



# SWACHH RAIL, SWACHH BHARAT

Cleanliness assessment of  
A1 and A Category Stations **2018**



**Ministry of Railways**  
Government of India



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# 1

## Background and Purpose of Study



The Indian Railways is one of the world's largest rail networks, which is spread over 1,21,407 kms, with more than 13,000 passenger trains and more than 8,400 freight trains. These trains pass through over 8,700 stations daily, plying 23 million travellers and 3 million tonnes (MT) of freight. It has played a pivotal role in the growth and development of the country and has integrated lives of 1.25 billion citizens of India.

Swachh Bharat" campaign that includes but not limited to the following : (1) Outsourcing of cleanliness of all major stations; (2) Improving flooring of platforms to enable mechanized cleaning; (3) Providing separate dustbins for different types of wastes; (4) Employing CCTVs to monitor cleaning practices; (5) Installation of bio-toilets in passenger coaches; (6) Development of a "Customer Complaint" Web Portal and Mobile Application to collect continuous Citizen



On the 145<sup>th</sup> birth anniversary of Mahatma Gandhi, the Government of India officially launched the national level campaign "Swachh Bharat Abhiyan" to achieve the dream of a clean India by October 2<sup>nd</sup>, 2019. Consequent to the launch of the national level campaign, the Ministry of Railways launched the 'Swachh Rail, Swachh Bharat' campaign with the mission to improve cleanliness across railway station premises.

A series of initiatives have been taken by the Ministry of Railways under the "Swachh Rail,

Feedback; (7) Introduction of Pay-and-Use toilets at various stations; (8) Employing first of its kind, real time 24x7 public grievance system through Twitter and provision of medical, security and other emergency assistance to passengers. Furthermore, to create awareness among passengers, several cleanliness drives have been launched at stations.

In an effort to periodically monitor the progress of railway stations under the "Swachh Rail, Swachh Bharat" campaign, the Ministry of Railways conducted its first ever cleanliness assessment of



407 A1 and A category stations in 2016. The survey was executed by the Indian Railway Catering and Tourism Corporation (IRCTC), which ranked the 407 stations on the basis of passenger feedback.

In continuing efforts towards monitoring the progress of the mission and promoting healthy competition among railway stations, the Ministry of Railways, in 2017, assigned the second survey for ranking of the same 407 stations to Quality Council of India. QCI prepared a detailed methodology incorporating assessment of processes, outcomes and citizen feedback in consultation with the Ministry of Railways. This was designed to make the survey broad-based, realistic and to serve as a guide towards further improvement. A customized technology application was used to capture the responses, ensuring information collected is validated via geo-tagged pictures.

The survey has been conducted for the third time in 2018, by using the same methodology as the previous year. There has been a visible increase in the overall average cleanliness score.

In 2019, the nation will be celebrating the 150th birth anniversary of Mahatma Gandhi and this initiative is only a step towards achieving the dream of a 100% clean India. The Environment & Housekeeping Management Directorate hopes that this report will motivate the Railways family and the citizens of India to achieve this dream together.





# 2

## Methodology



“A total of 407 stations were selected for the purpose of assessment and ranking.”

### 1. STATION SELECTION

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

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

These 407 A1 & A category station were selected in 2016, 2017 and yet again in 2018 for the purpose of assessment and ranking.

The ministry came out with new categorization of stations in December 2017, the criteria for which also includes footfall in addition to revenue. In this categorization, the stations have been re-classified based on the type and have been clubbed into three groups i.e. Non-Suburban (NS), Suburban (S) and Halt (H). However, for the purpose of maintaining consistency in the assessment, the old categorization has been used for this year.

## 2. DESIGN OF THE SURVEY

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

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

Areas
Parking Area of Railway Station
Main Entry of Railway Station
Main Platform (including a Foot-over Bridge)
Waiting Room of Main Platform

In addition to observing frequency of the cleaning activity in the above areas, Process Evaluation also involved the assessor to observe the condition of uniform, protective gear and equipment used by the cleaning staff. The staff members were further inquired about their monthly pay and leave policy.



Detailed parameters and the questionnaire for Process Evaluation can be found in Annexure A.

**b. Direct Observation:** In the second part of the assessment, the following areas were inspected at every station:

Areas	Sub-Areas
Parking	Open Area
	Toilets
Main Entry and Ticket Counter	Open Area
	Toilets
Platform	Open Sitting Area
	Vendor Area
	Toilets
	Drinking Water Booths
	Waiting Room
	Railway Tracks
Foot-over Bridge	

It involved the QCI assessors to inspect the above mentioned areas in the station premises for different forms of waste, such as litter, excreta, stain and stagnant water as described in Annexure A.

**c. Citizen Feedback:** The final part of the assessment involved collecting feedback from the passengers about cleanliness at the station. The passengers were asked questions related to the level of cleanliness in the most common consumer

interface areas of the station in terms of toilet, litter, stagnant water, presence of pests etc. Finally, they were asked to rate their overall experience based on the cleanliness and upkeep of stations.

For the purpose of this study, in A1 category stations a total of 300 passengers were targeted at each station based on a 95% confidence interval

Category	A1	A
Target Passengers	300	250
Confidence Interval	95%	95%
Margin Error	5.65%	6.19%

with a margin error of 5.65%. Similarly, in A category stations, a total of 250 citizens were targeted based on a 95% confidence interval with a margin error of 6.19%.

**d. Station Manager Interview :** The Station Managers of all the 407 stations were interviewed to understand and collect documents related to various cleanliness related processes followed at railway stations. In addition to document collection, the assessors inquired about efforts made to develop a culture of cleanliness at the station. The detailed list of parameters captured can be found in Annexure A.

### 3. FINALIZATION OF QUESTIONNAIRE

A preliminary questionnaire was designed, taking into account all the areas and cleanliness parameters of a station. The detailed questionnaire was prepared by QCI based on feedback from the ministry and previous experiences. It was further validated through a pilot at four stations, namely-

Hazrat Nizamuddin, New Delhi Railway Station, Chhatrapati Shivaji Terminus and Delhi Cantt. After incorporating all the feedback, a final questionnaire was prepared, which can be found in Annexure A.





## 4. EXECUTION OF THE SURVEY

A detailed training on the concepts and definitions related to Swachh Bharat Mission, was conducted by the QCI team in 4 cities (Delhi, Mumbai, Hyderabad and Kolkata). A total of 160 assessors were trained to ensure quality and consistency in the survey, which was conducted in the month of May.

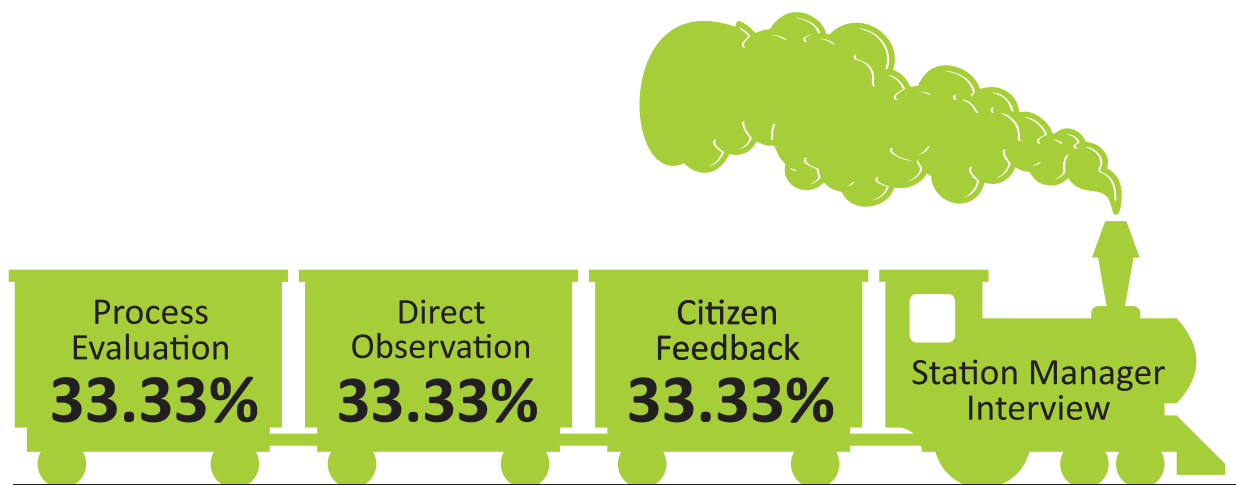
In order to maintain authenticity of data, the data was collected on real time basis through an online platform, which went through multiple rounds of quality checks. The photographs collected during the survey were time stamped and geo-tagged. To substantiate citizen feedback captured in the survey, the assessors clicked pictures of the citizens interviewed or alternatively of their train ticket.

## 5. QUALITY CONTROL & MONITORING

A central 24X7 control room was set up to monitor daily progress and ensure quality and consistency across the survey. This helped assist the assessors on a real-time basis to ensure objectivity of the survey and avoid any ambiguity in the process. The control room coordinated with the Divisional Railway Managers and Station Managers for smooth conduct of the survey.

## 6. ASSESSMENT EVALUATION

For the purpose of the study, the three components of the survey i.e. Process Evaluation, Direct Observation and Citizen Feedback were used for the quantitative analysis and ranking of the 407 stations. Each of the three components were given an equal weight of 33.33%. In addition to the three components, the station manager was interviewed. This was purely qualitative in nature, to collect documentation regarding upkeep of stations and to inquire about any efforts made in line with the cleanliness vision.



Survey Components and their weightage

# 3

## Survey Findings

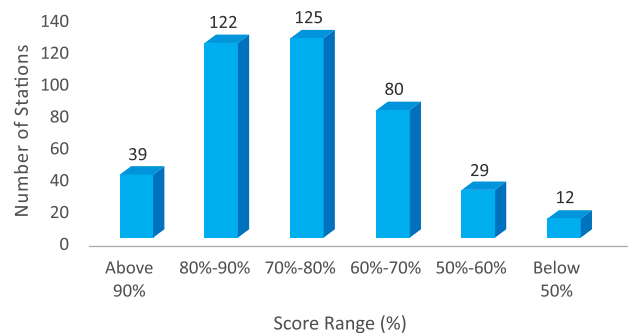


The “Swachh Rail, Swachh Bharat” 2018 assessment has seen immense progress in the cleanliness aspect of railway stations. It is a clear outcome of the combined effort of the station officials and railway passengers. While station officials have utilized best practices to focus on cleanliness, passengers are more aware and have made a conscious effort to use amenities provided by the authorities. It is the behavioural shift in passengers that has led us closer to the dream of a clean India.

It was found that among the 407 stations, 70% got an overall score of greater than 700 out of 1000.

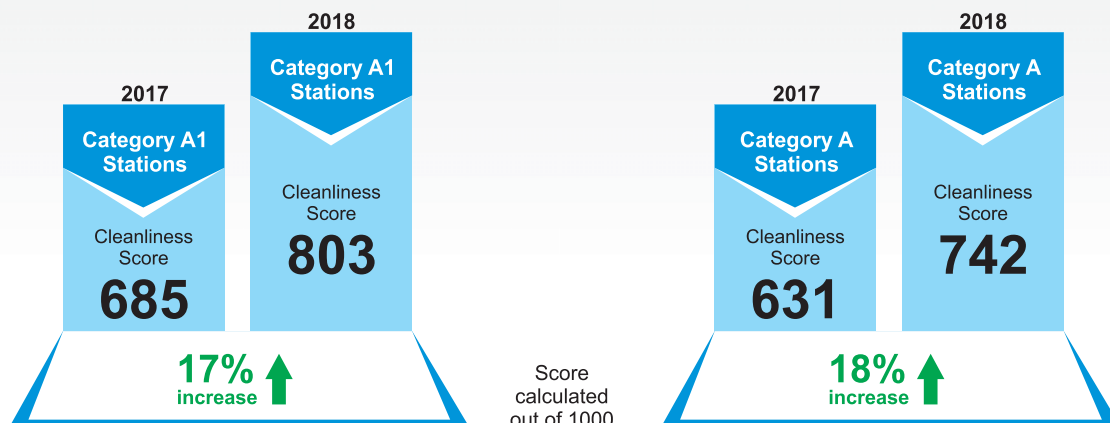
Closest competition of stations was found in the score range of 700-800. To illustrate this competition, the score of 73 stations lied within a 50 point range from 710 to 760.

Overall Cleanliness Score



### Progress from 2017 Cleanliness Assessment

The overall cleanliness score of the 407 A1 and A category stations in this year’s assessment improved by 17.6% as compared to that of 2017. Within the two categories, the average score of A1 category stations improved by 17% from the previous year while that of A category stations improved by 18% from the previous year. This trend is demonstrating on-ground progress and is improving the customer experience for the Indian Railways. As per QCI assessors’ observation, station officials were more driven to improve the cleanliness of station, as compared to the previous year.



## ZONAL RANKING

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

### Overall Ranking of Railway Zones:

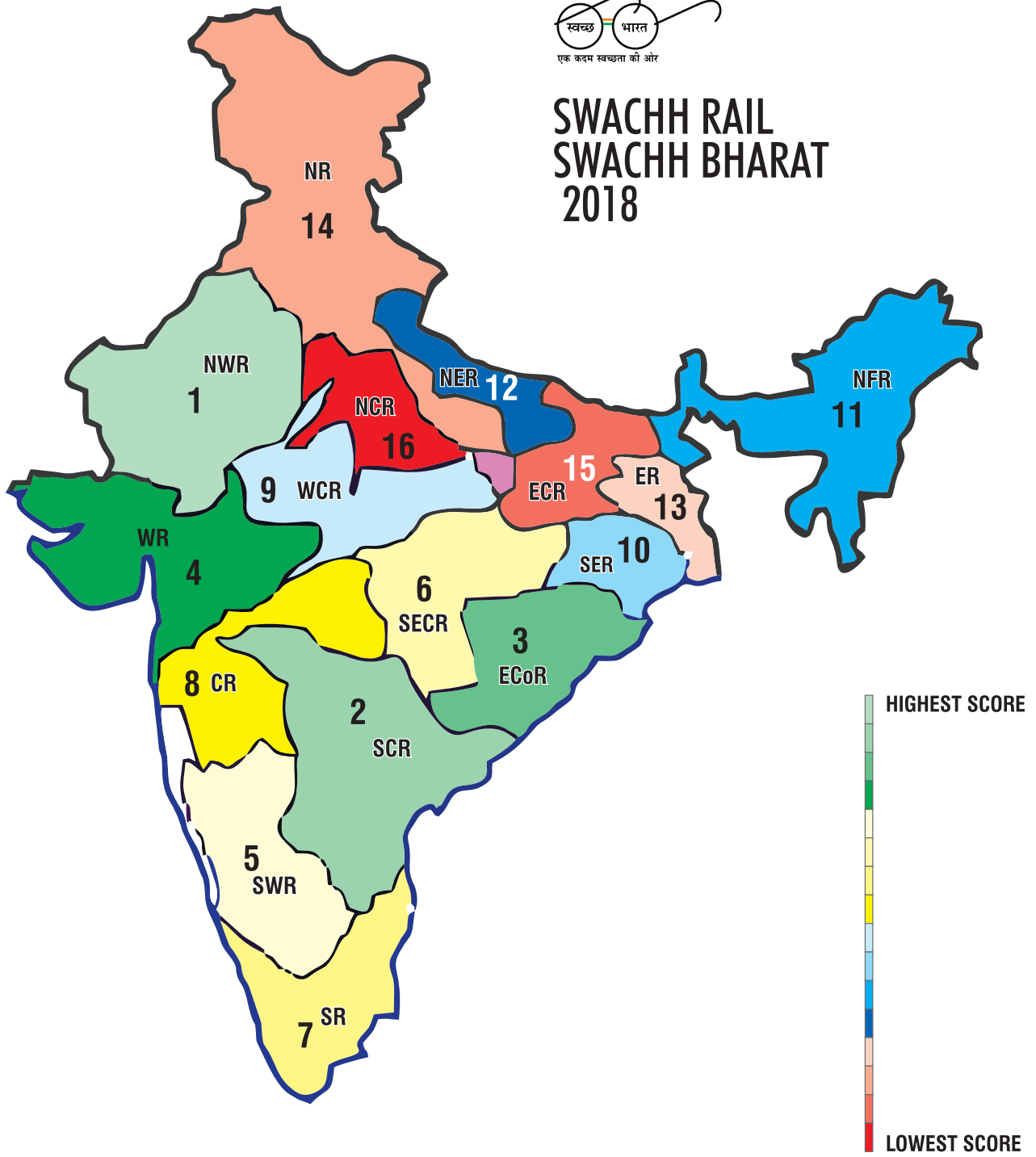
Railway Zone	No. Of Stations	Avg. Total Score 2018	Rank 2018	Rank 2017	Improvement In Rank
North Western Railway	25	906.0	1	8	7↑
South Central Railway	36	837.1	2	4	2↑
East Coast Railway	13	833.0	3	2	1↓
South East Central Railway	8	805.2	4	1	3↓
Western Railway	28	801.4	5	5	0
South Western Railway	17	795.4	6	6	0
Southern Railway	50	774.2	7	9	2↑
Central Railway	34	761.2	8	3	5↓
West Central Railway	17	746.8	9	13	4↑
Northeast Frontier Railway	22	738.9	10	10	0
South Eastern Railway	10	731.6	11	12	1↑
North Eastern Railway	14	728.5	12	7	5↓
Eastern Railway	15	702.2	13	11	2↓
Northern Railway	63	678.9	14	14	0
East Central Railway	35	666.1	15	16	1↑
North Central Railway	20	646.0	16	15	1↓

North Western Railway scored the highest with an average score of 906 out of a total of 1000 while North Central Railway scored the least with an average score of 646.





SWACHH RAIL  
SWACHH BHARAT  
2018



DEPICTION OF THE RAILWAY ZONE RANKING ON THE MAP OF INDIA

**Top Station Category-wise**

The top ranker among A1 category stations is Jodhpur, whereas Marwar tops the ranks in A category stations.

The other top rankers in each of the category are as follow:

**Top 10 rankers in A1 Category Stations**

Stations	Rank
Jodhpur	1
Jaipur	2
Tirupati	3
Vijayawada	4
Anand Vihar Terminal	5
Secunderabad Jn	6
Bandra	7
Hyderabad	8
Bhubaneswar	9
Vishakhapatnam	10

**Top 10 rankers in A Category Stations**

Stations	Rank
Marwar	1
Phulera	2
Warangal	3
Udaipur	4
Jaisalmer	5
Nizamabad	6
Barmer	7
Manchiryal	8
Mysore	9
Bhilwara	10

Among the stations that have shown improvement from the previous year, the top 10 for each category are shown as follows :

**Top 10 Improvements among A1 Category Stations**

Station	2018 Score	2017 Score	Improvement in Score
Bhopal	833.6	499.2	334.4
Darbhanga Jn.	757.1	497.8	259.3
Tatanagar	871.8	616.2	255.6
Chennai Egmore	844.3	596.6	247.7
Ambala Cannt.	773.7	541.0	232.7
Dehradun	813.5	581.7	231.9
Tirupati	965.0	737.2	227.7
Jodhpur	978.0	759.2	218.8
Mumbai CST	893.4	679.1	214.4
Dadar	766.4	560.4	206.0

**Top 10 Improvements among A Category Stations**

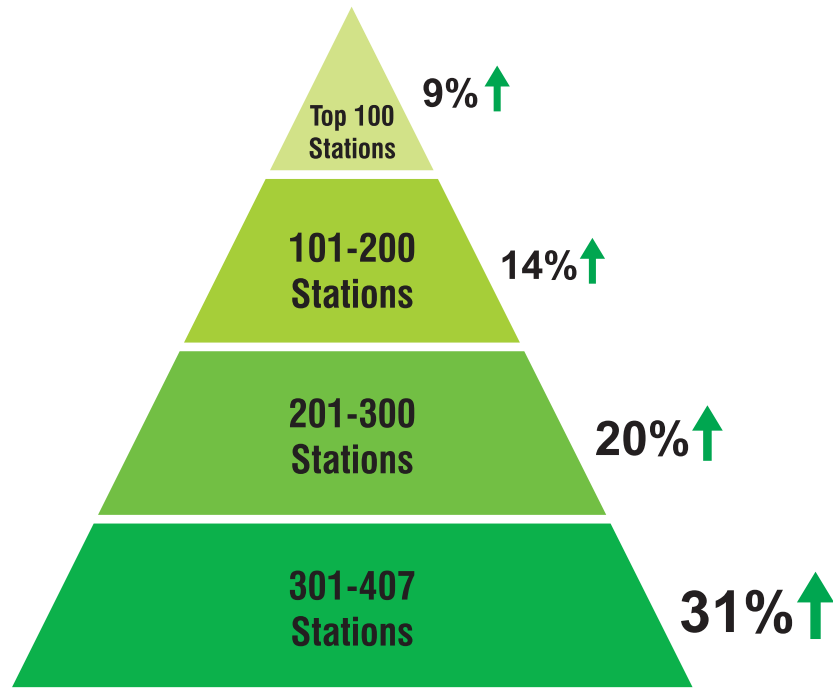
Station	2018 Score	2017 Score	Improvement in Score
Hanumangarh	928.8	535.4	393.3
Suratgarh	917.1	553.5	363.6
Nagaur	913.3	552.2	361.2
Kurnool Town	904.0	542.9	361.0
Phulera	961.6	605.5	356.1
Lalgarh	910.6	562.4	348.2
Marwar	972.7	636.9	335.9
Barmer	941.9	626.9	315.0
Shri Ganganagar	930.4	620.1	310.2
Guntur Jn	886.2	580.1	306.1

# 4

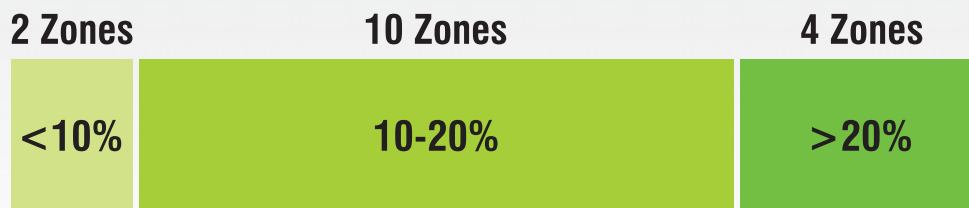
## Key Highlights



### IMPROVEMENT STATISTICS



2017 Rank-wise Average Score Improvements

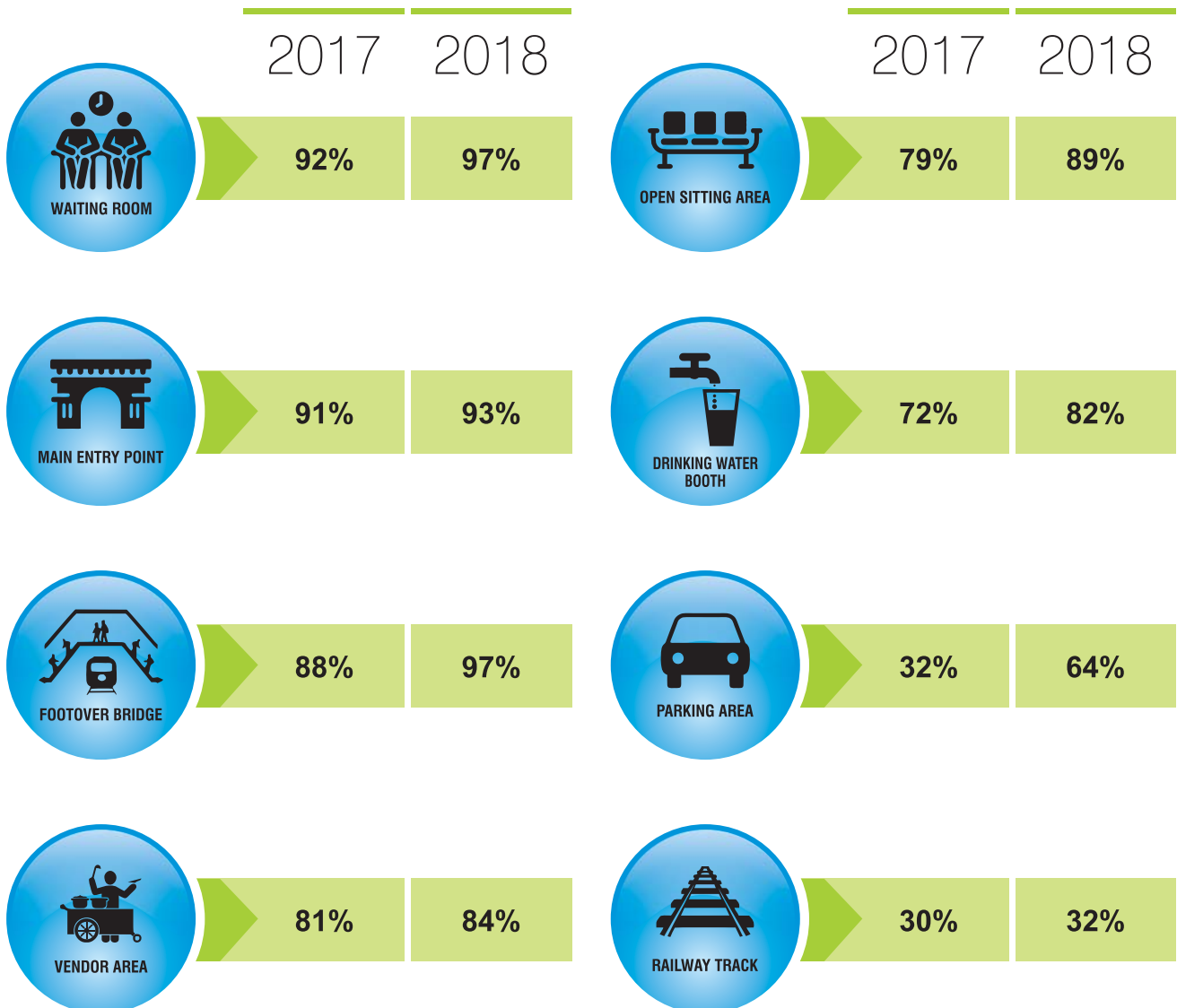


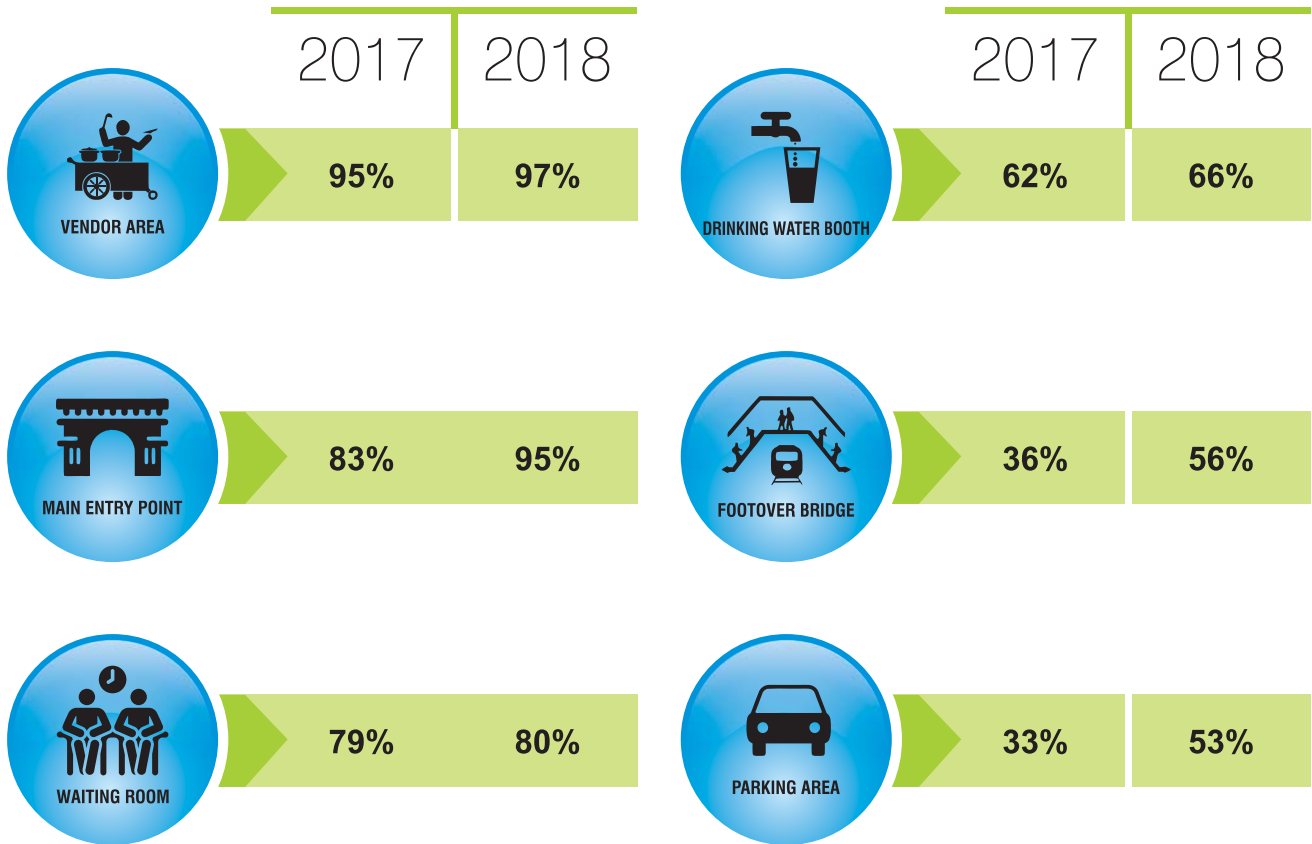
Zone Improvement Statistics





NO LITTER IN SIGHT





## Category A1 : Top 3 Stations

1

JODHPUR

Jodhpur ranked 1<sup>st</sup> among A1 category stations with an overall cleanliness score of 97.8% in 2018. The score indicates a percentage change of 28.8% from last year's score. Accordingly, the station's category ranking improved from 17<sup>th</sup> in 2017 to 1<sup>st</sup> in 2018.



2

JAIPUR

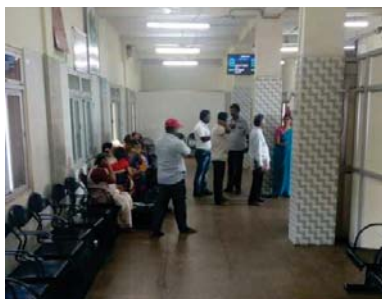
Jaipur ranked 2<sup>nd</sup> among A1 category stations with an overall cleanliness score of 97.2% in 2018. The score indicates a percentage change of 19.6% from last year's score. Accordingly, the station's category ranking improved from 8<sup>th</sup> in 2017 to 2<sup>nd</sup> in 2018.



3

TIRUPATI

Tirupati ranked 3<sup>rd</sup> among A1 category stations with an overall cleanliness score of 96.5% in 2018. The score indicates a percentage change of 30.9% from last year's score. Accordingly, the station's category ranking improved from 19<sup>th</sup> in 2017 to 3<sup>rd</sup> in 2018.





# Category A : Top 3 Stations

1

**MARWAR**

Marwar ranked 1<sup>st</sup> among A category stations with an overall cleanliness score of 97.3% in 2018. The score indicates a percentage change of 52.7% from last year's score. Accordingly, the station's category ranking improved from 168<sup>th</sup> in 2017 to 1<sup>st</sup> in 2018.



2

**PHULERA**

Phulera ranked 2<sup>nd</sup> among A category stations with an overall cleanliness score of 96.2% in 2018. The score indicates a percentage change of 58.8 % from last year's score. Accordingly, the station's category ranking improved from 219<sup>th</sup> in 2017 to 2<sup>nd</sup> in 2018.



3

**WARANGAL**

Warangal ranked 3<sup>rd</sup> among A category stations with an overall cleanliness score of 95.6% in 2018. The score indicates a percentage change of 17.6% from last year's score. Accordingly, the station's category ranking improved from 8<sup>th</sup> in 2017 to 3<sup>rd</sup> in 2018.



# 5

## Complete Ranking of Stations

\*The station name mentioned in the below list is as on date of the assessment.

### A1 Category Stations:

\*Total score is out of 1000 and each component (Process Evaluation, Direct Observation, Citizen Feedback) weighs 33.33% of the total score

Zone	Station	Process Eval. Score	Direct Observation Score	Citizen Feedback Score	Total Score	Rank
North Western Railway	Jodhpur	316.35	330.83	330.78	977.97	1
North Western Railway	Jaipur	319.42	324.92	327.97	972.30	2
South Central Railway	Tirupati	315.63	326.78	322.55	964.96	3
South Central Railway	Vijayawada	318.83	309.65	331.26	959.74	4
Northern Railway	Anand Vihar Terminal	319.71	311.25	318.39	949.35	5
South Central Railway	Secunderabad Jn	320.00	313.43	312.36	945.79	6
Western Railway	Bandra	301.88	314.14	328.66	944.68	7
South Central Railway	Hyderabad	320.00	304.56	307.22	931.78	8
East Coast Railway	Bhubaneswar	318.50	292.90	315.60	927.00	9
East Coast Railway	Vishakhapatnam	299.25	298.83	318.09	916.18	10
South Western Railway	Bangalore City	312.63	301.60	297.66	911.89	11
Northern Railway	Jammu Tawi	320.00	292.04	293.79	905.83	12
Central Railway	Mumbai CST	298.46	283.93	311.04	893.42	13
South Central Railway	Kacheguda	289.33	304.03	296.29	889.65	14
Western Railway	Vadodara	272.28	311.27	305.76	889.32	15
South Eastern Railway	Bilaspur Jn.	264.52	296.93	326.85	888.30	16
Western Railway	Ahemdabad	285.38	290.07	310.78	886.22	17
North Western Railway	Ajmer	315.63	239.89	329.88	885.40	18
South Eastern Railway	Tatanagar	282.19	280.00	309.58	871.78	19
Southern Railway	Ernakulam South	268.88	297.42	302.62	868.92	20
Northeast Frontier Railway	Guwahati	289.27	274.13	300.28	863.68	21
East Coast Railway	Puri	281.00	267.81	309.49	858.30	22
East Central Railway	Patna Jn.	256.94	289.22	309.58	855.74	23
Western Railway	Surat	286.02	285.29	283.76	855.08	24
Central Railway	Pune	264.94	270.63	316.28	851.85	25
Northern Railway	Amritsar	272.34	293.27	286.20	851.81	26
Southern Railway	Chennai Egmore	263.05	262.88	318.40	844.32	27
South Western Railway	Yesvantpur	248.17	278.84	316.49	843.50	28
North Eastern Railway	Chhapra Jn.	252.55	289.45	301.40	843.40	29
West Central Railway	Bhopal	295.21	290.31	248.09	833.61	30

Zone	Station	Process Eval. Score	Direct Observation Score	Citizen Feedback Score	Total Score	Rank
South Central Railway	Raipur	252.50	254.68	322.59	829.77	31
Central Railway	Nagpur	280.36	273.74	267.29	821.40	32
North Central Railway	Allahabad	243.29	280.18	297.75	821.23	33
Northern Railway	Dehradun	261.36	284.20	267.95	813.51	34
Central Railway	Lokmanya Tilak	272.52	239.82	297.69	810.03	35
Southern Railway	Chennai Central	232.92	246.48	322.34	801.74	36
North Central Railway	Agra Cantt.	242.26	283.33	275.73	801.33	37
Southern Railway	Madurai	236.42	279.67	284.90	800.99	38
Northern Railway	New Delhi	284.81	272.98	242.32	800.12	39
Western Railway	Mumbai Central	282.44	273.23	239.67	795.35	40
Southern Railway	Kozhikode	256.50	299.51	234.69	790.69	41
Southern Railway	Kharagpur	265.60	259.14	262.73	787.48	42
Southern Railway	Thirusur	269.25	279.74	233.45	782.45	43
North Eastern Railway	Gorakhpur Jn.	251.56	259.70	265.76	777.02	44
North Eastern Railway	Lucknow Jn.	244.65	255.48	273.78	773.91	45
Northern Railway	Ambala Cannt.	241.74	244.03	287.91	773.68	46
Northern Railway	Haridwar	232.19	281.09	257.25	770.53	47
Central Railway	Solapur	222.17	257.56	286.76	766.49	48
Central Railway	Dadar	241.61	270.02	254.78	766.41	49
Western Railway	Rajkot	206.96	268.81	289.92	765.69	50
West Central Railway	Jabalpur	226.64	257.79	273.88	758.31	51
East Central Railway	Darbhanga Jn.	231.58	239.84	285.63	757.05	52
Northeast Frontier Railway	New Jalpaiguri	255.73	240.38	260.88	756.98	53
Northern Railway	Delhi Jn	268.88	255.88	231.74	756.51	54
Northern Railway	Chandigarh	214.75	280.57	251.49	746.81	55
Northern Railway	Ludhiana	234.38	260.50	250.18	745.06	56
Central Railway	Thane	215.03	278.96	247.73	741.72	57
Southern Railway	Coimbatore	219.70	283.13	236.70	739.53	58
Southern Railway	Trivendrum Central	248.79	231.69	250.74	731.23	59
Northern Railway	Hazrat Nizamuddin	271.76	245.92	212.21	729.89	60
North Central Railway	Kanpur Central	254.94	235.79	238.78	729.51	61
Eastern Railway	Sealdah	262.65	252.04	213.86	728.55	62
East Central Railway	Dhanbad Jn.	244.65	242.13	239.02	725.79	63
Northern Railway	Lucknow	229.22	246.14	232.86	708.22	64
East Central Railway	Mughalsarai Jn.	214.65	252.32	240.04	707.01	65
Eastern Railway	Bhagalpur	245.32	221.64	235.70	702.66	66
Northern Railway	Bareilly	197.50	245.06	249.62	692.18	67
North Central Railway	Jhansi	209.22	281.15	197.77	688.15	68

Zone	Station	Process Eval. Score	Direct Observation Score	Citizen Feedback Score	Total Score	Rank
Northern Railway	Varanasi	199.05	267.86	220.44	687.35	69
East Central Railway	Muzaffarpur Jn.	187.97	229.16	263.66	680.78	70
Eastern Railway	Howrah	199.85	247.38	230.63	677.86	71
East Central Railway	Gaya Jn.	198.49	252.27	202.86	653.62	72
North Central Railway	Gwalior	203.00	261.87	166.14	631.01	73
Central Railway	Kalyan	157.13	243.55	172.62	573.29	74
North Central Railway	Mathura Jn.	130.64	180.71	146.37	457.72	75

**A Category Stations:**

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

Zone	Station	Process Eval. Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
North Western Railway	Marwar	315.63	328.11	328.97	972.71	1
North Western Railway	Phulera	315.63	326.83	319.11	961.57	2
South Central Railway	Warangal	332.17	311.95	312.11	956.23	3
North Western Railway	Udaipur	315.63	314.04	326.49	956.15	4
North Western Railway	Jaisalmer	305.97	317.71	327.70	951.37	5
South Central Railway	Nizamabad	320.00	321.08	303.67	944.75	6
North Western Railway	Barmer	300.69	314.79	326.40	941.87	7
South Central Railway	Manchiryal	320.00	311.28	305.29	936.57	8
South Western Railway	Mysore	306.29	299.53	327.85	933.66	9
North Western Railway	Bhilwara	315.63	299.50	318.51	933.63	10
North Western Railway	Shri Ganganagar	301.63	319.00	309.75	930.38	11
South Central Railway	Renigunta	304.83	306.82	317.78	929.43	12
North Western Railway	Hanumangarh	298.13	323.85	306.80	928.78	13
South Central Railway	Kazipet	318.83	305.37	303.20	927.40	14
South Central Railway	Cuddapah	299.78	306.74	314.60	921.12	15
South Central Railway	Nellore	292.00	306.06	320.49	918.55	16
North Western Railway	Suratgarh	296.68	320.26	300.16	917.10	17
South Central Railway	Khammam	279.90	311.08	325.44	916.42	18
North Western Railway	Nagaur	294.83	306.60	311.90	913.33	19
East Coast Railway	Palsa	299.31	311.57	302.44	913.32	20
North Western Railway	Lalgarh	296.08	302.53	312.00	910.62	21
Northern Railway	Beas	287.29	297.70	325.21	910.20	22
North Western Railway	Falna	314.46	303.28	289.87	907.61	23
South Central Railway	Gudur Jn	286.94	305.75	312.47	905.17	24
South Central Railway	Kurnool Town	308.33	294.64	300.98	903.96	25
Central Railway	Badnera	285.21	302.98	314.74	902.93	26



Zone	Station	Process Eval. Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
Central Railway	Akola	275.28	311.71	315.15	902.14	27
Western Railway	Ankleshwar	296.17	284.86	316.01	897.04	28
North Western Railway	Pali Marwar	304.56	262.90	325.97	893.42	29
East Coast Railway	Cuttack	279.17	297.83	312.94	889.94	30
Southern Railway	Villupuram	287.48	319.25	282.22	888.95	31
North Western Railway	Bikaner	288.65	301.61	297.85	888.10	32
Western Railway	Indore	303.96	313.22	270.61	887.78	33
South Central Railway	Guntur Jn	288.88	303.98	293.35	886.21	34
East Coast Railway	Brahmapur	295.35	299.92	290.92	886.20	35
North Western Railway	Abu Road	306.30	302.56	277.09	885.94	36
South Central Railway	Eluru	272.65	289.28	323.47	885.39	37
Western Railway	Gandhidham Jpr	284.44	282.62	315.89	882.95	38
East Coast Railway	Jajpur-Keonjhar Road	267.50	295.98	316.05	879.53	39
South East Central Railway	Durg	294.65	295.89	284.52	875.06	40
Central Railway	Nashik Road	268.81	292.67	308.09	869.57	41
North Western Railway	Bhiwani	292.44	318.45	254.66	865.55	42
Southern Railway	Katpadi	247.40	292.03	323.84	863.28	43
South Central Railway	Bhimavaram	266.19	294.79	302.16	863.13	44
North Western Railway	Bandikui	307.60	244.74	309.50	861.85	45
South Central Railway	Samarlakota	293.52	278.57	289.67	861.76	46
North Western Railway	Gandhi Nagar	299.79	239.57	321.53	860.89	47
Southern Railway	Mangalore Central	287.86	302.76	269.22	859.84	48
Southern Railway	Kumbakonam	312.47	295.57	250.34	858.38	49
South Central Railway	Ongole	277.67	284.48	295.76	857.90	50
South Central Railway	Chirala	275.73	282.73	299.12	857.58	51
South Central Railway	Tuni	268.53	306.25	282.31	857.08	52
South East Central Railway	Rajnandgaon	287.92	293.83	275.22	856.97	53
Southern Railway	Jolarapettai	248.44	281.90	326.33	856.68	54
Central Railway	Daund	261.50	274.74	319.67	855.91	55
Southern Railway	Chengalpattu	236.13	292.79	326.39	855.32	56
South Western Railway	Vasco-Da-Gama	253.00	287.61	314.64	855.25	57
East Central Railway	Danapur	284.67	295.01	274.35	854.02	58
Southern Railway	Mayiladuthurai	292.65	300.34	260.75	853.74	59
Southern Railway	Thiruvalla	279.17	256.28	316.25	851.70	60
Western Railway	Palanpur	281.99	265.40	303.87	851.26	61
Southern Railway	Tambaram	224.44	297.82	327.88	850.13	62
Northern Railway	Bathinda Jn	265.88	296.54	283.65	846.06	63
East Coast Railway	Rayagada	259.17	283.95	302.49	845.61	64

Zone	Station	Process Eval. Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
Southern Railway	Tiruchirapalli	262.85	313.66	268.76	845.27	65
North Western Railway	Alwar	286.80	267.92	289.96	844.67	66
Western Railway	Bharuch	276.48	267.27	298.64	842.39	67
South Western Railway	Hospet	293.38	272.62	276.12	842.11	68
South Central Railway	Tenali	250.48	280.71	310.38	841.58	69
North Western Railway	Hisar	290.31	319.00	230.88	840.19	70
North Western Railway	Rani	285.49	222.83	331.08	839.40	71
South Western Railway	Satya Sai Prashanthi Nilayam	253.33	278.51	306.48	838.32	72
Northeast Frontier Railway	Kishanganj	258.65	276.15	303.09	837.89	73
South Western Railway	Davangere	281.31	285.40	270.97	837.68	74
Western Railway	Nadiad	283.44	255.54	298.31	837.30	75
Central Railway	Bhallarsah	253.81	265.57	317.56	836.93	76
East Central Railway	Rajendra Nagar	283.56	293.40	259.50	836.45	77
Central Railway	Amravati	237.63	281.43	317.21	836.28	78
Northeast Frontier Railway	New Alipurduar	293.27	288.46	254.09	835.82	79
South Eastern Railway	Bokaro Steel City	230.61	301.67	303.44	835.72	80
Eastern Railway	Durgapur	251.39	287.07	295.03	833.49	81
West Central Railway	Kota	256.06	274.84	302.45	833.35	82
Central Railway	Wardha	252.57	257.71	322.54	832.82	83
Northeast Frontier Railway	Bongaigaon	267.44	298.78	263.99	830.22	84
Western Railway	Viramgam	243.46	273.05	312.22	828.73	85
Northeast Frontier Railway	Kamakhya	264.28	259.31	302.19	825.78	86
Southern Railway	Thanjavur	287.67	298.93	238.56	825.16	87
North Eastern Railway	Kathgodam	272.76	283.07	269.21	825.03	88
Northern Railway	Meerut City	249.52	283.39	292.03	824.94	89
Southern Railway	Mangalore Jn.	284.51	261.10	278.36	823.97	90
Western Railway	Anand	249.42	269.28	304.32	823.02	91
Western Railway	Nagda	287.52	281.71	252.63	821.86	92
Southern Railway	Aluva	254.26	297.85	268.42	820.53	93
Western Railway	Mehsana	256.92	247.23	315.95	820.09	94
Southern Railway	Arakkonam	258.15	260.19	301.59	819.93	95
Southern Railway	Kannyakumari	286.67	283.02	250.09	819.79	96
Northeast Frontier Railway	Alipurduar Jn.	283.25	289.86	246.34	819.45	97
Southern Railway	Karur	262.00	300.02	256.26	818.29	98
Northern Railway	Hapur	264.78	270.00	281.77	816.54	99
West Central Railway	Sawai Madhopur	266.18	260.61	288.57	815.37	100
Central Railway	Bhusawal	255.28	264.17	295.62	815.06	101
West Central Railway	Habibganj	254.42	300.17	258.99	813.58	102

Zone	Station	Process Eval. Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
East Central Railway	Mokama	232.90	269.54	309.77	812.21	103
Eastern Railway	Kolkata Terminal	272.88	281.76	257.21	811.85	104
Southern Railway	Chegannur	268.53	292.43	250.85	811.81	105
West Central Railway	Bharatpur	249.88	279.73	281.85	811.45	106
South Central Railway	Anantapur	234.36	300.23	276.80	811.39	107
Western Railway	Ratlam	291.49	294.19	225.42	811.10	108
West Central Railway	Damoh	244.36	293.44	273.14	810.94	109
Central Railway	Shegaon	238.80	269.65	301.94	810.38	110
Northern Railway	Sirhind Jn	246.80	272.36	291.00	810.16	111
South Western Railway	Kengeri	241.84	277.22	289.84	808.90	112
North Western Railway	Rewari	279.14	274.80	254.09	808.03	113
Western Railway	Bhuj	231.06	266.63	310.29	807.98	114
Northeast Frontier Railway	Barpeta Road	272.61	283.82	251.22	807.65	115
West Central Railway	Satna	213.74	290.26	302.16	806.16	116
Central Railway	Kohlapur	213.84	296.12	296.05	806.01	117
Western Railway	Jamnagar	231.36	279.40	294.40	805.16	118
Western Railway	Ujjain	250.27	291.42	261.97	803.65	119
Northeast Frontier Railway	Rangiya Jn.	234.63	260.26	308.12	803.01	120
South Central Railway	Raichur	230.17	288.28	284.02	802.47	121
South East Central Railway	Raigarh	222.33	270.73	307.24	800.31	122
Southern Railway	Palakkad	272.02	297.28	229.61	798.91	123
Southern Railway	Mettupalayam	234.11	284.28	280.17	798.56	124
Western Railway	Veraval	218.19	277.29	302.28	797.76	125
South Central Railway	Rajahmundry	246.42	271.10	280.01	797.53	126
East Coast Railway	Khurda Road	225.75	279.57	290.66	795.98	127
Northeast Frontier Railway	Coochbehar	266.17	268.28	258.77	793.22	128
South Central Railway	Tadepalligudem	225.28	273.80	292.39	791.47	129
Southern Railway	Salem	243.78	297.12	249.96	790.85	130
Southern Railway	Kollam	250.60	255.70	284.49	790.79	131
Northeast Frontier Railway	Siliguri Jn.	245.81	263.13	281.72	790.66	132
Southern Railway	Ernakulam North	267.63	280.95	240.78	789.35	133
South Eastern Railway	Rourkela	259.56	257.68	269.34	786.58	134
Central Railway	Chalisingaon	229.79	281.28	274.83	785.90	135
Southern Railway	Shornur Jn	247.50	270.56	264.65	782.72	136
South Western Railway	Shimoga Town	263.76	261.18	255.45	780.39	137
East Central Railway	Hajipur Jn.	216.92	268.39	295.01	780.32	138
Southern Railway	Kasargod	219.49	284.57	272.88	776.93	139
West Central Railway	Sagour	233.63	274.10	269.04	776.77	140

Zone	Station	Process Eval. Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
Northern Railway	Roorkee	247.40	277.42	251.73	776.55	141
Northern Railway	Sultanpur	274.36	253.92	245.94	774.21	142
Central Railway	Manmad	264.46	247.80	261.23	773.49	143
Northeast Frontier Railway	Katihar Jn.	226.15	237.81	309.38	773.34	144
Southern Railway	Erode	242.85	292.40	235.71	770.97	145
East Central Railway	Narkatiaganj Jn.	264.78	257.60	243.68	766.06	146
South East Central Railway	Champa Jn.	208.69	235.40	320.21	764.30	147
South Western Railway	Bangalore Cantt	199.08	278.10	284.94	762.13	148
South Western Railway	Bangarpet	207.21	277.68	277.16	762.06	149
Northern Railway	Shahjahanpur Jn.	256.38	257.49	247.93	761.80	150
East Coast Railway	Vizianagaram	216.78	287.28	257.19	761.25	151
Eastern Railway	Bandel	263.28	252.23	244.34	759.86	152
West Central Railway	Rewa	235.51	248.57	275.77	759.85	153
South Western Railway	Belgaum	244.45	270.52	244.12	759.09	154
East Central Railway	Ara Jn.	275.82	263.64	219.25	758.71	155
Southern Railway	Kottayam	217.87	267.48	273.21	758.55	156
Northern Railway	Jalandhar City	239.51	247.48	270.28	757.27	157
Central Railway	Ahmadnagar	195.57	266.40	295.22	757.19	158
Southern Railway	Kovilapatti	228.08	297.70	229.67	755.46	159
East Coast Railway	Bhadrak	220.98	281.72	251.37	754.06	160
South Central Railway	Nanded	230.96	253.23	268.99	753.17	161
Southern Railway	Tirupur	220.63	298.84	232.86	752.33	162
North Eastern Railway	Rudrapur City	247.65	280.28	224.03	751.95	163
Southern Railway	Tirur	218.26	266.85	264.88	749.99	164
North Eastern Railway	Mau Jn.	224.78	249.27	275.85	749.90	165
Northeast Frontier Railway	New Coochbehar	255.73	238.25	254.76	748.74	166
North Eastern Railway	Belthara Road	225.74	241.43	281.37	748.54	167
Central Railway	Kurudwadi	201.90	244.42	300.22	746.54	168
South Western Railway	Dharwad	217.42	237.63	290.52	745.57	169
Southern Railway	Viruthunagar	236.98	287.31	221.23	745.52	170
West Central Railway	Pipariya	240.67	263.40	240.88	744.95	171
North Eastern Railway	Azamgarh	241.28	225.06	276.51	742.85	172
South Eastern Railway	Ranchi	210.39	254.56	277.17	742.11	173
South Central Railway	Kakinada Town	165.55	288.52	287.87	741.93	174
East Central Railway	Patna Sahib Jn.	235.51	260.00	246.33	741.84	175
Central Railway	Betul	229.83	246.36	263.75	739.95	176
Eastern Railway	Bardhaman	224.57	269.95	244.13	738.64	177
Eastern Railway	Asansol	206.35	278.79	253.42	738.56	178

Zone	Station	Process Eval. Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
Northern Railway	Moradabad	224.52	271.65	241.37	737.54	179
Southern Railway	Kanhagad	231.13	268.98	237.33	737.44	180
Southern Railway	Alapuzha	206.31	266.98	261.38	734.67	181
South Central Railway	Yadgir	203.11	262.78	268.56	734.45	182
South Central Railway	Jalna	248.21	188.89	297.14	734.24	183
Central Railway	Jalgaon	208.42	242.28	282.80	733.50	184
East Central Railway	Samastipur Jn.	220.33	253.24	259.51	733.08	185
Northern Railway	Muzaffarnagar	219.31	238.31	274.84	732.46	186
South Western Railway	Krishnarajapuram	201.57	260.23	268.40	730.21	187
Northern Railway	Patiala	235.11	253.38	240.59	729.08	188
Eastern Railway	Jamalpur	240.26	255.58	232.45	728.30	189
Northern Railway	Unnao	265.52	230.00	232.34	727.86	190
Northern Railway	Udhampur	189.79	236.36	300.22	726.37	191
Western Railway	Vapi	214.40	279.80	231.01	725.21	192
South Central Railway	Guntakal Jn	199.29	253.29	272.56	725.15	193
Southern Railway	Kayankulam	210.88	226.85	285.80	723.52	194
East Coast Railway	Srikakulam Road	209.99	290.65	222.85	723.49	195
South Eastern Railway	Digha	170.61	262.68	289.37	722.66	196
Southern Railway	Dindigul	238.51	235.20	248.25	721.96	197
South East Central Railway	Gondia	265.73	203.28	252.42	721.44	198
West Central Railway	Katni	176.58	289.49	254.63	720.71	199
Central Railway	Miraj Sangli	211.44	230.88	277.65	719.97	200
Northern Railway	Gurugram	220.03	291.46	208.28	719.77	201
Central Railway	Burhanpur	236.33	259.65	222.64	718.63	202
East Central Railway	Daltonganj	210.35	272.38	235.43	718.16	203
North Eastern Railway	Gonda Jn.	217.18	267.75	231.79	716.72	204
South Eastern Railway	Hatia	195.68	241.47	278.81	715.96	205
North Central Railway	Agra Fort	219.78	249.35	244.91	714.03	206
South Western Railway	Bijapur	205.97	249.52	258.04	713.53	207
Western Railway	Surender Nagar	215.35	245.18	252.82	713.36	208
Southern Railway	Payyannur	229.33	247.95	233.49	710.77	209
South Western Railway	Bellary	246.27	218.24	245.22	709.74	210
Eastern Railway	Jasidih	246.81	227.62	232.95	707.37	211
Central Railway	Latur	194.94	236.43	274.78	706.15	212
North Central Railway	Aligarh	219.97	231.18	254.76	705.91	213
South East Central Railway	Bhilai Power House	161.63	222.98	321.04	705.65	214
Western Railway	Chittaurgarh	201.64	229.70	273.37	704.71	215
Northeast Frontier Railway	Jorhat Town	165.97	254.40	284.14	704.51	216



Zone	Station	Process Eval. Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
Northern Railway	Hardoi	228.24	240.96	235.18	704.39	217
Southern Railway	Thalassery	200.67	279.43	221.98	702.08	218
Western Railway	Bhavnagar	136.59	276.66	288.70	701.95	219
Central Railway	Shirdi	141.72	272.62	287.45	701.78	220
East Central Railway	Kiul Jn.	230.57	244.24	223.20	698.01	221
Central Railway	Chandrapur	189.69	238.32	268.30	696.31	222
Eastern Railway	Malda Town	192.17	229.86	273.34	695.37	223
East Central Railway	Buxar	236.17	231.34	227.50	695.01	224
North Eastern Railway	Khalilabad	233.07	227.18	233.36	693.61	225
Northern Railway	Jalandhar Cantt	188.01	254.63	249.61	692.24	226
Northern Railway	Saharanpur Jn.	196.38	281.61	212.05	690.04	227
North Eastern Railway	Siwan Jn.	183.88	212.24	293.35	689.47	228
South Western Railway	Hubli	234.42	210.18	243.65	688.25	229
Northern Railway	Delhi Sarai Rohilla	240.85	249.58	196.75	687.18	230
North Central Railway	Mahoba	193.11	251.83	242.07	687.01	231
North Central Railway	Raja Ki Mandi	227.28	231.57	225.43	684.28	232
West Central Railway	Itarsi	236.90	249.04	197.83	683.78	233
Eastern Railway	Naihati Jn.	211.30	232.57	239.14	683.01	234
Northern Railway	Firozpur Cantt	228.82	214.56	239.49	682.87	235
Northern Railway	Kalka	171.52	258.12	251.66	681.31	236
Northeast Frontier Railway	Purnea Jn.	201.60	234.08	245.11	680.79	237
Northern Railway	Ghaziabad	197.57	275.97	205.50	679.04	238
East Coast Railway	Sambalpur	201.10	233.78	243.18	678.07	239
Northern Railway	Rajpura Jn	219.74	219.02	237.25	676.00	240
Northern Railway	Karnal	204.40	234.32	236.79	675.51	241
Southern Railway	Kannur	205.42	272.17	196.43	674.02	242
Central Railway	Panvel	248.02	234.84	189.96	672.82	243
Northern Railway	Pathankot	149.67	255.03	267.81	672.51	244
South Eastern Railway	Jharsuguda	203.31	218.52	246.62	668.45	245
North Central Railway	Orai	199.81	263.93	203.52	667.26	246
North Central Railway	Lalitpur	192.94	266.33	207.52	666.80	247
North Central Railway	Fatehpur	232.80	208.89	225.00	666.69	248
West Central Railway	Maihar	158.08	252.95	254.55	665.57	249
East Central Railway	Koderma	209.81	232.06	222.63	664.49	250
North Central Railway	Banda	247.60	231.24	185.48	664.32	251
North Eastern Railway	Basti	203.48	222.08	238.18	663.74	252
Northern Railway	Chakki Bank	166.65	225.50	271.19	663.35	253
West Central Railway	Hoshngabad	207.38	252.88	203.02	663.27	254

Zone	Station	Process Eval. Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
Northern Railway	Barabanki	209.62	241.42	212.01	663.05	255
Northeast Frontier Railway	Silchar	165.28	267.95	228.71	661.94	256
Western Railway	Valsad	205.28	236.10	220.51	661.88	257
Eastern Railway	Madhupur	203.71	217.53	238.80	660.03	258
Northeast Frontier Railway	Lumding	194.12	226.73	238.11	658.96	259
South Central Railway	Nagarsol	187.63	204.93	263.37	655.92	260
Southern Railway	Vadakara	164.05	269.35	220.79	654.19	261
Northern Railway	Panipat	223.29	204.94	225.92	654.15	262
Central Railway	Lonavla	120.53	256.22	276.05	652.80	263
East Central Railway	Bapudham Motihari	126.47	255.19	270.78	652.45	264
East Central Railway	Parashnath	215.04	202.18	234.01	651.23	265
Northeast Frontier Railway	Dimapur	184.50	223.10	243.08	650.68	266
Southern Railway	Tuticorin	168.19	246.55	235.62	650.36	267
Northern Railway	Rampur	204.85	215.53	227.83	648.22	268
North Central Railway	Tundla	158.24	224.50	264.60	647.34	269
Southern Railway	Tirunelveli	208.90	265.85	170.88	645.64	270
Northern Railway	Chandausi	201.74	232.11	211.35	645.19	271
East Central Railway	Betiah	159.63	223.05	261.66	644.33	272
East Central Railway	Madhubani	173.75	195.43	274.59	643.78	273
Northern Railway	Pratapgarh	214.40	200.32	226.73	641.44	274
Western Railway	Udhna	202.67	228.28	210.21	641.16	275
Eastern Railway	Rampurhat	160.00	214.53	265.99	640.51	276
Northern Railway	Rae Bareli Jn.	200.02	213.08	226.71	639.81	277
Northeast Frontier Railway	Raiganj	144.22	258.48	237.06	639.76	278
Western Railway	Navsari	201.67	218.10	216.37	636.14	279
West Central Railway	Bina	167.43	218.35	245.73	631.51	280
North Central Railway	Morena	178.10	266.75	184.39	629.24	281
South Central Railway	Parbhani	199.04	208.15	215.85	623.04	282
Central Railway	Khandwa	165.38	240.65	214.43	620.46	283
South Eastern Railway	Balasore	156.15	239.71	223.37	619.22	284
Northern Railway	Rohtak	179.67	239.85	199.57	619.09	285
Central Railway	Kopergaon	192.95	213.58	210.80	617.32	286
North Eastern Railway	Ballia	163.17	205.55	248.47	617.18	287
Northeast Frontier Railway	Jogbani	170.67	217.19	225.89	613.75	288
East Central Railway	Saharsa Jn.	193.92	181.25	234.75	609.91	289
East Central Railway	Raxaul Jn.	140.22	232.89	233.18	606.29	290
North Eastern Railway	Deoria Sadar	144.83	217.35	243.88	606.06	291
East Central Railway	Khagaria Jn.	179.75	240.23	180.77	600.74	292

Zone	Station	Process Eval. Score	Direct Observation Score	Citizen Feedback Score	Total Score	Ranking
South Central Railway	Anakapalli	147.78	230.88	221.96	600.61	293
East Central Railway	Jamui	130.82	249.00	216.87	596.69	294
Northeast Frontier Railway	Tinsuka	139.26	219.00	236.68	594.95	295
East Central Railway	Bakhtiyarpur Jn.	186.92	184.41	220.28	591.60	296
East Central Railway	Dehri-On-Sone	208.19	212.38	169.33	589.90	297
East Central Railway	Gomoh Jn.	153.43	201.99	233.48	588.90	298
East Central Railway	Anugrah Narayan Road	195.22	218.00	169.96	583.18	299
Northern Railway	Delhi Shahadra	176.67	217.80	180.27	574.73	300
East Central Railway	Singrauli	110.00	244.38	211.71	566.10	301
South Eastern Railway	Shalimar	132.66	221.93	211.18	565.78	302
West Central Railway	Vidisha	147.33	197.54	220.88	565.75	303
North Central Railway	Etawah	169.84	218.46	175.84	564.15	304
Northeast Frontier Railway	Dibrugarh Town	115.90	202.03	245.74	563.67	305
North Central Railway	Chitrakut Dham Karwi	138.68	180.71	244.02	563.41	306
North Central Railway	Mirzapur	136.93	201.27	219.81	558.01	307
Northern Railway	Phagwara	98.92	223.93	232.91	555.76	308
Northern Railway	Janghai	150.78	213.40	189.49	553.67	309
Central Railway	Gulbarga	138.56	185.49	221.92	545.96	310
Northern Railway	Bhadohi	166.38	186.73	191.00	544.11	311
Northern Railway	Jaunpur	150.50	197.75	194.36	542.61	312
Northern Railway	Meerut Cantt.	156.79	192.36	185.52	534.67	313
East Central Railway	Barauni Jn.	136.51	186.56	207.59	530.67	314
Northern Railway	Delhi Cantt	151.31	182.99	194.01	528.30	315
Northern Railway	Faizabad	137.28	166.50	219.22	522.99	316
Northern Railway	Ballabgarh	142.67	193.06	186.72	522.44	317
Southern Railway	Rameshwaram	150.19	191.07	177.92	519.17	318
East Central Railway	Jaynagar	136.40	169.06	212.73	518.19	319
Northern Railway	Akbarpur	95.36	202.43	207.13	504.92	320
South Central Railway	Aurangabad	115.56	188.93	198.30	502.79	321
Northern Railway	Sonipat	118.68	189.83	191.14	499.65	322
Northern Railway	Faridabad	118.06	229.25	147.80	495.11	323
Southern Railway	Nagerkovil	144.13	212.25	135.64	492.01	324
East Central Railway	Sagauli Jn.	82.81	205.27	195.56	483.63	325
Northern Railway	Adarsh Nagar Delhi	96.72	241.88	140.47	479.06	326
Northern Railway	Jagadhari	126.98	208.18	142.58	477.74	327
Northern Railway	Ayodhya	118.68	169.47	181.23	469.38	328
Eastern Railway	New Farakka	80.28	171.46	175.89	427.62	329
East Central Railway	Sasaram Jn.	105.67	180.40	133.19	419.26	330
North Central Railway	Phaphund	86.33	208.43	78.12	372.89	331
Northern Railway	Shahganj	64.83	151.31	151.81	367.95	332

# 6

## Success Stories



Over the years, the Railway Ministry has introduced various practices towards the attainment of the objectives of the “Swachh Rail, Swachh Bharat” campaign. In the course of the assessment, many inspiring instances came to light. Few of these instances have been highlighted below:

### 1. REDUCTION OF PLASTIC WASTE

#### PROBLEM STATEMENT

A Comptroller and Auditor General report of 2009, states that 6,289 tons of plastic waste finds a way onto Indian Railway tracks.

#### BEST PRACTICE

- Plastic Shredding Machines
- Waste-to-energy conversion plant

#### PROCESS

The Railways has installed bottle crushers at several stations including Jodhpur, Jaipur, Secunderabad Junction, Dadar, Mumbai Central, and Vadodra to name a few. The bottle crushers act as an incentive to promote the environment friendly habits in people as they will be rewarded in varying denominations from Rs. 2 to Rs. 10 in their Paytm wallets for dropping a plastic bottle into the crushing machine. The recycled plastic can be turned into polyester yarn and used for clothing.

Waste-to-energy conversion plants have been installed at Delhi and Jaipur. More such plants are under process of being set up at various stations. These proposed plants would help in generation of electricity and synthetic gas from the plastic waste. All these models for solid waste

management and plastic waste management are a win-win for the government and the environment.





## 2. PERSONAL HYGIENE AT RAILWAY STATIONS

### PROBLEM STATEMENT

Lack of access to sanitary napkins at the station

### BEST PRACTICE

Sanitary Napkin Vending Machine dispensing low cost sanitary napkin

### PROCESS

'Happy Nari', the sanitary napkin dispensing machine was installed at platform number 1 of Bhopal railway station by the Railway Women Welfare Association of Bhopal division. The setup ensures access to low cost sanitary napkins to women at railway stations, thus promoting personal hygiene. Currently, Bhopal, Delhi Junction, Hazrat Nizamuddin and Vishakhapatnam have this facility.



## 3. OUTSOURCING OF CLEANLINESS AT RAILWAY STATIONS

### PROBLEM STATEMENT

Improving the standard of cleanliness at Railway Stations

### BEST PRACTICE

Outsourcing cleaning at all major railway stations

### PROCESS

Stations have engaged professional and reputed agencies for the purpose of cleanliness at all major 'A1' & 'A' category railways stations. The Ministry of Railways has initiated major reforms such as SBD/GCC (Standard Bid Document for Housekeeping/General Conditions of Contract for Services) and delegation of powers, enabling stations to ensure optimum performance out of outsourcing arrangements. The contracts with the agencies cover cleaning activities in the entire station premises covering tracks, platforms, toilets, approach road, parking area, waiting rooms, etc. There have been arrangements made for using mechanized cleaners to remove stains

from all smooth surfaces such as floors, walls, wash-basins, urinals etc. The agency has also been made responsible for garbage picking, segregation of waste and pest control.



## 4. AWARENESS INITIATIVE

### PROBLEM STATEMENT

While the Swachh Bharat Mission scheme ensured the government's initiative for a clean India, a behavioural change of the citizens of India was also required.

### BEST PRACTICE

Initiating awareness programmes carried out by schools, NGOs and communities to ensure public awareness and involve them in the cleanliness process.

### PROCESS

Nukkad Natak and awareness camps have been conducted to sensitize good civic behaviour across various railway zones of India, including Central Railways, East Coast Railways, North Central Railways, etc. In addition to these camps, pledge ceremonies and cleanliness drives too have been initiated. In stations like Howrah, Scouts and Guides carry out cleaning activities to keep the station area clean. Moreover, street play by school children and tree plantation drives at stations have been initiated to boost cleanliness. Various NGOs have been actively working towards the “Swachh Rail, Swachh Bharat” Mission. For instance, NGO Ehsas has been working to spread awareness about anti-littering, the Sant Nirankari Charitable Foundation has around 20,000 volunteers cleaning stations around India, and many others working towards the realization of the dream of clean India.



# 7

## Annexure A



### Process Evaluation Questionnaire:

Parameters for Process Evaluation		
AREA	CATEGORY	QUESTION
Parking Area	Solid Waste Management	How many times is the area dry swept in a shift?
	Dustbin Emptying	How many times was the dustbin emptied?
	Toilet Cleaning	Is there a toilet in the parking area?
		Is there a dedicated cleaning staff in the toilet?
		How many times in a shift is the washbasin cleaned?
		How many times in a shift is the floor cleaned?
	Information, Education, Communication (IEC)	How many times in a shift is the toilet seat cleaned?
		Are there visible sign boards with warnings of anti-littering fines?
		Are there visible sign boards with warnings of open urination / open defecation?
	Main Entry	Dry Sweeping and Mopping
Is there mechanized cleaning?		
How many times is the area dry swept in a shift?		
Dustbin Emptying		How many times is the area mopped in a shift?
		How many times was the dustbin emptied?
		Is there a toilet at the main entry point?
Toilet Cleaning		Is there a dedicated cleaning staff in the toilet?
		How many times in a shift is the washbasin cleaned?
		How many times in a shift is the floor cleaned?
		How many times in a shift is the toilet seat cleaned?
IEC	Are there visible sign boards with warnings of anti-littering fines?	
	Are there visible sign boards with warnings of open urination / open defecation?	
	Are there Swachh Rail Swachh Bharat hoardings at the main entry point?	
Platform	Dry Sweeping and Mopping	Is there mechanized cleaning?
		How many times is the area dry swept in a shift?
		How many times is the area mopped in a shift?
	Dustbin Emptying	How many times was the dustbin emptied?
		Is there a toilet at the platform?
	Toilet Cleaning	Is there a dedicated cleaning staff in the toilet?
		How many times in a shift is the washbasin cleaned?
		How many times in a shift is the floor cleaned?
		How many times in a shift is the toilet seat cleaned?



**Process Evaluation Questionnaire:**

Parameters for Process Evaluation		
AREA	CATEGORY	QUESTION
Platform	Foot-over Bridge	How frequently is the foot-over bridge dry swept including the stairs?
	IEC	Are there visible sign boards with warnings of anti-littering fines?
		Are there visible sign boards with warnings of open urination / open defecation?
		Are there Swachh Rail Swachh Bharat hoardings at the platform?
Waiting Room	Dry Sweeping and Mopping	Is there mechanized cleaning?
		How many times is the area dry swept in a shift?
		How many times is the area mopped in a shift?
	Dustbin Emptying	How many times was the dustbin emptied?
	Toilet Cleaning	Is there a toilet in the waiting room area?
		Is there a dedicated cleaning staff in the toilet?
		How many times in a shift is the washbasin cleaned?
		How many times in a shift is the floor cleaned?
	IEC	How many times in a shift is the toilet seat cleaned?
		Are there visible sign boards with warnings of anti-littering fines?
Are there visible sign boards with warnings of open urination / open defecation?		
Cleaning Staff	Toilet Cleaning Staff	Are there Swachh Rail Swachh Bharat hoardings at the waiting room?
		If there is a toilet and a staff is present, is the toilet cleaner wearing a uniform with shoes?
		If there is a toilet staff, then does the cleaner have protective gear i.e. face mask and gloves?
	Dry Sweeping / Mopping Staff	If there is a toilet cleaner, does the staff have appropriate cleaning equipments i.e. mop, mop basket, broom, dust pan/dust baskets, disinfectant, liquid soap?
		Is the cleaning staff wearing a uniform with shoes?
		If there is a cleaner, do they have protective gear i.e. gloves and mask?
	Labor Condition	Does the staff have appropriate cleaning equipments i.e. (broom, dust baskets / polythene bag to collect trash, mop, mop bucket, disinfectant)?
		What are you paid monthly for your service at the station?
		Are you given paid leave?
Solid Waste Final Disposal	Station Waste	Do you have a contract with your cleaning agency?
		What is the provision for handling the final disposal of solid waste at stations?

**Direct Observation Questionnaire:**

Parameters for Direct Observation of Outcome		
AREA	CATEGORY	QUESTION
Parking Area	Litter	Is there litter?
	Dustbin	Are there any dustbins in sight in the parking area?
		Is there a garbage lining bag on the inside of the dustbin?
		Are there separate bins for different types of waste i.e. plastic, food, etc.?
		Are the dustbin in the parking area overflowing?



**Direct Observation Questionnaire:**

Parameters for Direct Observation of Outcome			
AREA	CATEGORY	QUESTION	
Parking Area	Other Solid Waste	Is there any human excreta or vomit?	
	Stains	Is there any evidence of pan spitting, gutka or bird droppings on the floor, pillars or walls?	
	Liquid Waste	Is there stagnant water on the ground?	
	Toilets		Are there toilets in the parking area?
			Are the toilets pay and use?
			Is the toilet (1) well lit (2) ventilated (3) electricity
			Are water (1) and mug (2) available in the toilet?
			Is the toilet seat area clean i.e. no stains, litter or other waste?
			Is there a dust bin in the toilet?
			Are there coakroaches or rats in sight in the toilet?
			Are there urinals?
			Are the urinals clean i.e. no stains, litter or other waste?
			Do the flush work?
			Is there foul smell in the toilets?
			Is the handwash area clean i.e. no stains, litter or other waste?
			Is there soap/sanitizer?
		Is there water-logging due to blocked drainage?	
	Are the walls and ceiling clean i.e. no cob web, stains, etc.?		
Pests/Insects	Are there pests or rodents (rats and cockroaches)/Flies or mosquitos in sight in the parking area?		
Main Entry Point	Litter	Is there litter?	
	Dustbin	Are there any dustbins in sight?	
		Is there a garbage lining bag on the inside of the dustbin?	
		Are there separate bins for different types of waste i.e. plastic, food, etc.?	
	Other Solid Waste	Are the dustbin at the main entry point overflowing?	
	Other Solid Waste	Is there any human excreta or vomit?	
	Stains	Is there any evidence of pan spitting, gutka or bird droppings on the floor, pillars or walls?	
	Liquid Waste	Is there stagnant water on the ground?	
	Toilet		Are there toilets in the main entry area?
			Are the toilets pay and use?
			Is the toilet (1) well lit (2) ventilated (3) electricity
			Are water (1) and mug (2) available in the toilet?
			Is the toilet seat area clean i.e. no stains, litter or other waste?
		Is there a dust bin in the toilet?	
		Are there coakroaches or rats in sight in the toilet?	
		Are there urinals?	
		Are the urinals clean i.e. no stains, litter or other waste?	
		Does the flush work?	
	Is there foul smell in the toilets?		

**Direct Observation Questionnaire:**

Parameters for Direct Observation of Outcome		
AREA	CATEGORY	QUESTION
Main Entry Point	Toilet	Is the handwash area clean i.e. no stains, litter or other waste?
		Is there soap/sanitizer?
		Is there water-logging due to blocked drainage?
		Are the walls and ceiling clean i.e. no cob web, stains, etc.?
	Pests/Insects	Are there pests or rodents (rats and cockroaches)/Flies or mosquitos in sight in the area?
Ceiling	Is the ceiling clean?	
Ticket Counter	Litter	Is there litter?
	Dustbin	Are there any dustbins in sight in the area?
		Is there a garbage lining bag on the inside of the dust bin?
		Are there separate bins for different types of waste i.e. plastic, food, etc.?
		Are the Dustbins overflowing?
	Other Solid Waste	Is there any human excreta or vomit?
	Stains	Is there any evidence of pan spitting, gutka or bird droppings on the floor, pillars or walls?
	Liquid Waste	Is there stagnant water on the ground?
Pests/Insects	Are there pests or rodents (rats and cockroaches)/Flies or mosquitos in sight in the area?	
Ceilings	Is the ceiling clean?	
Platform	General	What is the platform number?
Open Sitting Area	Litter	Is there litter?
	Dustbin	Are there any dustbins in sight in the area?
		Is there a garbage lining bag on the inside of the dust bin?
		Are there separate bins for different types of waste i.e. plastic, food, etc.?
		Are the Dustbins overflowing?
	Other Solid Waste	Is there any human excreta or vomit?
	Stains	Is there any evidence of pan spitting, gutka or bird droppings on the floor, pillars or walls?
	Liquid Waste	Is there stagnant water on the ground?
Pests/Insects	Are there pests or rodents (rats and cockroaches)/Flies or mosquitos in sight in the area?	
Ceilings	Is the ceiling clean?	
Vendor Area	General Litter	Are there vendors?
		Is there litter?
	Dustbin	Are there any dustbins in sight in the area?
		Is there a garbage lining bag on the inside of the dust bin?
		Are there separate bins for different types of waste i.e. plastic, food, etc.?
		Are the Dustbins overflowing?
	Other Solid Waste	Is there any human excreta or vomit?
Stains	Is there any evidence of pan spitting, gutka or bird droppings on the floor, pillars or walls?	
Liquid Waste	Is there stagnant water on the ground?	

**Direct Observation Questionnaire:**

Parameters for Direct Observation of Outcome		
AREA	CATEGORY	QUESTION
Vendor Area	Pests/Insects	Are there pests or rodents (rats and cockroaches)/Flies or mosquitos in sight in the area?
Drinking Water Booth	Litter	Is there litter?
	Dustbin	Are there any dustbins in sight in the area?
		Is there a garbage lining bag on the inside of the dustbin?
		Are there separate bins for different types of waste i.e. plastic, food, etc.?
		Are the dustbins overflowing?
	Other Solid Waste	Is there any human excreta or vomit?
	Stains	Is there any evidence of pan spitting, gutka or bird droppings on the floor, pillars or walls?
	Liquid Waste	Is there stagnant water on the ground?
	Functional	Is there running water in the taps?
		Are the taps clean i.e. free of rust, dirt?
Is there stagnant water in the sink?		
Pests/Insects	Are there pests or rodents (rats and cockroaches)/Flies or mosquitos in sight in the area?	
Toilets on the Platform	Toilets	Are there toilets in the platform area?
		Are the toilets pay and use?
		Is the toilet (1) well lit (2) ventilated (3) electricity
		Are water (1) and mug (2) available in the toilet?
		Is the toilet seat area clean i.e. no stains, litter or other waste?
		Is there a dust bin in the toilet?
		Are there coackroaches or rats in sight in the toilet?
		Are there urinals?
		Are the urinals clean i.e. no stains, litter or other waste?
		Does the flush work?
		Is there foul smell in the toilets?
		Is the handwash area clean i.e. no stains, litter or other waste?
		Is there soap/sanitizer?
		Is there water-logging due to blocked drainage?
		Are the walls and ceiling clean i.e. no cob web, stains, etc.?
Waiting Rooms	General	Is there a waiting room?
	Litter	Is there litter?
	Dustbin	Are there any dustbins in sight in the area?
		Is there a garbage lining bag on the inside of the dustbin?
		Are there separate bins for different types of waste i.e. plastic, food, etc.?
		Are the dustbin overflowing?
	Other Solid Waste	Is there any human excreta or vomit?
Stains	Is there any evidence of pan spitting, gutka or bird droppings on the floor, pillars or walls?	
Liquid Waste	Is there stagnant water on the ground?	

**Direct Observation Questionnaire:**

Parameters for Direct Observation of Outcome		
AREA	CATEGORY	QUESTION
Waiting Rooms	Toilet	Are there toilets?
		Are the toilets pay and use?
		Is the toilet (1) well lit (2) ventilated (3) electricity
		Are water (1) and mug (2) available in the toilet?
		Is the toilet seat area clean i.e. no stains, litter or other waste?
		Is there a dust bin in the toilet?
		Are there cockroaches or rats in sight in the toilet?
		Are there urinals?
		Are the urinals clean i.e. no stains, litter or other waste?
		Does the flush work?
		Is there foul smell in the toilets?
		Is the handwash area clean i.e. no stains, litter or other waste?
		Is there soap/sanitizer?
		Is there water-logging due to blocked drainage?
	Are the walls and ceiling clean i.e. no cob web, stains, etc.?	
Pests/Insects	Are there pests or rodents/Flies or mosquitos in sight?	
Ceiling of Room	Is the ceiling clean?	
Footover bridge (includes stairs)	Litter	Is there litter on footover bridge?
		Is there litter on the stairs?
	Dustbin	Are there any dustbins in sight in the area?
		Is there a garbage lining bag on the inside of the dustbin?
		Are there separate bins for different types of waste i.e. plastic, food, etc.?
	Other Solid Waste	Are the dustbins overflowing?
	Stains	Is there any human excreta or vomit?
	Liquid Waste	Is there any evidence of pan spitting, gutka or bird droppings on the floor, pillars, walls, stairs or railings?
Pests/Insects	Is there stagnant water on the ground?	
Ceiling	Are there pests or rodents (rats and cockroaches)/Flies or mosquitos in sight in the parking area?	
General Cleanliness	Litter	Is the ceiling clean?
	Other Solid Waste	Is there litter on the track (in sight 50m from both ends of platform)?
	Stains	Is there excreta on the track (in sight 50m from both ends of platform)?
	Liquid Waste	Is there any evidence of pan spitting, gutka or bird droppings on the track?
	Pests	Is there stagnant water on the track?
Cleanliness	Hoardings	Are there pests or rodents (rats or cockroaches)/ Flies or mosquitos in sight?
	Unwanted posters	Are the advertisement hoardings clean?
		Are there unwanted paper posters on the walls?



**Citizen Feedback Questionnaire:**

Parameters for Citizen Feedback	
CATEGORY	QUESTION
Profile	How many times have you visited the station during the last 1 year
	Name
	Phone Number
	Photograph
	Age
	Gender
	In which class are you travelling?
Station Experience	How clean did you find the parking area?
	How clean did you find the main entry area?
	How clean did you find the platform area?
	Are there dustbins in sight at the station?
	How clean did you find the toilets at the station?
	How clean did you find the drinking water booth?
	Have you seen stagnant water at the station?
IEC	How clean did you find the waiting room?
	Are you aware about penalties on offences related to littering, spitting or urination on the railway stations?
General Experience	Did you see any pests or rodents (rats, cockroches, flies) while at the station?
	Did you encounter any instance of open defecation on the platform or tracks?
	Did you encounter any foul smell while at the station?
	Considering all the factors how would you rate your overall satisfaction with upkeep and cleaning of station?

**Station Manager Interview**

Parameters for Station Manager Interview	
CATEGORY	QUESTION
Cleaning Staff	Is there separate staff for cleaning?
	Is there an attendance monitoring system in place for the cleaning staff?
	Is there 24x7 cleaning staff available?
	Is there arrangement of mechanized cleaning?
	If there are machines, do they have a maintenance checkup every month?
Solid Waste	How frequently is the station area cleaned in a shift?
	How frequently are the dustbins emptied station wide in a shift?
	What is the provision for handling the final disposal of solid waste at stations?
Liquid Waste	Type of drains?
	How frequently are the station drains cleaned?
	What is the provision for handling the sewage waste from stations?
Toilets	What is the provision for handling waste water from trackside drains?
	Is there dedicated staff for toilet cleaning?

**Station Manager Interview**

Parameters for Station Manager Interview	
CATEGORY	QUESTION
Pest	Is there dedicated staff for pest control?
	How frequently is the pest control done?
IEC	Is there a formal training program to educate cleaning staff to correct practices?
	Is there a coordinator/supervisor who monitors the cleaning staff's performance?
	Are CCTVs used to monitor cleanliness?
	Are there penalties imposed for littering?
	Are there penalties imposed for open-defecation/urination?
	Are there penalties imposed for spitting?
	Is there a mechanism for collecting complaints from passengers?
	Number of pending complaints for more than 72 hours?
	Are there announcements regarding sanitation and cleanliness in the station?
	If yes, frequency of announcements?



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