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Action Plan on Maintaining cleanliness at Railway Stations & Railway Tracks
(Order of Hon'ble NGT dt. 01.10.18 in OA No. 141/2014)

IR has a regular mechanism of maintenance of cleanliness at Railway Stations and Tracks. At present, mechanised cleaning at stations is being done through specialized private agencies at 532 major Railway Stations and through departmental/ contractual staff at all other stations.

Needless to say that IR is the backbone of economy and most versatile and eco-friendly mode of public transport. IR carries approx 23 million passengers besides 3 million tonne of freight daily on its network. In most of its functioning, IR partners with several service providers to provide different amenities and essential services to its passengers/ users. However, the actual number of users are much more than this due to several travelers reporting long hours before the journey time or socio-economic backward population who stay back at the Railway premises during night and make regular use of railway's premises, platform, waiting halls, toilets, water facilities, catering stalls etc. This also generates extra waste. In short, maintenance of cleanliness at railway stations becomes a mammoth task which can only be achieved with the active cooperation of public and will gradually improve with change in habits of users of its facilities. IR is also an integral part of the cities, and must be included in the overall city planning while planning for sanitation and hygiene activities for the human settlements.

Railways also suffer from extensive misuse through numerous openings for discharge of toilets & house sewers into Railway land making it redundant for any other use, creating unhygienic conditions and filthy look. These are more prevalent in outskirts of important & major cities. This is primarily due to absence of civic amenities in those areas and in absence of suitable alternatives, people misuse the Railway Land by channelizing waste water, dumping solid waste and opening access door towards Railway. Thus, most of the efforts of Railways have gone unnoticed till now. Therefore in its endeavor to make visible improvement in cleanliness, Railways to seek assistance of civil administration / ULBs and may request NGT to direct concerned local urban bodies to take a lead to create these civic amenities for public habitats and to concerned units of Police deptt to help divert these unauthorised public activities from Railway land.

To achieve this objective involving public at large, IR has formulated the following action plan for maintaining cleanliness at railway stations and railway tracks. For the purpose of this action plan, the stations have been divided into three groups-

Major (NSG – 1 to 4 & SG -1,2): 720 stations (611+109),
Medium (NSG – 5, SG – 3 & HG -1): 1484 stations (1056+398+30) and
Others (NSG – 6 & HG – 2,3): 5966 Stations

In compliance to the directions of Hon'ble NGT, Traffic commercial Dte has identified three accountable persons in Railways – Station Director/ Station Manager/ Station Master at Railway Station level, ADRM at Divisional level & AGM at Zonal Railway level. However, NGT had directed to identify Three accountable persons at each level. In view of the above, three accountable persons are proposed as under-

1. At Station level – Station Director/ Station Manager/ Station Master, One supervisor each from Commercial, Engineering.
2. At Division Level – ADRM, one Officer each from commercial & Engineering.
3. At Zonal Railway Level – AGM, one officer each from Commercial, Engineering and Security.

In addition EnHM supervisors and Officers would also be accountable wherever provided.

The actions proposed to be taken with respect to judgment passed by Hon'ble NGT and department concerned are as under (EnHM would be responsible wherever available, since EnHM is yet to be rolled out in all divisions):

i)	<u>Solid Waste Disposal :</u>
a)	Segregation of Biodegradable and Non –Biodegradable waste at source: Railway Board has issued detailed instructions and procedure order for disposal of waste arising out of pantry car services and static units vide Commercial Circular No. 45 of 2011. Subsequent to notification of Municipal Solid Waste Management Rules, 2016, instructions were issued that railway shall provide different colour dustbins with liner bags for bio-degradable (wet) and non bio-degradable waste initially at all A1 category stations followed by A category stations. Considering the scale of operation of Indian Railways involving other stations, <i>the provision of dustbins at all Major & Medium category stations is expected to be covered in next two years.</i> This can be through CSR activities of eligible PSUs/ Companies/ Firms and individuals, wherever available, else through Railways own resources including 1% ERW. Comm.
b)	The activities of mechanized cleaning contractors at major stations are being / to be controlled through bio-metric attendance/ frequent checks through intensive supervision and <i>penalty is being imposed on the contractor in case of adverse findings.</i> Comm. & EnHM
c)	At important stations, monitoring of cleanliness through CCTV cameras is required to be done. All Major stations shall be covered with CCTV surveillance in next two years. Comm.
d)	To prevent unauthorised use of plastic bottles as well as to improve cleanliness at stations, Plastic bottle crushing machines are planned to be installed at all Major stations in next one year time. Comm.
e)	Separate rag picking and disposal contracts are planned to be available within station limits and for approaches to Major stations in next year. Engg.
f)	Intensive cleanliness campaigns are launched at all stations nationwide during Swachhta Pakhwada and other drives every year. Comm. & EnHM

g)	All coaching depots and all coaches are covered with pest and rodent control mechanism . Rodent and Pest Control Management in station premises will be included in all station contracts, wherever feasible, else through separate contracts at Major stations in next one year. Comm. & EnHM.
ii)	<u>Littering of Solid and Plastic Wastes :</u>
a)	To seek the public cooperation and to educate the passengers/Rail Users, announcements through PA system, posters/ banners/ slogans etc. for not littering solid wastes in Railway premises are being made regularly. This needs to be continued at all stations with PA systems. Comm.
b)	Educating Railway Staff, for keeping watch on passengers and other rail users in their respective work places for preventing littering. Commercial Circular No.76 of 2012 in connection with Indian Railway (Penalties for activities affecting cleanliness at Railway Premises) Rules, 2012 has been circulated. Penalty is also being imposed on Pantry Car Licensee who are found disposing Catering Wastes in running trains at places other than nominated stations. Display and Implementation of fines and penalties to be imposed for littering on platforms and Railways tracks is being done at present and will continue to be given importance in future. Comm.
c)	Support of RPF personnel is also taken to keep a check on passengers found involved in littering in railway premises/ trains and deal them under appropriate sections of Railways Act and IR Cleanliness Rules. Commercial personnel are conducting SAMVAD with ground level staff to educate them regarding cleanliness. This will be continued. Comm. & RPF
d)	Information posters have already been provided in coaches of Important Trains with Do's and Don'ts for Railway passengers. Display of Anti-littering posters in all coaches will be arranged in next one year time. Comm. & Mech.
e)	Removal of unauthorised Graffiti inside and outside of the trains is being done during maintenance of trains. This is a continuing activity. Mech.
iii)	<u>Defecation along the Railway Tracks :</u> Defecation on track on suburban areas will be discouraged by prevention of encroachments. For encroachment, an action plan has been prepared as indicated under item (iv) below.
a)	To prevent defecation on track Ministry of Railways has already issued directions to all Zonal Railways for provision of mobile toilets/ eco friendly toilets in the vicinity of encroachments even on railway land where land belonging to State Government/ Urban Local Bodies is not available after joint survey and entering into agreement with them. <i>This shall now be intensified and implemented in a period of two years.</i> Engg.
b)	For defecation in remote areas an <u>audio visual media campaign</u> at small stations/ level crossing and in local news papers will be undertaken through CPRO/ Station Managers of adjacent Stations <u>within 3 months time</u> .
c)	To provide ease of natural calls, Zonal Railways have been authorised to undertake operation and maintenance including cleanliness of toilets on Pay &

	Use basis. At present, more than 900 stations have Pay & Use toilets covering almost all the major & some other stations. Pay & Use Toilets shall be provided at all Major and Medium stations in next two years. Comm. & Engg.
d)	It has been decided to provide toilets in the non paid area of the station through CSR activities of PSUs/ Firms/ Corporates to prevent the open defecation. This expected to be achieved in approx. 3 years time at major stations. Comm. & Engg.
e)	Bio-toilets are being fitted in all passenger carrying coaches. Already about 70% coaches have been covered with fitment of bio-toilets. All the passenger carrying coaches shall be provided with bio-toilets within 2019. Mech.
iv)	<u>Removal of Encroachments etc.:</u>
a)	Regular monitoring is being done and efforts are being made to remove the existing encroachments under Railway Act' 1989 & PPE Act' 1971 with the help of State Govt. Authorities and Police for which they are being pursued regularly. Engg. & RPF
b)	Due to strong monitoring, all the new encroachments could be removed Immediately as and when reported. Engg. & RPF
c)	Boundary walls, fencing and tree plantation, etc. are being provided in vulnerable locations to prevent encroachments and safeguard prime Railway land every year. Railway Board has recently sanctioned a major work amounting to Rs. 650 Cr for construction of boundary wall along the tracks to ensure safety and avoid encroachments. This work shall be completed in next two years. Engg.
d)	In the past Railways has experienced that the provision of boundary wall even to ensure safety of public is very often fraught with law and order issues. Similarly prevention of dumping on Railway land shall require urban local bodies to provide them suitable alternatives. In view of these difficulties, Railways proposes to constitute a committee of 4 officers for tackling these issues- 1. Divisional officer of Engg Deptt of Railways. 2. Divisional officer from RPF. 3. A representative from concerned Police jurisdiction. 4. An officer from concerned Local Urban body.
(v)	Budgetary requirements and provision for implementation of Action Plan to be clearly indicated by Railways.

As regards capacity building in the field of cleanliness, hygiene and sanitation IR has introduced special courses for officers at its several centralized training institutes. This is helping in enhancing sensitivity of officers towards cleanliness, solid waste management, water recycling etc.

Along with the Swachh Bharat Mission, Indian Railways also launched Swachh Rail Swachh Bharat Abhiyan in 2014. Under this abhiyan, special emphasis has been laid on maintaining cleanliness at the stations and in trains. Ministry of Railways has also

issued standard bidding document and GCC for services to facilitate the management of integrated mechanised cleaning contract. Sufficient budget allocation is being done for regular cleaning activities besides the provision of 1% of the cost of sanctioned works for meeting the expenditure towards environment related works by each Zonal Railway.