

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

No. 2018/LMB-II/2/01

New Delhi, dt: 10/04/2018

General Managers,  
All Zonal Railways/Production Units

**Sub.: Implementing the recommendations of Committee on comprehensive Housing Policy in respect of maintenance of Railway Colonies.**

In terms of Board's letter No. 2017/Transf. Cell/Transformation workshop dated 18.12.2017, a Committee was constituted on comprehensive Housing Policy, to examine, inter-alia upkeep and maintenance of colonies as well. The committee submitted its report on 31.01.2018. Based on the recommendation of Committee, Railway Board (Full Board), inter-alia has approved the following for implementation in phased manner:

1. For upkeep and maintenance of Railway colonies setting up of, IT based call centres at location of maintenance redressal.
2. Setting up of a separate wing for maintenance of infrastructure not related directly with operations. Delhi Division to undertake this project on pilot basis.

Railways/PUs are requested to take necessary action accordingly and action taken report be sent to Board at the earliest.



(Chander Shekhar)

Joint Director/Land & Amenities  
Railway Board.

Copy to: PED/Transformation/ Railway Board for information and necessary action .