

## जया वर्मा सिन्हा

सदस्य (परिचालन एवं व्यवसाय विकास)  
एवं पदेन सचिव

### JAYA VARMA SINHA

Member (Operations & Business Development)  
& ex-officio Secretary



भारत सरकार  
रेल मंत्रालय, रेलवे बोर्ड  
GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
RAILWAY BOARD

No. 2023/TG-V/GS/Misc.

Dated : 19.06.2023

**General Manager,  
All Zonal Railways**

There is a surge in passenger traffic due to the return summer rush and I would like you to review and ensure that passengers travelling, especially in GS coaches, are provided with basic services. The following action points may be focused for improving the quality of services :

1. Cleaning for GS coaches to be ensured at nominated stations. Increasing the number of Clean Train Stations should be considered in tandem with watering stations.
2. Full watering should be ensured at nominated stations in GS coaches. In case some trains are facing regular shortage of water, additional watering stations to be identified and recommended to Railway Board for consideration.
3. Deployment of OBHS staff in GS coaches with territorial jurisdiction may be examined such that they travel in GS coaches between two stopping stations and return by another train in a link.
4. Provision of train side vending trolleys with economy meals and drinking water pouches should be ensured with deployment in front of GS coaches during stoppages.
5. Provision of drinking water booths at the platform ends, where the GS coaches stop, should be ensured at all stations.

The passenger rush in trains, especially in GS coaches, should be reviewed on a daily basis till the end of the month and necessary corrective actions be taken.

(Jaya Varma Sinha)