

Cleanliness : 1. Complaint Registration I'm sorry to hear about the uncleanliness in your coach. Please provide your PNR number, train name/number, and coach details (e.g., A1, B2) so I can forward your complaint to the concerned staff. Thank you for bringing this to our attention. Kindly share your PNR number, train number, and coach details. We will alert the onboard housekeeping staff immediately. Could you specify the station name, platform number, and the issue (overflowing bins, litter, etc.)? I'll register your complaint and inform the station authorities. We apologize for the inconvenience. Please share the train or station details where the waste collection is delayed, and I will escalate this for prompt action. We regret the inconvenience caused. Please provide the train number and seat/berth details, and our team will take swift action. You may also use the CleanMyCoach service for direct assistance. Thank you for reporting this issue. If you're on a premium train like Rajdhani or Shatabdi, the onboard staff will address the problem immediately. Could you specify the type of issue (blocked drains, water scarcity, unclean surfaces)? This will help us take targeted action. Your complaint has been noted. Onboard staff will sanitize the toilet at the next scheduled cleaning station. We've informed the station cleaning supervisor about your concern. If urgent, please approach the station manager directly for immediate action. We understand this can be unpleasant. The cleaning team has been notified, and bins will be cleared shortly. 2. Tracking Complaint Status Please provide your complaint ID or PNR number, and I will check the status for you. I understand your concern. Let me retrieve the details of your pending complaint and escalate it to the appropriate department for faster resolution. Please hold while I check the status of your complaint. If unresolved, I will escalate it for immediate attention. I see your complaint is still pending. Let me escalate this to the regional cleanliness officer for faster resolution. Your complaint has been marked as resolved. If you're still facing the issue, let us know so we can re-initiate action. 3. General Information Indian Railways regularly conducts cleanliness drives like Swachh Rail Swachh Bharat. We have onboard housekeeping staff (OBHS) in trains and maintain mechanized cleaning at major stations. Railways is committed to sustainable waste management. We use biodegradable and non-biodegradable waste segregation bins at stations and in trains. Efforts are underway to expand this system. Stations are periodically rated for cleanliness. You can find the latest ratings on the official Indian Railways website. Indian Railways has installed bio-toilets in many coaches to ensure an eco-friendly waste disposal system. These help in keeping tracks and surroundings clean. Indian Railways regularly organizes Swachhta Pakhwada campaigns to engage passengers and staff in cleanliness activities. You can read more about it on our website. All trains are cleaned at designated stoppages under the OBHS scheme, ensuring hygiene for long-distance journeys. Posters and announcements at stations educate passengers on proper waste disposal and hygiene practices. Please support these initiatives by following cleanliness guidelines. Stations like New Delhi and Mumbai Central are equipped with plastic bottle crushing machines to promote recycling. Water tanks in trains are refilled regularly at major junctions to ensure clean water for passengers. 4. Feedback or Suggestions Thank you for sharing your feedback. Please type your suggestions or concerns here, and I will forward them to the relevant authorities for consideration. We appreciate your feedback and are committed to improving cleanliness and hygiene across our trains and stations. Thank you for your suggestion. Passenger feedback helps us enhance cleanliness services. Your idea will be forwarded to the relevant team. We value your input. If you have more details or specific examples, please share them for better implementation. Thank you for your follow-up feedback. Your satisfaction is important to us. We're here to ensure you have a cleaner journey. 5. Real-Time Guidance For immediate assistance, you can contact the onboard housekeeping staff or call the Railways Helpline at 139. Alternatively, you can use the CleanMyCoach service by sending your PNR number to 139 via SMS. You can also report station cleanliness issues directly through the RailMadad portal or app for quicker redressal. You can directly approach the Train Superintendent or TTE for urgent

cleaning requirements. They'll coordinate with the onboard housekeeping staff. To use the CleanMyCoach service, send a text to 139 with your PNR number and the keyword CLEAN. Assistance will be provided at the next station. Dustbins are located near the coach entrances and in pantry cars. Please ensure waste is disposed of in designated bins only.

6. Resolution Timeframe Information Onboard housekeeping staff typically resolve cleanliness complaints within 30-60 minutes of registering your request. Station complaints are addressed within 2-4 hours, depending on the severity of the issue and the availability of cleaning staff. Coach-related complaints are resolved within 15-30 minutes by the onboard cleaning team. Delays may occur at non-scheduled cleaning stops. Station complaints are usually resolved within 2-4 hours. Larger issues like waste overflow during peak hours may take longer. We understand your frustration. If your issue remains unresolved beyond the expected timeframe, it will be escalated to higher authorities.

7. Common Queries Please dispose of waste in the bins provided in trains and stations. Avoid littering in toilets and public areas. Use bio-toilets responsibly. You can use the CleanMyCoach service, the RailMadad app, or send an SMS to 139 with your PNR number and issue details. I can guide you step-by-step if needed. Indian Railways is committed to Swachh Bharat Abhiyan. Initiatives include bio-toilets, mechanized cleaning, segregated waste disposal, and public awareness campaigns to promote cleanliness. We use mechanized cleaning and segregated waste bins for efficient waste management. Bio-composting is implemented at some major stations. Avoid littering, dispose of waste in the bins provided, and encourage fellow passengers to follow cleanliness practices. Complaints lodged via SMS or the RailMadad app are logged into our system and immediately forwarded to the nearest cleanliness team for action. Onboard cleaning staff work under the supervision of the Train Superintendent. Regular inspections are conducted by railway officials. Coaches are thoroughly cleaned at terminal stations using mechanized systems and eco-friendly cleaning agents before the train departs for its next journey.