

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 1673
TO BE ANSWERED ON 26.07.2017**

CLEANLINESS AT STATIONS

1673. SHRI ASADUDDIN OWAISI:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether a survey of 407 railway stations was got carried out by a third party audit by the Quality Council of India on feedback from passengers about cleanliness;**
- (b) if so, whether among top 10 stations, Telangana and Andhra Pradesh have most stations in the list and if so, the reasons therefor;**
- (c) whether most of the railway stations in Delhi have ranked very low except Anand Vihar railway station and if so, the reasons therefor;**
- (d) the total amount spent by Railways on cleanliness of stations in Delhi during the last three years; and**
- (e) the steps taken or being taken by the Government to improve cleanliness at railway stations in the country?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

- (a) Yes, Madam. Indian Railways has got a survey conducted by Quality Council of India on assessment of cleanliness standards of**

major railway stations (A1 and A category) based on Process Evaluation, Direct Observations and Citizen Feedback.

(b) Yes, Madam. 06 stations out of the top 20 (10 of A1 category and 10 of A category) are from Telangana and Andhra Pradesh. The results are based on the audit of processes, infrastructure and passenger feedback.

(c) No, Madam.

(d) Approximately, ₹ 60.14 Crore had been spent during the last three years i.e. 2014-15, 2015-16 and 2016-17.

(e) Regular events on cleanliness are planned and organised at all Railway Stations. Weekly Special Intensive Cleaning Drives at Railway Stations are also regularly undertaken. Enforcement of Indian Railways (Penalties for activities affecting cleanliness at railway premises) Rules, 2012 has also been intensified. Use of CCTVs are also being made to monitor cleanliness. Intensive cleaning of railway stations is also planned during the “Swachhta Pakhwada” from 16th to 31st August 2017. Mechanised cleaning contracts with improved processes, machinery and updated management systems have also been introduced.
