

भारत सरकार/GOVERNMENT OF INDIA
रेल मंत्रालय /MINISTRY OF RAILWAYS
रेलवे बोर्ड/(RAILWAY BOARD)

No. 2015/EnHM/06/02

New Delhi, dated 14.10.2024

The General Managers,
All Zonal Railways.

Sub: Role of EnHM Wing in Station & Train Cleanliness.

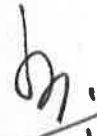
During a recent inspection of a Railway Station, it came to light that the EnHM Wing of a division is almost defunct. The officers are not involved in train cleanliness issues and bed roll complaints, the level of monitoring of cleanliness of the Station requires a much better effort. The divisional officers of EnHM are not even aware of the Rail Madad Complaints on a day-to-day or overall basis. Consequently, there is no attempt to analyse such complaints or initiate corrective action.

EnHM wing has to act as a comprehensive response centre to all complaints/issues related to the following activities:

1. Train Cleanliness
2. Station Cleanliness (for stations handed over to EnHM)
3. Bed Roll Complaints

EnHM officers should monitor the above issues and act in the best way to coordinate with C&W and other concerned departments to ensure timely resolution of complaints lodged on Rail Madad portal or otherwise.

All DRMs may ensure an effective implementation of these instructions.


14.10.2024

(Manu Goel)
Additional Member/EnHM
Railway Board

Copy to: 1. PCMEs/ZR
2. DRMs/ZR