

Northern Railway

Headquarter Office,  
Mechanical Branch,  
Baroda House,  
New Delhi.

Dated: 04.08.2017

No. 802-M/6/41/SW/MC-I

Divisional Railway Managers,  
Northern Railway,  
DLI, MB, UMB, LKO & FZR

Sub: System improvement in OBHS contracts.

Ref: GM Vigilance, NR letter No.VIG/PC/2017/02/02299 dated  
02.08.2017

It has been noticed that the penalties imposed on the contractors are not leading to desire improvement in the service. Hence, it is advised that stringent conditions in the contract especially related to penalty provisions should be built in the contracts so that penalty becomes more meaningful. It should also be ensured that persons deputed to supervise the OBHS and similar contracts are responsive and aware of their role and duty to improve the Indian Railways image on cleanliness and hygiene.

*SVS*  
*M*  
*10/8/17*

(Shailendra Singh)  
CRSE/Chg.

Copy to:

1. General Manager/Vig., Northern Railway, Baroda House, New Delhi.
2. Dy.CME/HQ, NR, Baroda House, New Delhi.