

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

**No. 2023/EnHM/26/02/System Improvement**

**New Delhi, dated: 20.09.2023**

**General Managers,  
All Zonal Railways**

**Sub: System Improvement for OBHS staff: Observations of Railway Board  
Vigilance Directorate.**

**Ref:** Railway Board's letter of even no. dated 07.04.2023 (copy enclosed).

Please connect to Railway Board's letter under reference vide which Zonal Railways were advised to prepare a database of defaulting OBHS staff to avoid engagement of such persons in any On Board Housekeeping Services. Subsequently, Railway Board Vigilance has advised several more suggestions/actions towards system improvement for OBHS staff travel in eligible trains.

2. In pursuance to observations made Railway Board Vigilance, the following instructions are issued for strictly compliance by all Zonal Railways:

- i. Zonal Railways are advised that the Badges and Identity Cards for OBHS staff in no case shall use logo of Indian Railways or State Emblem. The word "Railway" shall not be printed on the Identity Card, Badges. High penalty provision and legal action for violation of such provisions should be in the contract agreement.
- ii. Standard Bid Document (SBD) issued in 2017, already has provision for GPRS based Bio-metric attendance system for OBHS staff and station control room based Bio-metric attendance for other staff booked for cleaning activities. Also, vide RB letter No. 2018/EnHM/13/01 dt. 29.06.2020, Zonal Railways were advised for linking bio-metric to contractual payments, use of Shramik Kalyan portal to ensure payments to workers. Zonal Railways are advised that biometric attendance of OBHS staff at the starting station and feasibility of the same enroute may be looked into to avoid staff shortage/early leaving of train mid journey and impersonation.

DA: As above

**Signed by**

**Shailendra Singh**

**Date: 20-09-2023 18:25:56**

(Shailendra Singh)

ED/ME (EnHM & Proj.)

Railway Board

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General Managers,  
All Zonal Railways

**Sub: To maintain a data-base of defaulting OBHS staff.**

During a preventive check conducted by Railway Board Vigilance in Train No. 12352(RJPB-HWH, Howrah Express) on 22/23.08.2022, it was found that an OBHS staff allowed 02 (two) passengers to travel in the train without ticket in lieu of the money.

2. The issue has been taken up very seriously by Railway Board Vigilance and it has been desired that a database of such defaulting OBHS staff should be maintained and they should not be engaged in any On Board Train Services to avoid any further corrupt activity in future.

3. In view of the above, it is requested to have a database of such defaulting OBHS staff and to share the same with all Zonal Railways to avoid engagement of such persons in any On Board Train Services. A compliance report in this regard may also be sent to Railway Board office.

**Signed by Shailendra  
Singh**

**Date: 07.04.2023 12:05:27**

(Shailendra Singh)  
ED/ME (EnHM & Proj.)  
Railway Board