



EAST COAST RAILWAY
Office of the General Manager (Vigilance)

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No: GM/ V/ ECoR/ System Improvement/ 12/ 2021/ 3206

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Vigilance Advisory No. 2021/12

To
The Principal Chief Mechanical Engineer,
East Coast Railway,
Bhubaneswar

Sub: System Improvements proposed for OBHS Scheme

Few surprise checks were conducted recently to see the effectiveness of OBHS Scheme in ECoR based trains and following general deficiencies were noticed:

- (i) Work done by OBHS staff was not satisfactory.
- (ii) Less manpower deployed by contractor as compared to bench mark.
- (iii) Diluted cleaning agents detected under the possession of OBHS staff.
- (iv) Excess unused chemicals noticed during return trips.
- (v) Timely Payment to contractual staff not being done and wage slips not provided to contractual staff.

In view of the above, following system improvements are proposed to ensure the effectiveness of OBHS Scheme:

- (i) Currently, the performance of OBHS is monitored indirectly through Passenger Feedback System and Coach Mitra/Rail Madad complaints. Hence, efforts may be made to achieve minimum passenger complaints in Rail Madad by selectively targeting the bottom performing trains reflected in Rail Madad.
- (ii) Once the train has left the base depot, there is no direct monitoring system available to check the OBHS working. Hence, it may be planned to nominate intermediate stations for each set of trains, in co-ordination with other Zonal Railways and Railway Board, where the C&W supervisors of other Railways will check the performance of OBHS en-route. The performance evaluation made by officials other

railways at intermediate stations may be intimated to the base depot/division on monthly basis in a prescribed format to determine the overall performance of the contractor.

- (iii) AS per Railway Board's letter No. 95/M(C)141/1 Vol. II, dated: 21/28.05.2010 (Sub: Test check Protocols for works contracts for coach cleaning), there is no mandatory test check/on-board inspection specified for officers for monitoring OBHS contracts. Hence, it is proposed that the minimum number of test checks may be fixed for all officers of coaching depots with due consideration of their work load, for monitoring en-route OBHS performance. Also, additional number of supervisors, if required, may be nominated to check the quality of services in OBHS scheme for any nominated stretches of the train.
- (iv) Web based biometric attendance system may be incorporated in all manpower based contracts.
- (v) The OBHS contractors should be asked to furnish the invoices to show that they have actually procured the material/chemicals as per specifications in the contract.
- (vi) Minimum stock balance of consumables in OBHS contracts to be maintained at depot level as per contract agreement. If the contractor fails to maintain minimum stock balance, suitable penalty may be imposed on the contractor by incorporating suitable penalty clause in future contracts.
- (vii) Material issue format/record currently being used are without having any serial number and can be manipulated easily. It is proposed to use the format in two copies with machine printed serial numbers; one copy to be kept for office record and the other copy should be under the possession of EHK of the train. No loose sheets should be used for recording data pertaining to contractual works.
- (viii) Surprise checks by Officers and supervisors at the time of boarding and de-boarding may be done to ensure that the materials issued from OBHS store are not diluted and properly utilized during the journey.

- (ix) During the scrutiny of records, it is observed that the running on account bills are not claimed for months together (even extending more than a year) by the contractors. Also, as per the current practice, the contractors are submitting the documentary proof of payment of wage, EPF and ESI contribution to workers, only at the time of submission of bills. Thus, it is advised that the contractors should submit the documentary evidences pertaining labour payment through bank accounts on completion of wage period every month invariably along with EPF and ESIC deposit statement in the office of the executive (immaterial of whether bill is claimed or not) with due entries in Shramik Kalyan Portal. In case of non-compliance, immediate action may be taken by the executives as per the terms and conditions of the contracts. This will ensure compliance of labour laws.



(Sanjaya Mahapatra)
Sr. Dy. General Manager

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