



MANU GOEL
Additional Member (EnHM)

DO No. 2015/EnHM/06/02

05th March, 2025

Dear Shri Verma,

Sub: Establishment of EnHM Wings in all Divisions/Zones.

Directions for setting up EnHM Wings over Zonal Railways and Divisions were issued by Railway Board's letter of even number dated 28-08-2015. The matter was also reiterated by successive CRBs, the most recent being letters of even number dated 21-06-2024 and 20-12-2024. Copies of all communications referred above is attached.

While all zonal railways have complied with these instructions, it has been brought up in a recent review in Railway Board that Delhi, Ambala and Moradabad Divisions of Northern Railways have failed to act effectively in this regard, for reasons not clear to the Railways Board.

The issue of non-establishment or ineffective establishment of a genuinely functional Environment and Housekeeping Management Wing, headed and staffed by adequate manpower cannot be neglected anymore, particularly in view of growing public expectations and requirement of close monitoring of this vital area of public interface. Expectations from the EnHM wing are clearly laid down in the duty list mentioned in the Railway Board's letter dated 28-08-2015 mentioned above.

Northern Railway may take immediate and effective action to create fully equipped and staffed EnHM wings in all divisions where they do not exist or exist only for namesake. It may also be ensured that adequate manpower, both supervisory and ministerial is provided to these wings so that they may discharge their duties efficiently.

Your personal intervention in the matter may be required to see this through.

Yours sincerely,

(Manu Goel) 05.3.2025

Encl: As above

Shri Ashok Kumar Verma,
General Manager,
Northern Railway,
New Delhi

सतीश कुमार
SATISH KUMAR



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अध्यक्ष एवं मुख्य कार्यकारी अधिकारी,
रेलवे बोर्ड
पदेन प्रमुख सचिव, भारत सरकार
रेल मंत्रालय,

CHAIRMAN & CHIEF EXECUTIVE OFFICER,
RAILWAY BOARD
EX OFFICIO PRINCIPAL SECRETARY
GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

DO No. 2015/EnHM/06/02

20th December, 2024

My dear General Manager,

Sub: Establishment of EnHM Wings in all Divisions/Zones.

Ref: Railway Board's letter of even number dated 28.08.2015, 21.06.2024, 14.10.2024. (Copies enclosed)

Instructions have been issued to all Zonal Railways vide letter under reference regarding setting up of EnHM wing in all divisions, wherein explicit guidelines to be followed are mentioned. EnHM wings have not been made fully functional in all divisions as per these guidelines.

2. It is emphasized that cleanliness and environment related activities are being monitored at the highest levels. The delay in implementing the basic guidelines for EnHM wings fully functional is not acceptable and must be made fully operational.

3. In view of above, it is requested that the guidelines regarding establishment of EnHM wings and their full functioning be followed in true spirit. They should also be empowered to act as a comprehensive response centre to all functions related to train hygiene and cleanliness, pest control, bed roll complaints, station cleanliness (those handed over to EnHM), colony housekeeping (wherever handed over to EnHM) and related complaints.

4. I will be reviewing the situation soon and expect to receive your confirmation regarding the above mentioned issues.

With best wishes,

Encl: As above.

Yours sincerely,


(Satish Kumar)

General Managers
All Indian Railways & PUs

जया वर्मा सिन्हा
JAYA VARMA SINHA



अध्यक्ष एवं मुख्य कार्यकारी अधिकारी,
रेलवे बोर्ड
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रेल मंत्रालय

CHAIRMAN & CHIEF EXECUTIVE OFFICER,
RAILWAY BOARD
EX-OFFICIO PRINCIPAL SECRETARY
GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
21st June, 2024

DO No. 2015/EnHM/06/02

My dear General Manager,

Sub: Establishment of EnHM Wings in all Divisions/Zones.

Ref: Railway Board letter of even number dated 28.08.2015 15.02.2016, 18.09.2017 & 08.12.2020.

Indian Railway is taking all possible efforts for environment protection and to achieve the commitment of becoming the Net Zero Carbon Emitter by 2030. In order to give an increased focus and thrust on Environmental issues handled in Indian Railways, an exclusive Department namely EnHM wing is already established at Railway Board way back in 2015 and all Zonal Railways as well as Production Units were advised vide Railway Board's letters of even number dated 28.08.2015, 15.02.2016, 18.09.2017, 08.12.2020 & Railway Board's letter No. 2021/EnHM/22/08 dated 28.02.2023 to establish EnHM wings at Headquarter and Divisional levels with the objectives of implementation of policies on Environmental issues and maintaining overall hygienic/clean ambience over Indian Railways.

2. However, despite a lapse of more than 08 years, following Divisions are yet to establish EnHM wings:

S.No.	Zonal Railway	Divisions
1	Central Railway	Bhusawal, Nagpur, Pune, Sholapur
2	East Central Railway	Dhanbad
3	South East Central Railway	Bilaspur, Nagpur, Raipur
4	South Eastern Railway	Adra, Chakradharpur, Kharagpur, Ranchi
5	West Central Railway	Bhopal, Jabalpur, Kota
6	Western Railway	Rajkot, Bhavnagar

3. Environmental goals and proper Housekeeping of trains and stations are prime focus area for Indian Railways; therefore, it is imperative to establish EnHM in all the Divisions immediately. Further these EnHM wings be directed to take up the important activities related to cleaning and pest control of trains and depots, linen management, mechanized cleaning pest and rodent control and housekeeping of identified stations and colonies and environment protection.

4. I, therefore, request you to ensure that EnHM wing is formed and made operative in above Divisions at the earliest which should exclusively focus on various aspects of Environment and housekeeping as has been instructed from time to time.

With best wishes,

Yours sincerely,

(Jaya Varma Sinha)

General Managers,
CR, ECR, SECR, SER, WCR & WR

**Government of India
Ministry of Railways
(Railway Board)**

No. 2015/EnHM/06/02

New Delhi, Dt. 28.08.2015

The General Manager(s),
All Indian Railways.

**Sub. Policy on Scope and Formation of Environment &
Housekeeping Management (EnHM) Wing in Zonal Railways**

1. Environment & Housekeeping Management (EnHM) Dte. has been set up in Railway Board vide O.O. No. 28 of 2015 dt. 07.04.15 and O.O. No. 30 of 2015 dt. 08.04.15 to deal with the issues related to Environment as well as Housekeeping Management on Indian Railways.

2. Ministry of Railways have now decided to establish EnHM Wings in Zonal Railways also. The scope of work for its functioning would be as under-

2.1 EnHM Wing will undertake monitoring and coordination functions for all environment related issues. However, planning, sanction and execution of environment related works will continue to be dealt by the concerned departments.

2.2 EnHM Wing will be responsible for execution as well as monitoring and coordination of Integrated Housekeeping function of coaching trains, major railway stations and coach maintenance Depots.


2.3 Housekeeping Management functions shall include the following:

- (i) Mechanised Cleaning of all A1 & A category stations restricted to all passenger interface areas excluding retiring rooms and Officers' Rest Houses. However, all areas included in the scope of existing cleaning contracts shall continue in the scope of EnHM wing.
- (ii) Mechanised cleaning of coaches (excluding EMUs & MEMUs) in Depots/Stations including Clean Train Stations.
- (iii) Mechanised cleaning of Coach Maintenance Depots excluding EMU & MEMU Car sheds.
- (iv) Pest & rodents control in A1 & A category Stations, Depots & Coaching trains.
- (v) On Board Housekeeping Services (OBHS) in coaching trains.
- (vi) Linen management in Trains & A1 & A category Stations.
- (vii) Petty repairs to amenity fittings in toilets at Stations as in (i) above. In case of Trains, petty repairs will be done as a part of OBHS. However, scope of petty repairs will be decided by Zonal Railways as per local conditions/requirements.

2.4 The EnHM organisation will function as a separate and exclusive Wing under the control of GM & CME in Zonal Railways and DRM & Sr. DME in the Division.

- 2.5 No new Gazetted post will be created for EnHM Wing in the Zonal Railways. Posts from the departments which are hitherto undertaking Housekeeping activities cited in para 2.3 will be identified, aggregated if required and transferred to EnHM Wing. Identification of posts for this purpose from various departments will be decided by GMs and transferred to EnHM Wing depending upon the quantum of workload of individual Divisions and the Zone.
- 2.6 To start with, EnHM organisation will have posts of JA Grade Officer at Headquarter level and Senior scale Officer at Divisional level exclusively with executive officers below to the extent required as per the workload and as decided by GM of Zonal Railways.
- 2.7 Officers to man such Gazetted posts forming part of EnHM Wing may be chosen from the Mechanical, Traffic/Commercial, Engineering & Electrical Branches, in order to carry the expertise already gained on this subject for improving the effectiveness in functioning of the new EnHM Wing.
- 2.8 Supervisors of all the departments who are hitherto engaged in the housekeeping activities listed in para 2.3 will be deputed to work exclusively in the EnHM Wing.
- 2.9 Management of Housekeeping activities by the new Wing will be in such locations where the activities are completely outsourced at present. Wherever departmental staff are engaged in Housekeeping activities, same will continue to be with the respective departments and will be transferred to EnHM Wing as and when decided to be outsourced.
- 2.10 In charge Supervisors of Engg./ Mechanical/ Electrical/Traffic & Commercial Departments who are responsible for Maintenance & Management of stations & Depots will also continue to play their inspectorial roles in monitoring the housekeeping activity taking place in their respective areas, besides the Supervisors of Housekeeping Deptt. themselves.
- 2.11 EnHM Wing will manage the Budget for Housekeeping of Stations and Coaching Trains and will need to be suitably reallocated by the FA&CAOs.
3. The scope of the functioning of EnHM Wing would be limited to 16 Zonal Railways excluding Metro Railway, Kolkata.
4. Board has decided that implementation of this policy will be done in phases, for which separate instructions will be issued.

This issues with the concurrence of the Finance Dte. of Ministry of Railways.


(Desh Ratan Gupta)
Executive Director/EnHM (Civil Engg.)
Railway Board

