

**GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)**

No. 2016/EnHM/06/12

Dated: 13.07.2022

**The General Managers,
All Zonal Railways.**

Sub: Improvement in the On-Board Housekeeping Services (OBHS).

On-Board Housekeeping Services (OBHS) are provided in important long distance Mail/Express trains for ensuring proper hygiene of coach toilets, doorways, aisles and passenger compartments during the run of the trains to enhance the passenger experience.

2. Detail of complaints received on Rail Madad on OBHS is enclosed. It shows that complaints pertaining to OBHS services have increased.
3. OBHS is a positive intervention meant to minimize passenger complaints on "hygiene issues". Surprisingly, the complaints are showing a worrisome trend.
4. All Zonal Railways should aim to achieve "zero complaints" on OBHS Services. The data of Rail Madad/field should be analyzed by DRM/PCME/PCCM regularly.
5. General Managers are requested to review the cause of less than adequate performance of OBHS in their areas. A cause analysis, action taken & future plan may be shared with Board's Office.


13.07.22
(D.C. Sharma)

**Member (Traction & Rolling Stock)
Railway Board**

Zone-wise Breakup of Complaints on Rail Madad (OBHS/Non OBHS Trains) on Cleanliness for the period April 21- March'22, April 21 - June'21 And April 22- June'22

ZONAL RAILWAYS	Total No. of Complaints April'21 - March'22		Total No. of Complaints April 21 - June'21		Total No. of Complaints April'22 - June'22			
	In OBHS trains	In Non-OBHS trains	No. of trains running	In OBHS trains	In Non-OBHS trains	No. of trains running	In OBHS trains	In Non-OBHS trains
CR	1684	61	91	518	20	101	1568	100
ECR	4116	318	31	757	399	44	2875	698
ECOR	5976	125	82	650	0	178	2053	108
ER	5249	145	87	562	68	110	2358	72
NCR	662	1906	74	21	205	82	328	807
NER	4397	220	88	617	8	114	2237	294
NFR	4054	3321	116	71	474	226	4082	406
NWR	849	3485	118	210	225	210	1413	411
NR	9159	3300	172	705	271	335	5171	828
SCR	3319	650	102	343	70	128	1383	333
SECR	545	1786	25	37	125	53	845	21
SER	1423	1640	122	203	77	188	1346	212
SWR	4060	2015	86	360	225	165	2224	680
SR	1890	2987	286	400	100	309	1830	753
WCR	1230	943	32	138	101	44	535	306
WR	10143	1643	186	912	289	246	5518	730
Total IR	58756	24545	1698	6504	2657	2533	35766	6759