

दक्षिण मध्य रेलवे



South Central Railway

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HUM-DUM *House Journal of SCRIans*

Vol. VI Issue III Quarterly July, 2016



Chief Patron's Message



The dawn of a new financial year brings along fresh challenges for any organization, since the plans formulated need to take the right shape. For Indian Railways, the year ahead is not just going to be a test of its resolve, but a time that will herald a new dawn to its purpose, that of serving the Rail customers to the best of their satisfaction and at the same time ushering in positive results.

Indian Railways is going full steam ahead to set and attain new targets and develop a Rail system, that is capable of delivering results and making each one of the Rail personnel feel proud of. Plans are under implementation to give a big boost to Rail Infrastructure by means of sourcing required investments and tying up with State Governments etc. Untiring efforts are being made to meet the needs of Rail Customers and address their

problems in the least minimal time possible, on the strength of real time monitoring of social media avenues. There is an air of expectation amongst the public from Indian Railways, expecting us to better average speeds, ensure zero accident rate and render complaint free service.

South Central Railway, in tune with its image, is geared up to perform the tasks assigned with zeal. Although, we have been holding very critical and focused meetings at very regular intervals to discuss plans and review progress in every operational sphere, I feel that it is each one of the SCR work force who count for the results that the Zone will attain. The first quarter of the current fiscal, just gone by has been a period of taking off for the Zone. While we have been able to put our best foot forward, the market scenario and the swings of the transport sector are the issues that need to be handled and over come with all our might, if the Zone has to attain the targets set.

Let us all join hands together with commitment to ensure that we not just achieve the targets set for SCR in the current FY, but surpass them and prove ourselves capable of not just serving the valued Rail customers with care but also registering strong financial fundamentals, as no organization can survive if does not hold on to a sound foundation.

Let us believe in ourselves, this makes the task easily half done. Wishing You the best in terms of your work and career. Expecting results that will make SCR a proud entity.

(Ravindra Gupta)
General Manager

From Chief Editor's Desk

Greetings to all. It has been a hectic start to the new financial year, with the first quarter virtually keeping the Zone throbbing with activity. With our dynamic General Manager, Shri Ravindra Gupta at the helm, there is no letup to the efforts of SCR towards positioning itself as one of the best performers on Indian Railways. During the period from April till June 2016, a host of events have taken place on SCR, which saw the presence of Shri Suresh Prabhakar Prabhu, Hon'ble Minister for Railways at Tirupati and Vijayawada on two different occasions. In addition, the Hon'ble Minister for Railways also set off major passenger linked initiatives impacting SCR, through video remote link. This, and other major events on the Zone in the last three months are covered in the pages of this issue of HUM-DUM.

Mera desh badal raha hai... aage bad raha hai is the catch phrase for Indian Railways in the present times, when it is pushing its way forward towards transforming the growth path of the country, with the strength of its transformed outlook as a core transport service provider.

It is time that, we as SCRians render performance beyond expectations and earn colours with positive all round results. As this journey picks up pace, team HUM-DUM is intent to ensure that each milestone is covered, collaged and carried to build up awareness and make every member of the SCR family feel happy and proud of.

(M. Umashankar Kumar)
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Readers are requested to give their feedback/ comments and suggestions for further improvements and also send us their contributions on various issues of topical interest.

**Flags Off New Vijayawada–Secunderabad Intercity Superfast Express Train
and Lays Foundation for Doubling of Guntakal–Kalluru Railway Line
& Multi Modal Logistics Park at Krishnapatnam**



Shri Suresh Prabhakar Prabhu, Hon'ble Minister of Railways and Shri N. Chandrababu Naidu, Hon'ble Chief Minister of Andhra Pradesh flagged off new Intercity Superfast Express train between Vijayawada and Secunderabad; laid foundation stone for doubling of Guntakal– Kalluru Railway Line & Multi Modal Logistics Park at Krishnapatnam through remote video link at a function held at Railway Institute, Vijayawada on June 20, 2016.

Shri Nimmakayala Chinna Rajappa, Deputy Chief Minister of AP; Hon'ble Ministers, Govt. of AP – Shri Prathipati Pulla Rao, Shri Devineni Uma Maheswara Rao, Shri Kamineni Srinivas; Smt. Gadde Anuradha, Hon'ble Chairperson, ZP, Krishna District; Shri Koneru Sridhar, Hon'ble Mayor, Vijayawada Municipal Corporation; Hon'ble MPs – Shri Kesineni Srinivas, Shri Gokaraju Gangaraju, Shri Kambampati Hari Babu; Shri Buddha Venkateswara Rao, Hon'ble MLC; Shri Jaleel Khan, Hon'ble MLA; Shri Kimidi Kala Venkata Rao, Hon'ble MLA were amongst the host of dignitaries present.

Addressing the gathering, Shri Suresh Prabhu spelt the plans of Railways to develop rail infrastructure and stated that railways will provide all logistical support to States for the purpose. India is poised for growth under the leadership of Shri Narendra Modi, Hon'ble Prime Minister and best possible synergy is needed to attain the goal. He was all praise for Andhra Pradesh and stated that it is progressing fast. Railways are tuned to partner this progressive path of the state he added. The long coastline of Andhra Pradesh holds potential for enhancing rail infrastructure and multi modal logistics projects are planned to attain this purpose, he opined.

Shri Chandrababu Naidu in his speech said that the newly carved state of Andhra Pradesh needs to be developed further, industrially and economically. He expressed confidence that Railways will contribute its might by developing and strengthening the Rail Network in the State. The State will develop as a crucial logistical hub in India with its strategic location and long coast line. The Chief Minister also said that the Govt. of AP will sign a MoU for a Special Purpose Vehicle (SPV) in a months time to develop rail infrastructure in the State.

Earlier, Shri Ravindra Gupta, General Manager in his welcome address stated that SCR is focused on delivering a qualitative service to its customers by continuously expanding its network and services. The flagging off of the new Vijayawada–Secunderabad Intercity Superfast Express, laying of foundation stone for Doubling of Guntakal–Kalluru Railway Line and Multi Modal Logistics Park at Krishnapatnam in SPSR Nellore district is bound to significantly strengthen rail infra in Andhra Pradesh. He acknowledged the support and advise of the Chief Minister of Andhra Pradesh in formulating the development plans in the State.

The doubling of Guntakal–Kalluru railway line (41 kms), sanctioned in the Rail Budget 2015-16 at a cost of Rs.323 Crs along with electrification will lend a significant boost to rail infrastructure in Anantapur and adjoining areas of Andhra Pradesh, facilitating faster movement of passenger and freight carrying trains in this heavily congested section, including in the direction of Bengaluru.



The Multi Multi Modal Logistics Park at Krishnapatnam being developed by CONCOR (Container Corporation of India Limited) is an offshoot of the MoU signed with Govt. of Andhra Pradesh to handle international and domestic container freight traffic. Coming up in an area of 140 acres near to Krishnapatnam Port, the Logistics Park will enable seamless handling of containerized traffic of exports & imports besides movement of domestic cargo.

Shri Ashok Kumar, Divisional Railway Manager, Vijayawada Division presented the vote of thanks.

Shri Suresh Prabhu, Hon'ble Minister of Railways launches three more Budget Announcements 2016-17 namely

- (1) Extension of newly introduced cancellation facility for PRS counter tickets through 139 or IRCTC website for all confirmed, RAC and waitlisted PRS Counter tickets
- (2) Release of Handout on 'Railway Initiatives for Ease of Doing Business' and Nomination of 'Key Customer Managers' and
- (3) Flagging off of Roll-On-Roll-Off (Ro-Ro) train Ex-Bihta to Turki in Bihar



As a part of the Rail Budget Announcements of 2016-17, Minister of Railways Shri Suresh Prabhakar Prabhu in a programme held on May 25, 2016 at Rail Bhawan inaugurated three important activities which are budget announcements namely (i) Extension of newly introduced cancellation facility for PRS counter tickets through 139 or IRCTC website for all confirmed, RAC and waitlisted PRS Counter tickets (ii) Release of Handout on 'Railway Initiatives for Ease of Doing Business' and Nomination of 'Key Customer Managers' (iii) Flagging off of Roll-On-Roll-Off (Ro-Ro) train Ex-Bihta to Turki in Bihar. Shri Manoj Sinha, Minister of State for Railway was also present to grace the occasion. Member Traffic, Railway Board, Shri Mohd. Jamshed and other Board Members were present on the occasion.

Speaking on the occasion about these services, Shri Suresh Prabhakar Prabhu, said that Railways has been working vigorously to implement its budget announcements in order to give best passenger amenities and infrastructural development to the Country. He said that whereas the extension of facility of cancellation through 139 or IRCTC website will give a huge relief to the passengers; the other two services will attract the stakeholders and the freight will now get the attention which it deserves. He said that the Ro-Ro train Ex-Bihta to Turki in Bihar is environment friendly which will reduce carbon emission. Railway Minister said that now the Railway's efforts are being appreciated throughout the country and the Railway will bring many more reforms in the near future.

Speaking on the occasion, Shri Manoj Sinha, said that the new reforms being introduced by Railways has necessarily provided a great relief to the Rail passengers. He said that now the Railways, which is backbone of the country, is working extra mile for the upliftment of economic and social development of the Country.

EASE OF DOING BUSINESS

Ease of doing business means an environment where customer is not frightened with Government policies, a regime where rules are simplified, predictable and transparent. Policy makers interact with consumers of those policies to take their feed back and try to simplify, improved policies. Based on these principles, Ministry of Railways went through the suggestions given by stakeholders, held brain storming sessions with senior executives and then incorporated those suggestions, while taking initiatives as announced under Railway Budget.

Accordingly, Ministry of Railways has taken initiatives inter-alia withdrawal of dual freight policy of Iron Ore; withdrawal of port congestion charge; withdrawal of busy season charge; Merry-go-round system; two/multi point and mini rake in all kinds of covered wagons; mini rakes allowed up to 600 kms (from earlier 400 kms.); automatic freight rebate scheme in traditional empty flow direction; Roll-on-Roll-off service etc.

These initiatives are going to help industries in lowering input cost on account of transportation. Some more initiatives are in the pipeline which will further benefit our customers, Ministry of Railways is going to nominate Key Customer Managers who will take care of specific industry.

A process of structured dialogue called "SAMVAD" between customers and top Railway authorities has been initiated under which Railways will take continuous feedback from customers. The "SAMVAD" at All India level will be quarterly. At Zonal level, it will be bi-monthly. This is a big step in the direction of "Ease of doing Business".

NOMINATION OF KEY CUSTOMER MANAGERS

While presenting Railway Budget for the year 2016-17, Minister of Railways in his Budget Speech has announced that 'Key Customer Managers' will be nominated to liaison with our major freight stakeholders. They would serve as a single point of contact for all communication and redressal with these 'Key Customers'.

'Nurturing Customers' through Key Customer Managers have been envisaged for effective communication and redressal of issues pertaining to our invaluable freight customers. The purpose of 'Key Customer Manager' is to provide an appropriate mechanism to the major freight customers/stakeholders to redress their day-to-day problems/ grievances. There exist 10 major group of commodities in the freight basket of Indian Railway viz.- Coal, Iron Ore, Raw Material for Steel Plants (RMSP), Steel, Foodgrain, Fertiliser, Cement, POL, Container and Other Commodities. For each commodity, 'Key Customer Manager' is being nominated.

ROLL-ON ROLL-OFF SERVICE (RO-RO)

While presenting Railway Budget for the year 2016-17, Minister of Railways has announced that a new delivery model e.g., Roll-on Roll-off will be launched. Infrastructure requirements have been assessed to re-capture the traffic either through containerization or new delivery models e.g., Roll-on Roll-off.

Recently, Rail bridge over River Ganges near Patna i.e. Digha Rail Bridge has been commissioned. After consultation with the truck operators, who are transporting sand in truck from North Bihar to South Bihar through road bridges like Mahatma Gandhi Setu, Vikramshila Setu etc., it has been decided to operate RO-RO service across Digha Bridge. Under this scheme, loaded trucks would be moved on the flat rakes (modified BOXN and BRN rakes) to avoid congestion on roads across Ganges. To start with, this service is being introduced from Bihta (Private Freight Terminal) to Turki station, Muzaffarpur district covering a distance of 88 kms. In a rake, approximately 44 loaded/ empty trucks will be moved. A rake will perform 3 trips per day.

It has been decided to inaugurate 1st train of Roll-on Roll-off service on Bihta to Turki station.

The service will be extended to cover more commodities and destinations in future. In the long run, this initiative would save a lot of Forex spent on fuel and would indirectly reduce pollution.



Railways play key role in Infrastructure Growth of States. Plans will be drawn up to Modernize Rail Infra in Andhra Pradesh

– Shri Suresh Prabhakar Prabhu, Hon'ble Minister of Railways

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Shri Suresh Prabhakar Prabhu, Hon'ble Minister of Railways laid foundation stone for New Crossing Station at Tiruchanur, Tirupati on June 4, 2016. The function was attended by Shri B. Gopala Krishna Reddy, Hon'ble Minister of Environment & Forests, Science & Technology and Cooperation, Government of Andhra Pradesh; Shri Kamineni Srinivas, Hon'ble Minister of Health & Medical Education, Government of Andhra Pradesh; Smt. Geervani Chandra Prakash, Hon'ble Chairperson, Zilla Parishad, Chittoor; Dr. V. Vara Prasada Rao, Hon'ble Member of Parliament, Tirupati; Shri N. Sivaprasad, Hon'ble Member of Parliament, Chittoor; Shri M. Murali Mohan, Hon'ble Member of Parliament, Rajahmundry; Shri Gokaraju Gangaraju, Hon'ble Member of Parliament, Narsapuram; Shri Y. Srinivasulu Reddy, Hon'ble Member of Legislative Council and Shri Chadalawada Krishnamurthy, Hon'ble Chairman, TTD Trust Board. A host of other public representatives, dignitaries and senior railway officials were also present.

Addressing the large gathering on the occasion, Shri Suresh Prabhakar Prabhu expressed his happiness at the development of Tiruchanur between Renigunta and Tirupati as a Crossing Station, which will enable decongestion of train movements in Tirupati area. The holy city of Tirupati is on the priority for rail development and in the next one month a concrete plan for the purpose will be framed, the Minister informed. The Rail Minister stated that Infrastructure is the key to the growth of a State and Railways play an important role in this purpose. In tune with the same, plans are being formulated for Infrastructural development in Andhra Pradesh too, he said and assured that the interest of the State will be properly taken care by the Railways. He also informed that he is holding a meeting with the Hon'ble Chief Minister of Andhra Pradesh later in the day to formulate rail developmental plans for the AP State. Members of the Railway Board, New Delhi and General Manager, SCR will also be present.

Elaborating on the mission of Indian Railways, Shri Suresh Prabhakar Prabhu stated that Indian Railways is set to invest Rs.1.21 Lakh Crs. towards Infrastructural growth during the current fiscal, way ahead of the earlier years before 2014. The target is to complete 19 kms of new Railway line each day, in the next two years, he added. The Minister was thankful for the support extended by the Members of Parliament towards implementation of the growth plans of Indian Railways.

Earlier, in his welcome address, Shri Ravindra Gupta, General Manager spoke on the plans of the Zone for development of Railways in the region. He acknowledged the initiative of Hon'ble Minister for Railways in upgrading of Tiruchanur as a Crossing Station to smoothen rail services in Tirupati area. The General Manager reiterated that SCR will continue to deliver qualitative service to the rail users.



Joint Venture projects with Andhra Pradesh Government to Expedite Rail projects on Fast Pace

Shri Suresh Prabhakar Prabhu, Hon'ble Minister of Railways attended a high level review meeting of the Government of Andhra Pradesh chaired by Shri N. Chandrababu Naidu, Hon'ble Chief Minister of Andhra Pradesh at Vijayawada on June 4, 2016

to deliberate on the Railway projects to be taken up in Andhra Pradesh State and arrangements for the ensuing Krishna Pushkarams. Shri Mohd. Jamshed, Member Traffic, Shri Hemant Kumar, Member Mechanical; Shri A. K. Mittal, Member Engineering; Shri Ravindra Gupta, General Manager, SCR; Shri A. K. Gupta, Additional General Manager and Principal Heads of various departments participated in the meeting.

Deliberations were made on formation of Joint Ventures (JV) with AP Govt. to expedite railway development projects in the state. A decision was taken to review the railway projects in AP state along with Chief Minister of Andhra Pradesh once in every two months.



Shri Suresh Prabhu, Hon'ble Minister of Railways launches and dedicates various services to the Nation

Minister of Railways, Shri Suresh Prabhakar Prabhu in a programme held on June 15, 2016 at Rail Bhawan, launched and dedicated following services to the nation as a part of fulfilment of Budget Announcements 2016-17.

1. Flagging off of inaugural run of first time-tabled container train service from Domestic Container Terminal, Okhla (Delhi) and Whitefield (Bengaluru), by remote from Rail Bhawan
2. Launch of liberalized Comprehensive Parcel Leasing Policy
3. Launch of liberalized policy for Parcel Cargo Express Trains.
4. Integrated (Facebook & Twitter) Social Media Platforms for grievance redressal.
5. Announcement of implementation of policy allowing differently abled persons to avail concession while travelling without escort.

Minister of State for Railways, Shri Manoj Sinha was present to grace the occasion. Member Traffic Mohd. Jamshed, other Board Members and Senior Officials were also present on the occasion.

Speaking on the occasion, Minister of Railways Shri Suresh Prabhakar Prabhu said that the Railways is diligently working for compliance of all the Budget Announcements and today's services are also part of this year's Railway Budget. He said that the services launched today will certainly benefit the rail users. He said that Railways is not only launching services but their proper implementation is also being minutely monitored. While launching integrated social media platform (Facebook & Twitter) for redressal of grievances he said that we would soon bring two Apps one for ticketing and other for grievances.

Speaking on the occasion, Minister of State for Railways Shri Manoj Sinha said that these services are in compliance of budget announcements. He said that every service which Railways launches is a result of hard work of railwaymen. Railways is committed to ensure better journey experience to all passengers.



Salient features of Integrated Social Media Platform (Facebook & Twitter) for Redressal of Grievances:

With the ever increasing use of Social Media and its impact in the day to day life of public, it has become a preferred medium for people to interact with large organizations world over. In this direction Indian Railways has been successfully handling more than 7000 tweets daily of various nature (complaints/suggestions/ assistance). After its immense success (more than 10 lakhs followers on Twitter), Indian Railways will now be interacting with its fans and followers on Facebook through leveraging IT for prompt and speedy resolution of issues. The Integrated Social Media platform is made functional from June 15, 2016 for the posts received on Twitter and Facebook.

In pursuance of Hon'ble MR's Budget announcement, this platform is a step forward in integration of various mediums of customer touch-points on Indian Railways. This strengthens our efforts of being a responsive and customer oriented organization.

Any passenger or rail user can now post his grievance/suggestion/assistance on our Facebook Page ("Ministry of Railways - India"). A system has been put in place to analyse the Facebook Post and the same will be forwarded internally to the concerned Divisional Railways Manager (DRM) by the staff working round the clock in the Social Media Cell at Railway Board. Prompt action taken by the DRM on the grievance will be posted on the same page. This will be monitored at the Railway Board level in order to ensure that the grievances are redressed by the respective DRMs satisfactorily.

This will give an option to more than 9 lakh people who are following the Facebook page of Indian Railways to lodge their grievance/suggestion and ask for assistance through this popular social medium.

The Management Information System (MIS) Reports generated through this platform will be used for the system improvement of the Railways in due course.



Shri Ravindra Gupta, General Manager meets Chief Secretary, Government of Telangana State

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Shri Ravindra Gupta, General Manager met Dr. Rajiv Sharma, Chief Secretary, Telangana State at the Secretariat, Hyderabad on May 18, 2016.

The two discussed on the various ongoing Railway Projects in Telangana State in detail. The General Manager was thankful to the Govt. of Telangana for extending its co-operation to projects

concerning development of rail network in Telangana State.

The General Manager, SCR appraised the Chief Secretary, Telangana on the land requirement for new passenger terminal at Cherlapalli and

stated that 150 acres of land is needed for the purpose of developing a modern passenger terminal here. The Chief Secretary indicated that he will get the matter examined. With regard to Shankerpalli, it was agreed that the site will be jointly inspected and examined.



Shri V Vara Prasad, Hon'ble Member of Parliament, Tirupati met Shri A K Mital, Chairman, Railway Board and Shri Ravindra Gupta, General Manager at Rail Nilayam on May 29, 2016 and discussed on railway developmental plans in his area.



Shri J C Diwakar Reddy, Hon'ble Member of Parliament, Anantapur met Shri Ravindra Gupta, General Manager at Rail Nilayam on June 9, 2016 and discussed on railway developmental plans in his area.

Shri Nandi Yellaiah, Hon'ble Member of Parliament, Nagarkurnool met Shri Ravindra Gupta, General Manager at Rail Nilayam on May 29, 2016 and discussed on railway developmental plans in his area.



Dr. Boora Narsaiah, Hon'ble Member of Parliament, Bhongir met Shri Ravindra Gupta, General Manager at Rail Nilayam on April 19, 2016 and discussed on railway developmental plans in his constituency.



Shri Mekapati Rajamohan Reddy, Hon'ble Member of Parliament, Nellore met Shri Ravindra Gupta, General Manager at Rail Nilayam on June 5, 2016 and discussed on railway developmental plans in his area.



Shri Sanjay Haribhau Jadhav, Hon'ble Member of Parliament, Parbhani met Shri Ravindra Gupta, General Manager at Rail Nilayam on June 25, 2016 and discussed on railway developmental plans in his area.

Shri Ravindra Babu, Hon'ble MP, Amalapuram meets General Manager

Shri Ravindra Babu, Hon'ble Member of Parliament, Amalapuram, Andhra Pradesh called on Shri Ravindra Gupta, General Manager at Rail Nilayam, Secunderabad General Manager on May 16, 2016. He held discussions on the Railway work concerning his area.



Shri Rajeev Satav, Hon'ble Member of Parliament, Hingoli met Shri Ravindra Gupta, General Manager at Rail Nilayam on May 23, 2016 and discussed on railway developmental plans in his area.

Highlights of performance during the first quarter of 2016-17

Some of the performance highlights, initiatives/ improvements brought about in various fields of South Central Railway during the period April to June 2016 are as detailed.



Traffic Volume and Earnings

- During the first quarter of current fiscal (April-June 2016), Gross Originating Earnings registered an amount of Rs.2947 crores.
- During this period SCR carried 95.17 Million originating passengers i.e 10.45 lakh passengers per day. The Passenger Earnings are Rs. 898 crores in the first quarter.
- In the freight segment Zone has loaded 23.418 Million Tonnes, with an earnings of Rs. 1904 crores.

Safety and Security

- SCR accords top priority to safety and security
- No major incident affecting passenger safety was reported during this period.
- Safety audits and frequent surprise inspections are being carried out by Senior Officials to ensure that all safety systems are being followed in the field.
- In order to avoid any untoward incidents, South Central Railway has initiated a week long special drive all over the Zone from 6-10th June, 2016 on safety at Railway Level Crossings (LCs).
- Towards achieving 'No Unmanned Level Crossing', 33 such crossings have been eliminated during April to June 2016 as against the targeted 170 this year.
- Security has been strengthened in trains by deploying around 854 RPF/GRP Personnel on escort duty in 530 identified express trains

Capacity Augmentation

- SCR carries forward the momentum, in record commissioning of New Lines and Doubling/ Tripling in the recent past, this year also.
- Hon'ble Minister of Railways, Shri Suresh Prabhakar Prabhu laid foundation stone for New Crossing Station at Tiruchanur to decongest the train movements at Tirupati Railway Station.
- The works of three new line projects viz., Nandyal-Yerraguntla; Peddapalli-Karimnagar-Nizamabad and Jaggayyapet-Mellacheruvu-Janpahad-Vishnupuram are under fast progress and targeted to complete these projects in the current fiscal.
- The works of MMTS Phase-II are progressing well.

Passenger Services

- 96% punctuality has been achieved during April to June 2016. Close monitoring of functioning of assets is being done and to further enhance the punctuality.
- Special Drives have been taken up to popularize ATMs and Coin Cum Cash operated ATMs through wide publicity campaigns so as to reduce the queues at Ticket Counters.
- The works related to commissioning of lifts and escalators have been speeded up. So far 34 lifts and 39 Escalators have been commissioned till end of June 2016 at 21 stations.
- SCR has successfully faced the challenge of huge passenger rush in the recent summer. During April-June 2016 around 1.5 lakh passengers have been carried on 142 special trains.
- The system of monitoring the waitlist and attaching the extra coaches has earned appreciation from public. During April-June 2016, 2 lakh waitlisted passengers have been cleared through 3642 extra coaches attached to popular trains. On an average 40 extra coaches were augmented per day.
- Hon'ble Minister of Railways launched "High Speed Wi-Fi" facility at Kacheguda and Vijayawada Railway stations on SCR through Remote Video Link from Rail Bhawan, New Delhi
- To enhance cleanliness in trains on run, On Board Housekeeping Services (OBHS) have been extended to 10 more trains, with this now OBHS is provided in 50 pairs of express trains and it is planned to extend these services in 12 more trains shortly. 'Clean My Coach' SMS service for travelling passengers has been implemented for trains under OBHS.
- To keep station premises clean and hygienic and also towards environmental protection, so far 3004 bio-toilets were fixed in 822 coaches and fitment of bio-toilets is on track to achieve 100% implementation by 2019
- Rail Hamsafar Saptah'- a weeklong outreach event to highlight achievements of Indian Railways during the last two years was conducted on SCR from 26th May to 1st June 2016.



Handle Customers with Care to improve image of Railways

-Shri Ravindra Gupta, GM, SCR's call to Frontline staff at the Zonal Level "Seminar on Customer Care"

Shri Ravindra Gupta, General Manager, SCR called upon the frontline categories of Rail staff, who represent the face of the Railways to convey the best image of the Railways amongst the customers, both in passenger and freight sector. He was addressing the first of its kind Zonal level "Seminar on Customer Care" organised on South Central Railway, at Rail Nilayam, Secunderabad on June 27, 2016. The Seminar comprised of Frontline staff such as Ticket Checking, Booking/Reservation Clerks, Railway Protection Force (RPF), Railway Porters etc., from all over the Zone. Eminent Speakers addressed the Seminar to cover extensive range of issues. Shri P. Ganeswara Rao, Chief Commercial Manager, SCR also spoke on the occasion.



Stressing on the fact that the Railway workforce basically are into the service industry, Shri Ravindra Gupta said that the frontline staff should provide the best service to rail customers by dealing with them properly and facilitating redressal of their grievances. With Social Media going more active and various tools being available for use, customers have become more aware about their rights and it is the duty of rail staff to serve them with care and concern, the General Manager added. Going into the statistics, the General Manager informed that around 46 complaints are received each day, out of which around 16% pertain to frontline staff. The other complaints cover areas such as catering and vending services, reservation related issues, enquiry offices, luggage/parcel grievances and corrupt practices, etc. Steps have been taken to handle the same with utmost speed and ensure that feedback reaches the complainants. Although, complaints against the frontline staff have reduced in the first two months of the current fiscal, as compared to the previous year, there can be no let up in improving SCR's performance in this aspect, Shri Ravindra Gupta emphasized and said that no dereliction of duty by the frontline staff will be accepted, when it comes to serving the rail customers. Advising the Ticket-Checking staff that they are the representatives of the Railways in the trains, he wanted that they present themselves properly and also oversee the contract staff by trains, so as to stop any wrong doing on their part.

Dr. M C Das, Management Consultant who addressed the gathering of frontline staff on "Customer Care" made a strong pitch for the employees to feel proud of their association with Indian Railways, one of the biggest organisations in the country. He wanted the staff to analyse this

strength of their organisation and exert hard to ensure that a demand is created for the rail services in the market, in the present day scenario. Emphasising that customers are the most important component of Railways, he advised the Railway staff to understand that the customers too carry their emotions & feelings and expect responsible service from the Railways. Dr. Das sought the frontline rail staff to be courteous and accessible to the customers, identifying their needs and attending to them as a duty.

Yet another speaker, Shri S. Sampath Kumar, Vice President, Training, C&K Management Limited spoke on "Customer Empathy" and highlighted the fact that being sensitive to the customer will go a long way in understanding them better. With the growth of Railways being phenomenal, it is only the small issues which make customers unhappy and therefore need to be tackled with care and concern so as to always present the positive side of Railways. Citing various case studies, he wanted that a mutual bond of respect and trust be developed between the rail staff and the customers. Towards this, the frontline staff shall understand why the customers reach out to them, consider their view points, listen attentively and involve the customers for an amiable solution.

Shri R.Dhananjayulu, Chief Group General Manager, CONCOR, SC Zone presented his views on "Customer Care on Indian Railways" and stated that the challenge for Railways is unique and different as compared to other Service industries. Pointing out the multi-departmental dependance visible in rail services, he advised the Railway staff to focus on enhanced co-ordination and take care of customers to improve the Railways brand image. He also opined that there is a paradigm shift in customer focus on the Railways, on

account of the Social Media explosion and said that feedback mechanism is very important to develop the confidence of rail customers. The frontline Railway staff shall also think in terms of giving more attention to specific segments of Railway customers such as the Physically challenged passengers, sick passengers, senior citizens, women passengers travelling with children, passengers travelling in trains whose running is delayed, passengers who have suffered some loss due to theft, accidents, injury etc., since they deserve extra care, he averred.

An interactive session followed the Seminar, where Shri Ravindra Gupta, General Manager; Shri P. Ganeswara Rao, Chief Commercial Manager, SCR and the set of eminent speakers present, took questions from across all sections of the audience. Several questions were raised by all the categories of frontline Railway Staff, to which the General Manager answered, specifically dwelling on the fact that objective in entirety should be to ensure "Customer Care to the optimal". The General Manager advised various departments to develop enhanced co-ordination mechanism so as to ensure that all facilities for passengers at Stations and in Trains are working and available for use, which indirectly will ease the pressure on frontline staff.

Shri Ashesh Agarwal, Divisional Railway Manager, Secunderabad Division; Smt. Aruna Singh, Divisional Railway Manager, Hyderabad Division and a host of Principal Heads of Departments were present. Shri B. Vijaya Bhaskar, Chief Commercial Manager, Catering & Passenger Services, SCR co-ordinated the Seminar, while Shri D. Narsing Rao, Deputy Chief Commercial Manager (General) presented the vote of thanks.



SCR's Performance earns recognition at National Level

– Shri Ravindra Gupta, General Manager



Shri Ravindra Gupta, General Manager, South Central Railway attributed the performance achievements of the Zone to the commitment and duty mindedness of the work force. It is their zeal, which led to SCR attaining significant results by overcoming challenges, he said. The General Manager was addressing a big gathering of Railway Officers, Staff and their family members at the 61st Railway Week Zonal Level Celebrations held on April 11, 2016 at Rail Kalarang, Bhoiguda, Secunderabad to commemorate the first train run on Indian soil on April 16, 1853.

Elaborating on the attainments of SCR in the financial year 2015-16, Shri Ravindra Gupta stated that SCR has made a mark at the National Level amongst all Zones on Indian Railways by bagging All India Performance Efficiency Shields in Six disciplines. The awards are- Performance efficiency shield for Comprehensive Health Care; Stores; Civil Engineering;



Commercial; Safety and Environment Management, he informed. These awards will be presented by Shri Suresh Prabhakar Prabhu, Hon'ble Minister of Railways at the Railway Week Central function of Indian Railways.

The General Manager detailed the performance parameters of SCR during 2015-16. He also exhorted the Railway personnel to continue to show the same zeal in their works sphere, in the future too.

Later, the General Manager presented 164 individual awards to Officers and Staff of SCR for meritorious work done during the year 2015-16. He also gave away 31 Efficiency Shields to various Departments & Divisions, seven Group Awards and two Special Awards. The culmination of the glittering function was marked by the General Manager's efficiency shield for over all best performance awarded to Secunderabad Division. Shri Ashesh Agarwal, Divisional Railway Manager, Secunderabad Division received the Shield along with his team of Officers.

Earlier, Shri A K Gupta, Additional General Manager in his welcome address stressed that a dynamic leadership and the hardwork by the staff and officers is instrumental in South Central Railway achieving good results. Shri Gajanan Mallya, Senior Deputy General Manager presented the vote of thanks. Shri Prasun Chakraborty, Deputy General Manager (General) conducted the programme.





श्री सुरेश प्रभाकर प्रभु, माननीय रेल मंत्री
काचेगुडा, रायपुर और विजयवाडा रेलवे स्टेशनों पर
तेज वाई-फाई का शुभारंभ
5 मई 2016, रेल भवन, नई दिल्ली



Shri Suresh Prabhakar Prabhu, Hon'ble Minister of Railways launches "High Speed Wi-Fi" facility at Kacheguda and Vijayawada Railway Stations

Marking the fulfillment of a budget promise to provide Wi-Fi facility at railway stations and implement the Prime Minister's Digital India Programme, Shri Suresh Prabhakar Prabhu, Hon'ble Minister of Railways launched "High Speed Wi-Fi" facility at Kacheguda and Vijayawada Railway stations on SCR through Remote Video Link from Rail Bhavan, New Delhi on May 5, 2016. Shri Bandaru Dattatreya, Hon'ble Union Minister of State for Labour and Employment and Shri A K Mital, Chairman Railway Board were amongst those present at the function at New Delhi.

Speaking on the occasion before formally launching the Wi-Fi facility, Shri Suresh Prabhakar Prabhu stated that digitalization and technology is one of the prime requirements of any country or organization to ensure progress. The Wi-Fi facility launched at Kacheguda and Vijayawada stations will enable thousands of passengers commuting through these stations to enjoy high speed Wi-Fi service. The Hon'ble Minister for Railways further said that affordable smartphones have made it possible for the common man to experience the power of Internet and thus users will be able to easily stream a high definition video while they're waiting, search their destination, download a book or a new game to enjoy the journey, thereby taking passenger facilities a notch higher on Indian Railways. The Railway is soon going to launch Wi-Fi at 14 more stations & will cover 100 stations by the end of this year, the Minister informed.

Shri Bandaru Dattatreya who participated in the programme at Rail Bhavan, New Delhi appreciated the efforts of Indian Railways for providing state-of-the-art facilities for the convenience and comfort of rail travelers.

At the function held simultaneously at Kacheguda Railway Station, Shri Naini Narsimha Reddy, Hon'ble Minister for Home, Prisons,



Fire Services, Sainik Welfare, Labour & Employment, Govt. of Telangana; Shri Bonthu Rammohan, Hon'ble Mayor, Hyderabad and Shri G Kishan Reddy, Hon'ble MLA, Amberpet were the distinguished Guests of Honour and spoke on the IT related initiatives being taken up for development of Hyderabad as one amongst the top IT hubs in the country. The launch of high speed Wi-Fi facility at Kacheguda and upgradation of Wi-Fi facility at Secunderabad railway station to high speed very soon by SCR, will add to the stature of the city, they opined.

Earlier, Shri A K Gupta, Additional General Manager welcomed the gathering at Kacheguda and detailed on the commissioning of high speed Wi-Fi facility. He stated that users can access Wi-Fi on all the platforms of Kacheguda railway station including concourse area free of charge through strategically commissioned 27 Wireless Access Points & 12 Access Switches.

Shri Ashesh Agarwal, Divisional Railway Manager, Secunderabad Division was amongst the officials present.

Shri Ravindra Gupta inspects Various Railway Stations

Shri Ravindra Gupta, General Manager, conducted intensive inspections of Hyderabad, Kacheguda Railway Stations and Guntakal Division on 19th, 23rd and 26th April, 2016 respectively. During the General Manager's Hyderabad Inspection, he was accompanied by Shri Ashesh Agarwal, DRM/Secunderabad Division and Shri M Papi Reddy, Chief Commercial Manager. While, he was accompanied by Mrs. Aruna Singh, DRM/Hyderabad Division, Shri R C Boolchandani, CAO/Construction, Shri B Rajkumar, ADRM and Shri B D Christopher, Sr.DCM/Hyderabad Division during Kacheguda Inspection; Shri B G Mallya, DRM/Guntakal Division, Shri Gajanan Mallya/SDGM, Shri K V Subbarayudu, ADRM and other officials of Guntakal Division accompanied him for his Guntakal Division Inspection.

During the course of inspection he covered the entire station premises of Hyderabad including the Circulating Area, Platforms, Parcel Offices, Bed Roll section etc. He made a thorough check of the Passenger Facilities and Amenities available at the station such as the Waiting halls, Passenger Enquiry Kiosks, Pay and Use Toilets, Cloak Rooms, Food Outlets, Drinking Water Facilities, CoTVMs, ATVMs, Booking Offices, Reservation Complex, Lighting and Circulating Area. He meticulously checked the cleanliness standards being maintained at the Bed Roll section. He had a keen look at the quality of linen being supplied to the passengers travelling in trains. The General Manager also reviewed the security arrangements and the working of Integrated Security Surveillance system at station. He expressed satisfaction over the working of the surveillance system in keeping a hawk's eye on criminal/anti social activities.

He inspected the entire station premises of Kacheguda Station including the platforms, newly upgraded Foot over Bridge, Crew Lobby

etc. He made a thorough check of the passenger facilities and amenities available at the station such as the Booking Counters, Book Stalls, Food Outlets, Waiting Halls, Passenger Enquiry Kiosks, Pay and Use Toilets, Cloak Rooms, drinking water facilities, CoTVMs and ATVMs. He carefully checked the cleanliness standards being maintained on the station platforms and at drinking water facilities. At the Booking Counter, the General Manager checked the quality of 'Currency Scanners' and the standard of wheel chairs put up to facilitate Sr. Citizens and Divyangs. He also reviewed the newly upgraded Foot over Bridge and suggested modifications of the same for the convenience of passengers.

In Guntakal Division, the General Manager undertook checks on passenger amenities and staff facilities at the Raichur & Krishna Railway stations and also inspected Running Room, Crew Lobby, Health Unit and Railway Colonies, etc. He also reviewed the progress of 'Fiat Bogie Manufacturing Unit' being constructed by Rail Vikas Nigam Limited at Badial near Yadgir in



General Manager meets Shri S P Tucker, Chief Secretary, Govt. of AP State



Shri Ravindra Gupta, General Manager met Shri S P Tucker, Chief Secretary, Govt. of AP State at the Secretariat, Hyderabad on June 28, 2016. Both of them along with concerned higher officials of AP State Govt. and Railways discussed on various Railway Projects in AP in detail.

The General Manager discussed the issue of land towards south side of Tirupati Railway station for the development of second entry. He requested Chief Secretary to permit Railways to lay the road in land pertaining to State Government. Chief Secretary indicated that, necessary action would be taken for completion of approach portion of the works at 7 Road Over Bridges where Railway works are completed and at 8 Road Over Bridges where works in Railway portion are in progress. He also indicated that, action will be taken to take up the works at Level Crossing gates for construction of ROB/RUBs which qualify on the cost-sharing basis.

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Shri Ravindra Gupta releases Telugu Panchangam published by SCR Lalitha Kala Samithi



Shri Ravindra Gupta, General Manager released 'Durmukhi Nama Samvatsara Panchangam' (Telugu Almanac) on April 7, 2016 at Rail Nilayam, Secunderabad. Shri A K Gupta, Additional General Manager was also present. The Panchangam incorporates the entire auspicious calendar for the year, prayers for different days as also various important details pertaining to scriptures for the knowledge of young generation in particular.

Passing Out Parade of RPF Sub-Inspectors held



Passing Out Parade of 5th Batch of Sub-Inspector cadets of Railway Protection Force (RPF), held on April 5, 2016 at RPF Training Centre, Moulali.

69 RPF cadets, who have successfully completed a nine month rigorous initial training at this centre were passed out with instructions to report to regular duty. Speaking on the occasion, Shri Ravindra Gupta, General Manager praised the services rendered by Railway Protection Force in providing security to passengers and protecting the railway property. He also wished the young cadets a bright future. He gave medals to Ms. Neena Girija for Best Cadet & Best in Outdoor and Shri Amit Kumar Mishra for Best in Indoor. Shri Mahim Swami, Inspector General & Director, RPF Training Centre, Moulali, Shri Sanjay Sankrityayan, IG&CSC/SCR were also present on the occasion.

Rely More on Technology to Improve Productivity

-Shri Ravindra Gupta, GM/SCR

World Telecommunication & Information Society Day Celebrated



Shri Ravindra Gupta, General Manager stressed that the railway personnel should rely more on technology in order to enhance productivity within the resources, so as to stay on the course of development. He was speaking as the Chief Guest at the 'World Telecommunication and Information Society Day' celebrated on May 17, 2016 at Rail Nilayam, Secunderabad to mark the 151st Anniversary of International Telecommunication Union (ITU). The event was organized by RailTel, the 'Mini Ratna' PSU under Ministry of Railways.

Shri Ravindra Gupta, appreciated the services of RailTel towards attaining the goal of 'Digital Rail-Digital India'. He commended the officials of SCR and RailTel for jointly achieving 'ICT (Information and Communications Technology) Shield of Honour and Citation-2015' from ITU in recognition of coordinated efforts in improving communication technologies network on SCR.

The General Manager mentioned that there are several challenges at the field level to be addressed by harnessing the ICT viz., remote monitoring and predictive maintenance, centralized operation of stations in clusters, effective resource management to ensure material on demand at site/shop-floor which bring in efficiency and optimize man-power.

Shri A K Gupta AGM in his address observed that there is ample scope for RailTel and Railways to collaborate on various fronts in spread of IT Services in various departments of Railways.

Earlier, Shri Mahabooob Ali, Chief Signal & Telecommunications Engineer, SCR who presided over the function mentioned the innovative Data Centre and TPaaS Services of Railtel having the potential of game changer in improving efficiency.

Shri P.V. Sreekanth, Executive Director, RailTel presented the activities of Railtel and Railways over the last year towards 'Digital Rail-Digital India' program. Messages from Secretary General UN and Secretary General ITU on the theme 'ICT Entrepreneurship for Social Impact' were read out.

Take up Tree Plantation to Protect Environment

-Shri Ravindra Gupta, GM/SCR

Shri Ravindra Gupta, General Manager, SCR called upon to protect the environment by taking up tree plantation in a huge way. He also said that tree plantation is the only way to reduce the environment pollution and increase the oxygen levels and quality of air. Creating a better environ is the responsibility

of every citizen and need of the hour. He reiterated the commitment of the Zone in creating green environs.

The General Manager participated in a massive Tree Plantation programme held at Railway Sports Complex, Secunderabad on June 5, 2016 on the eve of World Environment Day. Shri A K Gupta, AGM, Shri S N Singh, PCE, Shri Gajanan Mallya, DGM,

Shri R R Prasad, CPO, Shri K H K Dora, CMD, Smt Aruna Singh, DRM, Hyderabad Division, Shri K Siva Prasad, CE, Smt. Shikha Gupta, President, SCRWWO and other senior officials also participated in the programme. Around 1000 saplings were planted on the occasion at Railway Colonies in Secunderabad area and Railway Sports Complex surroundings.



Hyderabad Division gets Environment Sustainability Award from Ministry of Railways

The Engineering Department of Hyderabad Division was awarded with a group Cash Award of Rs. 25,000/- by the Ministry of Railways for its outstanding contribution towards Environment Sustainability for the various methods adopted, on the occasion of World Environment Day-2016. The award was presented by Shri A K Mital, Chairman, Railway Board to the team headed by Shri P. V. Sai Prasad, Senior Divisional Engineer (Co-ordination), Hyderabad Division at a function held at Vigyan Bhawan, New Delhi on June 6, 2016.

The Engineering Department, Hyderabad Division has adopted several measures for Sustained Environment, like provision of Water Harvesting Pits, ensuring Water Conservation, Tree Plantation, Maintenance of Gardens, Greenery in Colonies, provision of Water Recycling Plants at Rail Nilayam and Central Hospital, Lallaguda, Secunderabad, etc.

Smt. Aruna Singh, Divisional Railway Manager, Hyderabad Division congratulated all the awardees for their outstanding achievement.



Shri Ravindra Gupta holds Review Meeting to Improve Productivity & Performance



Shri Ravindra Gupta, General Manager conducted a detailed review meeting on the innovations made to improve productivity, new areas of activity explored to enhance performance of the Zone. All the Principal Heads of Departments, Divisional Railway Managers of Secunderabad, Hyderabad, Vijayawada, Guntur, Guntakal and Nanded Divisions and Chief Workshop Managers attended the meeting held on June 29, 2016 at Rail Nilayam, Secunderabad.

The General Manager advised the officials to explore new areas of activity to enhance performance of the Zone during the current financial year and explore the innovative methods to improve productivity / reduce expenditure. He also indicated the officials to compile all the innovative methods adopted by Divisions and Workshops in detail and circulate the best practices in order to share them all over the Zone. This will help the Zone in standardizing the best practices and improve the performance he added. Issues like preparation of Master Plan for Railway Stations to provide better passenger amenities, elimination of level crossings to enhance safety and speeding up of trains, establishment of Solar Power Plants to reduce the expenditure etc., were discussed in detail. Innovative ideas like forming safety circles at Station level for better co-

ordination in ensuring safety of train operations; circulation of photo album on habituated criminals amongst the Crime Prevention Detection Squads, Mobile patrolling, train escorts etc., to ensure passenger security were discussed in detail.

Massive Tree Plantation Drive

Shri Ravindra Gupta, General Manager, emphasized upon the need of taking up a massive tree plantation drive as directed by Railway Board. It is proposed to plant around 15 Lakh saplings during the current fiscal as part of clean and green environment. He also stressed upon the need to revive open water bodies situated on the Zone. He advised all the DRMs to prepare a map of ponds and open wells located in the Railway premises of their respective jurisdictions and prepare action plan to revive them soon. He also advised to take up measures for water conservation and setting up of water recycling plants.



Shri Suresh Prabhu, Hon'ble Minister for Railways Participates in International Yoga Day Celebrations at Vijayawada



Shri Suresh Prabhakar Prabhu, Hon'ble Minister of Railways joined Shri N. Chandrababu Naidu, Hon'ble Chief Minister of Andhra Pradesh to participate in the International Yoga Day celebrations organized by the Govt. of AP at A-Convention Centre, Vijayawada on June 21, 2016.

The Yoga Day celebrations, which saw a huge participation of citizens from all walks of life, including students was marked by performance of various yogic asanas, led by professional yoga practitioners. The Railway Minister too joined gathering in performing all the yoga asanas.

Later, addressing the participants, Shri Suresh Prabhakar Prabhu emphasized on the need for practicing yoga to maintain health and lead stress free life. By practicing yoga mind, body & soul will come together which makes human being a perfect personality. The society will be immensely benefitted by practicing yoga regularly, he added. The initiative of Shri Narendra Modi, Hon'ble Prime Minister of India in making the International Yoga Day celebrations, an annual affair shows his far sightedness in taking the country and the people forward on the path of Nation development.

The Railway Minister appreciated the Chief Minister of Andhra Pradesh for inculcating practice of yoga in the State in a determined manner and leading by example. This is the beginning of a process towards a positive society, the Minister stated.

Shri Suresh Prabhakar Prabhu was felicitated with a memento by the Hon'ble CM of Andhra Pradesh on the occasion. Shri Ravindra Gupta, General Manager, and Shri Ashok Kumar, Divisional Railway Manager, Vijayawada Division also participated in the International Yoga Day.



Ministry of Railways had decided to undertake a week long 'Rail Humsafar Saptaah' from 26th May to 1st June, 2016. Each day of the week focused on a particular theme. 26th May–Swachhta Diwas, 27th May–Satkaar Diwas, 28th May–Sewa Diwas, 29th May–Satarkata Diwas, 30th May–Saamanjasya Diwas, 31st May–Sanyojan Diwas and 1st June–Sanchaar Diwas. Minister of Railways Shri Suresh Prabhakar Prabhu had directed that all the General Managers to personally supervise various activities to be undertaken during the week.



South Central Railway ensured that various Passenger Amenities works nearing completion were commissioned during the week. The details of the activities taken up during the Rail Humsafar Saptaah are tabulated below:

Sl.No	Date	Event	Activity
1	26.05.16	Swachhta Diwas	Inspected -366 Stations & 241 Trains and interacted with 4160 Passengers
2	27.05.16	Satkaar Diwas	Inspected-231 Catering Units, 9 Base Kitchens, 39 Pantry cars and 195 Water Vending Machines and interacted with 781 Passengers
3	28.05.16	Sewa Diwas	Inspected -135 Trains & interacted with 2360 Passengers and 102 Passenger grievances were redressed
4	29.05.16	Satarkata Diwas	Punctuality of 94 Mail/Express & 97 Passenger Trains were monitored and conducted 403 Ticket Checking drives at Stations/ in Trains
5	30.05.16	Saamanjasya Diwas	Inspected 73 Railway Colonies & Planted 11191 saplings and conducted 45 Sporting activities
6	31.05.16	Sanyojan Diwas	17 meetings were held with Freight Customers and interacted with 94 Freight customers
7	01.06.16	Sanchaar Diwas	25 Press Conferences were conducted highlighting the last 2 years' achievements of Indian Railways and 2 Road Shows were conducted



All out efforts were made to undertake Intensive Cleanliness Drive at all the Stations and in Trains. All stations of SCR on that day were inspected by officers including GM and DRMs who were supervising the cleanliness drive with the help of railway staff, NGOs, staff associations, Scouts & Guides, etc.



Officers were deputed to inspect all catering establishments and drinking water facilities at stations and in trains to ensure that all the trains having pantry cars are inspected and catering units at stations are checked.





Sewa Diwas
29th May 2016

Each train, other than suburban trains, were monitored by an officer. These nominated officers travelled by these trains and interacted with passengers in all classes and ensured that amenities, as required, are provided and grievances are redressed. On this day a review of all public grievances, including social media, and other complaints/suggestions being received were analyzed at the level of DRMs and GM and remedial actions and redressals were done in most cases on that day itself.



Ticket Checking drives were undertaken across SCR.



Satarkata Diwas
29th May 2016

These drives included ensuring 100% punctuality of mail/express & passenger trains, foot-plate inspections of all mail/express trains and intensive Ticket Checking drive at major stations and in trains by, not only Commercial staff, but also other railway staff duly authorized from other departments with adequate help from Vigilance, RPF and GRP staff.



Saamanjasya Diwas
30th May 2016

A day long exercise was undertaken on all Divisions wherein teams of concerned officers inspected all railway staff colonies along with representatives of recognized unions to undertake cleanliness drive in the colonies and also for their upkeep and maintenance. Undertook tree plantation, especially in the railway colonies and other premises. Railway employees and their families were encouraged to participate in special sports events organized for them.



GM and DRMs held meeting & seminars with all Major Freight Traffic Customers to advise them about the various reforms and policy initiatives on the freight traffic side and asked them to improve rail transportation. In these meetings various issues pertaining to individual industry/customer were addressed and sorted out by Railways within a given timeframe of 15 days.



Sanyojan Diwas
31st May 2016



Sanchaar Diwas
1st June 2016

GM and DRMs reviewed various activities undertaken during the week and held Press Conferences to disseminate information about Indian Railways' various achievements during the last two years and also various actions taken by them on the Divisions and Zone.



Inter-Divisional Sports Championships held on SCR

The Inter Divisional Sports Championships being held on South Central Railway Zone in view of the Railway Week Celebrations – 2016 have concluded on April 7, 2016 at RSC, Secunderabad.

Total Six Divisions have participated in each of the championships. Secunderabad Division won first place in Inter-Divisional Football Championship. Vijayawada Division won Inter-Divisional Volleyball Championship. Guntur Division won Inter-Divisional Ball Badminton Championship.

Shri A K Gupta, Additional General Manager who was the Chief Guest of the closing ceremony presented the trophies to the Winners. Shri Gajanan Mallya, Senior Deputy General Manager & President of SCRSA and other officials were also present on the occasion.



SCRSA conducted one month Annual Summer Coaching Camp

South Central Railway Sports Association (SCRSA) conducted one month Annual Summer Coaching Camp for children at Railway Sports Complex Grounds, Secunderabad from 2nd to 31st May 2016 in various disciplines, at a nominal fee. The Coaching Camp was attended by 180 children.

Shri Ravindra Gupta participated in the concluding function of Summer Coaching Camp on June 5, 2016. The camp which was conducted for various sports disciplines viz., Athletics, Volleyball, Boxing, Shuttle Badminton, Basketball, Cricket and Football, had children being trained by the qualified coaches from National Institute of Sports during the camp.

Mementos were distributed by Smt. Shikha Gupta, President, SCRWWO to the participants of the Summer Camp.



SCRSA "Shramdaan" for Clean and Green Premises at RSC

SCRSA undertook 'Shramdaan-Clean Green RSC' at RSC, Secunderabad on May 7, 2016. The programme marks the continuation of the Mission Cleanliness-Swachh Rail-Swachh Bharat. Shri Gajanan Mallya, SDGM & President, SCRSA and other senior railway officials participated with enthusiasm in the program. Speaking on the occasion, Shri Gajanan Mallya said that clean and green environs are the need of the hour for healthy life. Clean and green environs at Sports Complex will also help the railway sports personnel feel energetic and healthy, he added. Shramdaan witnessed huge participation of railway sports personnel. The children attending the summer coaching camps being run by SCRSA have also participated voluntarily in the cleanliness drive.



Eminent Sports Persons and Coaches of SCR Felicitated

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South Central Railway Sports Association (SCRSA) felicitated eminent Sportspersons & Coaches who brought laurels to South Central Railway and Indian Railways in various sports and games at a function held at Railway Sports Complex, Secunderabad on June 27, 2016. Shri Ravindra Gupta, General Manager was the Chief Guest of the function and presented cash awards and merit certificates to – Ms. S Hima Bindu, Cricket; Shri Syed Niyaz Rahim, Hockey; Ms. Kirthi, Handball; Shri P Anand, Kho-Kho; Shri Ajay Bharathi, Golf; Shri P C Vignesh, Tennis; Shri R.S.R.Murthy, Cricket Coach, Shri N Rami Reddy, Athletics Coach; Shri S Dhanam Reddy and Ms. Neeta Dadwe, Kabbadi Coaches.

Speaking on the occasion, Shri Ravindra Gupta congratulated all the eminent sportspersons for bringing laurels to SCR and Indian Railways and welcomed the new recruits of sports quota. He appreciated the hard work, sincerity and talent of the sports personnel who excelled in their field. He called upon the new recruits of sports quota to utilise the International standard training facilities available at Railway Sports Complex, Secunderabad and improve their performances further to get National & International recognition. He also appreciated the role of a Coach which plays a vital role in moulding a sports person to reach the set goals.

Later, the General Manager released the booklet named 'Sportspersons Guide Book' comprising guidelines & service conditions relevant to sports personnel working in Railways.

Shri Gajanan Mallya, President, SCRSA & Senior Deputy General Manager/SCR presented a brief report on activities of the association and described the event as a unique occasion which is organised to welcome the 58 newly recruited sportspersons in various disciplines (14 Women & 44 Men) and felicitate the 11 sportspersons/coaches who brought laurels.

Shri K.Siva Prasad, General Secretary, SCRSA & Chief Engineer, SCR welcomed

the newly recruited sportspersons for joining the Railway family and called upon not only to perform well but also excel in their respective sports and games utilising the facilities provided by South Central Railway. Smt Aruna Singh, Vice President, SCRSA & Divisional Railway Manager, Hyderabad was also present on the occasion.



"Cleanliness is Top on Priority"

Shri Ravindra Gupta, General Manager held a high level review meeting to assess the progress of Mission Cleanliness 'Swachh Rail-Swachh Bharat' over the Zone at Rail Nilayam, Secunderabad on May 9, 2016. All the Principal Heads of Departments attended the meeting.

circulating area, concourse, booking counters, platforms, toilets, coaches etc thereby enhancing the image of Indian Railways, said the General Manager. He directed the officials to keep a constant check on the improvement in cleanliness and to conduct monthly inspections to assess the progress. The inspecting officials should submit their inspection reports to the officers concerned for corrective action wherever required on regular basis.

The General Manager directed the officials to draft a plan of action and constitute Station Inspection Groups (SIGs) comprising of senior officials to check one identified station and one identified train every two months along with a comprehensive

checklist. Any deficiencies noticed during the previous inspection which are not rectified have to be brought out significantly in the report of the SIGs. The General Manager also directed to monitor public grievance mechanisms like SMS messages, Social Media feedback etc., to assess the situation on daily basis for prompting the action. The SIG groups shall also take the rail users into confidence seeking their views and opinions on the cleanliness standards and improvements wherever needed.

Addressing the review meeting the General Manager called upon the officials to maintain high standards of cleanliness in both trains and stations on a continuous basis. Towards achieving this objective, Railways should address the grievances of the passengers with regard to cleanliness in



General Manager exudes confidence that Cement Traffic will increase by Rail on account of withdrawal of busy season charges

Shri Ravindra Gupta, General Manager exuded confidence that the Cement Industry will respond positively to increase the share of Cement Traffic by Rail on the Zone in the wake of withdrawal of busy season charges for rakes, by the Railway Ministry recently. He was addressing a meeting of Cement Industry called on May 10, 2016 at Rail Nilayam, Secunderabad.

was brought to the notice of the Railway Board and positively considered. He sought the Cement Industry to come out with positive plans in response, so that the Cement traffic by rail shows a visible increase and assured of all co-operation from the Railways in this regard. The General Manager also opined that transport by trucks may not continue to be productive in the future due to fuel pricing trends, and hence Cement movement by Rail is a viable and long lasting option.

The Representatives of Cement Industry in turn, expressed happiness with the withdrawal of busy season charges on BCN and BCNHL rakes which are used for transport of Cement and assured that there will be an increase in Cement loading by rail in the days ahead.



The Cement Companies which were represented at the meeting include Ultra Tech, Vicat Sagar, Kesoram, My Home, Zuari, Manikgarh, Penna, Jaypee, Orient, CCI, Ramco, Deccan, India Cements etc.,

Earlier, Shri N Madhusudhana Rao, Chief Operations Manager, SCR briefed the Cement Industry on the focus of the Zone towards enhancing Cement Traffic by Rail. Shri P Ganeswara Rao, Chief Commercial Manager, Shri Ashesh Agarwal, Divisional Railway Manager, Secunderabad Division were amongst those present. Shri P Ranadhir Reddy, Chief Freight Transportation Manager welcomed the gathering. The General Manager directed the officials to draft a plan of action and constitute Station Inspection Groups



Shri Ravindra Gupta, General Manager visited Ambuja Cement Loading Point at Manikgarh on May 13, 2016.





General Manager Undertakes Detailed Review of Safety & Punctuality

Shri Ravindra Gupta, General Manager, South Central Railway undertook a detailed review of Safety and Punctuality on the Zone. All the Principal Heads of the Departments and the Divisional Railway Managers (DRMs) of all the 6 Divisions on SCR viz., Secunderabad, Hyderabad, Vijayawada, Guntur, Guntakal and Nanded attended the high level Safety & Punctuality Review Meeting through Video Conference held on May 23, 2016 at Rail Nilayam, Secunderabad.

General Manager reviewed Division wise position of Safety records including unsafe incidents of minor nature also and issued guidelines to avoid them. He took stock of incidents that led to loss in punctuality of trains and suggested the measures and plans required for avoiding the same. He also advised to conduct regular safety inspections to educate the staff involved in train operations all over the Zone.

The General Manager has directed DRMs to closely monitor the punctuality of trains so as to improve the performance. He indicated all the

Divisions to follow up the train movements carefully and maintain the punctuality ratio of South Central Railway above the average of Indian Railways, which stands at 96%.

Shri Ravindra Gupta, directed to take up special cleanliness drives over the Zone and also to focus upon setting up of Water Recycling Plants, dig rainwater harvesting pits in a big way to improve ground water table. He stressed upon the need to plan out for massive afforestation on the eve of World Environment Day.

Shri S.P. Sahu, Chief Safety Officer made a Power Point Presentation on Safety. Shri A K Gupta, Additional General Manager, Shri S N Singh, Principal Chief Engineer, Shri N Madhusudhana Rao, Chief Operations Manager, Shri P Ganeswara Rao, Chief Commercial Manager, Smt. Padmini Radhakrishnan, FA&CAO, Shri M S Mahaboob Ali, Chief Signal & Telecommunications Engineer were amongst the Officials present.



"Speed up the Projects – Adhere to the Targets"

Shri Ravindra Gupta, General Manager critically reviewed the progress of all ongoing new line, doubling and electrification projects over the zone at a high level meeting attended by Principal Heads of the Department, Heads of Construction Organization and Rail Vikas Nigam Ltd. (RVNL) on May 24, 2016 at Rail Nilayam, Secunderabad. The review meeting also involved video conferencing with the Divisional Railway Managers of Secunderabad, Hyderabad, Vijayawada, Guntur, Guntakal and Nanded Divisions.

The General Manager critically reviewed

the progress of all ongoing projects on SCR and stressed upon the need to complete the targeted works as per schedule. He undertook a detailed review of the various ongoing works. He emphasized the need to complete all last mile projects which will strengthen infrastructure and help in capacity augmentation.

Shri Ravindra Gupta was briefed on the RVNL works in progress on SCR's network, including MMTS Phase-II, Kazipet Workshop and Rail Bogie Karkhana at Yadgir etc. General Manager assessed the actual status of the ongoing works and the

Janani Sewa introduced on SCR



Indian Railways has always been in the forefront and committed towards providing best services to the passengers. In this direction a new initiative known as "Janani Sewa" has been introduced on June 9, 2016 to provide hot milk, hot water and baby food items at important stations and children's menu items on trains.

In tune with this policy, South Central Railway also introduced Janani Sewa outlets from June 9, 2016. Shri Ravindra Gupta, General Manager, SCR took special interest to ensure availability of Janani Sewa services extensively at all major Railway Stations and on board of important long distance trains of SCR. He personally monitored the establishment of Janani Sewa outlets at 53 important Railway Stations all over the Zone.

Besides above stations Janani Sewa facility has been provided on board for 32 long distance trains originating/terminating on South Central Railway.



plans formulated by RVNL for completion. Issues needing attention and cooperation from the respective State Governments and the Railways were also discussed in detail.

Shri A K Gupta, AGM, Shri Bhoolchandani, Chief Administrative Officer (Const.), Shri P Srinivas, CPM, RVNL, Shri S N Singh, Principal Chief Engineer, Shri N Madhusudhana Rao, COM, Shri P Ganeswara Rao, CCM, Smt. Padmini Radhakrishnan, FA&CAO, Shri M S Mahaboob Ali, Chief S&T Engineer were amongst the Officials present.

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"Grievances of Pensioners will be addressed with Compassion"

Shri A K Gupta, Additional General Manager, South Central Railway, said that SCR is addressing the grievances of pensioners with compassion. Any grievance filed by pensioner by any means of communication will be duly responded in 30 days, he said, addressing the Half Yearly Pension Adalat, conducted by Personnel Department of SCR, on June 28, 2016 at Rail Nilayam Auditorium, Secunderabad.

Shri AK Gupta said that the percentage of grievances on South Central Railway has come down to below 1% due to advent of online portal CPGRAMS (Centralized Public Grievance Redress and Monitoring System) which can be also accessed through smartphones. However if the 'Change in Address' is conveyed promptly to the concerned officials, the percentage of grievances could have been nil, he added.

Shri R R Prasad, Chief Personnel Officer while addressing the large number of railway pensioners at the Pension Adalat, thanked the representatives of the

Railway Pensioners' Federation and Associations for bringing the grievances of pensioners to the notice of administration which needs immediate redressal. He informed that 'NIVARAN' an exclusive online web portal of railways to redress grievances of both serving as well as retired railwaymen is soon to commence. He requested the pensioners to ensure the entry of personal mobile numbers, AADHAR numbers of pensioner and also particulars of family members accurately in order to resolve the issue easily.

Dr. Y T Varma, Financial Advisor & Chief Account Officer stated that accounts department would work in tandem with personnel department and bankers with an aim to reduce the number of grievances at the pension adalats to the bare minimum. Shri Y N Sastry, President, All India Retired Railway Employees' Federation also spoke on the occasion.



Shri Ravindra Gupta Flagged Off a New Container Train between Hyderabad-Chennai Port to Facilitate Exports and Imports



Shri Ravindra Gupta, General Manager, South Central Railway flagged off a new container train circuit between Hyderabad and Chennai Port at Container Terminal Siding, Thimmapur on June 14, 2016. This train will run as a weekly train to facilitate the movement of export and import containers traffic between Hyderabad and Chennai Port. This train service would cater to the needs of

industry and market of Hyderabad and adjoining districts like Mahbubnagar, Rangareddy, Medak, Warangal, Nalgonda and also Guntur. Industrial export commodities like bulk drug Pharma, Engineering / Electronic Goods, Automobile, Textile, Processed Foods etc. and on domestic front, sufficient cargo of commodities like Granite, Food

Items, Raw Materials, and Chemicals is expected to generate in the circuit. Shri N Madhusudana Rao, Chief Operations Manager, Smt. Aruna Singh, Divisional Railway Manager, Hyderabad Division and Shri K Satyanathan, Managing Director, Distribution Logistics Infrastructure Pvt. Ltd. were also present on the occasion.

South Central Railway celebrated the 125th Birth Anniversary of Bharat Ratna, Babasaheb Dr B R Ambedkar on April 18, 2016 at Rail Nilayam Auditorium, Secunderabad. Shri Ravindra Gupta, General Manager, South Central Railway was the Chief Guest. Shri A K Gupta, AGM and other Senior Officials were amongst those present.

Addressing the gathering after paying floral tributes to Babasaheb, Shri Ravindra Gupta stated that the Nation owes a lot to the architect

of Indian Constitution for shaping its inclusive growth through the Right to Equality and the Right to Liberty. It is due to his visionary thinking that India is enjoying the benefits of Democracy and Fundamental Rights, the General Manager asserted. A Scholar par excellence, Babasaheb proved that poverty or so called social status never hinders ones progress. His was a relentless struggle to restore human dignity and establish a new socio order based on the principles of liberty, equality and universal brotherhood.

The best tribute to the Bharat Ratna is to follow the path of his philosophy, the General Manager opined. It is a measure of SCR's commitment that

the administration is always striving hard in this direction by reaching to the work force and their families towards ensuring their career progression, welfare and health needs, the General Manager added.

Those who spoke on the occasion are Shri V V Naik, Zonal President, All India SC&ST Association, SCR; Shri M Raghavaiah, General Secretary, SCRES & NFIR; Shri K Srinivas, President, SCR MU; Shri BVN Satyanarayana, President, SCR Other Backward Caste Association; Shri M Papi Reddy, CCM.

125th Birth Anniversary Celebrations of Dr. B R Ambedkar on SCR



Indian Railway Institute of Signal Engineering & Telecommunications (IRISET) signs MoU with Osmania University for PG Degree Programme

The Indian Railway Institute of Signal Engineering & Telecommunications (IRISET) Secunderabad, a premier centralized training institute under Ministry of Railways has signed an Memorandum of Understanding (MoU) with University College of Engineering, Osmania University (OU), Hyderabad for offering M.Tech/ME Degree program in

Railway Signal & Telecommunications Engineering for IRSSE (Indian Railway Service of Signal Engineering) probationers recruited through UPSC Indian Engineering Service Examination. The IRSSE probationers currently undergo 18 months rigorous training at IRISET, field training in Zonal Railways and other Training Centres of Indian Railways.

The MoU was exchanged between Shri Vikrant Kalra, Director, IRISET and Prof. S Ramachandram, Principal, University College of Engineering, Osmania University. Shri C K Prasad, Prof. Telecom / IRISET; Dr. Chandrasekhar, OU; Dr. Rajendra Naik, HoD, ECE, OU; Prof. S Sameen Fatima, OU and Dr. Nirmla Devi, OU were also

present. Under this MoU, the said training programme and field training will include additional subjects like Systems & Software Engineering, Reliability Engineering, EMI/EMC etc and faculty of IRISET and OU College of Engineering will conduct theory classes for course work and semester end exams for fulfilling academic requirements of the M.Tech/M.E. Degree. This MoU will boost the Industry interactions with academics and allows exchange of faculty and other resources which will benefit both the organizations. IRISET will get the status of Centre for Research and Students of OU will get an opportunity to undertake Project work and access to Laboratories of IRISET. This is an important milestone in collaborative programmes of IRISET.



Shri Ravindra Gupta, General Manager and Shri A K Sinha, Divisional Railway Manager, Nanded Division met Shri Sarjan Bhagat, Principal Chief Conservator of Forests and Shri Vikas Kharge, Secretary, Revenue and Forests Department, Maharashtra State on May 7, 2016 at Mantralayam, Mumbai. The meeting was held to discuss regarding forest clearance for Akola-Khandwa Gauge Conversion project.



International Level Crossing Awareness Day



SCR's Week Long Special Drive on Level Crossing Gates

South Central Railway has initiated a week long special drive from 6th to 10th June, 2016 on safety at Railway Level Crossings (LCs) all over the Zone. Shri Ravindra Gupta, General Manager issued instructions to undertake this focused campaign aimed at avoiding accidents at level crossings.

During this week long special campaign, SCR officials will focus on thorough inspection of safety measures including the availability of requisite infrastructure at Level Crossings such as road surface, proper approaches, warning boards to road users, stop boards,

whistle boards, speed breakers and visibility to the road users etc. A close watch will be kept on the loco pilots to monitor their whistling habits while approaching a level crossing.

Joint ambush checks will be conducted involving the Railway Protection Force, Government Railway Police and civil authorities at the Railway Level Crossings, to apprehend errant road users under The Motor Vehicles Act / The Railways Act. Safety seminars are being organized in all the Divisions to sensitize the railway staff, the road users and the public in general on

this subject. Emphasis is being given to educate road users on the need to observe all safety precautions while passing across UMLCs (STOP, LOOK and PROCEED).

SCR is deploying Scouts & Guides, Cultural Teams, Civil Defense, Sports Organization to host Safety Drives at Level Crossings, host cultural evenings, nukkad-nataks, village-fairs, Gram Panchayat/Sabha, organize demonstrations of level crossing accident scenario. SCR is also planning to organize sports tournaments, walkathon (run competition) with motto of "Safety at Level Crossing".



Conference of Railway Engineers held



A two - day Conference of Railway Engineers from all over South Central Railway was held on 29th & 30th April, 2015 at Rail Nilayam, Secunderabad. Shri Ravindra Gupta, General Manager addressed the Conference which was chaired by Shri S N Singh, Principal Chief Engineer, SCR.

The General Manager, in his address gave valuable insights and inputs to the gathering of the Engineers for better work productivity and assured of complete support from all quarters, so as to achieve the goals set. The Engineering Department was awarded with the prestigious All India Performance Engineering Shield by Shri Suresh Prabhakar Prabhu, Hon'ble Minister of Railways for the last financial year for outstanding contribution in taking the infrastructure in line with the vision of Hon'ble Prime Minister. The Shield is being won by the SCR every year since 2010 except in 2013-14.

The meeting also discussed two relevant items for the current summer season. This pertains to hot weather patrolling and availability of drinking water to passengers and staff. Adequate measures have been taken to tackle both the issues.

SCR hosts All India Level CCMs Conference



South Central Railway held a two day annual conference of the Chief Commercial Managers of all Zones of Indian Railways at Rail Nilayam, Secunderabad on 26th & 27th May, 2016. Shri Mohd. Jamshed, Member Traffic, Railway Board presided over the conference. Additional

Members and Executive Directors of Railway Board in-charge of Commercial, Catering, Information Technology, Rates and Public Grievances, also took part in the conference proceedings. Important issues concerning the travelling public, such as - passenger amenities, catering services, improving freight terminals, etc were discussed. A sub-committee of Senior Officers consisting of Chief Commercial Managers of Zonal Railways deliberated on rules that need to be changed to improve the ease of doing business with Railways.

The decisions arrived at the conference will be implemented by the Railways in a phased manner and these are expected to make the Indian Railways much more customer friendly.





General Manager holds High Level Review Meeting, calls for Elimination of Unmanned Level Crossing Gates by 2019

Shri Ravindra Gupta, General Manager emphasized on plans to eliminate all Unmanned Level Crossing Gates (UMLCs) existing on the Zone by the year 2019. He was addressing a day-long developmental works review meeting held with all Principal Heads of Departments and the Divisional Railway Managers of all Six Divisions at Rail Nilayam, Secunderabad on April 27, 2016.

The General Manager directed officials to eliminate UMLCs in a phased manner by constructing Limited Height Subways, Road under Bridges and Road over Bridges. He set targets to eliminate 170 UMLCs during the year 2016-17, 190 during 2017-18 and total elimination by the year 2018-19.

He has reviewed the ongoing developmental works related to traffic facilities, passenger safety and staff welfare.

Shri Ravindra Gupta advised the Commercial department to take all steps to create awareness on the use of Automatic Ticket Vending Machines, Coin operated Ticket Vending Machines, Mobile app for paperless ticketing in suburban sections (MMTS) as part of 'Mission Five Minutes' programme initiated by the Ministry of Railways which aims to facilitate purchase of passenger tickets at all stations of Indian Railways in five minutes.

Assessing the present summer weather conditions prevailing over the Zone, the

General Manager advised the Engineering staff to ensure that adequate ballast is put down beneath the tracks to enable smooth movement of trains. Hot Weather patrolling should be carried out at mid afternoon particularly from 11:00hrs to 16:00hrs and Field Engineers also should inspect the track in mid-afternoons to detect any symptoms of buckling so as to take corrective action, he stressed.

Shri Ravindra Gupta advised all DRMs to organise staff grievance camps extensively to resolve pending grievances by involving personnel & finance departments. He also suggested to hold health camps to the staff as a welfare measure.

Staff Welfare Initiatives

Various Camps like – Health Checkup, Grievance Redressal, 'Safety Precautions during Summer' were conducted over the Zone, as directed by Shri Ravindra Gupta, General Manager



General Manager Releases Two Guidance Booklets on Safety Matters

Shri Ravindra Gupta, General Manager, South Central Railway released two booklets titled "Guide on Unusual Occurrences for Loco-Pilots & Guards" and "Guide on Unusual Occurrences for Station Masters" at a Safety review meeting held on June 22, 2016 at Rail Nilayam, Secunderabad. General Manager appreciated the Headquarters Safety Organisation for publishing the book which would be of immense benefit for the Station Masters, Loco-Pilots and Guards

working on the Zone. He said the book is like a ready reckoner for the staff when they are dealing with the unusual occurrences.

All the Principal Heads of the Departments and the Divisional Railway Managers of all the 6 Divisions on SCR viz., Secunderabad, Hyderabad, Vijayawada, Guntur, Guntakal and Nanded attended the Safety & Punctuality Review Meeting through Video Conference.

General Manager reviewed Division-wise position of Safety records including unsafe incidents of minor nature also and issued guidelines to avoid them. He took stock of

incidents that led to loss in punctuality of trains and suggested the measures and plans required for avoiding the same. He asked Divisional Railway Managers to monitor all speed restrictions that are to be strictly followed by the running staff.

Shri S P Sahu, Chief Safety Officer made a PowerPoint presentation on Safety. Shri A K Gupta, AGM; Shri S N Singh, Principal Chief Engineer; Shri N Madhusudhana Rao, Chief Operations Manager; Shri P Ganeswar Rao, Chief Commercial Manager; Smt. Padmini Radhakrishnan, FA&CAO were amongst the Officials present.



Need for Upgrading and Absorbing Technology to Enhance Reliability of Railway System

- Shri A.K.Mital, Chairman Railway Board

Shri A.K. Mital, Chairman Railway Board addressed a National Seminar on "Safety in Indian Railways - Role of Signalling & Telecommunication Department" organised by the National Federation of Indian Railwaymen (NFIR) at Rail Kalarang, Secunderabad on May 28, 2016.

The Chairman Railway Board, who was the Chief Guest at the seminar stressed that the role of S&T Department is very vital towards safety of rail operations. Spelling out the objective of Indian Railways, he said that the rail network should be comparable to the best anywhere in the world and passengers shall feel absolutely safe to travel on the system. With technology evolving very fast, the need is to upgrade, absorb and assimilate technology to better use, so as to improve the reliability of the Railway system. He called upon the railway force to work towards zero failure of assets and in case of any failure, to rectify the same in the least possible time.

Indian Railways is geared to invest enough in upgrading both technology and manpower skills, Shri Mital informed

and added that there shall be no doubts with regard to safety, when train speeds are increased. The Seminar, which is focused on the role of S&T Department has come at an appropriate time, with the focus of Indian Railways also tuned towards Safety as first priority. He assured that needed steps will be taken, wherever required to redress issues concerning the S&T workforce.

Earlier, Shri Ravindra Gupta, General Manager lauded NFIR for organising the Seminar on Safety and made a pitch for re-skilling and multi-skilling of technical staff on the Railways, so as to enhance the efficiency of the system. In the present times, signalling assets have spread all over the rail network and it is a big challenge to maintain the same. Remote monitoring of assets, hence needs to be planned, he opined. Whatever technology is imbibed on Indian Railways, it is essential that the same shall withstand all weather conditions, he stressed. The General Manager expected that the Seminar will be able to contribute in devising the policy and direction for S&T Department.

Shri Akhil Agarwal, Additional Member (Signal), Railway Board in his address spoke of the vital role that the S&T Departments place in keeping the trains moving. Training of manpower and technology

modernisation are essential parameters of the S&T wing, to develop the railway system. While training of staff shall be a priority, there cannot be any compromise on safety of the S&T staff during the course of performing their duties, he stressed and added that safety gadgets will be used to enhance safe working conditions of S&T personnel.

Shri A K Gupta, AGM; Shri M S Mahaboob Ali, CSTE; Shri S P Sahu, CSO; Shri R R Prasad, CPO; Shri Ashesh Agarwal, DRM/SC; Smt. Aruna Singh, DRM, HYB; Shri M Raghavaiah, General Secretary, NFIR and Shri Guman Singh, President, NFIR were amongst the dignitaries who attended the seminar.



Chairman, Railway Board inaugurates Expanded Dialysis Unit at Railway Hospital

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Shri A K Mital, Chairman, Railway Board inaugurated the newly expanded Dialysis Unit at Central Hospital, Lallaguda, Secunderabad on May 28, 2016. He was accompanied by Shri Ravindra Gupta, General Manager. The centrally airconditioned unit, which held 7 beds earlier is now upgraded to a 15 bedded facility and is equipped with all necessary

infrastructure and facilities. It is setup in the new building constructed in the hospital complex.

Shri A K Gupta, Additional, General Manager; Dr. KHK Dora, Chief Medical Director; Dr. TSR Murthy, Medical Director, Lallaguda Hospital; Dr. NVBK Sai, In-charge Dialysis Unit, Smt. Aruna Singh, DRM,

Hyderabad, Division; Shri R C Boolchandani, Chief Administrative Officer (Construction) and other Principal Heads of Department were also present.



"No Compromise on Providing Safety"



Shri Ravindra Gupta, General Manager instructed all the Divisional Railway Managers not to compromise on monitoring safety aspects and advised them to strictly adhere the guide lines provided by Railway Board. He conducted a high level review meeting with Principal Heads of the Departments of the Zone on June 6, 2016, at Rail Nilayam, Secunderabad. The review meeting also involved video conferencing with the Divisional Railway Managers of Secunderabad, Hyderabad, Vijayawada, Guntur, Guntakal and Nanded Divisions.

Shri Ravindra Gupta critically reviewed the unusual incidents that took place over the Zone in the recent past which would have hampered the safety of the trains. He directed all the Divisional Railway Managers to conduct a detailed study into the unusual happenings and take up the staff responsible for the same. He reiterated the policy of zero tolerance towards incidents leading to unsafe conditions. He also instructed the

Divisional Railway Managers to protect all the coaching depots by bringing them under surveillance camera network by the end of July, 2016. The General Manager also reviewed the monsoon preparedness of the Engineering Department. He advised the officials to keep adequate material needed in case of emergencies and keep alert at the identified vulnerable bridges and tracks near the tanks.

Shri A K Gupta, AGM, Shri S N Singh, Principal Chief Engineer, Shri S P Sahu, Chief Safety Officer, Shri Solan Gupta, Chief Electrical Engineer, Shri Mahaboob Ali, Chief Signal and Telecommunication Engineer, Shri Somkuwar, Chief Mechanical Engineer, SCR were amongst the officials present.

Acknowledging the good performance and timely alertness of the staff that lead to averting the untoward incidents, Shri Ravindra Gupta presented 'Man of the Month' awards to two employees of the Zone.

Man of the Month Awardees:

1. Shri Rajkumar, Loco Pilot while proceeding on light Engine movement observed 8 feet length of iron piece on the track between Hussain Sagar Jn and James Street stations. He stopped the Engines and alerted the concerned.



2. Shri V.J. Satyanarayana, Dy. Station Superintendent, Route Relay Interlocking, acted swiftly and operated points, which prevented derailment of a DEMU train.



Shri Ravindra Gupta, General Manager participated in the General Managers' Conference held on April 16, 2016 at Bhubaneswar. The meeting was held under the chairmanship of Shri A K Mital, Chairman, Railway Board and Members of Railway Board.

The agenda items discussed included Safety; Passenger, Goods, other coaching & non-fare revenue earnings; punctuality, freight loading, project monitoring, expenditure and performance of production units.



Capacity Augmentation–Infrastructure Development



Dr. N Sivaprasad, Member of Parliament, Chittoor inaugurated the 'Washable Apron' facility at the Chittoor Railway Station on June 15, 2016 at Chittoor. Shri B G Mallya, Divisional Railway Manager, Guntakal Divisional Railway Manager, other public representatives and senior railway officials were present on the occasion.

A New Crossing Station, Krishnamakona between Panyam -Buganapally Stations on Nandyal-Dhone Section was commissioned on May 20, 2016.



Rayanagudem, a New Crossing Station on Guntur - Secunderabad Section was commissioned on June 13, 2016.



Anti-Terrorism Day Pledge Administered on SCR

Anti-Terrorism Day was observed by SCR on May 20, 2016 at its Zonal and Divisional Headquarters. At Rail Nilayam, Secunderabad, the Zonal Headquarters of SCR, Shri A K Gupta, Additional General Manager administered the "Anti-Terrorism Day Pledge" to the officers and staff. The pledge reads:

"We the people of India, having abiding faith in our country's tradition of non-violence and tolerance, hereby solemnly affirm to oppose with our strength, all forms of terrorism and violence. We pledge to uphold and promote peace, social harmony and understanding among all fellow human beings and fight the forces of disruption threatening human lives and values".



South Central Railway celebrated the 125th Birth Anniversary of Bharat Ratna, Babasaheb Dr B R Ambedkar on April 18, 2016 at Rail Nilayam Auditorium, Secunderabad. Shri Ravindra Gupta, General Manager, South Central Railway was the Chief Guest. Shri A K Gupta, AGM and other Senior Officials were amongst those present.

Addressing the gathering after paying floral tributes to Babasaheb, Shri Ravindra Gupta stated that the Nation owes a lot to the architect

of Indian Constitution for shaping its inclusive growth through the Right to Equality and the Right to Liberty. It is due to his visionary thinking that India is enjoying the benefits of Democracy and Fundamental Rights, the General Manager asserted. A Scholar par excellence, Babasaheb proved that poverty or so called social status never hinders ones progress. His was a relentless struggle to restore human dignity and establish a new socio order based on the principles of liberty, equality and universal brotherhood.

The best tribute to the Bharat Ratna is to follow the path of his philosophy, the General Manager opined. It is a measure of SCR's commitment that

the administration is always striving hard in this direction by reaching to the work force and their families towards ensuring their career progression, welfare and health needs, the General Manager added.

Those who spoke on the occasion are Shri V V Naik, Zonal President, All India SC&ST Association, SCR; Shri M Raghavaiah, General Secretary, SCRES & NFIR; Shri K Srinivas, President, SCR MU; Shri BVN Satyanarayana, President, SCR Other Backward Caste Association; Shri M Papi Reddy, CCM.

125th Birth Anniversary Celebrations of Dr. B R Ambedkar on SCR



Indian Railway Institute of Signal Engineering & Telecommunications (IRISET) signs MoU with Osmania University for PG Degree Programme

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The MoU was exchanged between Shri Vikrant Kalra, Director, IRISET and Prof. S Ramachandram, Principal, University College of Engineering, Osmania University. Shri C K Prasad, Prof. Telecom, IRISET; Dr. Chandrasekhar, OU; Dr. Rajendra Naik, HoD, ECE, OU; Prof. S Sameen Fatima, OU and Dr. Nirmala Devi, OU were also present. Under this

MoU, the said training programme and field training will include additional subjects like Systems & Software Engineering, Reliability Engineering, EMI/EMC etc. and faculty of IRISET and OU College of Engineering will conduct theory classes for course work and semester end exams for fulfilling academic requirements of the M.Tech/M.E. Degree. This MoU will boost the Industry interactions with academics and allows exchange of faculty and other resources which will benefit both the organizations. IRISET will get the status of Centre for Research and Students of OU will get an opportunity to undertake Project work and access to Laboratories of IRISET. This is an important milestone in collaborative programmes of IRISET.



Shri Ravindra Gupta, General Manager and Shri A K Sinha, Divisional Railway Manager, Nanded Division met Shri Sarjan Bhagat, Principal Chief Conservator of Forests and Shri Vikas Kharge, Secretary, Revenue and Forests Department, Maharashtra State on May 7, 2016 at Mantralayam, Mumbai. The meeting was held to discuss regarding forest clearance for Akola-Khandwa Gauge Conversion project.



दक्षिण मध्य रेलवे के प्रधान कार्यालय को इस वर्ष उत्कृष्ट कार्यनिष्पादन के लिए रेल मंत्री राजभाषा शील्ड का प्रथम पुरस्कार प्राप्त हुआ. रेलवे बोर्ड में आयोजित पुरस्कार वितरण समारोह में दक्षिण मध्य रेलवे के मुख्य राजभाषा अधिकारी एवं प्रमुख मुख्य इंजीनियर श्री एस.एन.सिंह ने यह शील्ड ग्रहण की. इस अवसर पर उप महाप्रबंधक (राजभाषा) भी उपस्थित थे.



इस रेलवे के 1 अधिकारी और 7 कर्मचारियों को हिंदी में सराहनीय कार्य करने पर रेलवे बोर्ड व्यक्तिगत नकद पुरस्कार योजना के अंतर्गत पुरस्कृत किया गया.



स्वच्छ भारत

- श्रीमती डी. रजनी
कनिष्ठ अनुवादक, हैदराबाद मंडल

स्वच्छ भारत का,
सपना था बापू का ।
अब यह सपना है हम सबका,
और लक्ष्य है पूरे भारत का ।

हमारा देश,
हरियाली युक्त हो,
कचरा मुक्त हो,
साफ-सुथरा हो,
यह प्रक्रिया निरंतर हो ।

भारतवासी जागरूक हों,
स्वच्छ मिशन सार्थक हो ।
जब सब जुटें, करने में सफल,
तो जरूर मिलेगा इसका फल ।

घर-घर से शुरु होकर,
देश भर में मशहूर होकर ।
हमारा देश होगा, स्वच्छ भारत,
सब कहेंगे, सुंदर भारत ।

परिवर्तन

माने हुए ज्योतिषी का नगरागमन हुआ. जिज्ञासावश हमारे पड़ोसी मानधना जी के साथ मैं उनसे मिलने गया. ज्योतिषी जी को हाथ दिखाते हुए मानधना जी बोले, "अच्छा पंडित जी अब बताइये मेरी मृत्यु कैसी होगी". इस पर ज्योतिषी बोले मैं किसी की मृत्यु के बारे में नहीं कहता, फिर भी मानधना जी आप संभल जाइये. अपने लोगों के प्रति अपना दायित्व समझिए.

दूसरे दिन मैंने देखा कि मानधना जी अपने वृद्ध माता-पिता को वृद्धाश्रम से घर वापस ले जा रहे हैं.

- लक्ष्मण शिवहरे
वरिष्ठ राजभाषा अधिकारी/प्र.का./सिकंदराबाद



प्रधान कार्यालय के कार्मिक विभाग के कर्मचारियों के लिए हिंदी कार्यशाला का आयोजन किया गया। इस अवसर पर श्री आर.आर. प्रसाद, मुख्य कार्मिक अधिकारी ने कहा कि कार्यालयीन कामकाज में व्यावहारिक दृष्टिकोण से

राजभाषा हिंदी के प्रचलित वाक्यों और शब्दों का प्रयोग करना चाहिए, उन्होंने आगे कहा कि हिंदी कार्यशाला का उद्देश्य राजभाषा हिंदी में किए जानेवाले कार्य को आगे बढ़ाना है जिससे राजभाषा के प्रति संवैधानिक दायित्व की पूर्ति हो सके। उन्होंने राजभाषा अधिनियम 1963 की धारा 3(3) के अंतर्गत जारी होनेवाले दस्तावेजों को द्विभाषिक रूप में जारी किए जाने पर जोर दिया। मुख्य कार्मिक अधिकारी/प्रशासन, श्री जी.श्रीनिवास रेड्डी ने बताया कि कार्मिक विभाग से लगभग सभी आदेश द्विभाषिक रूप में जारी हो रहे हैं और इनका आगे भी द्विभाषिक रूप में जारी होना सुनिश्चित किया जाएगा।

इसके पूर्व श्री लक्ष्मण शिवहरे, वरिष्ठ राजभाषा अधिकारी ने इस हिंदी कार्यशाला में उपस्थित सभी अधिकारियों और

कर्मचारियों का स्वागत किया और कहा कि हिंदी कार्यशाला के आयोजन का उद्देश्य कर्मचारियों को राजभाषा हिंदी में काम करने में आनेवाली कठिनाइयों और शिक्षक को दूर करना है।

इस हिंदी कार्यशाला के प्रथम सत्र में डॉ. श्याम सुंदर साहू, उप महाप्रबंधक (राजभाषा) ने संघ की राजभाषा नीति, संवैधानिक प्रावधानों की विस्तृत जानकारी दी। दूसरे सत्र में वरिष्ठ राजभाषा अधिकारी ने सरकारी कामकाज में प्रयोग में आनेवाले विभिन्न प्रपत्रों को राजभाषा हिंदी में भरे जाने से संबंधित व्यावहारिक जानकारी दी।

क्षेत्रीय राजभाषा कार्यान्वयन समिति की 152^{वीं} बैठक का आयोजन

क्षेत्रीय राजभाषा कार्यान्वयन समिति की 152^{वीं} बैठक श्री रवींद्र गुप्ता, महाप्रबंधक, दक्षिण मध्य रेलवे की अध्यक्षता में 29 जून 2016 को महाप्रबंधक सभागृह में संपन्न हुई। रेलवे बोर्ड द्वारा इस रेलवे के लिए नामित रेलवे हिंदी सलाहकार समिति के माननीय सदस्य श्री दत्ताराम पुन्जाजी घुगे प्रेक्षक सदस्य के रूप में इस बैठक में उपस्थित थे।

सबसे पहले मुख्य राजभाषा अधिकारी, श्री एस.एन.सिंह ने सभी सदस्यों का स्वागत किया और कहा कि महाप्रबंधक महोदय के वार्षिक निरीक्षण के दौरान स्टेशनों तथा अन्य कार्यालयों में प्रदर्शित बोर्डों में हिंदी वर्तनी आदि के संबंध में पाई गई त्रुटियों को सुधारने के लिए टोस कार्रवाई की गई है। आगे ऐसी त्रुटियों से बचने के लिए मार्गदर्शी सिद्धांत जारी कर जिम्मेदारी भी तय की गई है और पाई गई त्रुटियों को राजभाषा विभाग के Whatsapp Group में पोस्ट करने के लिए कहा गया। पुस्तकालयों के रख-रखाव पर ध्यान दिया गया है। अधिकारीगण अपने दौरा कार्यक्रम द्विभाषिक रूप में प्रस्तुत कर रहे हैं। वे फाइलों पर छोटे-छोटे आदेश हिंदी में दे रहे हैं। हिंदी कार्यशालाओं, संगोष्ठियों, टेबल टेनिंग आदि का नियमित रूप से आयोजन किया जा रहा है। इससे हमारी रेलवे के हिंदी काम-काज में वृद्धि हुई है और हमें इस वर्ष भी अखिल रेल स्तर की रेल मंत्रो राजभाषा शौल्ड प्राप्त हुई है।

बैठक के दौरान महाप्रबंधक महोदय के करकमलों से इस रेलवे के मुख्यालय की हिंदी पत्रिका 'रेलसुधा' और



गुंतकल मंडल की पत्रिका 'सप्त शिखर संदेश' का विमोचन किया गया।

श्री रवींद्र गुप्ता ने अपने संबोधन में इस रेलवे को रेल मंत्री राजभाषा शौल्ड प्राप्त होना गौरव की बात कहा। इसके लिए उन्होंने हिंदी में काम करनेवाले अधिकारियों और कर्मचारियों को बधाई दी। उन्होंने आदेश दिए कि रेलवे अस्पतालों में हिंदी पत्रिकाएं नियमित रूप से उपलब्ध कराई जाएं और बच्चों के वार्ड में बाल कथा-संग्रह और बाल पत्रिकाएं उपलब्ध कराई जाएं। सभी अधिकारियों द्वारा

अपने निरीक्षणों में हिंदी मर्दों का अवश्य निरीक्षण किया जाए और गलतियों को सुधारने के लिए आवश्यक कार्रवाई की जाए। जनता के संपर्क में आनेवाले सभी बोर्ड, बैनर, पोस्टर आदि का हिंदी में होना और इनमें सही हिंदी का प्रयोग किया जाना सुनिश्चित किया जाए।

इसके बाद बैठक की मानक कार्यसूची पर विस्तार से चर्चा की गई और तदनुसार निर्णय लिए गए। उप महाप्रबंधक (राजभाषा) डॉ. श्याम सुंदर साहू ने राजभाषा कार्यान्वयन की विभिन्न मर्दों में इस रेलवे की स्थिति की जानकारी दी और वरिष्ठ राजभाषा अधिकारी श्री लक्ष्मण शिवहरे ने तिमाही के दौरान किए गए विशेष प्रयासों और पिछली बैठक में लिए गए निर्णयों पर की गई कार्रवाई के बारे में जानकारी दी।



हिंदी सलाहकार समिति के सदस्य ने कहा कि इस रेलवे पर राजभाषा के क्षेत्र में अच्छा कार्य हो रहा है। क्षेत्रीय भाषाओं को भी उचित सम्मान दिया जाना चाहिए।

यांत्रिक विभाग में हिंदी में संगोष्ठी का आयोजन

मुख्यालय के यांत्रिक विभाग में 24 जून 2016 को 'पर्यावरण एवं स्वच्छता बनाए रखने में भारतीय रेल का योगदान' विषय पर हिंदी में संगोष्ठी का आयोजन किया गया। इसकी अध्यक्षता मुख्य यांत्रिक इंजीनियर श्री सोमकुंवर ने की।

उन्होंने अपने संबोधन में कहा कि देश भर में रेल का नेटवर्क काफी विस्तृत है तथा रेल मंत्रालय द्वारा 'स्वच्छ भारत अभियान' के तहत रेलों पर स्वच्छता सुनिश्चित करने के लिए 'पर्यावरण और हाउस कीपिंग' निदेशालय का गठन किया गया है। उन्होंने

कहा कि स्वच्छता सुनिश्चित करने के लिए हमें स्वयं को जागरूक करना होगा। उन्होंने आगे कहा कि राजभाषा के कार्यों में इस तरह बढ़-चढ़ कर भाग लेकर इसके प्रयोग प्रसार में सहभागी बनना होगा। श्री मनीष अग्रवाल, उप मुख्य यांत्रिक इंजीनियर ने

संगोष्ठी का आरंभ करते हुए कहा कि जीवन में स्वच्छता का काफी महत्व होता है। हमारी सरकार ने स्वच्छता और पर्यावरण संरक्षण के लिए अभियान चलाया है और हमें इसमें अपना सक्रिय योगदान देना होगा।

डॉ. श्याम सुंदर साहू, उप महाप्रबंधक (राजभाषा) ने इस संगोष्ठी के आयोजन के उद्देश्य को रेखांकित करते हुए कहा कि इस प्रकार के आयोजन से राजभाषा के प्रयोग-प्रसार को और बढ़ावा मिलता है। श्री पी. रवि कुमार, मुख्य चालन शक्ति इंजीनियर ने 'पर्यावरण प्रबंधन' विषय पर अपना आलेख प्रस्तुत करते हुए कहा कि पर्यावरण संरक्षण के लिए बनाए गए नियमों और अधिनियमों का कड़ाई से पालन किया जाना चाहिए। संगोष्ठी का समापन धन्यवाद ज्ञापन के साथ हुआ।





Fine Arts Painting attractively brighten the steps of Foot Over Bridge at Kacheguda Railway Station



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