No. 2023/EnHM/26/02/System Improvement   **dated 02.05.2025**

PCMEs,
All Zonal Railways.

Sub: Updation of OBHS Data in the CMM Application.

Ref: (i) Railway Board's letter no. 2016/06/13 dt. 30.04.2019.
       (ii) Railway Board's letter no. 2023/EnHM/26/02 dt. 07.04.23, 20.09.23 &
            21.04.2025.

    With reference to above-mentioned letters, it is once again reiterated that the data entry related to OBHS staff like PoI no., Police verification etc. in OBHS-nominated trains must be completed in the CMM application by first week of May. CRIS is in the process of implementing, on a trial basis, a validation check during BPC issuance, whereby it will be mandatory to deploy OBHS staff in the CMM application for all OBHS-nominated trains. The OBHS module is ready for training for all depot users. The training is scheduled to be held, daily from **07th May to 09th May, 2025**, via Google Meet at the following link:
https://meet.google.com/eva-skqz-vin
Time: 15:00 hrs to 15:30 hrs

2.   It is requested that all depots ensure the OBHS deployment and complete the nomination of staff and trains for OBHS.

3.   For any technical queries or assistance, CRIS may be contacted through the CMM Helpdesk (available 24x7) at **7827936501** or via email at **cmmadmin@cris.org.in**.

(Satish Singh)
Exe. Director/ME(EnHM)
Railway Board

Copy to:
(i) MD CRIS- for kind information, please.
(ii) EDME(Chg.), Railway Board- for kind information, please.
(iii) GM/CMM, CRIS- for information and necessary action.

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No. 2023/EnHM/26/02/System Improvement　　　　　**dated 21.04.2025**

PCMEs/All Zonal Railways.
MD/CRIS

Sub: OBHS Data updation in CMM portal.

Ref:　(i) Railway Board's letter no. 2016/06/13 dt. 30.04.2019
　　　　(ii) Railway Board's letter no. 2023/EnHM/26/02 dt. 07.04.23 & 20.09.23.

Kindly refer to above mentioned letters on effective monitoring of the activities of OBHS staff and preparing a database of defaulting OBHS staff.

2.　During a review held with CRIS officials on OBHS deployment details' utility in the existing module of CMM, discrepancies at input level were observed in data updation by certain depots. Some of these are:

  i.　Feeding of wrong Proof of Identity (POI) details of OBHS staff;
  ii.　One POI against multiple OBHS staff;
  iii.　Uploading of POI document missing in several cases despite provision for the same;
  iv.　No deployment data being fed for several OBHS trains including Rajdhani trains by some of the depots and
  v.　No monitoring of data fed in CMM portal in most of the cases.

3.　It is requested to strengthen the data input mechanism to ensure correct data on the portal certified by concerned CDO. Zonal Railways may kindly ensure correct updating of data on CMM portal and to provide all assistance to CRIS on the issue.

4.　CRIS is requested to kindly take necessary measures, including purification of OBHS nominated trains data on CMM, ensuring validated data updating in CMM portal, including provision for monthly certification by CDO and giving viewing rights to CEnHM at Railway level and JD/EnHM at Railway Board level.

5.　For any query, Shri Ajay Jha, Director EnHM/Rly. Bd. (9717646231) and Shri Abhijeet, CM/CRIS (9310403248) may be contacted.

(Satish Singh)
Exe. Director/ME(EnHM)
Railway Board

Copy to: (i) PSO to CRB: for kind information of CRB.
　　　　　(ii) PSO to MTRS: for kind information of MTRS.
　　　　　(iii) GM/CMM/CRIS for information and necessary action.

भारत सरकार Government of India

रेल मंत्रालय Ministry of Railways

(रेलवे बोर्ड) (Railway Board)

No.2016//06/13   Rail Bhavan, New Delhi - 110001, Dated: 30.04.2019

The Principal Chief Mechanical Engineers,
Northern, Western, Southern, South Western and
East Coast Railways.

Sub : Monitoring of attendance and work of OBHS staff

The present system of IT interventions as envisaged in terms of SBD & GCC, in particular for monitoring of attendance and work of OBHS staff, has been under discussion for some time. Some Railways have made some progress in this regard. However, an efficient and adequate system is yet to be established. Therefore, the attendance monitoring and efficacy of cleaning action of each OBHS staff in all trains is to be managed through an application based module. Initially the app should include the following:-

i.   A selfie taken by the staff as stipulated from time to time and also before/after each safai action should log the location, date, time against the concerned staff validated through selfie in a table.

ii.   The selfie followed by 'before' condition selection should accept any number of photographs taken by the staff with location, date time and photograph associated.

iii.   Similarly, the same functionality with respect to photographs taken after the safai action.

iv.   Acceptance of condition photograph from other sources e.g. passenger, inspecting official etc. with location, date and time stamped and PNR number as cloud sourcing of any number of photographs in respect of toilet condition.

v.   Above analytics to create a dashboard of the cleaning action and excel tables be prepared for further analytics.

2.   Each staff will be equipped with a camera, GRPS, GPS enabled smart phone in order to enabling effective monitoring in terms of para 6.3 of SCC of SBD.

3.   You are requested to take suitable action urgently in order to make this system available at the earliest.

(Alok Kumar Tewari)
Principal Executive Director (EnHM)
Railway Board

Copy to :

PCMEs - CR, ER, ECR, NCR, NER, NFR, NWR, SCR, SER, SECR, WCR & Konkan Railway

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

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No. 2023/EnHM/26/02/System Improvement   New Delhi, dated: 07.04.2023

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