



## NALINI NETTO

Chief Secretary  
Government of Kerala

9814/D/2016/KSHO

Dated: 11<sup>th</sup> August, 2017

The Chairman,  
Railway Board  
Rail Bhavan, Raisina Marg  
New Delhi - 110011.

Sub: - Appreciation for the initiative of Railways in Kerala to involve self help group sponsored by the Local Self Government of Kerala in bringing about enhanced cleanliness and job opportunities for unemployed women – reg

At the first outset let me thank Ministry of Railways for involving Self Help groups in E-catering management of vehicle parking & pay and use toilets in Railways premises. It is understood that the initiatives are inspired by the vision of the Honorable Minister of Railways to involve Self Help groups and local communities in various services of Railways. 'Kudumbashree' is a society of women self help groups sponsored by State Government of Kerala under State Poverty Eradicate Mission. It was set up with a noble intention of providing self employment to women in the state with a vision to empower them to be self reliant. The mission is a great success in the state with disciplined organizational structure headed by an IAS officer under State Ministry of Local Self Government. It has separate units at district levels and further small help groups at community level who are entrusted with projects under direct supervision of the officers appointed by State Government.

In Kerala, 'Kudumbashree' has been engaged in management of vehicle parking and management of clean AC paid waiting halls. For the past two years, these women of this self help group have earned applause for Railways through their courteous behavior, professionalism in service and integrity. It is understood that the overall earnings of Railways has also been improved apart from the pleasant and positive interface. The various responses in the print and social media can be gauged from the attachments enclosed. After the success and appreciation of the experiment Southern Railway has formulated a policy for long term involvement with the Kudumbashree.

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Development and management of air conditioned waiting halls at major stations in Trivandrum Division is evolved into a brand with 'spic and span' cleanliness of hall, rest rooms and wash areas. Apart from these, added features such as kids play zone, Infant feeding room, free reading of news papers and Magazines, mini libraries were also provided to add to the pleasant stay inside these cozy waiting halls for a nominal charge through computerized billing. The conduct of waiting hall received appreciation from all corners of related society such as daily passengers, Media, eminent personalities, people's representatives. The level of cleanliness and zero time lags in fixing up repairs has often surprised passengers and the environment offered can complement the new executive lounges planned in some of these stations. We may also plan a long term policy at the zonal or Railway Board level to sustain the goodwill and partnership in the case of AC waiting halls too.

I again thank Railways for taking up the initiative which has helped so many poor families to find decent livelihood and request you to spread the successful model in other parts of the country and in as many passenger interfaces as possible through necessary policy directives.

Yours faithfully,



Chief Secretary