

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)**

No.2013/TG-IV/16/SAN/43/Pol. Cl.

New Delhi, dated: 30.06.2015

The General Managers,  
All Zonal Railways.

**Commercial Circular No. 39 of 2015**

**Sub: Review of policy on 'Pay & Use' toilets.**

Instructions were issued by Railway Board vide Commercial Circular No. 46 of 2006 and Commercial Circular No. 34 of 2012 laying down guidelines for Deluxe and Normal Pay & Use toilets. These policy circulars were revised vide corrigendum dated 20.05.2015 (Commercial Circular No. 21 of 2014).

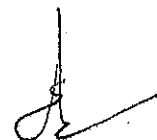
However, with a view to provide clean and well maintained toilets at stations as an essential amenity to the passengers, the existing policy circulars on 'Pay & Use' toilets have been reviewed. It has now been decided that Zonal Railways, may finalise their own policy regarding operation and maintenance, including cleanliness of toilets at various categories of stations. Zonal Railways, may award integrated station cleanliness contracts including cleanliness of toilets at railway stations or award contracts for maintaining toilets through 'Pay & Use' or maintain them in-house by deploying railway staff as per the situation (or) site conditions. Proper maintenance including cleanliness of toilets at railway stations should be given utmost priority. The level of cleanliness to be maintained should be clearly defined and should be verifiable and a system of schedule of daily cleaning & monitoring displayed in the toilets for effective supervision. The requirement of cleaning material, maintenance staff manning the facility etc. would depend on the outcome defined, i.e. the level of cleanliness.

The policy on 'Pay & Use' toilets accordingly may be finalized by the Zonal Railways on the recommendations of CCM with concurrence of FA&CAO and approval of General Manager. The copy of the policy finalized may be sent to Board for information.

This supersedes existing policy guidelines of Railway Board regarding 'Pay & Use' toilets.

This issue with the concurrence of the Finance Directorate of this Ministry.

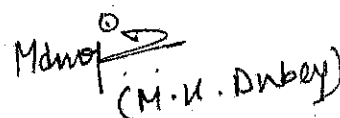
Kindly acknowledge receipt.



**(Dr. S.K. Ahirwar)**  
**Director, Traffic Commercial (G)**  
**Railway Board.**

Copy to:

- 1) The Chief Commercial Managers, All Zonal Railways.
- 2) FA & CAO, All Indian Railways.



(M.K. Dubey)

**For Financial Commissioner,**  
**Railway Board.**