### मध्य रेल



संख्या: SUR/P/General/Notice

मंडल रेल प्रबंधक का कार्यालय कार्मिक शाखा, सोलापुर

दिनांक: 19/10/2023

सम्बंधित शाखा अधिकारी : सोलापुर मंडल

Sub: Mission Zero to be achieved in a month's time

उपर्युक्त विषय पर मुख्यालय कार्यालय का पत्रांक C/201/P/PG/Rail Madad/Mission Zero/23 दिनांक 05/10/2023 की प्रति सूचनार्थ एवं आवश्यक कार्रवाही हेतु परिपत्रित की जाती है।

उपरोक्त सूचना सोलापुर मंडल की वेबसाइट: www.cr.indianrailways.gov.in पर अपलोड किया गया है, इस प्रकार से विजिट कर About us > Divisions > Solapur > Personnel > Notification सेक्शन में देखें।

अनुलग्नक : यथोक्त ।

कृते मंडल रेल श्रेबंधक (कार्मिक)

सोलापुर

प्रति:

DRM, ADRM सोलापुर: कृपया सूचनार्थ।

मंडल सचिव: NRMU/CRMS/AIOBCREA/AISCSTREA:सोलापुर, कृपया सूचनार्थ।

#### मध्य रेल CENTRAL RAILWAY



प्र. मुख्य वाणिज्य प्रबंधक का कार्यालय छ.शि.म.ट.मुंबई – 400 001. Office Of The Pr. Chief Commercial Manager Central Railway C.S.M.T. Mumbai – 400 001

No.C/201/P/PG/Rail Madad/Mission Zero/23

Date: < .10.2023

**DRM-Solapur** 

Sub: Mission Zero to be achieved in a month's time,

Ref: 1) Executive Director (Public Grievances)'s letter No. 2019/PG/1/5/ Rail Madad dated 19.04,2023.

2) This office letter No. dated 11.05.2023.

Kindly connect this office letter dated 11.05.2023 vide which it was informed that Review of Mission Zero is being done at Head Quarter level on periodical basis to achieve the "Mission Zero" target for the identified 02 stations (Ahmednagar & Kurudwadi) and 02 trains (Train nos. 01435 & 01437).

15<sup>th</sup> Review has been done for the period from 21.09.2023 to 30.09.2023 and comparative statements have been prepared and enclosed as Annexure – I and Annexure-II. No significant improvement is observed in the number of complaints registered for the identified 02 stations and 02 trains.

In view of the above, Solapur Division is once again requested to monitor the selected trains and stations at highest level and strive to achieve "Zero" complaints at the earliest.

Encl- As Stated

(Dr. Seema Sharma) Chief Commercial Manager (PS)

C/-AGM for kind information.

C/-Sr.DCM- SUR for necessary action.

Centralized Dak Cell

Sr. DPO, SUR

Sr. DPO, SUR

R. Parker St. Address Address

Sr. DPO, SUR

R. Parker St. Address

R. Parker St. Address

Sr. DPO, SUR

R. Parker St. Address

Sr. DPO, SUR

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R. Parker St.

## 02 Stations in Solapur Division indentified for "Mission Zero"

# Ahmednagar Stn Profiling Report for July 2023, August 2023 & Sept 2023

			Ahmed	nag	ar Stn Pro	filing Repo	rt for July	Aug-23	st 2023 &		Sep-23	3rd
			-		July-23	185 2 2	1st	2nd	3rd	1st Period	Period	Period
	Orga	anisation	1st Period (01.07.2	23	2nd Period (11.07.23 to	3rd Period (21.07.23 to 31.07.23)	Period (01.08.23 to 10.08.23)	Period (11.08.23 to 20.08.23)	Period (21.08.23 to 31.08.23)	(01.09.23 to	(11.09.23 to 20.09.23)	10
1			10.07.2	23)	20.07.23)	31.07.207			1		in	BENNE
+	V	atering & /ending	-		-	-	-	-	-		1	2
_	Services	-		- Venn	1 & INTOI	-00	-		1	1051 -	-	
2	CI	eanliness	-	61	191161 8	-						
		Electrical	-			S. EU.ET	7/80 05		6	1	1	-
3		quipment	+			10	2	1	0	-		3
4	1	Luggage / Parcels	2	2		-	N marks	- mies	1	with toolin	nos-vibr	3
5	1	Passenger Amenities		1		1	1	1		1	sive?[ijp	0 -0
-	+	Refund of			1	-	THE PUBLICA			(a) ambi	910 8 15	1
6		Tickets	-			1	-	-	-			1
1	7	Reserved		1	-		4	1	1	or and t		
1	-	Ticketing	-	-	-	2	4	-	100 0180	to the	. 1	requires :
1	8	Unreserve	d		-	and the state of	-			-		A-9 OXDO
1	9	Ticketing		_		100	1114.0	1	anor sie?	.0 is 100		
1	10	Medical		-		-					-	-
1	-	Facilities	for	77.	or lottes	TES DIS	1040	-	1			
	11	women w special ne	eds	1	8791 68	WHEN SH		-	1	-	-	-
	12	Miscellne		-		-	-	-	-	1	-	1
	-				2.84 2.7	-	-			10	3	4
	13	Tota			4	1	14	7	6 3. August 2			

## Kurduwadi Stn Profiling Report for July 2023, August 2023 & Sept 2023

		Kurduwa	di Stn Prof	iling Repor	t for July 2	- 00	1 2023 0		Sep-23	
_			July-23			Aug-23		1st	2nd	3rd
5.	Organisation	1st Period (01.07.23	2nd Period (11.07.23 to	3rd Period (21.07.23 to	to	2nd Period (11.08.23 to 20.08.23)	3rd Period (21.08.23 to 31.08.23)	Period (01.09.23 to	Period (11.09.23 to 20.09.23)	Period (21.09.23 to 30.09.23)
		10.07.23)	20.07.23)	31.07.23)	10.00.23)	1	-	10.1	-	1
1	Catering & Vending	-	1 1 6	2		· ·	-	-	D-: 1	-
2	Cleanliness	-	10-	1 75 TEVE	- (1)	POVA	-	1		-
3	Electrical Equipment		anute pi2	Y13T 7	40.10	9 5	-	1	14.80	1.
4	Passenger	1	-	340	11					5

## 02 Trains in Solapur Division indentified For 'Zero Mission"

Train no. 01435 Profiling Report for July 2023, August 2023 & Sept 2023

	Tr	ain no. 01	435 PIOIIII	ng Report	Wa .	Aug-23			Sep-23	3rd
_		LE CH	July-23	3rd	1st	2nd	3rd Period	1st Period	2nd Period	Period (21.09.23
	Organisation	1st Period (01.07.23 to	to	Period (21.07.23 to	Period (01.08.23 to 10.08.23)	to	(21.08.23 to	(01.09.23 to	to	to
1		10.07.23)	20.07.23)	31.07.23)	10.00	1	-	-	(/-	-
+	Bed Roll		-	-		-	-	-		
1	Electrical Equipment	-	-	-	-	-	-	-	2	1
3	Miscellaneous	-	-	-	-	2	3	-		000
4	Punctuality	2		+	-	-	1	-		-
5	Security	-	-	-	-	-	-	-	-	+
6	Water Availability	-	-	-	1	2	1	-	-	-
7	Coach Cleanliness		-	-	+		-	1	-	
8	Catering & Vendin		=	-	-		5	1	2	1
0	Services	2	-	-	1	5		& Sept 20		Tela!

	eport for July 2023, August 2023	8 & Sept 2023
 01437 Profiling Re	eport for July 2023, August	

	Tr	ain no. 01	437 Profili	ng Report f	for July 202	Aug-23			Sep-23 2nd	3rd
-		July 1st Period (01.07.23 to 10.07.23)	to	to	to	2nd Period (11.08.23 to	3rd Period (21.08.23 to 31.08.23)	to	Period (11.09.23 to 20.09.23)	to
+	Coach - Cleanliness		-	-	-	-	1	-	-	-
2	Security	-	-	-		-	1 -	-	-	-
3	Electrical Equipment	-	-	-	-	-	1	-	-	-
4	Medical Assistance	-	1	-	1	1	-	1	1	3
_	L'h.	-	-	7	1	2	1	-	-	1
5	11 - 1- 11 th	-	-	-	-		-	2	-	-
6	H-mague	-	-	1	-			3	1	4
-	Total	. 1	1	8	1	4	2			

		July-23				Aug-23		Sep-23		
S. No	Organisation	1st Period (01.07.23 to 10.07.23)	2nd Period (11.07.23 to 20.07.23)	3rd Period (21.07.23 to 31.07.23)	1st Period (01.08.23 to 10.08.23)	2nd Period (11.08.23 to 20.08.23)	3rd Period (21.08.23 to 31.08.23)	1st Period (01.09.23 to 10.09.23)	2nd Period (11.09.23 to 20.09.23)	3rd Period (21.09.23 to
5	Reserved Ticketing	parior del	Period Pe		Stray Tab	ter but		-	1	30.09.23)
6	Security	1	OF INS			2	10.13 cm		Mary - 17	le Military C
7	Staff Behaviour	THE REAL PROPERTY.		-		EN UNITES	VQ. includes	10.61	792	1
8	Unreserved Ticketing		1	-	_	-	1	-		ton upp
9	Water Availability	-	-	-	-				-	SMITH THE SECOND
10	Luggage/ Parcels	1			-			-		
11	Facilities for women with special needs			2			-	-	- va.	- 5/83
12	Medical Assistance			- 1		1.	1	-		
13	Miscellaneous	-		-	4- 1	1- 1	-	-	1	1
	Total	2	1	4		3	2	1	2	3