

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

No. 2025/EnHM/26/02/System Improvement-1

New Delhi, dated 02.06.2025

PCMEs,
All Zonal Railways.

Sub: Deputation of Sr. DME (Coordination) of concerned division of Zonal Railways, for Presentation on Train Cleanliness and Rail Madad feedbacks.

Due to rising complaints⁴ on Rail Madad, a review with the Sr. DME¹ (Coordination) of concerned division has been planned at Railway Board level for divisions which have attracted 1000+ complaints during the month of May, 2025.

2. In this regard, a presentation will need to be made containing the analytics, actions taken/ efforts made and the future action plan to improve upon the current situation on matters, including but not limited to, OBHS, CTS, MCC, Bed Linen, Water Availability, Bio-toilets and toilet upgradations.
3. Status of updating the OBHS & bed linen staff related data on Coach mitra part of CMM portal should also be presented including actions taken on the special drives as advised by Railway Board from time to time.
4. List and schedule for review meeting is enclosed herewith (Annexure-I).
5. It is requested that necessary instructions may please be issued for deputing the concerned officer accordingly and reporting in **Room No. 107-A, Rail Bhawan, New Delhi.**


(Ajay Jha)
Director/EnHM
Railway Board

Copy to: GMs/Zonal Railways for information and necessary action.

Schedule of Review Meetings			
S No.	Division	Owning Zone	Date of Review
1	LUCKNOW	North Eastern Railway	03.06.2025
2	BOMBAY	Central Railway	03.06.2025
3	DELHI	Northern Railway	04.06.2025
4	DANAPUR	East Central Railway	04.06.2025
5	SAMASTIPUR	East Central Railway	05.06.2025
6	TINSUKIA	North Frontier Railway	05.06.2025
7	SONEPUR	East Central Railway	06.06.2025
8	AHMEDABAD	Western Railway	06.06.2025
9	MUMBAI	Western Railway	10.06.2025
10	LUMDING	North Frontier Railway	10.06.2025
11	THIRUVANTHAPURAM	Southern Railway	11.06.2025
12	BENGALURU	South Western Railway	11.06.2025
13	FIROZPUR	Northern Railway	12.06.2025
14	PUNE	Central Railway	12.06.2025
15	SECUNDERABAD	South Central Railway	13.06.2025
16	KATIHAR	North Frontier Railway	13.06.2025