

Housekeeping



Ministry of Environment, Forest
and Climate Change



Indian Railways
Lifeline to the nation...



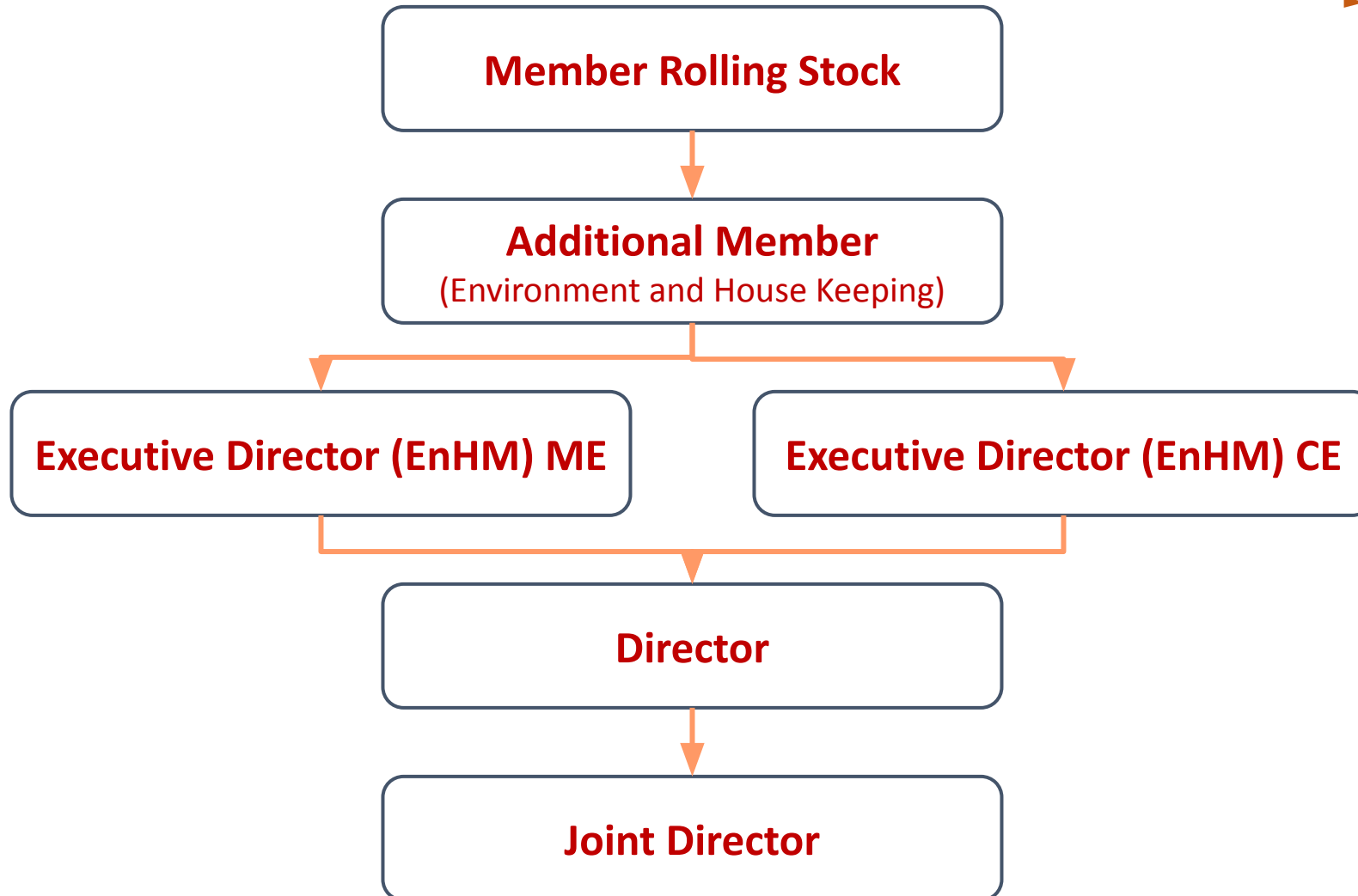
**NATIONAL ACADEMY
OF INDIAN RAILWAYS**
Ministry of Railways - Government of India

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Content

- ▶ Housekeeping Department at Indian Railways
- ▶ Existing Initiatives of Indian Railways
- ▶ Selected Best Practices in Housekeeping

Railway Board Directorate for Environment & House Keeping Management



- ▶ In April 2018, the Ministry of Railways and Railway Board introduced Environment & Housekeeping Management (**EnHM**) Department in the Boards to deal with the issues related to Environment as well as Housekeeping Management on Indian Railways.

Scope of Work

In August 2018, the Ministry **decided to establish EnHM wings in Zonal Railways** with the following scope of work under housekeeping:

Execution as well as monitoring and coordination of Integrated Housekeeping function of coaching trains, major railway stations and coach maintenance depots. Functions include:

- ▶ **Mechanized cleaning** of all **A1 and A category stations** restricted to all passenger interface areas excluding retiring rooms and officers' rest houses
- ▶ **Mechanized cleaning of coaches** (excluding EMUs & MEMUs) in Depots/Stations including Clean Train Stations
- ▶ **Mechanized cleaning of coach maintenance depots** excluding EMU & MEMU car sheds
- ▶ **Pest & rodent control** in A1 and A category stations, depots and coaching trains
- ▶ **On board housekeeping services** (OBHS) in coaching trains
- ▶ **Linen management** in Trains & A1 and A category stations
- ▶ Petty **repairs to amenity fittings in toilets at stations**

Existing Initiatives of Indian Railways

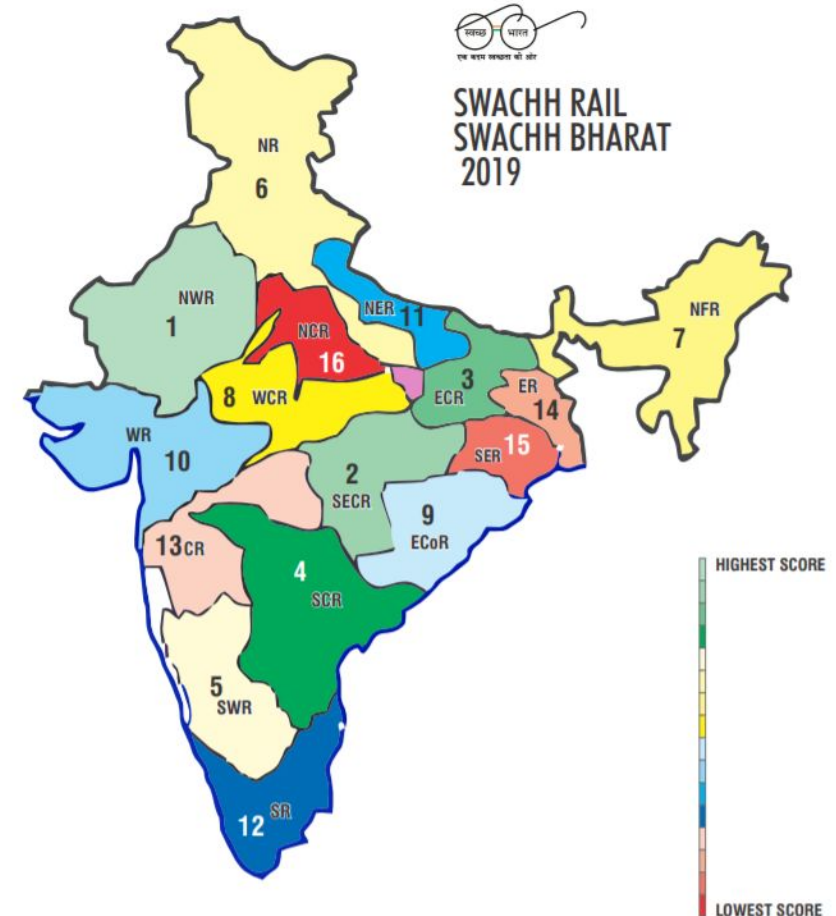
Swachh Railway Stations

- ▶ Imperative for **all Railway Stations** to be well maintained & clean, and to move towards the larger goal of a healthy, unpolluted environment

Swachh Bharat Mission

launched on 2nd October 2014 to make the country clean and sanitized by 2nd October 2019

As part of the SBM Mandate –
all Railway Stations to be well maintained and clean



DEPICTION OF THE RAILWAY ZONE RANKING ON THE MAP OF INDIA

Responsibilities of the Railway Management & Staff /Contracted Agency

Clean environment for the passengers, vendors and railway staff

Regular surprise **inspection**

Attain and maintain **high standards of cleanliness** and general upkeep

Train, control and supervise staff

Control the issue of **cleaning materials and equipment**

Maintain **official records**

Cleaning **standards, frequency and accountability** are clearly defined

Cleaning **schedules**

Statutory requirements are met

Cleanliness of Coaches and Station

Mechanised cleaning of coaches in more than 145 coaching depots

Clean My Coach scheme

Rag picking contracts and garbage disposal contracts at more than 730 stations

Clean Train Station scheme at 40 stations

However, these cleaning facilities and schemes have been implemented at few select stations, and in broad gauge coaches with on-board housekeeping facility

Cleanliness in Train Coaches

Cleaning of coaches during the run of the trains is carried out through the onboard housekeeping facilities in 30% of the mail/express trains

A standard bid document for housekeeping contracts has been developed

Need to conduct frequent inspections and surprise checks on all trains to ensure that the contractors are adhering to the specifications mentioned in the contracts



Cleanliness in Train Coaches

On Board Housekeeping Service (OBHS) for cleaning of toilets, doorways, aisles and passenger compartments in more than 1000 pairs of trains

'Clean My Coach' scheme introduced - for any cleaning requirement in the coach in trains having OBHS service, passenger can send an SMS on a specified mobile number or use the App or webpage for logging request

'Clean My Coach' upgraded to **'Coach Mitra'** facility, which has been introduced in around 900 pairs of trains. It is a single window interface to register coach related requirements of passengers.

introduced **Clean Train Station** (CTS) scheme for limited **mechanized cleaning** of selected trains including cleaning of toilets during their scheduled stoppages

Provision for **dustbins** is being made even in sleeper class coaches of trains

Improving **ventilation** in bio-toilets and to provide dustbin inside train toilets

Availability of Funds

Fund allocation is no longer a constraint for cleanliness and hygiene in the Railway due to **ear-marking of budget** for this specific purpose

With an increase in the number of mail/ express trains and footfall, the budgetary allocation to coach and station sanitation should be increased

Bio Toilets

1,58,000 bio-toilets have been fitted in around 43,400 coaches

During 2018-19, about 32,000 bio-toilets have been fitted in around 8,600 coaches

While bio-toilets are environment friendly, they face issues regarding drainage and sanitation

Railways should ensure safe disposal of waste water collected in the waste retention tanks of the bio toilets, at the designated locations/dump yards, without causing environment pollution

Railways should also put in place a fool-proof mechanism for the effective use and management of bacteria meant to be used in bio-toilets

General Constraints and Issues

use of station facilities by unauthorised public, trespassing on railway track and railway land in approaches of major stations

Indian Railways is seeking cooperation from the local governments to ensure maintenance of cleanliness, prevention of encroachment and trespassing in the station surrounding.

It is also planning to provide toilet facilities for use of slum dwellers on major approaches of stations.

Best Practices in Housekeeping

Good Housekeeping at Workplace – The 6S Method

- ▶ The 6S method is a standardization system that when properly implemented helped to create and maintain an organized, safe, clean and efficient workplace.



Clearly distinguish needed items from unneeded.

- Remove** unnecessary items from work area (tabletop plants, plaques, appliances).
- Put personal items inside **movable drawers** (bags, personal hygiene items, spoon and fork).
- Set criteria** for sorting.
- Sort** outdated documents.
- Filing cabinets **must only contain** official documents.



Keep needed items in proper place to allow for easy and immediate retrieval.


- Designate appropriate areas for **storage**.
- Display **layout** of workplace to easily identify locations of personnel.
- Create **directory** of items.
- Implement a **Record Retrieval Procedure**.
- Don't use worktables for storage.



Keep the workplace neat and clean.

- Clean** tables, drawers, machines, and tools daily.
- Check** equipment/tools if in proper working condition.
- Give special instructions to janitorial staff.
- Secure** electrical cords.
- Avoid** getting the work area dirty.


Good Housekeeping – The 6S Method



4. STANDARDIZE

Make sorting, systematizing, and sweeping a habit.

- Set every Friday as “5S day” for all employees.
- Standardize** document labelling, sorting and filing.
- List down** things and areas that need to be checked regularly.
- Designate a **5S marshal** for every department.



5. SUSTAIN

Maintain established procedures.

- Allocate 10-15 minutes to **clean** your work area.
- Always **return things to their proper place** after use.
- Division Manager shall routinely check compliance of its component division.
- Take photograph of work areas to **document progress**.
- Include 5S activities in Management Review.
- Monthly monitoring** of compliance.
- Recognize/reward** the best 5s complying department.
- Impose appropriate **sanction** to those who will fail to comply with 5s standards.

5S + SAFETY

=



A clean and organized facility is a major part of keeping all employees safe on the job

On-demand Toilets & Coach Cleaning

- ▶ Around 1100 pairs of trains now have the facility of On Board Housekeeping Services (OBHS) (as of December 2019)
- ▶ passengers can ask for cleaning coach toilets, aisles, doorways and compartments when the train is running
- ▶ The services can be availed under the “Clean my coach” initiative.



Staff Guidelines under OBHS Scheme

- ▶ Combination of 3 coaches forms a workstation
- ▶ Each workstation is manned by 1 janitor
- ▶ 1 Executive Housekeeper escorts the train during its round trip journey
- ▶ Contractor's staff reports more than 45 minutes in advance before departure of the train
- ▶ Training of OBHS staff regarding not only about the work to be performed by them but also with regard to their behaviour with passengers
- ▶ Only certified trained staff is deployed
- ▶ Each staff member keeps a phone with roaming facilities and registers it on "OBHS live" or "Coach Mitra" and the staff stays in continuous touch with nominated representative of railway
- ▶ Due medical check up once in every 4 months is mandatory
- ▶ A penalty of Rs 25 per trip per employee for non availability of badge and Rs 100/- per trip per employee for non availability of uniform

Cleaning and Sanitization of Coach during COVID-19 Pandemic

- ▶ Directions are issued to prevent spreading of COVID-19 if Corona infected / suspected person travel in the coaches. Actions are divided into:
 - ▶ Action to be taken at next enroute attention station
 - ▶ Action to be taken at Terminating station

Action to be taken at next enroute attention station	Action to be taken at Terminating station
<ul style="list-style-type: none"> • Interior cleaning of the as per specified procedures • Disinfection with Sodium Hypochlorite (1%) including disinfection of contact areas /fittings such as door handles, toilet door handle and latch, toilet health faucets, water taps, handrails, switches etc. • The toilets should be cleaned with soap solution followed by disinfection with Sodium Hypochlorite (1%). • Seats with rexine covers should be cleaned with Sodium Hypochlorite (1%) after soap cleaning. • Suitable enroute examination points should be equipped for these activities. • In case of AC sleeper coach, co-passengers in same cabin should be provided fresh linen and their used linen should be kept in a packet separately in case of Corona infected / suspected passengers travelling in train is detected 	<ul style="list-style-type: none"> • Intensive cleaning of the interior of the coach • Disinfection with Sodium Hypochlorite (1%) including disinfection of contact areas / fittings such as door handles, toilet door handle and latch, toilet health faucets, water taps, hand rails, switches etc. • AC filters to be cleaned thoroughly. • The entire linen should be kept isolated for 24 hours and washed separately. • Onboard staff who came in contact with suspect passenger should be quarantined and kept under observation as advised by Medical authority. • In case intensive cleaning facility is not available, the coach should be detach

Sustainable Practices for Laundry – An example from Hotel Industry

Embedding circularity in the procurement of linen and towels in France

The Challenge

- Procurement and treatment of linen and towels not only represent a challenge due to the **high operating costs** (laundry, transport, logistics), but also the **environmental impacts** of the use of linen and towels (water & energy consumption, use of chemicals)
- **Cleanliness and quality of linen** and towels are **of utmost importance** for the guests, as they represent two of the top criteria in the overall evaluation of an accommodation

The Strategy

- Identify and collectively implement an **innovative sourcing solution** to reduce negative lifecycle impacts and costs of linen and towels
- Focus on the procurement of **bed linen** (bed sheets, pillowcases and duvet covers) and **bath linen** (terry towels, bath sheets and bath mats), which add up to an average of 1.95 kg of linen washed per overnight stay (1.7 kg if bedcovers are used, 2.1kg if duvets are used)
- Focus on **lifecycle assessment of the environmental and financial impacts** of linen and towel
- **Piloting the procurement of unbleached bed linen and microfiber towels**

Sustainable Practices for Laundry – An example from Hotel Industry

Embedding circularity in the procurement of linen and towels in France (for hotels)

Impacts

As fibres are preserved when manufacturing unbleached linen, less cotton is required in production. Hence,

- **GHG emissions** during the lifecycle of bed linen is **reduced by 32%**
- Production of unbleached bed linen **requires 37% less non-renewable resources**, in comparison with importing bleached linen
- Unbleached bed linen enables a **reduction in energy consumption of 42%** and **water consumption of 28% during its lifecycle**, including the manufacturing process
- As the bleach step is removed, **fewer chemicals** are used during production
- Fibres of unbleached linen have a **longer life span**

Thank you



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