

मध्य रेल



संख्या: SUR/P/General/Notice

मंडल रेल प्रबंधक का कार्यालय  
कार्मिक शाखा, सोलापुर

दिनांक: 19/10/2023

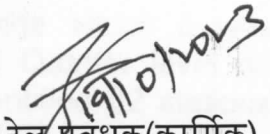
सम्बंधित शाखा अधिकारी : सोलापुर मंडल

**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](http://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 प्रबंधक(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: 5.10.2023

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.

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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)

CI-AGM for kind information.  
CI-Sr.DCM- SUR for necessary action.





02 Stations in Solapur Division identified	
Ahmednagar Stn Profiling Report for July 2023, August 2023 & Sept 2023	
	Aug-23

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

[illegible]

**02 Trains in Solapur Division indentified For 'Zero Mission'**  
**Train no. 01435 Profiling Report for July 2023, August 2023 & Sept 2023**

S. N o.	Organisation	July-23			Aug-23			Sep-23		
		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 30.09.23)
1	Bed Roll	-	-	-	-	1	-	-	-	-
2	Electrical Equipment	-	-	-	-	-	-	-	-	-
3	Miscellaneous	-	-	-	-	2	3	-	2	1
4	Punctuality	2	-	-	-	-	1	-	-	-
5	Security	-	-	-	-	-	-	-	-	-
6	Water Availability	-	-	-	1	2	1	-	-	-
7	Coach Cleanliness	-	-	-	-	-	-	1	-	-
8	Catering & Vending Services	-	-	-	-	-	-	-	-	-
	<b>Total</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>1</b>

**Train no. 01437 Profiling Report for July 2023, August 2023 & Sept 2023**

S. N o.	Organisation	July-23			Aug-23			Sep-23		
		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 30.09.23)
1	Coach - Cleanliness	1	-	-	-	1	-	-	-	-
2	Security	-	-	-	-	-	-	-	-	-
3	Electrical Equipment	-	-	-	-	-	-	-	-	-
4	Medical Assistance	-	1	-	-	-	-	1	1	3
5	Punctuality	-	-	7	1	1	-	-	-	1
6	Water Availability	-	-	-	-	2	1	-	-	-
7	Miscellaneous	-	-	1	-	-	-	2	-	-
	<b>Total</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>



S. No	Organisation	July-23			Aug-23			Sep-23		
		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 30.09.23)
5	Reserved Ticketing	-	-	-	-	-	-	-	1	-
6	Security	1	-	-	-	2	-	-	-	-
7	Staff Behaviour	-	-	-	-	-	-	-	-	1
8	Unreserved Ticketing	-	1	-	-	-	1	-	-	-
9	Water Availability	-	-	-	-	-	-	-	-	-
10	Luggage/ Parcels	1	-	-	-	-	-	-	-	-
11	Facilities for women with special needs	-	-	2	-	-	-	-	-	-
12	Medical Assistance	-	-	-	-	-	1	-	-	-
13	Miscellaneous	-	-	-	-	-	-	-	1	1
	<b>Total</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>-</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>