

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



No. 2016/EnHM/06/16

New Delhi, dated 09.12.2016

**The General Managers
All Zonal Railways**

**SUB: Minutes of Meeting held at Railway Board on
25.11.2016 for Review of Performance on
Housekeeping of Stations and Trains.**

**Ref: RB letters of even no. dated 21.10.2016 &
18.11.2016**

A meeting on Review of Performance on Housekeeping of Stations and Trains was held at Railway Board on 25.11.2016 in which SAG Officers, Incharge of Cleanliness of Stations and Trains were called. The meeting was chaired by Member Rolling Stock and addressed by Hon'ble MoSR(G).

Minutes of the Meeting are attached for information and necessary action, please.

Encl: Minutes of Meeting

Shivendra Mohan
/9.12.16
**(Shivendra Mohan)
Executive Director
EnHM / ME**

**Minutes of Meeting held at Railway Board on 25.11.2016 for
' Review of Performance on Housekeeping of Stations and Trains '**

List of Members present is enclosed at Annexure-I.

1. Address by Hon'ble MoSR (G)

1.1 There is delay in formation of exclusive organisation for Integrated Housekeeping Management in many Zones. Establishing the same in all ZRs should be completed within the next one month.

1.2 Undue delay in rolling out of schemes like OBHS, Mechanised laundries should be addressed and position should show drastic improvement in the next 3 months. All contracts should be finalised expeditiously.

1.3 Review shall be done on quarterly basis, with next meeting to be kept in Feb., 2017, after addressing the above issues and bringing in substantial improvement in Housekeeping of Stations & Trains.

1.4 Housekeeping contracts should be monitored closely to ensure that the contractors deploy the required resources and work to the desired standards. If performance is not satisfactory, contract can be terminated after three warnings and security deposit forfeited. The agency would not be considered in future bids.

1.5 From the data of Complaint Management System (COMS) it is seen that maximum complaints are recorded in NR, SR & CR. Maximum trains remaining to be covered by OBHS are in SR & WR.

2. Address by MRS

2.1 Creation of separate housekeeping wing was first announced in 2014 Budget Speech. Subsequent to this, the need for integrated housekeeping agency was stressed upon and directions were also given by the Railway Board. To give the requisite focus and improvement thereby, an exclusive wing on ZRs is being created.

2.2 Exclusive EnHM wings are to be formed in all ZR Headquarters and Divisions to look after housekeeping of A1 and A category stations and trains. EnHM wing can become operational when minimum one exclusive JAG officer is posted in Headquarter and minimum one exclusive SS officer is posted in Division with exclusive staff matching with the workload being taken over.

2.3 Operationalisation of EnHM wings should result in visible improvement in cleanliness. Performance in the stations / depots taken over by EnHM wing