

EAST COAST RAILWAY

Office of the
Principal Chief Commercial Manager
1st Floor, Rail Sadan
C.S.Pur, Bhubaneswar-17

Commercial Circular No.163(GC)/2025

Date: 13.05.2025

Sub: Enhancement of Housekeeping standards and Minor Repair Mechanisms at Goods Sheds.

**Ref: Railway Board's letter No.2025/TC(FM)/31/02(3485833) dtd.09.05.2025
(Freight Marketing Circular No.11 of 2025)**

A copy of Railway Board's letter No. 2025/TC(FM)/31/02(3485833) dtd.09.05.2025 (Freight Marketing Circular No.11 of 2025) regarding "Enhancement of Housekeeping standards and Minor Repair Mechanisms at Goods Sheds " is enclosed herewith for information and necessary action.

All concerned to note and act accordingly.

**Authority: Railway Board's letter No.2025/TC(FM)/31/02(3485833) dtd.09.05.2025
(Freight Marketing Circular No.11 of 2025)**

Encl: As above(03 Pages).

13.05.2025

(G.R. Nayak)
Asst. Commercial Manager (FS)
For Chief Commercial Manager(FS)

No. PCCM/19/GS Facility/Pt.III

Date: 13.05.2025

All Station Managers/ Goods Supervisors/Commercial Supervisors /Siding Clerks / Booking Clerk in Charges / Weigh Bridge Clerks / Clerk in Charges / City Booking Agencies / Out Agencies.

Copy for information and necessary action to the:-

PCCM: SER/SECR/NR/NFR/ER/SR/SCR/WR/NER/CR/SWR/NCR/NWR/WCR/ECR/KRly.

PCOM: ECoR/SER/SECR/NR/NFR/ER/SR/SCR/WR/NER/CR/SWR/NCR/NWR/WCR/ECR/KRly.

SDGM: ECoR/BBS, **Chairman**/RCT/BBS, **Dy.CVO**/ECoR/BBS, **Dy.COM(FOIS)**/ECoR/BBS, **PO/RCT**/BBS, **CAO(FOIS)**/NDLS, **Audit officer**/BBS. Rates Section /CCM/ECoR/BBS -10 sets,

DRM: KUR,WAT,SBP/ECoR, **Sr.DOM**- KUR,WAT,SBP/ECoR, **CAO(FOIS)**, CRIS/NDLS **Sr.DCM** :KUR,WAT,SBP/ECoR, **Dy.CCM(Claims)**/E.Co.Rly, **PFA** :E.Co.Rly, **FA & CAO(T)**/ECoR/BBS **Traffic**

Manager: VZP, Paradeep Port Trust / Paradeep. Divisional Commercial Controller: KUR, WAT & SBP.

13.05.2025

(G.R. Nayak)
Asst. Commercial Manager (FS)
For Chief Commercial Manager(FS)

**भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)**

रेल भवन, नई दिल्ली - 110001
Rail Bhawan, New Delhi - 110001

No. 2025/TC(FM)/31/02(3485833),

Dated - 09.05.2025

**The General Managers,
All Zonal Railways**


**Sub: Enhancement of Housekeeping Standards and Minor Repair
Mechanisms at Goods Sheds.**

Indian Railway goods sheds serve as vital hubs of economic activity and form the core locations for our loading and unloading operations. Feedback from stakeholders and field officers has underscored two pressing concerns requiring immediate attention—substandard cleanliness and delays in addressing petty civil and electrical repairs. Tackling these issues is essential to enhance operational efficiency, ensure safety, and improve the overall customer experience at goods sheds.

To this end, two key areas have been identified for structured intervention at good sheds: outsourced housekeeping and timely execution of repairs.

1. Housekeeping and Cleanliness

The prevailing housekeeping standards at most goods sheds are inadequate, with dust, waste, grain residues, and other debris often accumulating. This not only hampers operational efficiency and worker safety but also risks contamination of sensitive commodities such as food grains. To ensure consistent cleanliness and maintain hygiene, it is proposed that housekeeping activities at goods sheds be outsourced through a revenue-funded contract, applicable exclusively to all category -I (The goods shed handling 12 or more rakes in a month) goods sheds. Other Goods Sheds to be managed departmentally. The scope of work may include, but is not limited to:


09.5.2025

- a. Mechanized Sweeping and cleaning of goods shed to make it dust free and facilitate efficient loading/unloading.
- b. Clearing of debris and rag picking from tracks to facilitate safe wagon movement.
- c. Regular cleaning of offices, merchant rooms, and labour rest areas.
- d. Proper disposal of garbage at designated location

The above is an indicative list, and a comprehensive scope should be finalized based on local needs with due approval from the DRM. Given the routine nature of these tasks, establishing a formal outsourcing mechanism is crucial. The Sr.DCMs/DCMs (In-Charge) of divisions shall act as the nodal officers for issuing and overseeing such contracts.


2. Civil and Electrical Repairs

Frequent civil and electrical faults at goods sheds often result in operational bottlenecks. Their repair gets delayed due to the unavailability of immediate repair resources as there is no zonal contract (civil + electrical) for Goods sheds. To overcome these challenges, the Engineering Department shall include separate line items in the zonal contract for the maintenance and repair of goods sheds. The fund assessment for this purpose may be provided by the Sr. DCM/DCM (In-Charge). Guidelines for the contract's scope should be prepared based on field-level requirements and approved by the DRM.

The timeline for executing minor civil and electrical repairs at goods sheds shall be as follows:


1. The Goods Supervisor will approach the concerned Section Engineer (Works/Electrical) for minor repairs.
2. If the issue remains unresolved for 3 days, the matter will be escalated to the Sectional DEN/ SrDEN, with a copy marked to the Sr. DCM.
3. If the issue is still unresolved for 7 days, the Sr. DCM will raise the matter with the ADRM.

Implementing these two measures—outsourcing housekeeping services and instituting a dedicated zonal contract (civil + electrical) for minor repairs—will directly address critical operational issues at goods sheds. This combined approach will lead to cleaner, safer, and more efficient operations, enhancing the quality-of-service delivery and aligning with best trade practices.


09.5.2025

Freight Marketing Circular No. 11 of 2025

This has the concurrence of finance and approval of the competent authority.


(Ashutosh Mishra)

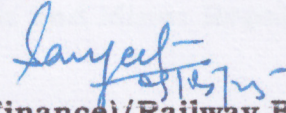
Director (Freight Marketing)

Railway Board

No.2025/TC(FM)/31/02(3485833), Rail Bhawan, New Delhi, Dt- 09.05.2025


Copy forwarded for information to:

1. The PFAs, All Indian Railways.
2. The Deputy Comptroller & Auditor General of India (Railways), Rail Bhawan.


For Member (Finance)/Railway Board

No.2025/TC(FM)/31/02(3485833), Rail Bhawan, New Delhi, Dt- 09.05.2025

1. The Principal Chief Operations Managers, All Indian Railways.
2. The Principal Chief Commercial Managers, All Indian Railways.
3. The Chief Traffic Planning Managers, All Indian Railways.
4. The Principal Chief Engineers, All Indian Railways.
5. The Chief Commercial Managers (FM), All Indian Railways.


(Ashutosh Mishra)

Director (Freight Marketing)

Railway Board

No.2025/TC(FM)/31/02(3485833), Rail Bhawan, New Delhi, Dt- 09.05.2025

Copy for kind information to:

1. Chairman & CEO, Member (O&BD), Member (Finance), Member (Infra.), Member (T&RS), DG(RPF), and Secretary Railway Board, New Delhi.
2. OSD/MR, EDPG/MR, EDPG/MOSR(J), EDPG/MOSR(D).
3. AM(Traffic), AM(C), PED (Infra), PED (Vig.), EDTC(Rates), EDTT(S), EDTT(F), ED(Plg.) EDT(PPP), EDV(T), EDF(C), DTT(Coord), PSO/Chairman & CEO, OSD/Member (O&BD) and DTC(R)/ Railway Board, New Delhi.