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

No. 2023/EnHM/26/02/System improvement dt. 02.09.2025

General Managers,
All Zonal Railways.

Sub: Counselling of OBHS staff.

During on-board train inspection, MT&RS/Railway Board has directed following system improvement:-

'*All OBHS staff should be counselled to introduce themselves at the beginning of the journey and build trust of passengers, i.e., they are available to assist during travel. Daily counselling of OBHS staff should be conducted to ensure this practice is followed consistently.*'

All Zonal Railways are advised to ensure strict compliance of the above instructions.

Digitally signed by
AMITA BHALLA
Date: 02-09-2025
10:22:19
(Amita Bhalla)
Jt. Director/ EnHM
Railway Board

Copy to: PCMEs/All Zonal Railways.