



## **INTRODUCTION TO PUNE DIVISION**

### **Mission:**

“Our mission is to strive in providing to all bona fide 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, results 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 and innovative ways to offer the best of services to our customers.
- We will conduct our work in an 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:**

The Division came into existence on 10.01.1996, initially with a stretch of 65.64 Kilometers between Malavli to Pune. Upon reorganization of the zones on 01.04.2003, a stretch of 111.53 Kms between Baramati to Hadapsar (excluding Daund) from Solapur Division and a stretch of 328 Kms between Kolhapur to Ghorpuri from Hubli Division of erstwhile South Central Railway was amalgamated into the Division. The Division therefore has a jurisdiction of 505.17 Kilometers, covering stations between Malavli to Kolhapur and Baramati (excluding Daund).

The Division is nestled in the Western Maharashtra region and serves the districts of Pune, Sangli, Satara & Kolhapur.

The Division in the year completed an eventful decade of its service winning along many awards, appreciations and laurels.

### **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. The branch also has one Divisional Commercial Manager and three Assistant Commercial Managers.

The journey of the Branch which had its humble beginning a little over ten years has consistently excelled in various parameters.