

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAILWAY BOARD**

No. 2006/M(C)/165/9 Pt.

New Delhi, dt. 13.01.2015

**Chief Mechanical Engineers,
All Indian Railways,
CMD/ KRCL, Mumbai**

Sub: Police-verification of the contractual staff engaged for linen distribution and other cleaning activities in the train on board.

Coach cleaning activity through On Board Housekeeping scheme and Clean Train Station scheme along with distribution of linen to the passengers in AC coaches is being outsourced to professional agencies by the Railways. These works are executed by the contractual staff engaged by the Professional Agencies. Northern Railway reported a case of allegedly misbehaviour with a lady, by bedroll attendant, engaged through a contract. The bedroll attendant was subsequently arrested and removed from service by the contractor.

Such conduct by passenger interface contractual staff are against the image of Indian Railways. Board (CRB) had instructed that police verification of such passenger interface staff engaged through contract must be insisted in future. It has, therefore, been decided that contractual staff deployed in coach housekeeping activities viz. OBHS, CTS and distribution of linen etc. on trains must have police verification certificate. Concerned on duty supervisors shall ensure that no contractual staff without requisite police verification is deployed for such railway work. Regular checks should also be made at level of officers.

Railways are advised to confirm compliance to this office.


(Prashant Kumar)
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Railway Board