

ORGANIZATION CHART

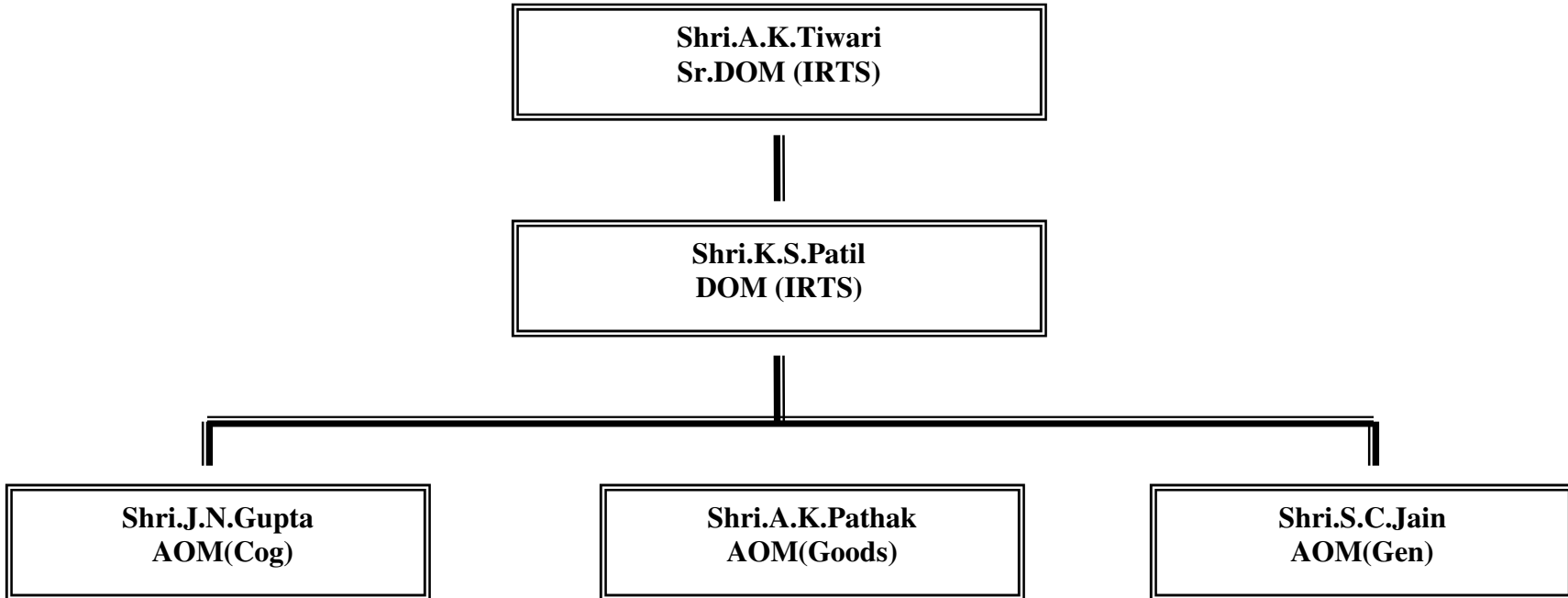
Shri.A.K.Tiwari
Sr.DOM (IRTS)

Shri.K.S.Patil
DOM (IRTS)

Shri.J.N.Gupta
AOM(Cog)

Shri.A.K.Pathak
AOM(Goods)

Shri.S.C.Jain
AOM(Gen)



ORGANIZATION WITH PHONE NUMBERS

S.No.	Name	Designation	Contact Numbers		
			Railway	P&T	Mobile
1	Shri.A.K.Tiwari	Sr.DOM	55600	26051193	9766343055
2	Shri.K.S.Patil	DOM	55604	-	9766343057
3	Shri.J.N.Gupta	AOM(Cog)	55620	-	9766343059
4	Shri.S.C.Jain	AOM(Gen)	55605	-	9766343058
5	Shri.A.K.Pathak	AOM(Goods)	55602	-	9766343056

PERFORMANCE OF THE DIVISION

1. Punctuality Performance – for the year – 2015-16

(i) Mail/Express

Month	Train Run	Punctuality %	Cumm %
April	3127	95.52%	95.52%
May	3234	94.43%	94.97%
June	3035	95.19%	95.04%
July	3133	97.41%	95.63%
Aug	3116	97.37%	95.98%
Sept	3102	91.39%	95.22%
Oct			

(ii) Passenger trains

Month	Train Run	Punctuality %	Cumm %
April	1466	93.45%	93.45%
May	1516	89.78%	91.58%
June	1459	93.42%	92.19%
July	1512	92.39%	92.24%
Aug	1518	94.33%	92.66%
Sept	1459	91.36%	92.45%
Oct			

(iii) Suburban Trains

Month	Train Run	Punctuality %	Cumm %
April	1317	85.19%	85.19%
May	1364	84.31%	84.74%
June	1320	84.55%	84.68%
July	1354	87.74%	85.45%
Aug	1361	90.01%	86.38%
Sept	1284	85.90%	86.30%
Oct			

2. Freight Loading -

April,2015		May,2015		June,2015		July,2015	
Rakes	M.T.	Rakes	M.T.	Rakes	M.T.	Rakes	M.T.
89	0.2063	65	0.1566	80	0.1870	90	0.1997

Aug,2015		Sept,2015		Oct,2015		Nov,2015	
Rakes	M.T.	Rakes	M.T.	Rakes	M.T.	Rakes	M.T.
94	0.2240	63	0.1452				

COMPLAINT HANDLING PROCEDURE

- IRCMS (Indian Railways Complaint Management System) has been put in place as per the directives of Railway Board. Complaints/Suggestions are addressed on real time basis by contacting the complainant through telephone and wherever staff is found to be responsible, they are taken up and lacunae brought out in the complaint is promptly attended to.
- Therefore, a complaint cell has been started at Pune wherein complaints/suggestions are promptly disposed off on the same day.
- Also complaint register available at stations wherein passengers register their complaints.
- Grievances of public, both on board as well as on stations can be aired through SMS, lodging of formal complaints in complaint books at stations as well as on board with train staff which are received at HOPE Cell which is functioning at Commercial. Control and based on alerts over the system/repeating by stations, the Controller initiates action immediately so as to accord on spot redressal.
- Complaint / suggestions is being monitored by ADRM.
- Web and SMS based complaint Management System is developed under IR web portal since Jan,2010 wherein compliance is submitted on line immediately.

HALF RAKE, FULL RAKE AND 2 POINT RAKE DESTINATIONS

a) List of Full rake Goods shed

Sr.No.	Name of Terminals		Remarks
1	Baramati	BRMT	All except POL/Coal.
2	Jejuri	JJR	All except POL/Outward Coal.
3	Gurmarket	GRMT	All except POL/Coal.
4	Karad	KRD	All except POL/Coal.
5	Khadki	KK	All except POL/Coal/Foodgrain.
6	Lonand	LNN	All except POL/Outward Coal.
7	Loni	LONI	Only 1/W-Cement/Iron-Steel/Fertilizer
8	Miraj	MRJ	All except Outward Coal.
9	Pune	PUNE	Only Bagged Consignment except Salt & Foodgrain.
10	Sangli	SLI	All except POL/Coal.
11	Saswad Road	SSV	Bagged consignment only
12	Satara	STR	All except POL/Coal.

b) List of Half rake Goods shed

Sr.No.	Name of Terminals		Remarks
1	Chinchwad	CCH	Only automobile Traffic

c) List of Full rake sidings

Sr.No.	Name of Terminals		Remarks
1	CONCOR Sdg Chinchwad	CRCC	Container Traffic only
2	CONCOR Sdg Miraj	CRMM	Container Traffic only
3	CWC Sdg Miraj	CWHC	Foodgrain Traffic
4	HPCL Sdg Loni	HPLG	POL Traffic only
5	HPCL Sdg Bhilwadi	HPLC	POL & LPG only
6	Military Sdg Khadki	KASG	Military Traffic
7	Rama Krishi Rasayani Sdg Loni	KRYL	Loose Commodities

d) List of Two Point Combinations (Originating) for Outward loading in Jumbo

Sr.No.	Terminals -1		Terminal -2	
1	GRMT	Gurmarket	MRJ	Miraj
2	GRMT	Gurmarket	SLI	Sangli
3	KRD	Karad	STR	Satara
4	GRMT	Gurmarket	KRD	Karad
5	SLI	Sangali	KRD	Karad

e) List of Two Point Combinations (Destination) for Inward loading in Jumbo

Sr.No.	Terminals -1		Terminal -2	
1	STR	Satara	KRD	Karad
2	KRD	Karad	MRJ	Miraj
3	LNN	Lonand	STR	Satara
4	LNN	Lonand	SSV	Sasvad
5	MRJ	Miraj	SLI	Sangli
6	Loni	LONI	PUNE	PUNE
7	GIT	GIT	SSV	Sasvad

REGISTRATION OF INDENTS AND ALLOTMENT OF RAKES :-

Indent for loading a rake can be registered at the Goods shed of the concerned station. The facility of e-Demand-registration of indents is available at website – www.fois.indianrail.gov.in (e-Demand).

Allotment of wagons is done as per the terms and conditions in vogue at the Zonal Railways and as per the guidelines issued by the Railway Board from time to time.

STACKING PERMISSION :-

Advance stacking is permitted at Railway premises without any charges with approval of Competent Authority.

Permission for stacking will be granted to such rail users up to 05 days with approval of Sr.DCM/Sr.DOM.

