

**Problem:** Rating of sanitary conditions in railway stations and trains

Indian Railways transports 1.5 to 2% of the total population on an average everyday across thousands of kilometers. The cleanliness and sanitation provision in the trains and station premises needs to be monitored to ensure comfort and happiness of commuters. However, the appalling unsanitary condition of the trains and station premises needs urgent attention.

Rating cleanliness inside the trains and communicating to the Railway authorities for pro-active behaviour would galvanize them to improve their services.

**Description of envisioned solution:**

A smart phone that could photograph and transmit the condition of the toilet (on trains) and sanitary conditions in the station to a central server which acts as a repository for all complaints lodged / received. Depending on the train or the station, a message is sent to the nearest station (in the case of a train) with details of the problem for corrective action and to the station master (for stations) for action. Once the complaint has been attended, a “before and after“ photograph is sent to the central server, which then forwards the response to the complainant. All complaints received / lodged are also tracked and the well-maintained / quickly attended complaint (station / staff) recognized.

**Intended audience and the Communication Platform:**

The rail users, commuters and the railways are the intended beneficiaries of this application. Smart phone is needed.

**Idea Development:** Krishna Gopal and Harkiran Sanjeevi, GIZ.