groups (SIG) and their effectiveness			729
	6	Usage of recycled water for non potable uses			733
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			677
	8	Condition of carriage watering hydrants including their leakage			677
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			677
	10	Final disposal of waste water from the trackside drains			662
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			615
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			767
	13	Condition of Washable CC Apron over tracks at station			764

Name of Station	Division
MUMBAI CENTRAL	MUMBAI CENTRAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	719
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	21
Cleanliness Rank of the Station (in Category)	5
Cleanliness Rank of the Station (in Footfall Class)	9
Cleanliness Rank of the Station (in Zone)	6
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	690
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	629
Infrastructure Adequacy Level	Level 2
Process Compliance Score	600
Process Compliance Level	Level 2

Passenger Cleanliness Score



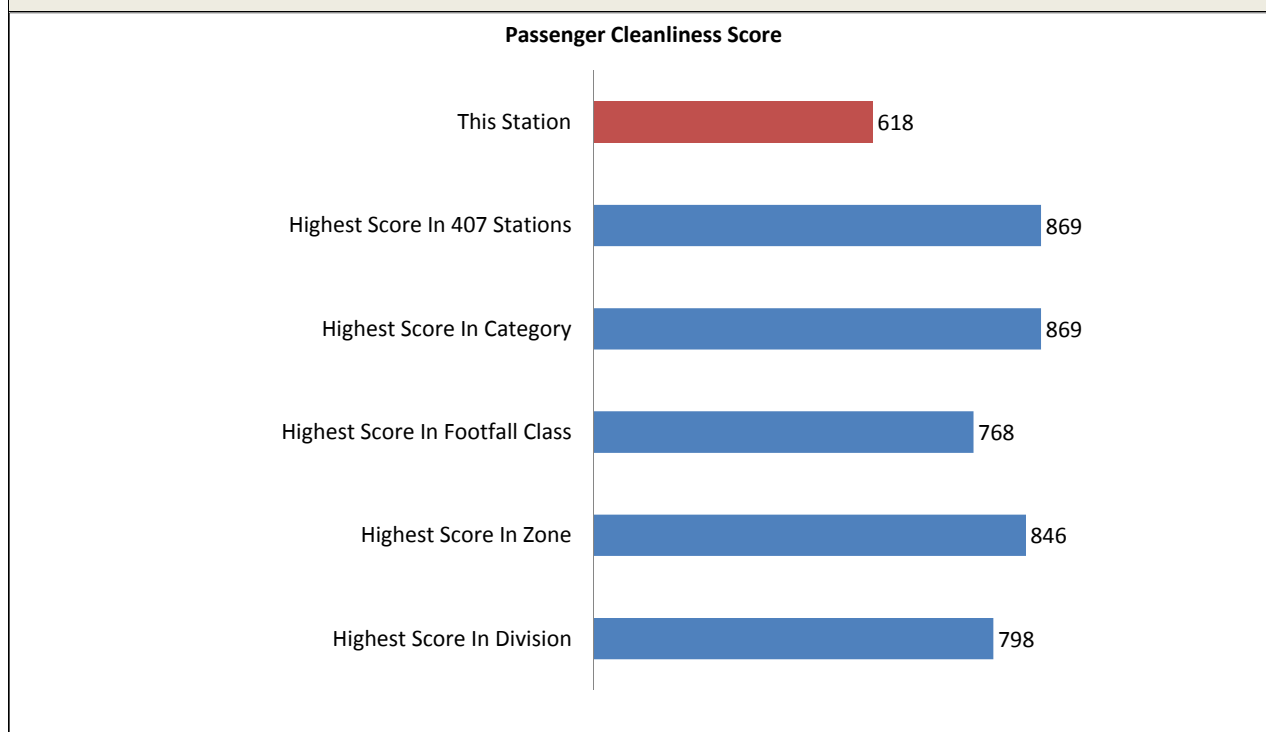
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	87
Observed the enforcement of anti-littering rules	58
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	50
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	50

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	714	742
	2	Condition of flooring surface at waiting rooms	1%	728	758
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	718	733
	4	Condition of water booths and water coolers	2%	732	692
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	703	717
	6	Condition of vending stalls including arrangements for waste disposal	2%	721	758
	7	Proper dressing of Electric cables	2%	719	558
	8	Proper dressing of Telecom cables	2%	699	664
	9	Absence of stench in the station premises	12%	743	658
	10	Control of pest and rodent	2%	728	677
	11	Control of flies and mosquitoes	3%	684	600
	12	Stagnation of water in movement areas and non-movement areas	2%	713	642
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	705	692
	14	Cleanliness and hygiene around vending stalls	3%	725	750
	15	Cleanliness of platform areas	5%	729	742
	16	Cleanliness of advertisement hoardings/signages	3%	729	667
	17	Cleanliness of tracks between platforms	1%	713	645
	18	Cleanliness of foot over bridges	1%	714	767
	19	Cleanliness of track area up to home signal beyond platform	1%	722	683
	20	Functioning of cross and longitudinal waste water drains	2%	725	650
Waste Management	21	Adequate availability of dustbins	10%	732	683
	22	Proper system for collection and disposal of solid waste from trains	0%	717	759
	23	Proper system for collection and disposal of solid waste from stations	0%	729	683
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	701	700
	25	Promptness in removal and disbursement of garbage	3%	710	767
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	724	717
	27	Presence/clearance of unwanted posters/notices	0%	717	767
	28	Storage of scrap items & their prompt disposal	3%	736	680
Toilets	29	Adequate availability of toilet in General	4%	701	595
	30	Adequate availability of toilets in pay and use	0%	680	767
	31	Adequate availability of toilets in Waiting rooms	3%	701	642
	32	Adequate availability of toilets in Circulating area	0%	704	775
	33	Condition of toilets in General	3%	713	658
	34	Condition of toilets in pay and use	0%	707	725
	35	Condition of toilets in Waiting rooms	2%	722	733
	36	Condition of toilets in circulating area	0%	702	873
	37	Availability of water in toilets and in other places for cleaning	4%	708	717
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	712	817
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	698	642
	40	Cleanliness of concourse and circulating area	0%	728	768
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			500
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			700
	3	Adequate supervision for monitoring cleanliness			500
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			500
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			700
	8	Condition of carriage watering hydrants including their leakage			500
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
NAVSARI	MUMBAI CENTRAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	618
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	81
Cleanliness Rank of the Station (in Category)	62
Cleanliness Rank of the Station (in Footfall Class)	16
Cleanliness Rank of the Station (in Zone)	18
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	672
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	636
Infrastructure Adequacy Level	Level 2
Process Compliance Score	683
Process Compliance Level	Level 2



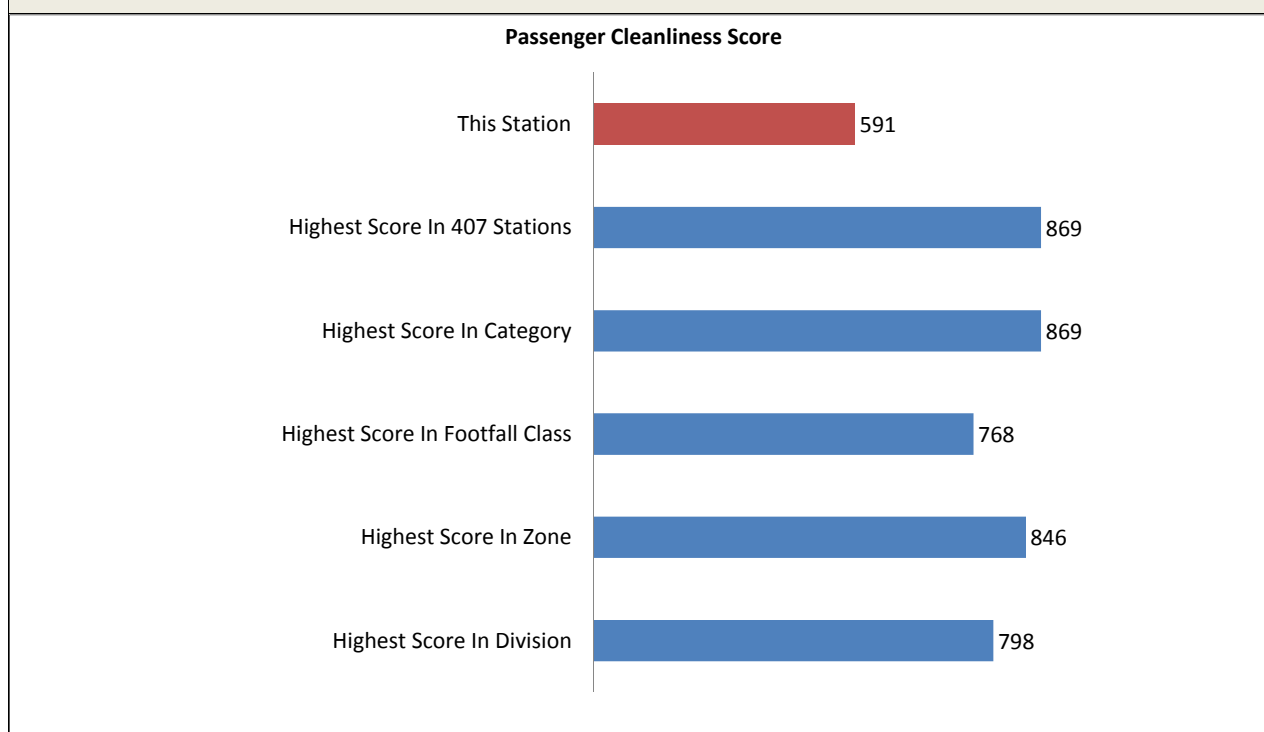
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	31
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	25
Sensitized cleaning staff about correct practices	75
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	75

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	624	721
	2	Condition of flooring surface at waiting rooms	1%	654	771
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	618	707
	4	Condition of water booths and water coolers	2%	607	704
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	618	639
	6	Condition of vending stalls including arrangements for waste disposal	2%	625	654
	7	Proper dressing of Electric cables	2%	653	679
	8	Proper dressing of Telecom cables	2%	643	721
	9	Absence of stench in the station premises	12%	603	586
	10	Control of pest and rodent	2%	599	650
	11	Control of flies and mosquitoes	3%	595	575
	12	Stagnation of water in movement areas and non-movement areas	2%	620	654
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	637	700
	14	Cleanliness and hygiene around vending stalls	3%	628	642
	15	Cleanliness of platform areas	5%	634	664
	16	Cleanliness of advertisement hoardings/signages	3%	651	707
	17	Cleanliness of tracks between platforms	1%	628	657
	18	Cleanliness of foot over bridges	1%	631	761
	19	Cleanliness of track area up to home signal beyond platform	1%	652	786
	20	Functioning of cross and longitudinal waste water drains	2%	611	625
Waste Management	21	Adequate availability of dustbins	10%	600	700
	22	Proper system for collection and disposal of solid waste from trains	0%	630	689
	23	Proper system for collection and disposal of solid waste from stations	0%	646	693
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	636	693
	25	Promptness in removal and disbursement of garbage	3%	618	632
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	625	721
	27	Presence/clearance of unwanted posters/notices	0%	648	682
	28	Storage of scrap items & their prompt disposal	3%	644	736
Toilets	29	Adequate availability of toilet in General	4%	631	761
	30	Adequate availability of toilets in pay and use	0%	597	614
	31	Adequate availability of toilets in Waiting rooms	3%	611	639
	32	Adequate availability of toilets in Circulating area	0%	587	743
	33	Condition of toilets in General	3%	593	668
	34	Condition of toilets in pay and use	0%	618	650
	35	Condition of toilets in Waiting rooms	2%	625	714
	36	Condition of toilets in circulating area	0%	611	625
	37	Availability of water in toilets and in other places for cleaning	4%	621	664
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	610	682
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	589	629
	40	Cleanliness of concourse and circulating area	0%	620	671
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			650
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			650
	3	Adequate supervision for monitoring cleanliness			750
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			700
	5	Performance of service improvement groups (SIG) and their effectiveness			650
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			650
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			650
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			650

Name of Station	Division
VALSAD	MUMBAI CENTRAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	591
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	118
Cleanliness Rank of the Station (in Category)	91
Cleanliness Rank of the Station (in Footfall Class)	18
Cleanliness Rank of the Station (in Zone)	20
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	672
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	644
Infrastructure Adequacy Level	Level 2
Process Compliance Score	656
Process Compliance Level	Level 2



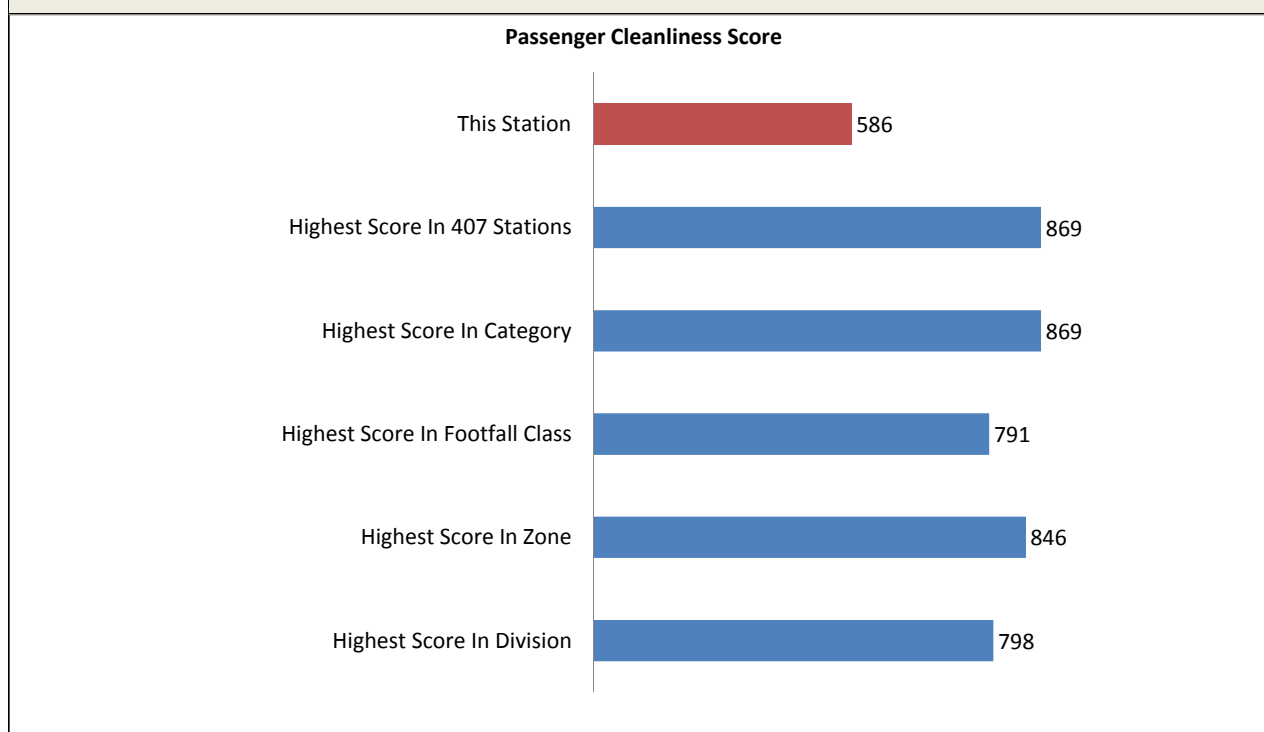
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	90
Observed the enforcement of anti-littering rules	61
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	581	668
	2	Condition of flooring surface at waiting rooms	1%	607	661
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	568	676
	4	Condition of water booths and water coolers	2%	558	636
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	568	663
	6	Condition of vending stalls including arrangements for waste disposal	2%	570	639
	7	Proper dressing of Electric cables	2%	606	581
	8	Proper dressing of Telecom cables	2%	583	552
	9	Absence of stench in the station premises	12%	635	693
	10	Control of pest and rodent	2%	622	703
	11	Control of flies and mosquitoes	3%	562	717
	12	Stagnation of water in movement areas and non-movement areas	2%	583	657
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	590	662
	14	Cleanliness and hygiene around vending stalls	3%	582	721
	15	Cleanliness of platform areas	5%	591	721
	16	Cleanliness of advertisement hoardings/signages	3%	565	717
	17	Cleanliness of tracks between platforms	1%	565	668
	18	Cleanliness of foot over bridges	1%	572	675
	19	Cleanliness of track area up to home signal beyond platform	1%	555	643
	20	Functioning of cross and longitudinal waste water drains	2%	575	657
Waste Management	21	Adequate availability of dustbins	10%	639	639
	22	Proper system for collection and disposal of solid waste from trains	0%	547	571
	23	Proper system for collection and disposal of solid waste from stations	0%	566	690
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	595	643
	25	Promptness in removal and disbursement of garbage	3%	590	661
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	566	694
	27	Presence/clearance of unwanted posters/notices	0%	563	707
	28	Storage of scrap items & their prompt disposal	3%	564	667
Toilets	29	Adequate availability of toilet in General	4%	586	643
	30	Adequate availability of toilets in pay and use	0%	581	575
	31	Adequate availability of toilets in Waiting rooms	3%	610	707
	32	Adequate availability of toilets in Circulating area	0%	537	750
	33	Condition of toilets in General	3%	557	643
	34	Condition of toilets in pay and use	0%	562	695
	35	Condition of toilets in Waiting rooms	2%	591	711
	36	Condition of toilets in circulating area	0%	558	733
	37	Availability of water in toilets and in other places for cleaning	4%	579	689
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	583	639
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	556	736
	40	Cleanliness of concourse and circulating area	0%	576	679
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			667
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			680
	3	Adequate supervision for monitoring cleanliness			720
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			750
	5	Performance of service improvement groups (SIG) and their effectiveness			720
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			700
	10	Final disposal of waste water from the trackside drains			667
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			600
	13	Condition of Washable CC Apron over tracks at station			0

Name of Station	Division
VAPI	MUMBAI CENTRAL
Passenger Cleanliness Score	586
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	123
Cleanliness Rank of the Station (in Category)	94
Cleanliness Rank of the Station (in Footfall Class)	38
Cleanliness Rank of the Station (in Zone)	21
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	694
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	524
Infrastructure Adequacy Level	Level 3
Process Compliance Score	656
Process Compliance Level	Level 2



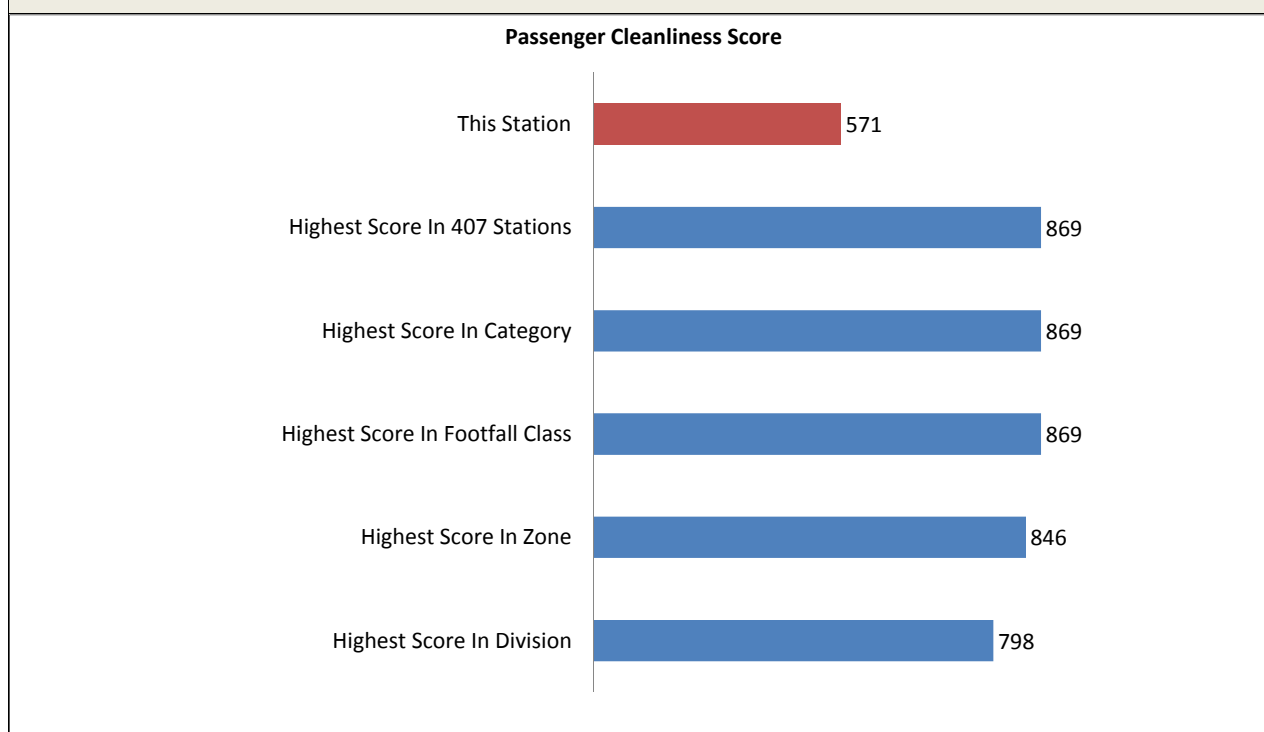
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	92
Observed the enforcement of anti-littering rules	69
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	33
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	33
Availability of Washable CC Apron over tracks at station	33

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	577	689
	2	Condition of flooring surface at waiting rooms	1%	562	711
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	543	644
	4	Condition of water booths and water coolers	2%	545	733
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	548	578
	6	Condition of vending stalls including arrangements for waste disposal	2%	554	678
	7	Proper dressing of Electric cables	2%	589	729
	8	Proper dressing of Telecom cables	2%	560	686
	9	Absence of stench in the station premises	12%	662	744
	10	Control of pest and rodent	2%	588	667
	11	Control of flies and mosquitoes	3%	567	578
	12	Stagnation of water in movement areas and non-movement areas	2%	571	589
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	566	700
	14	Cleanliness and hygiene around vending stalls	3%	559	689
	15	Cleanliness of platform areas	5%	586	622
	16	Cleanliness of advertisement hoardings/signages	3%	546	722
	17	Cleanliness of tracks between platforms	1%	558	700
	18	Cleanliness of foot over bridges	1%	561	700
	19	Cleanliness of track area up to home signal beyond platform	1%	550	633
	20	Functioning of cross and longitudinal waste water drains	2%	578	578
Waste Management	21	Adequate availability of dustbins	10%	652	744
	22	Proper system for collection and disposal of solid waste from trains	0%	544	633
	23	Proper system for collection and disposal of solid waste from stations	0%	561	689
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	573	667
	25	Promptness in removal and disbursement of garbage	3%	566	667
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	559	722
	27	Presence/clearance of unwanted posters/notices	0%	548	711
	28	Storage of scrap items & their prompt disposal	3%	537	711
Toilets	29	Adequate availability of toilet in General	4%	590	733
	30	Adequate availability of toilets in pay and use	0%	586	600
	31	Adequate availability of toilets in Waiting rooms	3%	598	767
	32	Adequate availability of toilets in Circulating area	0%	557	667
	33	Condition of toilets in General	3%	566	600
	34	Condition of toilets in pay and use	0%	554	744
	35	Condition of toilets in Waiting rooms	2%	570	656
	36	Condition of toilets in circulating area	0%	557	746
	37	Availability of water in toilets and in other places for cleaning	4%	557	733
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	562	700
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	554	767
	40	Cleanliness of concourse and circulating area	0%	553	678
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			600
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			733
	3	Adequate supervision for monitoring cleanliness			667
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			600
	5	Performance of service improvement groups (SIG) and their effectiveness			667
	6	Usage of recycled water for non potable uses			667
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			467
	8	Condition of carriage watering hydrants including their leakage			467
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			533
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			533
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			667
	13	Condition of Washable CC Apron over tracks at station			400

Name of Station	Division
UDHANA	MUMBAI CENTRAL
Passenger Cleanliness Score	571
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	155
Cleanliness Rank of the Station (in Category)	118
Cleanliness Rank of the Station (in Footfall Class)	72
Cleanliness Rank of the Station (in Zone)	22
Cleanliness Rank of the Station (in Division)	6
Non-Passenger Cleanliness Score	641
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	670
Infrastructure Adequacy Level	Level 2
Process Compliance Score	639
Process Compliance Level	Level 2



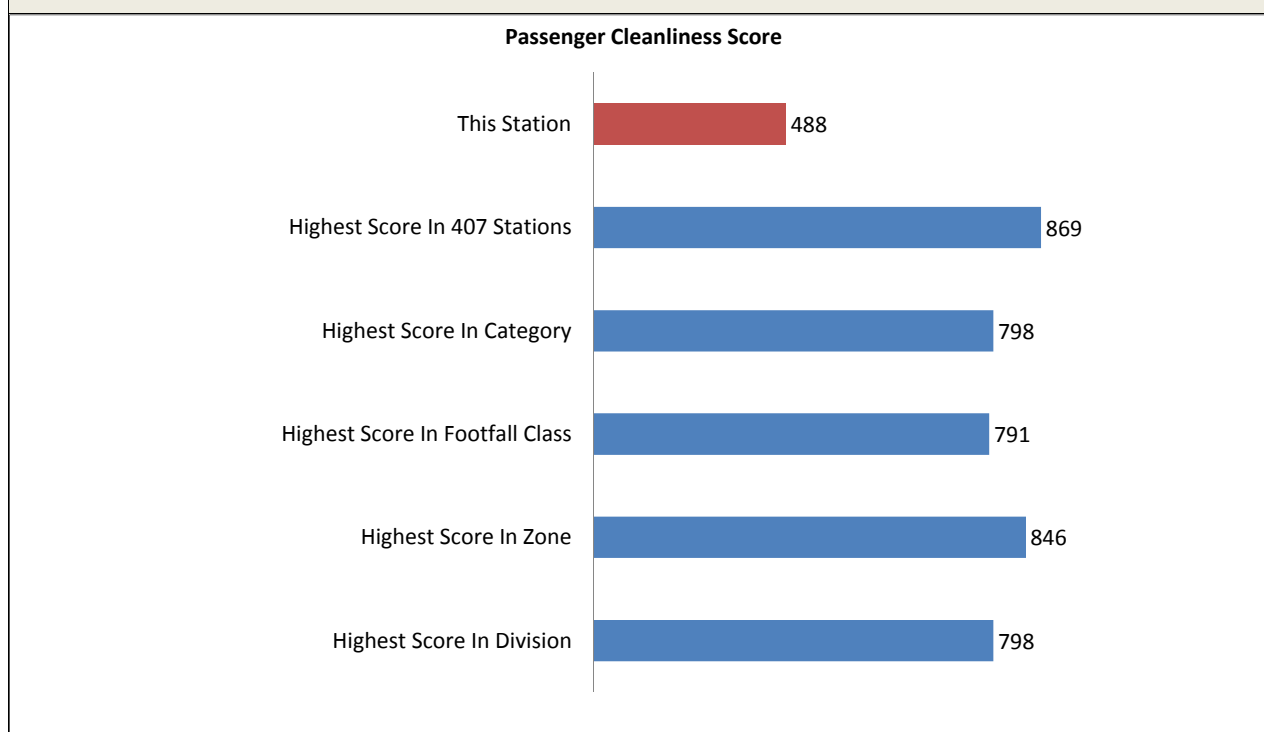
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	99
Observed the enforcement of anti-littering rules	31
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	17
Sensitized cleaning staff about correct practices	83
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	100

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	540	645
	2	Condition of flooring surface at waiting rooms	1%	548	633
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	557	656
	4	Condition of water booths and water coolers	2%	546	655
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	555	664
	6	Condition of vending stalls including arrangements for waste disposal	2%	565	636
	7	Proper dressing of Electric cables	2%	619	698
	8	Proper dressing of Telecom cables	2%	637	683
	9	Absence of stench in the station premises	12%	591	676
	10	Control of pest and rodent	2%	525	595
	11	Control of flies and mosquitoes	3%	568	682
	12	Stagnation of water in movement areas and non-movement areas	2%	574	680
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	572	630
	14	Cleanliness and hygiene around vending stalls	3%	580	656
	15	Cleanliness of platform areas	5%	578	623
	16	Cleanliness of advertisement hoardings/signages	3%	607	674
	17	Cleanliness of tracks between platforms	1%	572	605
	18	Cleanliness of foot over bridges	1%	546	608
	19	Cleanliness of track area up to home signal beyond platform	1%	577	639
	20	Functioning of cross and longitudinal waste water drains	2%	544	630
Waste Management	21	Adequate availability of dustbins	10%	577	674
	22	Proper system for collection and disposal of solid waste from trains	0%	577	648
	23	Proper system for collection and disposal of solid waste from stations	0%	578	671
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	567	655
	25	Promptness in removal and disbursement of garbage	3%	564	658
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	592	674
	27	Presence/clearance of unwanted posters/notices	0%	600	673
	28	Storage of scrap items & their prompt disposal	3%	623	698
Toilets	29	Adequate availability of toilet in General	4%	515	553
	30	Adequate availability of toilets in pay and use	0%	547	605
	31	Adequate availability of toilets in Waiting rooms	3%	567	400
	32	Adequate availability of toilets in Circulating area	0%	495	595
	33	Condition of toilets in General	3%	563	588
	34	Condition of toilets in pay and use	0%	521	597
	35	Condition of toilets in Waiting rooms	2%	604	600
	36	Condition of toilets in circulating area	0%	514	586
	37	Availability of water in toilets and in other places for cleaning	4%	567	593
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	510	603
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	555	648
	40	Cleanliness of concourse and circulating area	0%	555	623
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			633
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			633
	3	Adequate supervision for monitoring cleanliness			700
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			633
	5	Performance of service improvement groups (SIG) and their effectiveness			667
	6	Usage of recycled water for non potable uses			567
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			600
	8	Condition of carriage watering hydrants including their leakage			650
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			567
	10	Final disposal of waste water from the trackside drains			650
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			750
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			720
	13	Condition of Washable CC Apron over tracks at station			750

Name of Station	Division
BANDRA TERMINUS	MUMBAI CENTRAL
Passenger Cleanliness Score	
Passenger Cleanliness Score	488
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	292
Cleanliness Rank of the Station (in Category)	60
Cleanliness Rank of the Station (in Footfall Class)	94
Cleanliness Rank of the Station (in Zone)	26
Cleanliness Rank of the Station (in Division)	7
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	514
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	451
Infrastructure Adequacy Level	Level 4
Process Compliance Score	440
Process Compliance Level	Level 4



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	55
Observed the enforcement of anti-littering rules	38
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	40
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	80

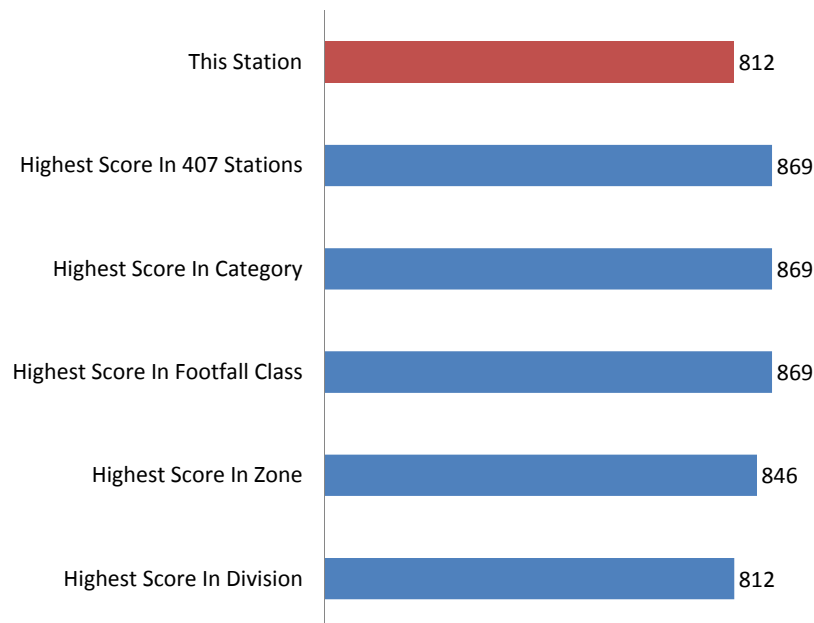
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	470	505
	2	Condition of flooring surface at waiting rooms	1%	481	603
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	479	448
	4	Condition of water booths and water coolers	2%	476	489
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	465	483
	6	Condition of vending stalls including arrangements for waste disposal	2%	477	549
	7	Proper dressing of Electric cables	2%	480	485
	8	Proper dressing of Telecom cables	2%	495	457
	9	Absence of stench in the station premises	12%	537	552
	10	Control of pest and rodent	2%	459	437
	11	Control of flies and mosquitoes	3%	444	498
	12	Stagnation of water in movement areas and non-movement areas	2%	474	466
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	477	437
	14	Cleanliness and hygiene around vending stalls	3%	483	494
	15	Cleanliness of platform areas	5%	481	485
	16	Cleanliness of advertisement hoardings/signages	3%	490	540
	17	Cleanliness of tracks between platforms	1%	454	495
	18	Cleanliness of foot over bridges	1%	473	525
	19	Cleanliness of track area up to home signal beyond platform	1%	480	475
	20	Functioning of cross and longitudinal waste water drains	2%	481	468
Waste Management	21	Adequate availability of dustbins	10%	523	545
	22	Proper system for collection and disposal of solid waste from trains	0%	503	462
	23	Proper system for collection and disposal of solid waste from stations	0%	486	580
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	467	508
	25	Promptness in removal and disbursement of garbage	3%	461	543
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	476	492
	27	Presence/clearance of unwanted posters/notices	0%	488	600
	28	Storage of scrap items & their prompt disposal	3%	512	490
Toilets	29	Adequate availability of toilet in General	4%	474	471
	30	Adequate availability of toilets in pay and use	0%	455	588
	31	Adequate availability of toilets in Waiting rooms	3%	480	605
	32	Adequate availability of toilets in Circulating area	0%	477	549
	33	Condition of toilets in General	3%	469	549
	34	Condition of toilets in pay and use	0%	480	595
	35	Condition of toilets in Waiting rooms	2%	474	577
	36	Condition of toilets in circulating area	0%	475	467
	37	Availability of water in toilets and in other places for cleaning	4%	480	454
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	474	589
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	486	485
	40	Cleanliness of concourse and circulating area	0%	472	551
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			480
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			440
	3	Adequate supervision for monitoring cleanliness			400
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			480
	5	Performance of service improvement groups (SIG) and their effectiveness			440
	6	Usage of recycled water for non potable uses			400
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			560
	8	Condition of carriage watering hydrants including their leakage			360
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			480
	10	Final disposal of waste water from the trackside drains			440
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			440
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			360
	13	Condition of Washable CC Apron over tracks at station			520

Name of Station	Division
JAMNAGAR	RAJKOT
Passenger Cleanliness Score	812
Passenger Cleanliness Level	Level 1
Cleanliness Rank of the Station (in 407 stations)	4
Cleanliness Rank of the Station (in Category)	4
Cleanliness Rank of the Station (in Footfall Class)	4
Cleanliness Rank of the Station (in Zone)	2
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	901
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	962
Infrastructure Adequacy Level	Level 1
Process Compliance Score	917
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	99
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	38

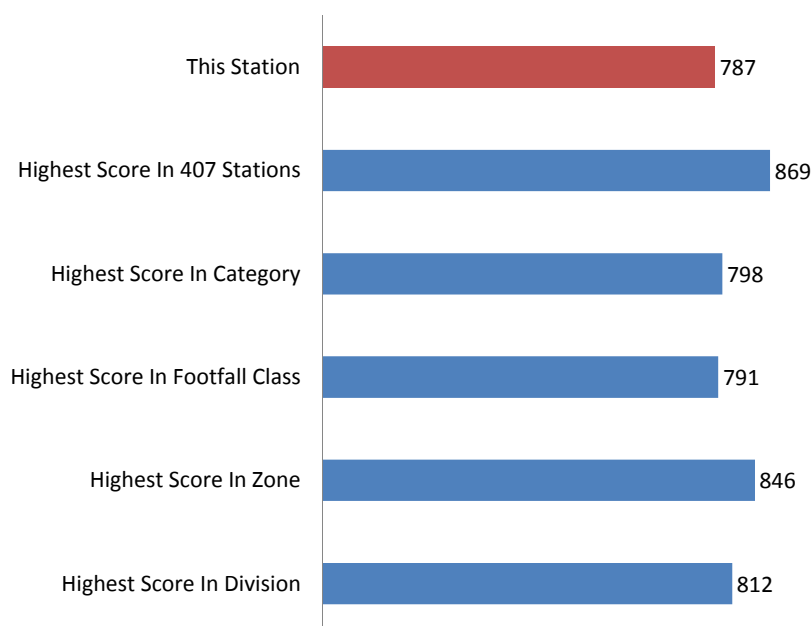
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	801	930
	2	Condition of flooring surface at waiting rooms	1%	795	945
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	793	916
	4	Condition of water booths and water coolers	2%	813	905
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	808	889
	6	Condition of vending stalls including arrangements for waste disposal	2%	807	930
	7	Proper dressing of Electric cables	2%	813	961
	8	Proper dressing of Telecom cables	2%	847	973
	9	Absence of stench in the station premises	12%	871	905
	10	Control of pest and rodent	2%	774	875
	11	Control of flies and mosquitoes	3%	763	873
	12	Stagnation of water in movement areas and non-movement areas	2%	789	848
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	796	852
	14	Cleanliness and hygiene around vending stalls	3%	781	877
	15	Cleanliness of platform areas	5%	785	846
	16	Cleanliness of advertisement hoardings/signages	3%	792	904
	17	Cleanliness of tracks between platforms	1%	784	859
	18	Cleanliness of foot over bridges	1%	789	893
	19	Cleanliness of track area up to home signal beyond platform	1%	794	825
	20	Functioning of cross and longitudinal waste water drains	2%	785	838
Waste Management	21	Adequate availability of dustbins	10%	874	986
	22	Proper system for collection and disposal of solid waste from trains	0%	810	921
	23	Proper system for collection and disposal of solid waste from stations	0%	814	971
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	785	846
	25	Promptness in removal and disbursement of garbage	3%	788	875
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	805	852
	27	Presence/clearance of unwanted posters/notices	0%	807	846
	28	Storage of scrap items & their prompt disposal	3%	823	823
Toilets	29	Adequate availability of toilet in General	4%	779	904
	30	Adequate availability of toilets in pay and use	0%	774	875
	31	Adequate availability of toilets in Waiting rooms	3%	770	875
	32	Adequate availability of toilets in Circulating area	0%	771	860
	33	Condition of toilets in General	3%	789	864
	34	Condition of toilets in pay and use	0%	797	864
	35	Condition of toilets in Waiting rooms	2%	795	918
	36	Condition of toilets in circulating area	0%	799	943
	37	Availability of water in toilets and in other places for cleaning	4%	791	943
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	808	945
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	810	871
	40	Cleanliness of concourse and circulating area	0%	782	888
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		900	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		925	
	3	Adequate supervision for monitoring cleanliness		975	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		925	
	5	Performance of service improvement groups (SIG) and their effectiveness		975	
	6	Usage of recycled water for non potable uses		800	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		1000	
	8	Condition of carriage watering hydrants including their leakage		971	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		925	
	10	Final disposal of waste water from the trackside drains		960	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		900	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		975	
	13	Condition of Washable CC Apron over tracks at station		1000	

Name of Station	Division
RAJKOT	RAJKOT
Passenger Cleanliness Score	
Passenger Cleanliness Score	787
Passenger Cleanliness Level	Level 1
Cleanliness Rank of the Station (in 407 stations)	8
Cleanliness Rank of the Station (in Category)	2
Cleanliness Rank of the Station (in Footfall Class)	2
Cleanliness Rank of the Station (in Zone)	4
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	840
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	857
Infrastructure Adequacy Level	Level 1
Process Compliance Score	914
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	72
Observed the enforcement of anti-littering rules	72
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	0
Sensitized cleaning staff about correct practices	75
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

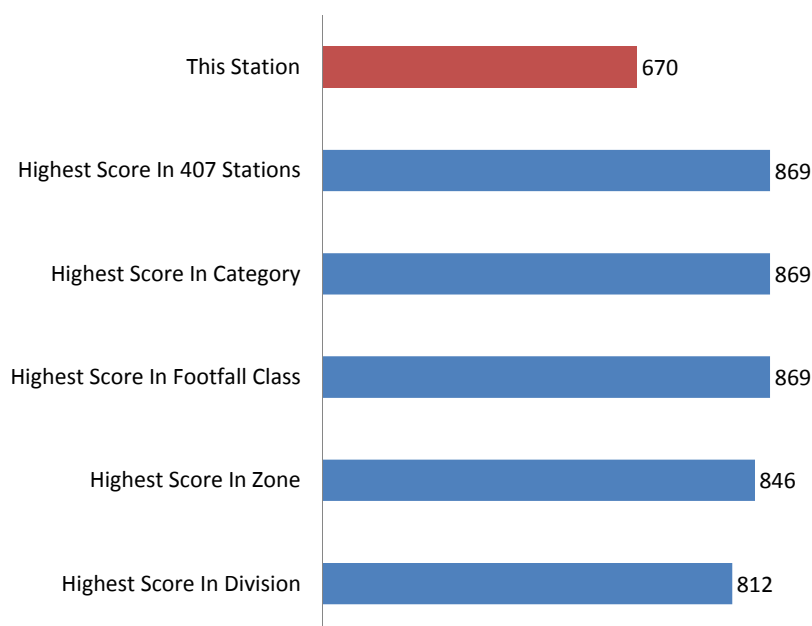
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A1		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	748	775
	2	Condition of flooring surface at waiting rooms	1%	767	818
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	760	805
	4	Condition of water booths and water coolers	2%	755	754
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	760	771
	6	Condition of vending stalls including arrangements for waste disposal	2%	760	725
	7	Proper dressing of Electric cables	2%	776	793
	8	Proper dressing of Telecom cables	2%	783	776
	9	Absence of stench in the station premises	12%	890	950
	10	Control of pest and rodent	2%	773	862
	11	Control of flies and mosquitoes	3%	752	864
	12	Stagnation of water in movement areas and non-movement areas	2%	779	811
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	770	893
	14	Cleanliness and hygiene around vending stalls	3%	771	811
	15	Cleanliness of platform areas	5%	769	904
	16	Cleanliness of advertisement hoardings/signages	3%	777	800
	17	Cleanliness of tracks between platforms	1%	774	854
	18	Cleanliness of foot over bridges	1%	760	836
	19	Cleanliness of track area up to home signal beyond platform	1%	773	796
	20	Functioning of cross and longitudinal waste water drains	2%	759	854
Waste Management	21	Adequate availability of dustbins	10%	855	886
	22	Proper system for collection and disposal of solid waste from trains	0%	751	900
	23	Proper system for collection and disposal of solid waste from stations	0%	768	811
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	777	757
	25	Promptness in removal and disbursement of garbage	3%	769	875
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	763	829
	27	Presence/clearance of unwanted posters/notices	0%	780	871
	28	Storage of scrap items & their prompt disposal	3%	785	882
Toilets	29	Adequate availability of toilet in General	4%	756	858
	30	Adequate availability of toilets in pay and use	0%	735	743
	31	Adequate availability of toilets in Waiting rooms	3%	750	854
	32	Adequate availability of toilets in Circulating area	0%	745	724
	33	Condition of toilets in General	3%	744	748
	34	Condition of toilets in pay and use	0%	747	807
	35	Condition of toilets in Waiting rooms	2%	745	832
	36	Condition of toilets in circulating area	0%	738	850
	37	Availability of water in toilets and in other places for cleaning	4%	747	789
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	760	800
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	749	767
	40	Cleanliness of concourse and circulating area	0%	763	782
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			850
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			850
	3	Adequate supervision for monitoring cleanliness			950
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			950
	5	Performance of service improvement groups (SIG) and their effectiveness			950
	6	Usage of recycled water for non potable uses			933
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			1000
	8	Condition of carriage watering hydrants including their leakage			800
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			800
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			750
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			950
	13	Condition of Washable CC Apron over tracks at station			900

Name of Station	Division
SURENDRANAGAR	RAJKOT
Passenger Cleanliness Score	670
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	42
Cleanliness Rank of the Station (in Category)	34
Cleanliness Rank of the Station (in Footfall Class)	19
Cleanliness Rank of the Station (in Zone)	11
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	735
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	610
Infrastructure Adequacy Level	Level 2
Process Compliance Score	606
Process Compliance Level	Level 2

Passenger Cleanliness Score



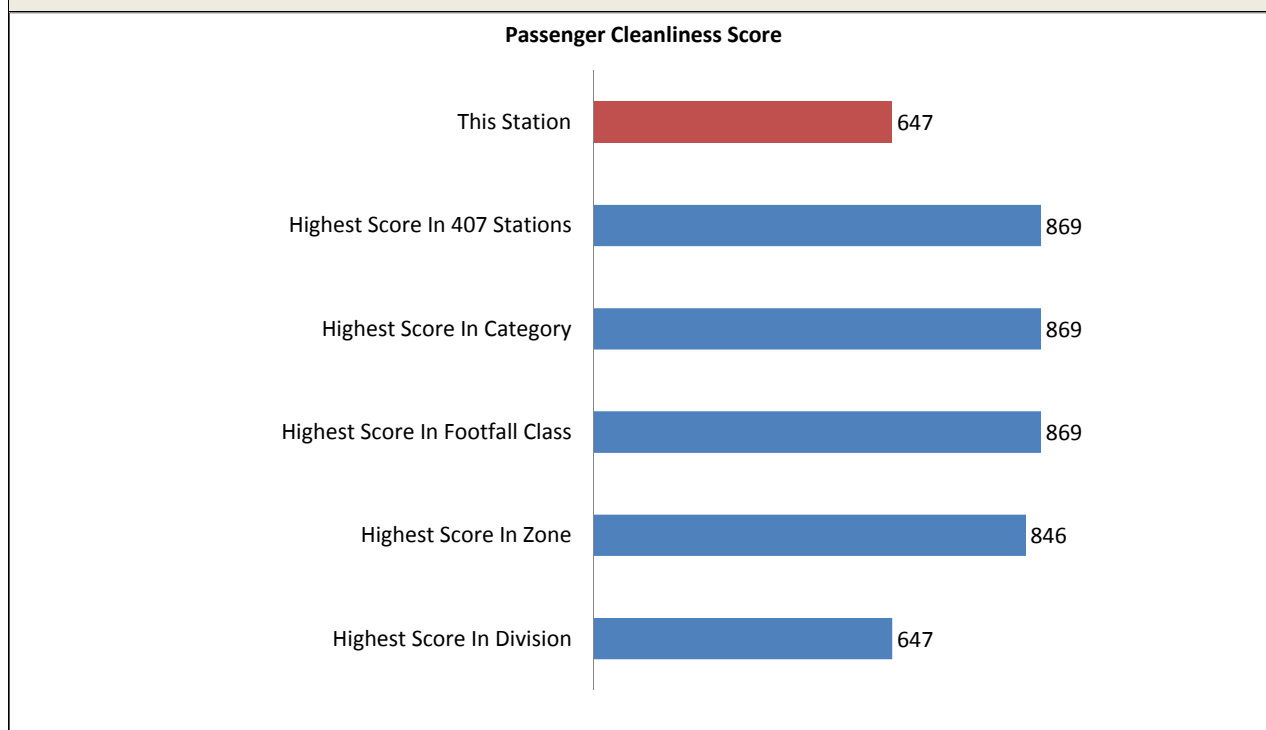
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	97
Observed the enforcement of anti-littering rules	94
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	67
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	83
Availability of Washable CC Apron over tracks at station	33

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	645	707
	2	Condition of flooring surface at waiting rooms	1%	634	727
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	633	650
	4	Condition of water booths and water coolers	2%	642	687
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	643	690
	6	Condition of vending stalls including arrangements for waste disposal	2%	628	710
	7	Proper dressing of Electric cables	2%	628	657
	8	Proper dressing of Telecom cables	2%	640	677
	9	Absence of stench in the station premises	12%	766	877
	10	Control of pest and rodent	2%	660	677
	11	Control of flies and mosquitoes	3%	607	583
	12	Stagnation of water in movement areas and non-movement areas	2%	627	697
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	655	663
	14	Cleanliness and hygiene around vending stalls	3%	649	637
	15	Cleanliness of platform areas	5%	645	653
	16	Cleanliness of advertisement hoardings/signages	3%	624	677
	17	Cleanliness of tracks between platforms	1%	634	690
	18	Cleanliness of foot over bridges	1%	625	783
	19	Cleanliness of track area up to home signal beyond platform	1%	630	713
	20	Functioning of cross and longitudinal waste water drains	2%	610	623
Waste Management	21	Adequate availability of dustbins	10%	791	917
	22	Proper system for collection and disposal of solid waste from trains	0%	626	657
	23	Proper system for collection and disposal of solid waste from stations	0%	625	677
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	640	713
	25	Promptness in removal and disbursement of garbage	3%	656	670
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	633	713
	27	Presence/clearance of unwanted posters/notices	0%	632	767
	28	Storage of scrap items & their prompt disposal	3%	620	693
Toilets	29	Adequate availability of toilet in General	4%	670	717
	30	Adequate availability of toilets in pay and use	0%	607	567
	31	Adequate availability of toilets in Waiting rooms	3%	608	600
	32	Adequate availability of toilets in Circulating area	0%	636	687
	33	Condition of toilets in General	3%	648	767
	34	Condition of toilets in pay and use	0%	660	730
	35	Condition of toilets in Waiting rooms	2%	668	713
	36	Condition of toilets in circulating area	0%	650	690
	37	Availability of water in toilets and in other places for cleaning	4%	653	727
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	639	730
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	641	707
	40	Cleanliness of concourse and circulating area	0%	630	727
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			567
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			600
	3	Adequate supervision for monitoring cleanliness			633
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			633
	5	Performance of service improvement groups (SIG) and their effectiveness			600
	6	Usage of recycled water for non potable uses			600
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			720
	8	Condition of carriage watering hydrants including their leakage			533
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			633
	10	Final disposal of waste water from the trackside drains			500
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			640
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			567
	13	Condition of Washable CC Apron over tracks at station			680

Name of Station	Division
NAGDA	RATLAM
Passenger Cleanliness Score	
Passenger Cleanliness Score	647
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	53
Cleanliness Rank of the Station (in Category)	43
Cleanliness Rank of the Station (in Footfall Class)	26
Cleanliness Rank of the Station (in Zone)	14
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	941
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	940
Infrastructure Adequacy Level	Level 1
Process Compliance Score	955
Process Compliance Level	Level 1



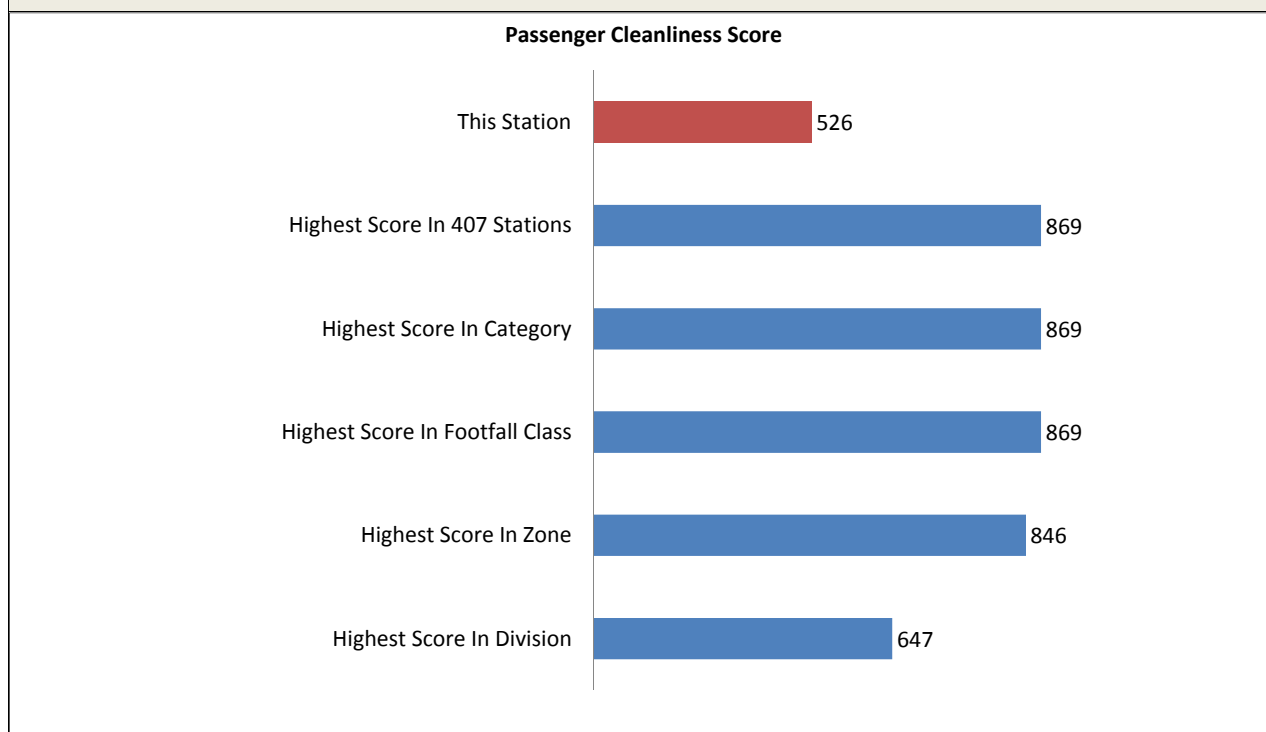
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	34
Observed the enforcement of anti-littering rules	66
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	100
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	45
Availability of Washable CC Apron over tracks at station	0

Explanatory Notes:

1. 'Importance' derived from Passengers' Satisfaction from cleanliness
2. Maximum Score = 1000
3. Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
4. Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	605	918
	2	Condition of flooring surface at waiting rooms	1%	586	936
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	575	936
	4	Condition of water booths and water coolers	2%	589	864
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	578	909
	6	Condition of vending stalls including arrangements for waste disposal	2%	579	955
	7	Proper dressing of Electric cables	2%	637	909
	8	Proper dressing of Telecom cables	2%	675	900
	9	Absence of stench in the station premises	12%	706	982
	10	Control of pest and rodent	2%	677	936
	11	Control of flies and mosquitoes	3%	651	882
	12	Stagnation of water in movement areas and non-movement areas	2%	676	900
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	642	945
	14	Cleanliness and hygiene around vending stalls	3%	629	955
	15	Cleanliness of platform areas	5%	619	955
	16	Cleanliness of advertisement hoardings/signages	3%	636	900
	17	Cleanliness of tracks between platforms	1%	590	936
	18	Cleanliness of foot over bridges	1%	581	945
	19	Cleanliness of track area up to home signal beyond platform	1%	600	918
	20	Functioning of cross and longitudinal waste water drains	2%	668	927
Waste Management	21	Adequate availability of dustbins	10%	726	982
	22	Proper system for collection and disposal of solid waste from trains	0%	584	927
	23	Proper system for collection and disposal of solid waste from stations	0%	621	900
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	686	936
	25	Promptness in removal and disbursement of garbage	3%	623	936
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	600	927
	27	Presence/clearance of unwanted posters/notices	0%	626	927
	28	Storage of scrap items & their prompt disposal	3%	633	927
Toilets	29	Adequate availability of toilet in General	4%	683	909
	30	Adequate availability of toilets in pay and use	0%	668	864
	31	Adequate availability of toilets in Waiting rooms	3%	679	927
	32	Adequate availability of toilets in Circulating area	0%	679	936
	33	Condition of toilets in General	3%	648	973
	34	Condition of toilets in pay and use	0%	643	909
	35	Condition of toilets in Waiting rooms	2%	661	945
	36	Condition of toilets in circulating area	0%	661	945
	37	Availability of water in toilets and in other places for cleaning	4%	630	982
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	582	964
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	588	900
	40	Cleanliness of concourse and circulating area	0%	573	936
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			945
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			964
	3	Adequate supervision for monitoring cleanliness			927
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			982
	5	Performance of service improvement groups (SIG) and their effectiveness			964
	6	Usage of recycled water for non potable uses			945
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			982
	8	Condition of carriage watering hydrants including their leakage			927
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			891
	10	Final disposal of waste water from the trackside drains			927
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			927
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			982
	13	Condition of Washable CC Apron over tracks at station			945

Name of Station	Division
CHITTORGARH JN.	RATLAM
Passenger Cleanliness Score	
Passenger Cleanliness Score	526
Passenger Cleanliness Level	Level 3
Cleanliness Rank of the Station (in 407 stations)	230
Cleanliness Rank of the Station (in Category)	178
Cleanliness Rank of the Station (in Footfall Class)	101
Cleanliness Rank of the Station (in Zone)	24
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	735
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	811
Infrastructure Adequacy Level	Level 1
Process Compliance Score	816
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	56
Observed the enforcement of anti-littering rules	68
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	0
Availability of Washable CC Apron over tracks at station	60

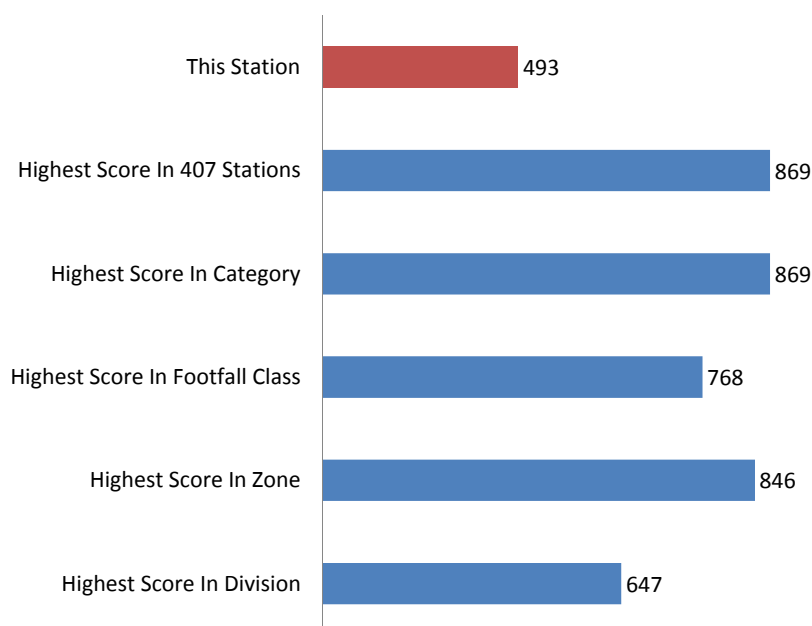
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		Less than 10K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	542	737
	2	Condition of flooring surface at waiting rooms	1%	572	813
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	499	770
	4	Condition of water booths and water coolers	2%	507	717
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	491	757
	6	Condition of vending stalls including arrangements for waste disposal	2%	510	740
	7	Proper dressing of Electric cables	2%	533	740
	8	Proper dressing of Telecom cables	2%	551	757
	9	Absence of stench in the station premises	12%	560	790
	10	Control of pest and rodent	2%	466	530
	11	Control of flies and mosquitoes	3%	502	730
	12	Stagnation of water in movement areas and non-movement areas	2%	519	767
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	526	753
	14	Cleanliness and hygiene around vending stalls	3%	541	700
	15	Cleanliness of platform areas	5%	554	770
	16	Cleanliness of advertisement hoardings/signages	3%	515	733
	17	Cleanliness of tracks between platforms	1%	472	720
	18	Cleanliness of foot over bridges	1%	495	760
	19	Cleanliness of track area up to home signal beyond platform	1%	521	700
	20	Functioning of cross and longitudinal waste water drains	2%	522	680
Waste Management	21	Adequate availability of dustbins	10%	547	703
	22	Proper system for collection and disposal of solid waste from trains	0%	512	697
	23	Proper system for collection and disposal of solid waste from stations	0%	526	683
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	488	733
	25	Promptness in removal and disbursement of garbage	3%	521	700
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	484	750
	27	Presence/clearance of unwanted posters/notices	0%	511	713
	28	Storage of scrap items & their prompt disposal	3%	560	717
Toilets	29	Adequate availability of toilet in General	4%	508	693
	30	Adequate availability of toilets in pay and use	0%	502	725
	31	Adequate availability of toilets in Waiting rooms	3%	534	770
	32	Adequate availability of toilets in Circulating area	0%	473	717
	33	Condition of toilets in General	3%	510	650
	34	Condition of toilets in pay and use	0%	522	683
	35	Condition of toilets in Waiting rooms	2%	533	758
	36	Condition of toilets in circulating area	0%	455	725
	37	Availability of water in toilets and in other places for cleaning	4%	523	773
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	520	733
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	481	733
	40	Cleanliness of concourse and circulating area	0%	513	760
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			840
	3	Adequate supervision for monitoring cleanliness			840
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			840
	5	Performance of service improvement groups (SIG) and their effectiveness			840
	6	Usage of recycled water for non potable uses			733
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			840
	8	Condition of carriage watering hydrants including their leakage			840
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			800
	10	Final disposal of waste water from the trackside drains			840
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			720
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			840

Name of Station	Division
INDORE	RATLAM
Passenger Cleanliness Score	
Passenger Cleanliness Score	493
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	286
Cleanliness Rank of the Station (in Category)	227
Cleanliness Rank of the Station (in Footfall Class)	37
Cleanliness Rank of the Station (in Zone)	25
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	600
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	660
Infrastructure Adequacy Level	Level 2
Process Compliance Score	725
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	74
Observed the enforcement of anti-littering rules	26
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	13
Sensitized cleaning staff about correct practices	75
Observed the use of CCTVs for monitoring cleanliness at stations	75
Availability of Washable CC Apron over tracks at station	50

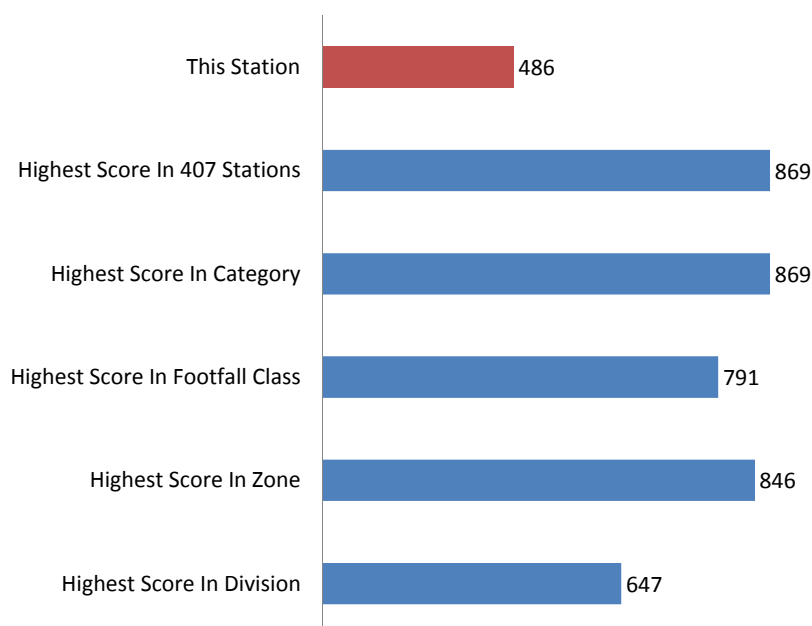
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	481	650
	2	Condition of flooring surface at waiting rooms	1%	475	650
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	495	643
	4	Condition of water booths and water coolers	2%	480	650
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	475	588
	6	Condition of vending stalls including arrangements for waste disposal	2%	486	621
	7	Proper dressing of Electric cables	2%	483	600
	8	Proper dressing of Telecom cables	2%	496	630
	9	Absence of stench in the station premises	12%	552	663
	10	Control of pest and rodent	2%	473	525
	11	Control of flies and mosquitoes	3%	454	514
	12	Stagnation of water in movement areas and non-movement areas	2%	490	607
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	453	500
	14	Cleanliness and hygiene around vending stalls	3%	496	525
	15	Cleanliness of platform areas	5%	474	586
	16	Cleanliness of advertisement hoardings/signages	3%	465	488
	17	Cleanliness of tracks between platforms	1%	460	538
	18	Cleanliness of foot over bridges	1%	482	588
	19	Cleanliness of track area up to home signal beyond platform	1%	478	600
	20	Functioning of cross and longitudinal waste water drains	2%	449	513
Waste Management	21	Adequate availability of dustbins	10%	572	663
	22	Proper system for collection and disposal of solid waste from trains	0%	443	575
	23	Proper system for collection and disposal of solid waste from stations	0%	440	588
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	465	588
	25	Promptness in removal and disbursement of garbage	3%	472	543
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	452	550
	27	Presence/clearance of unwanted posters/notices	0%	466	538
	28	Storage of scrap items & their prompt disposal	3%	443	514
Toilets	29	Adequate availability of toilet in General	4%	484	600
	30	Adequate availability of toilets in pay and use	0%	460	600
	31	Adequate availability of toilets in Waiting rooms	3%	457	586
	32	Adequate availability of toilets in Circulating area	0%	489	560
	33	Condition of toilets in General	3%	459	571
	34	Condition of toilets in pay and use	0%	462	563
	35	Condition of toilets in Waiting rooms	2%	452	586
	36	Condition of toilets in circulating area	0%	478	550
	37	Availability of water in toilets and in other places for cleaning	4%	493	600
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	506	650
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	466	650
	40	Cleanliness of concourse and circulating area	0%	465	613
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			700
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			650
	3	Adequate supervision for monitoring cleanliness			775
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			750
	5	Performance of service improvement groups (SIG) and their effectiveness			775
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			725
	8	Condition of carriage watering hydrants including their leakage			657
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			650
	10	Final disposal of waste water from the trackside drains			675
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			600
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			657
	13	Condition of Washable CC Apron over tracks at station			657

Name of Station	Division
UJJAIN	RATLAM
Passenger Cleanliness Score	
Passenger Cleanliness Score	486
Passenger Cleanliness Level	Level 4
Cleanliness Rank of the Station (in 407 stations)	296
Cleanliness Rank of the Station (in Category)	236
Cleanliness Rank of the Station (in Footfall Class)	96
Cleanliness Rank of the Station (in Zone)	27
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	583
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	644
Infrastructure Adequacy Level	Level 2
Process Compliance Score	721
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	40
Observed the enforcement of anti-littering rules	29
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	33
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	50
Availability of Washable CC Apron over tracks at station	100

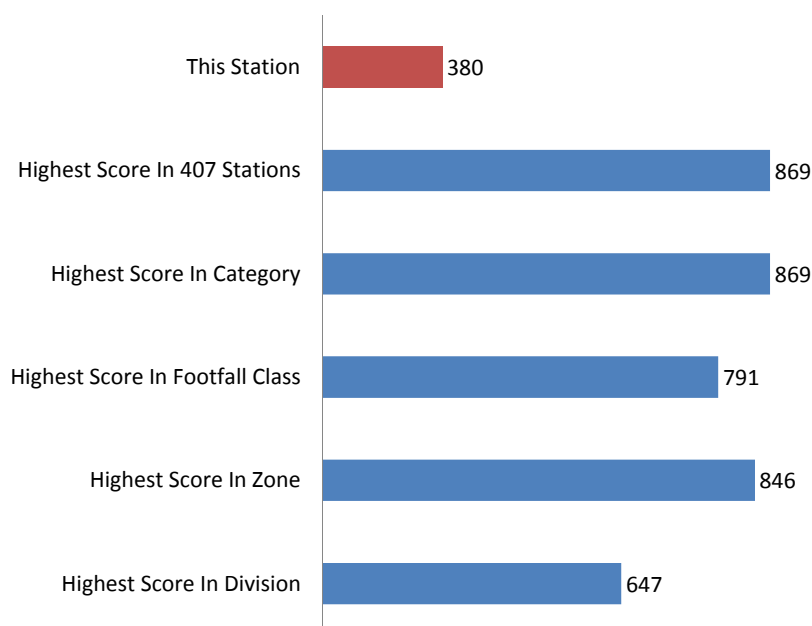
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	463	667
	2	Condition of flooring surface at waiting rooms	1%	463	583
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	476	617
	4	Condition of water booths and water coolers	2%	478	683
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	469	617
	6	Condition of vending stalls including arrangements for waste disposal	2%	458	617
	7	Proper dressing of Electric cables	2%	503	733
	8	Proper dressing of Telecom cables	2%	517	650
	9	Absence of stench in the station premises	12%	557	533
	10	Control of pest and rodent	2%	444	500
	11	Control of flies and mosquitoes	3%	401	533
	12	Stagnation of water in movement areas and non-movement areas	2%	466	617
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	464	683
	14	Cleanliness and hygiene around vending stalls	3%	478	550
	15	Cleanliness of platform areas	5%	449	550
	16	Cleanliness of advertisement hoardings/signages	3%	491	570
	17	Cleanliness of tracks between platforms	1%	431	633
	18	Cleanliness of foot over bridges	1%	480	633
	19	Cleanliness of track area up to home signal beyond platform	1%	461	520
	20	Functioning of cross and longitudinal waste water drains	2%	448	550
Waste Management	21	Adequate availability of dustbins	10%	595	667
	22	Proper system for collection and disposal of solid waste from trains	0%	469	683
	23	Proper system for collection and disposal of solid waste from stations	0%	466	650
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	464	583
	25	Promptness in removal and disbursement of garbage	3%	474	583
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	424	517
	27	Presence/clearance of unwanted posters/notices	0%	471	630
	28	Storage of scrap items & their prompt disposal	3%	476	540
Toilets	29	Adequate availability of toilet in General	4%	502	450
	30	Adequate availability of toilets in pay and use	0%	528	667
	31	Adequate availability of toilets in Waiting rooms	3%	479	583
	32	Adequate availability of toilets in Circulating area	0%	459	475
	33	Condition of toilets in General	3%	442	550
	34	Condition of toilets in pay and use	0%	468	567
	35	Condition of toilets in Waiting rooms	2%	453	550
	36	Condition of toilets in circulating area	0%	446	580
	37	Availability of water in toilets and in other places for cleaning	4%	463	550
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	434	617
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	448	583
	40	Cleanliness of concourse and circulating area	0%	448	483
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			760
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			667
	3	Adequate supervision for monitoring cleanliness			733
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			733
	5	Performance of service improvement groups (SIG) and their effectiveness			733
	6	Usage of recycled water for non potable uses			700
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			667
	8	Condition of carriage watering hydrants including their leakage			600
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			667
	10	Final disposal of waste water from the trackside drains			650
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			567
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			680
	13	Condition of Washable CC Apron over tracks at station			680

Name of Station	Division
RATLAM	RATLAM
Passenger Cleanliness Score	
Passenger Cleanliness Score	380
Passenger Cleanliness Level	Level 5
Cleanliness Rank of the Station (in 407 stations)	387
Cleanliness Rank of the Station (in Category)	313
Cleanliness Rank of the Station (in Footfall Class)	129
Cleanliness Rank of the Station (in Zone)	28
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	600
Non-Passenger Cleanliness Level	Level 3
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	471
Infrastructure Adequacy Level	Level 4
Process Compliance Score	688
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	61
Observed the enforcement of anti-littering rules	52
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	60
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	80
Availability of Washable CC Apron over tracks at station	0

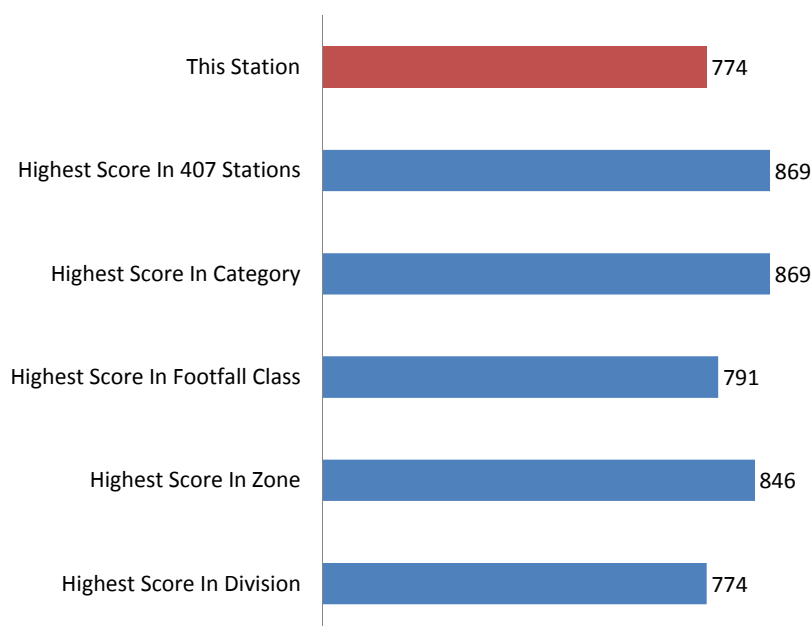
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	381	670
	2	Condition of flooring surface at waiting rooms	1%	401	703
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	369	567
	4	Condition of water booths and water coolers	2%	327	533
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	369	683
	6	Condition of vending stalls including arrangements for waste disposal	2%	389	660
	7	Proper dressing of Electric cables	2%	421	483
	8	Proper dressing of Telecom cables	2%	410	500
	9	Absence of stench in the station premises	12%	375	513
	10	Control of pest and rodent	2%	379	407
	11	Control of flies and mosquitoes	3%	354	477
	12	Stagnation of water in movement areas and non-movement areas	2%	336	450
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	367	547
	14	Cleanliness and hygiene around vending stalls	3%	386	680
	15	Cleanliness of platform areas	5%	378	683
	16	Cleanliness of advertisement hoardings/signages	3%	379	600
	17	Cleanliness of tracks between platforms	1%	350	613
	18	Cleanliness of foot over bridges	1%	402	673
	19	Cleanliness of track area up to home signal beyond platform	1%	379	640
	20	Functioning of cross and longitudinal waste water drains	2%	321	458
Waste Management	21	Adequate availability of dustbins	10%	400	710
	22	Proper system for collection and disposal of solid waste from trains	0%	396	637
	23	Proper system for collection and disposal of solid waste from stations	0%	398	487
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	361	640
	25	Promptness in removal and disbursement of garbage	3%	433	627
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	385	587
	27	Presence/clearance of unwanted posters/notices	0%	386	547
	28	Storage of scrap items & their prompt disposal	3%	389	625
Toilets	29	Adequate availability of toilet in General	4%	371	537
	30	Adequate availability of toilets in pay and use	0%	361	693
	31	Adequate availability of toilets in Waiting rooms	3%	398	680
	32	Adequate availability of toilets in Circulating area	0%	377	717
	33	Condition of toilets in General	3%	375	520
	34	Condition of toilets in pay and use	0%	371	693
	35	Condition of toilets in Waiting rooms	2%	416	677
	36	Condition of toilets in circulating area	0%	366	570
	37	Availability of water in toilets and in other places for cleaning	4%	368	643
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	373	603
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	378	603
	40	Cleanliness of concourse and circulating area	0%	376	700
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			720
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			680
	3	Adequate supervision for monitoring cleanliness			800
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			760
	5	Performance of service improvement groups (SIG) and their effectiveness			720
	6	Usage of recycled water for non potable uses			450
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			450
	8	Condition of carriage watering hydrants including their leakage			350
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			600
	10	Final disposal of waste water from the trackside drains			400
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			360
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			440

Name of Station	Division
ANKLESHWAR	VADODARA
Passenger Cleanliness Score	
Passenger Cleanliness Score	774
Passenger Cleanliness Level	Level 1
Cleanliness Rank of the Station (in 407 stations)	10
Cleanliness Rank of the Station (in Category)	8
Cleanliness Rank of the Station (in Footfall Class)	4
Cleanliness Rank of the Station (in Zone)	5
Cleanliness Rank of the Station (in Division)	1
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	772
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	759
Infrastructure Adequacy Level	Level 1
Process Compliance Score	833
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	100
Observed the enforcement of anti-littering rules	97
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	57
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	86
Availability of Washable CC Apron over tracks at station	100

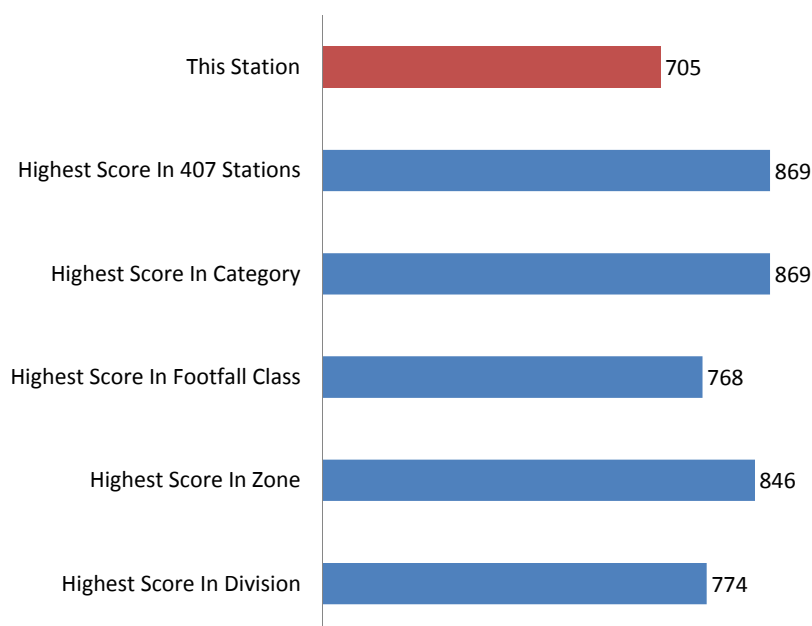
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	803	829
	2	Condition of flooring surface at waiting rooms	1%	883	896
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	749	779
	4	Condition of water booths and water coolers	2%	801	800
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	770	757
	6	Condition of vending stalls including arrangements for waste disposal	2%	778	808
	7	Proper dressing of Electric cables	2%	865	864
	8	Proper dressing of Telecom cables	2%	864	871
	9	Absence of stench in the station premises	12%	615	579
	10	Control of pest and rodent	2%	649	607
	11	Control of flies and mosquitoes	3%	619	600
	12	Stagnation of water in movement areas and non-movement areas	2%	818	850
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	790	800
	14	Cleanliness and hygiene around vending stalls	3%	826	836
	15	Cleanliness of platform areas	5%	877	871
	16	Cleanliness of advertisement hoardings/signages	3%	853	831
	17	Cleanliness of tracks between platforms	1%	869	879
	18	Cleanliness of foot over bridges	1%	823	871
	19	Cleanliness of track area up to home signal beyond platform	1%	801	829
	20	Functioning of cross and longitudinal waste water drains	2%	751	764
Waste Management	21	Adequate availability of dustbins	10%	784	764
	22	Proper system for collection and disposal of solid waste from trains	0%	786	793
	23	Proper system for collection and disposal of solid waste from stations	0%	791	793
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	799	793
	25	Promptness in removal and disbursement of garbage	3%	845	871
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	798	800
	27	Presence/clearance of unwanted posters/notices	0%	777	754
	28	Storage of scrap items & their prompt disposal	3%	780	793
Toilets	29	Adequate availability of toilet in General	4%	720	757
	30	Adequate availability of toilets in pay and use	0%	791	807
	31	Adequate availability of toilets in Waiting rooms	3%	878	846
	32	Adequate availability of toilets in Circulating area	0%	773	757
	33	Condition of toilets in General	3%	787	779
	34	Condition of toilets in pay and use	0%	831	836
	35	Condition of toilets in Waiting rooms	2%	883	890
	36	Condition of toilets in circulating area	0%	778	800
	37	Availability of water in toilets and in other places for cleaning	4%	805	800
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	770	786
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	763	757
	40	Cleanliness of concourse and circulating area	0%	826	852
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			857
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			886
	3	Adequate supervision for monitoring cleanliness			829
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			743
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			886
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			771
	8	Condition of carriage watering hydrants including their leakage			771
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			743
	10	Final disposal of waste water from the trackside drains			686
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			714
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			771
	13	Condition of Washable CC Apron over tracks at station			857

Name of Station	Division
ANAND	VADODARA
Passenger Cleanliness Score	
Passenger Cleanliness Score	705
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	27
Cleanliness Rank of the Station (in Category)	22
Cleanliness Rank of the Station (in Footfall Class)	4
Cleanliness Rank of the Station (in Zone)	8
Cleanliness Rank of the Station (in Division)	2
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	780
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	700
Infrastructure Adequacy Level	Level 2
Process Compliance Score	772
Process Compliance Level	Level 1

Passenger Cleanliness Score



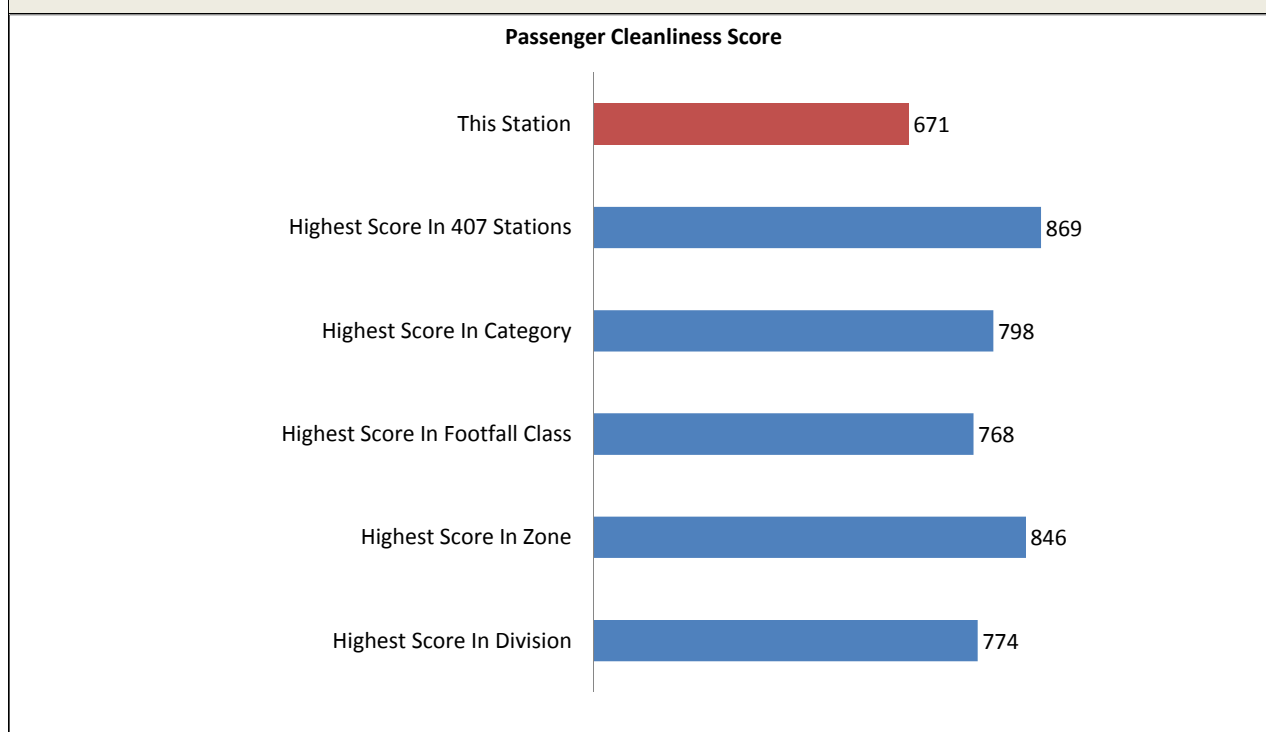
Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	96
Observed the enforcement of anti-littering rules	91
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	17
Sensitized cleaning staff about correct practices	67
Observed the use of CCTVs for monitoring cleanliness at stations	83
Availability of Washable CC Apron over tracks at station	67

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	707	750
	2	Condition of flooring surface at waiting rooms	1%	687	783
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	676	783
	4	Condition of water booths and water coolers	2%	686	842
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	678	775
	6	Condition of vending stalls including arrangements for waste disposal	2%	678	717
	7	Proper dressing of Electric cables	2%	683	842
	8	Proper dressing of Telecom cables	2%	685	825
	9	Absence of stench in the station premises	12%	820	825
	10	Control of pest and rodent	2%	740	683
	11	Control of flies and mosquitoes	3%	639	692
	12	Stagnation of water in movement areas and non-movement areas	2%	638	825
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	653	758
	14	Cleanliness and hygiene around vending stalls	3%	655	758
	15	Cleanliness of platform areas	5%	659	783
	16	Cleanliness of advertisement hoardings/signages	3%	669	758
	17	Cleanliness of tracks between platforms	1%	666	742
	18	Cleanliness of foot over bridges	1%	657	742
	19	Cleanliness of track area up to home signal beyond platform	1%	651	725
	20	Functioning of cross and longitudinal waste water drains	2%	628	767
Waste Management	21	Adequate availability of dustbins	10%	826	858
	22	Proper system for collection and disposal of solid waste from trains	0%	672	792
	23	Proper system for collection and disposal of solid waste from stations	0%	684	792
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	645	808
	25	Promptness in removal and disbursement of garbage	3%	651	792
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	654	758
	27	Presence/clearance of unwanted posters/notices	0%	663	775
	28	Storage of scrap items & their prompt disposal	3%	664	775
Toilets	29	Adequate availability of toilet in General	4%	716	692
	30	Adequate availability of toilets in pay and use	0%	638	575
	31	Adequate availability of toilets in Waiting rooms	3%	629	642
	32	Adequate availability of toilets in Circulating area	0%	647	717
	33	Condition of toilets in General	3%	661	808
	34	Condition of toilets in pay and use	0%	675	825
	35	Condition of toilets in Waiting rooms	2%	685	742
	36	Condition of toilets in circulating area	0%	692	740
	37	Availability of water in toilets and in other places for cleaning	4%	692	700
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	686	833
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	685	808
	40	Cleanliness of concourse and circulating area	0%	662	767
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			833
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			800
	3	Adequate supervision for monitoring cleanliness			733
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			733
	5	Performance of service improvement groups (SIG) and their effectiveness			767
	6	Usage of recycled water for non potable uses			767
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			767
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			767
	10	Final disposal of waste water from the trackside drains			600
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			667
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			700
	13	Condition of Washable CC Apron over tracks at station			700

Name of Station	Division
VADODARA	VADODARA
Passenger Cleanliness Score	671
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	40
Cleanliness Rank of the Station (in Category)	8
Cleanliness Rank of the Station (in Footfall Class)	7
Cleanliness Rank of the Station (in Zone)	10
Cleanliness Rank of the Station (in Division)	3
Non-Passenger Cleanliness Score	781
Non-Passenger Cleanliness Level	Level 1
Infrastructure Adequacy Score	880
Infrastructure Adequacy Level	Level 1
Process Compliance Score	871
Process Compliance Level	Level 1



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	93
Observed the enforcement of anti-littering rules	76
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	50
Sensitized cleaning staff about correct practices	100
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

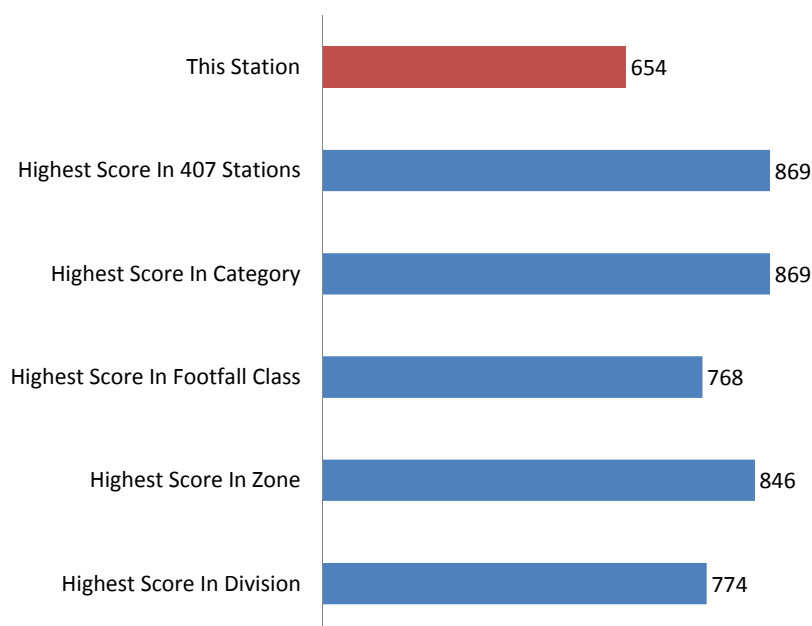
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A1		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	669	760
	2	Condition of flooring surface at waiting rooms	1%	700	800
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	638	665
	4	Condition of water booths and water coolers	2%	648	778
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	654	778
	6	Condition of vending stalls including arrangements for waste disposal	2%	653	750
	7	Proper dressing of Electric cables	2%	724	835
	8	Proper dressing of Telecom cables	2%	722	820
	9	Absence of stench in the station premises	12%	679	794
	10	Control of pest and rodent	2%	674	750
	11	Control of flies and mosquitoes	3%	650	785
	12	Stagnation of water in movement areas and non-movement areas	2%	660	735
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	681	800
	14	Cleanliness and hygiene around vending stalls	3%	677	735
	15	Cleanliness of platform areas	5%	683	788
	16	Cleanliness of advertisement hoardings/signages	3%	681	785
	17	Cleanliness of tracks between platforms	1%	666	778
	18	Cleanliness of foot over bridges	1%	672	760
	19	Cleanliness of track area up to home signal beyond platform	1%	667	731
	20	Functioning of cross and longitudinal waste water drains	2%	635	713
Waste Management	21	Adequate availability of dustbins	10%	721	830
	22	Proper system for collection and disposal of solid waste from trains	0%	644	706
	23	Proper system for collection and disposal of solid waste from stations	0%	664	704
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	659	813
	25	Promptness in removal and disbursement of garbage	3%	672	748
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	639	798
	27	Presence/clearance of unwanted posters/notices	0%	664	816
	28	Storage of scrap items & their prompt disposal	3%	678	795
Toilets	29	Adequate availability of toilet in General	4%	628	758
	30	Adequate availability of toilets in pay and use	0%	655	725
	31	Adequate availability of toilets in Waiting rooms	3%	689	853
	32	Adequate availability of toilets in Circulating area	0%	641	680
	33	Condition of toilets in General	3%	623	703
	34	Condition of toilets in pay and use	0%	656	790
	35	Condition of toilets in Waiting rooms	2%	689	765
	36	Condition of toilets in circulating area	0%	637	668
	37	Availability of water in toilets and in other places for cleaning	4%	667	780
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	634	771
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	653	745
	40	Cleanliness of concourse and circulating area	0%	654	790
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			875
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			850
	3	Adequate supervision for monitoring cleanliness			875
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			925
	5	Performance of service improvement groups (SIG) and their effectiveness			900
	6	Usage of recycled water for non potable uses			800
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			950
	8	Condition of carriage watering hydrants including their leakage			875
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			900
	10	Final disposal of waste water from the trackside drains			886
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			825
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			850
	13	Condition of Washable CC Apron over tracks at station			875

Name of Station	Division
BHARUCH	VADODARA
Passenger Cleanliness Score	
Passenger Cleanliness Score	654
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	51
Cleanliness Rank of the Station (in Category)	41
Cleanliness Rank of the Station (in Footfall Class)	9
Cleanliness Rank of the Station (in Zone)	13
Cleanliness Rank of the Station (in Division)	4
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	673
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	710
Infrastructure Adequacy Level	Level 2
Process Compliance Score	772
Process Compliance Level	Level 1

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	98
Observed the enforcement of anti-littering rules	68
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	17
Sensitized cleaning staff about correct practices	83
Observed the use of CCTVs for monitoring cleanliness at stations	100
Availability of Washable CC Apron over tracks at station	100

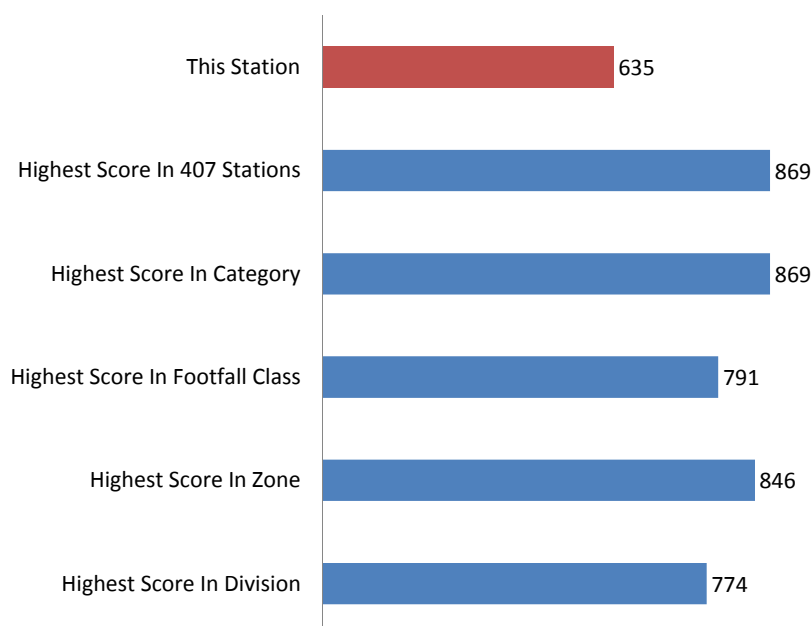
Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		25-50K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	658	667
	2	Condition of flooring surface at waiting rooms	1%	676	667
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	638	667
	4	Condition of water booths and water coolers	2%	644	667
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	641	613
	6	Condition of vending stalls including arrangements for waste disposal	2%	668	683
	7	Proper dressing of Electric cables	2%	778	703
	8	Proper dressing of Telecom cables	2%	773	773
	9	Absence of stench in the station premises	12%	608	630
	10	Control of pest and rodent	2%	621	683
	11	Control of flies and mosquitoes	3%	606	670
	12	Stagnation of water in movement areas and non-movement areas	2%	647	690
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	677	653
	14	Cleanliness and hygiene around vending stalls	3%	687	707
	15	Cleanliness of platform areas	5%	710	647
	16	Cleanliness of advertisement hoardings/signages	3%	729	740
	17	Cleanliness of tracks between platforms	1%	704	740
	18	Cleanliness of foot over bridges	1%	704	720
	19	Cleanliness of track area up to home signal beyond platform	1%	694	690
	20	Functioning of cross and longitudinal waste water drains	2%	623	613
Waste Management	21	Adequate availability of dustbins	10%	628	653
	22	Proper system for collection and disposal of solid waste from trains	0%	675	717
	23	Proper system for collection and disposal of solid waste from stations	0%	702	663
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	665	707
	25	Promptness in removal and disbursement of garbage	3%	673	723
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	671	687
	27	Presence/clearance of unwanted posters/notices	0%	707	633
	28	Storage of scrap items & their prompt disposal	3%	742	703
Toilets	29	Adequate availability of toilet in General	4%	606	680
	30	Adequate availability of toilets in pay and use	0%	620	720
	31	Adequate availability of toilets in Waiting rooms	3%	639	717
	32	Adequate availability of toilets in Circulating area	0%	599	690
	33	Condition of toilets in General	3%	612	663
	34	Condition of toilets in pay and use	0%	637	630
	35	Condition of toilets in Waiting rooms	2%	661	680
	36	Condition of toilets in circulating area	0%	603	687
	37	Availability of water in toilets and in other places for cleaning	4%	628	667
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	645	723
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	638	640
	40	Cleanliness of concourse and circulating area	0%	693	723
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations			800
	2	Appropriate measures of performance for assessing cleanliness by monitoring team			733
	3	Adequate supervision for monitoring cleanliness			767
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness			767
	5	Performance of service improvement groups (SIG) and their effectiveness			800
	6	Usage of recycled water for non potable uses			767
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same			633
	8	Condition of carriage watering hydrants including their leakage			700
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings			667
	10	Final disposal of waste water from the trackside drains			700
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof			733
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy			800
	13	Condition of Washable CC Apron over tracks at station			733

Name of Station	Division
NADIAD	VADODARA
Passenger Cleanliness Score	
Passenger Cleanliness Score	635
Passenger Cleanliness Level	Level 2
Cleanliness Rank of the Station (in 407 stations)	65
Cleanliness Rank of the Station (in Category)	51
Cleanliness Rank of the Station (in Footfall Class)	20
Cleanliness Rank of the Station (in Zone)	16
Cleanliness Rank of the Station (in Division)	5
Non-Passenger Cleanliness Score	
Non-Passenger Cleanliness Score	644
Non-Passenger Cleanliness Level	Level 2
Infrastructure Adequacy Score	
Infrastructure Adequacy Score	535
Infrastructure Adequacy Level	Level 3
Process Compliance Score	668
Process Compliance Level	Level 2

Passenger Cleanliness Score



Additional information collected in the survey from all respondents	Percentage who said 'Yes'
Observed the use of appropriate uniform & personal protective equipment by cleaning staff	96
Observed the enforcement of anti-littering rules	87
Additional information collected in the survey from Railway officials only	Percentage who said 'Yes'
Any complaints on cleanliness for waiting rooms, toilets and passenger interface areas	20
Sensitized cleaning staff about correct practices	80
Observed the use of CCTVs for monitoring cleanliness at stations	80
Availability of Washable CC Apron over tracks at station	40

Explanatory Notes:

- 'Importance' derived from Passengers' Satisfaction from cleanliness
- Maximum Score = 1000
- Level 1 = Greater than 749, Level 2 = 600 - 749, Level 3 = 500 - 599, Level 4 = 400 - 499, Level 5 = Less than 400
- Non Passengers includes Railway officials, Porters and Vendors at the stations

Zone	Category		Footfall Class		
WR	A		10-25K		
Attribute	N	Parameters of Cleanliness	Importance	Cleanliness Scores By	
				Passengers	Non-Passengers
Ticketed Areas of Station Premises	1	Condition of flooring surface at platforms	5%	635	633
	2	Condition of flooring surface at waiting rooms	1%	637	730
	3	Condition of roof of platform shelter and storm water down pipelines to avoid leakage/flooding during rains	0%	615	413
	4	Condition of water booths and water coolers	2%	599	590
	5	Adequate availability of signage boards prompting cleanliness/anti littering	4%	619	560
	6	Condition of vending stalls including arrangements for waste disposal	2%	628	643
	7	Proper dressing of Electric cables	2%	673	660
	8	Proper dressing of Telecom cables	2%	675	653
	9	Absence of stench in the station premises	12%	664	710
	10	Control of pest and rodent	2%	628	673
	11	Control of flies and mosquitoes	3%	595	577
	12	Stagnation of water in movement areas and non-movement areas	2%	611	620
	13	Prompt disbursement of parcel/luggage from passenger movement areas	2%	634	647
	14	Cleanliness and hygiene around vending stalls	3%	631	580
	15	Cleanliness of platform areas	5%	666	753
	16	Cleanliness of advertisement hoardings/signages	3%	619	540
	17	Cleanliness of tracks between platforms	1%	646	730
	18	Cleanliness of foot over bridges	1%	653	730
	19	Cleanliness of track area up to home signal beyond platform	1%	648	580
	20	Functioning of cross and longitudinal waste water drains	2%	613	653
Waste Management	21	Adequate availability of dustbins	10%	679	730
	22	Proper system for collection and disposal of solid waste from trains	0%	597	483
	23	Proper system for collection and disposal of solid waste from stations	0%	601	600
	24	Disposal/accumulation of garbage in dustbins and bulk disposal points	2%	624	623
	25	Promptness in removal and disbursement of garbage	3%	628	650
	26	Promptness in cleaning of extremes of dirtiness like nightsoil/vomit	5%	623	617
	27	Presence/clearance of unwanted posters/notices	0%	613	673
	28	Storage of scrap items & their prompt disposal	3%	636	553
Toilets	29	Adequate availability of toilet in General	4%	599	520
	30	Adequate availability of toilets in pay and use	0%	608	583
	31	Adequate availability of toilets in Waiting rooms	3%	627	750
	32	Adequate availability of toilets in Circulating area	0%	599	600
	33	Condition of toilets in General	3%	577	483
	34	Condition of toilets in pay and use	0%	597	597
	35	Condition of toilets in Waiting rooms	2%	626	750
	36	Condition of toilets in circulating area	0%	608	600
	37	Availability of water in toilets and in other places for cleaning	4%	620	657
Non-Ticketed Areas of Station Premises	38	Condition of flooring surface at concourse	4%	623	637
	39	Condition in circulating area including pavement, kerb walls, etc.	3%	605	533
	40	Cleanliness of concourse and circulating area	0%	649	660
Attribute	Scores by Railway Officials			Score	
Process	1	Provision for handling and final disposal of solid waste arising at stations		650	
	2	Appropriate measures of performance for assessing cleanliness by monitoring team		700	
	3	Adequate supervision for monitoring cleanliness		720	
	4	Availability of system to ensure effectiveness of inspections/super checks on cleanliness		560	
	5	Performance of service improvement groups (SIG) and their effectiveness		680	
	6	Usage of recycled water for non potable uses		700	
Infrastructure Conditions	7	Condition of cross drain/longitudinal drains including the covering of the same		560	
	8	Condition of carriage watering hydrants including their leakage		400	
	9	Condition of walls, windows & doors to enable proper upkeep/cleanliness of service buildings		640	
	10	Final disposal of waste water from the trackside drains		560	
	11	Condition of the roof water gutters of platform shelters, seepage/leakage in the roof		500	
	12	Availability of mechanized cleaning contract and its effectiveness/adequacy		550	
	13	Condition of Washable CC Apron over tracks at station		533	