

## **INTRODUCTION TO PUNE DIVISION**

### **Mission :**

"Our mission is to strive in providing to all bonafide Rail Users the highest quality of customer service delivered with a sense of warmth, friendliness, individual pride and company spirit in consonance with the policies and purpose of our organization".

- We strive to ensure that each customer receives prompt, professional, friendly and courteous service.
- We ensure that all rail users are treated with the respect and dignity they deserve.

### **Vision :**

- We assure to be a customer friendly, performance driven, result oriented organization, focused on finding the answer, solving the problems and achieving positive outcomes.
- We will be trustworthy guardians of the public resources.
- We will collaborate to provide "Seamless" services that benefit our external and internal customers, streamlining of work processes and removing barriers wherever they arise.
- We will accept the challenge of change and be committed to continually enhance the quality of our service to meet the aspirations of our customers.
- We will constantly work for new ways to offer the best of services to our customers.
- We will conduct our work in a atmosphere of trust, respect and courtesy with open doors for our customers and each other.
- We will be accountable for our performance and our organization success and be recognized for our achievements.

### **The Origin:**

Ministry of Railways notified formation of Pune Division on 10.1.1996 and the foundation stone was laid on 13<sup>th</sup> January 1996. The Division initially began functioning with a stretch of 65.00 Kms between Pune to Malavli until the section between Ghorpuri to Kolhapur, Hadapsar to Baramati was added on the 1<sup>st</sup> of April 2003.

The Division covers the civil Districts of Pune, Satara, Sangli and Kolhapur in the state of Maharashtra and is nestled in the scenic western ghats thus encompassing many tourist and historical places including the cradle of the great Maratha Empire. The Division is located in the hilly terrain of Sahyadri range of Western ghats.

The Branch upon inception was headed by a Divisional Traffic Manager, until the post of a Divisional Commercial Manager was created on 9.02.2004 which was later upgraded to Junior Administrative Grade on 12.03.2007 as Sr Divisional Commercial Manager. The branch also has one Divisional Commercial Manager and Two Assistant Commercial Managers.

### **The Journey: On a sustainable growth path....**

The Branch upon inception was headed by a Divisional Traffic Manager, until the post of a Divisional Commercial Manager was created on 9.02.2004 which was later upgraded to Junior Administrative Grade on 12.03.2007 as Sr Divisional Commercial Manager. The branch also has one Divisional Commercial Manager and two Assistant Commercial Managers.

The journey of the Branch which had its humble beginning has consistently excelled in various parameters.