

Cleanliness & Sanitation of NSG 1-4 Category Stations under Sealdah Division

Existing Practices for Cleanliness & Sanitation

Sealdah Division is committed to maintaining high standards of cleanliness and sanitation at its stations. Among the 37 NSG-1 category stations in Indian Railways, Sealdah Division has one NSG-1 station—Sealdah (SDAH). Additionally, it has three NSG-2 to NSG-4 category stations: Kolkata Terminal (KOAA), Naihati (NH), and Berhampore Court (BPC). All four stations are maintained through **contractual mechanized cleaning managed by an outsourcing agency**.

Sl. No.	Station Name	Category	Existing Cleaning Practice
1	Sealdah (SDAH)	NSG-1	Mechanized cleaning contract by outsourcing agency.
2	Kolkata Terminal (KOAA)	NSG-2	Mechanized cleaning contract by outsourcing agency.
3	Naihati (NH)	NSG-2	Mechanized cleaning contract by outsourcing agency.
4	Berhampore Court (BPC)	NSG-4	Mechanized cleaning contract by outsourcing agency.

Action Plan for Maintaining & Improving Cleanliness

1. Station Cleanliness Initiatives

- ✔ **Mechanized Cleaning:** Advanced cleaning equipment and processes have been introduced to ensure thorough and efficient sanitation.
- ✔ **Intensive Cleanliness Drives:** Regular campaigns and drives are conducted to enhance hygiene and sanitation standards.

2. Track Cleaning Measures

- ✔ **Rag-Picking Activities:** Regular rag-picking is carried out to prevent the accumulation of waste on tracks.
- ✔ **Mechanized Track Cleaning:** Modern technologies, including **Zet spray technology**, have been introduced for effective track cleaning at Sealdah (SDAH) and Kolkata Terminal (KOAA).

Verifiable Indicators for Cleanliness Improvement

- ✓ **Monitoring Frequency & Efficiency:** Regular tracking of mechanized cleaning operations.
 - ✓ **Impact Assessment:** Evaluation of cleanliness drives and their effectiveness.
 - ✓ **Waste Collection & Disposal Monitoring:** Assessing the effectiveness of rag-picking activities.
 - ✓ **Advanced Technology Use:** Reviewing the implementation and impact of **Zet spray technology** for track cleaning.
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Public Grievance & Feedback Mechanism

- ✦ **Rail Madad:** A digital grievance redressal system is in place at all NSG category stations, allowing passengers to submit feedback, complaints, or suggestions on cleanliness and station services.
 - ✦ **Daily Passenger Feedback System:** A structured feedback mechanism is implemented across all NSG 1-4 category stations to assess cleanliness and sanitation services.
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Eastern Railway remains committed to providing a clean, hygienic, and pleasant environment for passengers across all NSG-1 to NSG-4 category stations under Sealdah Division.

🔗 For feedback and complaints, visit: Rail Madad