

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 507
TO BE ANSWERED ON 27.04.2016**

'CLEAN MY COACH' SERVICE

†507. SHRI C.R. CHAUDHARY:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government has recently launched the 'clean my coach' service;**
- (b) if so, the details thereof;**
- (c) whether the said service has been started in all the trains; and**
- (d) if not, the time by which the said service is likely to be introduced in all trains?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) & (b): Yes, Madam. As per the scheme, for any cleaning requirement in the coach, passenger sends a Short Message Service (SMS) on a specified mobile number which is immediately acknowledged along with a code. A message is also sent by the server to the mobile number of On board Housekeeping Service (OBHS) staff travelling on the same train along with the details of

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the passenger such as coach number, berth number. OBHS staff contacts the passengers and carries out the cleaning work as per demand.

(c) & (d): No, Madam. Presently, around 600 trains are covered under this scheme. Identification of trains for provision of this scheme and its proliferation is a continual process. However, the present service can work only on trains covered under OBHS.
