

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

No. 2016/EnHM/06/12

Dt. 15.07.2022

The General Managers,
All Zonal Railways.

Sub: Display of contact detail of OBHS staff on trains.

A review meeting was held on 06.07.22 under the chairmanship of Chairman & CEO/Railway Board through video conferencing with General Managers/IR on various issues including analysis of passenger complaints and feedback on RailMadad.

2. During the aforesaid review meeting CRB & CEO, inter-alia, reviewed the issues related to OBHS services and took a serious note on non-displaying of contact nos. of OBHS staff on trains. Since display of contact nos. of OBHS staff would help to address the passengers' complaints swiftly and effectively, it is advised that proper display of contact numbers of OBHS staff on trains in which OBHS facility is available may be ensured and a special drive may be initiated on your Railway for the same.



(Shailendra Singh)
Executive Director/ME(EnHM & Proj.)
Railway Board