दक्षिण मध्य रेलवे South Central Railway

#HUM Safar DUM Railway#

Vol.X Issue II Quarterly | House Journal of SCRians | April, 2020

ANNUAL ISSUE

Hon'ble MR Visit to SCR

Team SCR 2019 – 20

@ BACK COVER

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FOREWORD

Namaskar!

I express my warm greetings to all the Officers and Staff of South Central Railway and wish them health and happiness all through.

As you are aware, the financial year 2019-20 has been a big challenge to the Railways including our zone, in terms of traffic generation and revenue. However, the resolute work culture of South Central Railway could overcome major obstacles and pave the way for the zone to attain best possible results.

Just as we started to feel satisfied with our efforts, the pandemic COVID-19 virus has put a spanner to the works. However, with the Rail Ministry acting fast to sustain rail services in service of the Nation, this interruption will be overcome on the strength of our commitment and zeal. Please remember, you never know your limits until you push them.

SCR has been able to undertake and complete major infrastructure works during the last fiscal, which will enhance our operational capabilities, both in freight and passenger traffic segments. Several technology inputs and innovative practices have not just added to our might on the move, but enabled us to stay ahead as one of the leading zones.

The new financial year seeks the best out of rail work force and the only path for all of us is to go forward, with no looking back. Rest assured, I will be with you to traverse the challenging journey, at every step ahead. We can and we will.

(Gajanan Mallya)
General Manager

Leadership is not about position or title. It is about action and example. South Central Railway is privileged to have Shri Gajanan Mallya as General Manager, who is the epitome for all the qualities a leader should hold. His energy has been the elixir to the strength of SCR's work force in overcoming any demanding situation. These capabilities reflected very clear throughout the financial year 2019-20, during which he has steered the organisation through rough waters, thereby signifying the resilience to overcome any challenge.

The annual issue of HUM-DUM is proud to devote all its content to highlight the 2019-20 performance of SCR in a nut shell along with landmark achievements during the year. In addition, important events that occurred in the last quarter of the fiscal also find place, prominent being the visit of Hon'ble Minister of Railways, Shri Piyush Goyal to SCR. Acknowledging the role being played by SCR Women's Welfare Organisation in rendering yeomen service to the society, an exclusive spread has been carried by the Magazine in the pages inside.

The House Journal has not carried any content on the pandemic virus COVID-19 by intent. We believe that the subject has earned widespread awareness on account of all the media avenues focusing their attention on the Virus. What is needed for us is to overcome this tough period, with the mantra being - "Think positive, Eat healthy, Exercise punctual and Maintain caution". Without 'I' and 'U', the pandemic V_ R_ S stays incomplete.

The ensuing financial year is going to be a test of expectations from General Manager Sir, who has reposed his trust on us. It is only in the dictionary that "Success" comes before "Work". In actual terms, it is the work which will lead to success.

Let success be our goal.

(Ch. Rakesh)
Chief Public Relations Officer

EYE PAGE

02	03	04	07	05, 08 & 10	12, 13 & 14	15 to 32	33 & 34
Cover Story	Republic Day Celebrations	Police Band Competition	Women's Day Celebrations	Review & Inspections	SCRWWO Roundup	Departmental Achievements	Raj Basha

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

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Launch of various Rail Developmental Works and Passenger Amenities by Shri Piyush Goyal Hon'ble Minister of Railways

Secunderabad Railway Station on February 18, 2020

LAYING OF FOUNDATION STONE FOR

Development of Satelite Termial at Charlapalli Railway Station

Electrification of Yerraguntla – Nandyal section

DEDICATION TO THE NATION OF

Double Line with Electrification of Guntakal – Kalluru Section

Free High Speed Wi-Fi facility at 427 Railway Stations in Telangana & Andhra Pradesh

Addressing the huge gathering, Shri Piyush Goyal stated that Union Government is serving all the regions of the Nation with responsibility towards 130 crore Indians. He informed that Rs.2602 Cr has been sanctioned towards various developmental projects in Telangana in the current rail budget as against the allocation of Rs. 258 Cr during the year 2014-15, which is 10 times higher. He also informed that a record of 158 route Kilometers new lines, 48 route Kilometers doubling and third line facility and electrification of 303 route Kilometers has been done during the last five and half years. Provision of free high speed Wi-Fi facilities at 427 Railway Stations.

Shri G. Kishan Reddy, Hon'ble Minister of State, Home Affairs, speaking on the occasion stated that development of satellite terminal at Charlapalli Railway station is very useful for the residents of Hyderabad.

Earlier Shri Gajanan Mallya, GM/SCR in his welcome address detailed about the development of Charlapalli station as satellite terminal station, Electrification of Yerraguntla – Nandyal section, double line with Electrification of Guntakal – Kalluru section and Free High-Speed Wi-Fi facility at 427 Railway stations in SCR

Later, Shri Piyush Goyal, Hon'ble Railway Minister has visited SCR Headquarters, Rail Nilayam, Secunderabad and held a performance review meeting of the Zone with Shri Gajanan Mallya, GM/SCR and Principal Heads of Departments. Divisional Railway Manager of all the six divisions participated through Video Conference. Hon'ble Minister complimented the officials and staff of SCR for the progress achieved in various sectors.

71st Republic Day Celebrations on South Central Railway

Railway Sports Complex, Secunderabad on January 26, 2020

Shri Gajanan Mallya, General Manager, SCR who was the Chief Guest on the occasion, unfurled the National Flag and received the Guard of Honour presented by contingents of RPF, Civil Defence, National Cadet Corps, Scouts and Guides etc. A big gathering of Railway Officers and Staff, their family members were present on the occasion.

Delivering his address after inspecting the Parade, Shri Gajanan Mallya stated that the Republic Day offers South Central Railway an opportunity to reaffirm its commitment to serve the Nation as a core transport service provider. A core area for attention for SCR is the safety of train operations, towards which a Zero tolerance policy is in implementation to maintain nil accident record. Security and passenger amenities too have been given importance; the GM informed. A host of cultural events signifying patriotism, showcasing skills of Dog Squad of Railway Protection Force etc., marked the culmination of the program.

71st Republic Day Celebrations by SCR Womens Welfare Organisation

Smt. Jayanthi Mallya, President, SCRWWO, SCR hoisted the National Flag in the presence of a large number of students at Vidya Vihar High School, Chilkalguda, Secunderabad.

Addressing the students on the occasion, Smt. Jayanthi Mallya advised the students to be sincere and determine to achieve their goals and excel in their future career.

Later, Smt Jayanthi Mallya along with executive members of SCRWWO visited Aakaansha, Special school run by SCRWWO at Mettuguda and hoisted Tri-Colour in presence of Differently abled Children and they also visited Central Railway Hospital, Lallaguda and distributed Steel water bottles and protein powder among ailing patients.

20th All India Police Band Competition

Railway Sports Complex, Secunderabad

OPENING CEREMONY on February 19, 2020

Dr. (Smt.) Tamilisai Soundararajan
Hon'ble Governor of Telangana

Dr. (Smt.) Tamilisai Soundararajan, Hon'ble Governor of Telangana was the Chief Guest at the opening ceremony of the 20th All India Police Band Competition hosted by RPF and declared open by releasing colorful balloons.

Shri Gajanan Mallya, General Manager, SCR; Shri Arun Kumar, IPS, Director General / RPF as Chairman of Central Coordinating Committee and Shri G.M. Eswara Rao, Principal Security Commissioner, RPF, SCR were present during the ceremony.

Speaking on the occasion, Dr. Tamilisai Soundararajan opined that this is not just an event but time to celebrate togetherness towards national building. She said that Band forms a part of forces during timely reminders, call for duty, joy of living and building spirit with playing patriotism music.

General Manager, SCR addressed the gathering and called upon the colorful gathering to participate in the competition with true sporting spirit. Around 1400 members representing 22 States and Central Para-Military Forces participated in the competition.

CLOSING CEREMONY on February 23, 2020

Shri M. Venkaiah Naidu,
Hon'ble Vice President of India

Shri M. Venkaiah Naidu, Hon'ble Vice President of India was the Chief Guest at the closing cermony of 20th All India Police Band Competition hosted by RPF. Speaking on the occasion he stated that, music is divine and capable of touching the hearts and minds of people equally. Music brings out the best in a person and arouses the courage, valour in the armed forces. Police bands and marshal music inspires the forces, invokes patriotism and commitment towards protection of the Nation.

Shri M. Venkaiah Naidu, Hon'ble Vice President of India presented the 20th All India Police Band Championship winner trophy in Brass Band Category to CRPF, Pipe Band trophy to Maharashtra Police. Hon'ble Vice President released a 'Coffee Table Book' consisting evolution and performance of Railway Protection Force

Shri Arun Kumar, Director General, RPF, Shri Gajanan Mallya, GM/SCR, Shri B.B. Singh, AGM, Shri G.M. Eswara Rao, PCSC, SCR were also present on the occasion.

Police Band Display Shows at 3 locations in Twin Cities

February 21, 2020

As part of 20th All India Police Band Competition-2019 conducted at Raiwlay sports Complex, Secunderabad, Police Band Display shows have been organized to the general public at prominent places in twin cities of Hyderabad.

The teams of Railway Protection Force (RPF), Maharastra, Indo-Tibetan Border Police (ITBP) & Central Reserve Police Force (CRPF) have presented their shows at Charminar, NTR Gardens and Secunderabad Railway Station (Bhoiguda side)

SAFETY REVIEW MEETINGS

Man of the Month Safety Awards Presented by GM, SCR
On January 13, 2020 and March 10, 2020

Review Meeting on Safety, Loading & Punctuality
On January 20, 2020

Performance Review Meeting with Principal Officers
On January 27, 2020

Review Meeting on Safety, Loading & Punctuality
On February 03, 2020

Detailed Review Meeting on Safety Drives to be conducted at LC Gates to ensure Safety
On February 24, 2020

GM/SCR made a Courtesy call on Dr. Tamilisai Soundarajan, Hon'ble Governor of Telangana

January 16, 2020

GM/SCR met Shri Somesh Kumar, Chief Secretary, Government of Telangana

January 13, 2020

SCR & M/S. Singareni Collieries Company Limited enter into MoU

Secunderabad, January 11, 2020

Bhadrachalam Road - Sattupalli new rail line project is one of the most important ongoing projects on SCR. This new line is being jointly developed by SCR and M/S. Singareni Collieries Limited for transporting coal from the nearby mines of SCCL located at Sattupalli area. As a part of this, a giant step has been taken by signing MoU between SCR and SCCL and acheque of Rs 200 crores has been handedover by M/S. SCCLduring the meeting held at Rail Nilayam, SCR headquarters on March 11, 2020. 90% of the land proposed by the Railways being acquired with the support of the Government of Telangana in a record time of about six months, enabling early completion of the project. The project is targeted to be completed by the end of December 2020.

On this occasion, Shri Gajanan Mallya, GM/SCR expressed his happiness and stated that this step will help in speeding up the execution of the entire project.
Shri B.B.Singh, AGM and other Officers from SCR and M/s. SCCL were present during the meeting.

New Incumbents

Took Charge on January 17, 2020

Dr. Prasanna Kumar
Principal Chief Medical Director

He belongs to the 1983 batch of Indian Railway Medical Services (IRMS). Prior to Joining in South Central Railway, he was serving as Principal Chief Medical Director, Central Railway.

He started his career as ADMO in Southern Railway, Later he worked in various capacities over Southern Railway and Central Railway.

Took Charge on February 14, 2020

Shri G. Venugopal Reddy
Principal Chief Electrical Engineer

He belongs to the 1983 batch of Indian Railway Service of Electrical Engineer (IRSEE). He started his career in Southern Railway, subsequently he worked in SCR. Later he worked on deputation as Director (Transport) in Planning Commission. He worked in Railway Board as OSD to CRB and as ED, Vigilance. He also worked as Joint Secretary in Ministry of Labour and Employment. Before joining as PCEE, he worked as Dy Director General in UIDAI.

Took Charge on March 13, 2020

Shri P.V.V.Satyanarayana
Principal Chief Materials Manager

He belongs to the 1984 batch of Indian Railway Service of Stores (IRSS). He graduated in Mechanical Engineer from College of Engineering, Andhra University. He did his Masters in Industrial Management from IIT, Kharagpur. His previous postings include Dy. Chief Vigilance Officer, ADRM in Guntakal Division of SCR, Chief Materials Manager (Mech) and Controller of Stores (JMP) on Eastern Railway and PCMM , East Coast Railway. He has served RAILTEL Corporation on deputation.

A Mega Rally "Walk for Glory" marks the Women's day Celebrations

March 08 , 2020

To mark the occasion of International Women's Day-2020, a mega rally "Walk for Glory" has been organized by SCR. The Rally commenced from Rail Nilayam, Secunderabad & proceeded towards Sanchalan Bhavan, Sangeet 'X' Roads, NCL complex and concluded at RSC, Secunderabad. Shri Gajanan Mallya, GM/SCR, Shri B.B.Singh, AGM and Smt. Jayanthi Mallya, President, SCRWWO, lead the rally.

A large number of officers, executive members, staff and women employees along with their family members also participated in the rally with enthusiasm.

Speaking on the occasion, Shri Gajanan Mallya complemented the women associated with SCR and lauded their contribution in different spheres of activity.

Smt Jayanthi Mallya, President, SCRWWO said that women are in the forefront of activities and given the opportunities they are excelling in all fields.

All Women Crew Runs Passenger Trains over the Zone

March 06 to 10 2020

First Trains to run with All-Women crew marking the occasion of International Womens Day

Secunderabad Division

Hyderabad Division

Vijayawada Division

To specify the importance of women empowerment and to promote gender equality, Indian Railways has organized International Women's Day Campaign from 01st to 10th March, 2020 with the theme "Each for Equal". As a part of it, all the Six divisions operated a Passenger Train with all women crew comprising of Loco Pilot, Asst. Loco Pilot, Train Guard, TTE's & RPF

Guntur Division

Guntakal Division

Nanded Division

General Manager Inspects Carriage Repair Shop (CRS), Tirupati

January 04, 2020

- Conducted detailed inspection of Carriage Repair Shop, Tirupati
- Declared the Workshop as First Scrap Free Work Shop on South Central Railway
- Inaugurated Stores Annexe, Wheel Lathe shop, Bogie load Testing Machine etc
- Laid a foundation stone for new incoming shop and planted Sapling in the work shop premises
- Interacted with workshop employees and enquired about the safety precautions taking by them
- Announced a group cash award of Rs.2 lakh for the excellent work done in improving productivity, quality, over all housekeeping.

General Manager Inspects Rayanapadu Wagon Workshop

January 09, 2020

Interacted with staff of Wagon Workshop, Rayanapadu

During the inspection, General Manager Inaugurated -

- Electrical Mill Wright Stores
- Surface Traverse machine
- 50.7KwP Solar Plant
- Electrical substation with a backup of 500 KVA
- Roof top solar plant

Participated in plantation drive

SCR and SBI Ink Pact for Direct Pick up of Railway Earnings on all Stations of the Zone

Rail Nilayam, Secunderabad
January 13, 2020

South Central Railway entered into a Memorandum of Understanding with State Bank of India in connection with Doorstep Banking for direct pickup of earnings covering all 585 Railway stations over SCR. The MoU was signed by SCR & SBI Officials at SCR Hqrs, Rail Nilayam, Secunderabad in the presence of Shri Gajanan Mallya, General Manager, SCR. This will enable hassle free collection of traffic earnings by SBI and remittance into Government account avoiding delay in transmission of traffic cash earnings. The MoU was signed by Dr B.S. Christopher, Chief Commercial Manager, Freight Services and Shri J. Meghanath, Financial Advisor and Chief Accounts Officer, Traffic on behalf of South Central Railway and Shri Surendra Nayak, Deputy General Manager, Digital and Transaction Banking Unit, SBI, Hyderabad Circle.

SCR Introduces QR code for Quick Booking of General Tickets through UTS on Mobile App

Innovative Solar Roof provided for the New Booking Office Building at Kamareddi Station

High Capacity Solar Photo Voltaic Cover Over Platform at Vijayawada Station

Nandyal – Yerraguntla Section declared as the First Solar Section on SCR

Shri G. Sreepal Reddy, Gold Medal winner (55 Kgs Catg) in "34th All India Railway Body Building Championships"

SCR Golf Team bagged All Prestigious Prizes at "9th Golf Buddies International Golf Championship"

Shri Vinod Kumar Yadav, Chairman, Railway Board, New Delhi Reviews Infrastructural Development Works

Tirupati Railway Station
January 06, 2020

Shri Vinod Kumar Yadav, CRB, reviewed the ongoing infrastructural works pertaining to construction of new platform and inspected passenger amenity works at Tirupati Railway Station. He commissioned three SEGWAYS "Hover Board", a Self-Balancing Scooter for enabling quick response towards Security needs of passengers by RPF personnel in the presence of Shri Gajanan Mallya, General Manager, SCR.

Tirupati is the first railway station on SCR to be provided with these two-wheel battery operated scooters. Three SEGWAYS commissioned will facilitate RPF personnel to move quickly from one end to another end and also from one platform to another to attend distress calls of passengers. Mobility of RPF personnel on platforms will increase multi-fold and will also enhance visible policing.

SCR organized a Vendors Meet for Indigenization and Vendor Development

Rail Nilayam Auditorium, January 24, 2020

Shri Gajanan Mallya, GM/SCR was the Chief Guest at the meet while addressing the gathering he emphasized for regular interaction with vendors for new developments in procurement eco-system, and the need for a strong vendor base and good supply chain management system for the consistent growth and progress of Indian Railways.

Shri V. R. Mishra, PCMM, SCR welcomed the gathering and said that the main objective of this vendor meet is to have face-to-face interaction with the vendors on the various aspects of procurement system.

Shri B.B.Singh, AGM, SCR, Shri V.Ramesh, GM/SBI, Hyderabad and other officials participated in the meet.

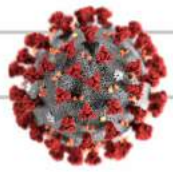
SCR Holds Meeting with various Stake Holders to Enhance Non-Fare Revenue

Rail Nilayam, Secunderabad on January 23, 2020

SCR conducted a meeting with Advertising agencies, Railway freight customers and Cab/Bike Aggregators to discuss various modalities to improve the Non Fare Revenue. The meeting was convened to emphasize on the potential areas like advertising the products on freight wagons, locomotives/trains, railway estates and circulating areas of railway stations, allotment of parking space for App based cab/bike/scooters at railway station premises. The stake holders participated in the meeting was appraised about the areas and sources available with the railways to promote their business for extensive publicity at the stations and in trains.

Shri Gajanan Mallya, GM and Shri B.B.Singh, AGM and officials of commercial and operating departments from Head quarters and Division are present during the meeting

GUIDELINES FOR WORKPLACE IN VIEW OF COVID-19



When someone who has COVID-19 coughs or exhales they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects - such as desks, tables or telephones. People could catch COVID-19 by touching contaminated surfaces or objects - and then touching their eyes, nose or mouth.

If they are standing within one meter of a person with COVID-19 they can catch it by breathing in droplets coughed out or exhaled b ythem. In other words, COVID-19 spreads in a similar way to flu.them. In other words, COVID-19 spreads in a similar way to flu.

Simple ways to prevent the spread of COVID-19 in your workplace

- Make sure your workplaces are clean and hygienic Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly
- Promote regular and thorough hand-washing by employees, employers and customers.
- Put sanitizing hand rub dispensers in prominent places around the workplace. Make sure these dispensers are regularly refilled.
- Promote good respiratory hygiene in the workplace
- Ensure that face masks(surgical mask) and I or paper tissues are available at your workplaces, for those who develop a runny nose or cough at work, along with closed bins for hygienically disposing of them
- Refrain from unnecessary travel both local and international.

Incase of unavoidable travel to locations reporting COVID-19,

- Make sure your organization and its employees have the latest information on areas reporting COVID-19 available at *https://www.who.int/emergencies/diseases/novelcoronavirus-2019/situation-reports/*
- Regularly check travel advisories of MoHFW and accordingly share it with employees.
- Make sure all persons travelling are briefed by a qualified professional (e.g. staff health services, health care provider or local public health partner) and know what to do and who to contact if they feel ill while traveling.
- Avoid sending employees at higher risk of serious illness (e.g. older employees and those with medical conditions such as diabetes, heart and lung disease)
- Encourage employees to wash their hands regularly and stay at least one meter away from people who are coughing or sneezing
- Ensure that your employees comply with instructions from local authorities where they are traveling.
- Employees who have returned from foreign countries should monitor themselves for symptoms for 14 days and take their temperature twice a day.
- If they develop even a mild cough or low grade fever (i.e. a temperature of 37.3 C or more) they should stay at home and self-isolate and report to the nearest designated health facility (information can be taken from 01123978046) and inform workplace. This means avoiding close contact (one meter or nearer) with other people, including family members.

SCRWWO Celebrates Vidya Vihar High School Annual Day

Chilakalguda, Secunderabad, January 11, 2020

Shri Gajanan Mallya, General Manager, South Central Railway graced the occasion as Chief Guest and Smt Jayanthi Mallya, President, SCRWWO was the Guest of Honour. Addressing the large gathering of students, teachers and parents, Shri Gajanan Mallya Called upon the students to adopt good teachings and follow them for a bright future. He stressed upon the responsibility of parents and teachers in identifying and bringing all round development of a child. The General Manager released a documentary film about the school.

Smt Jayathi Mallya speaking on the occasion congratulated the students for bringing laurels to the institution in various fields. She said that the school has been a foremost initiative of SCRWWO in imparting quality education to the wards and dependents of railway employees along with other children of the society.

Shri Gajanan Mallya and Smt Jayanthi Mallya presented awards to the meritorious students who excelled in academics, sports and co-circular activities.

Medical Camp held to the Students of Vidya Vihar High School

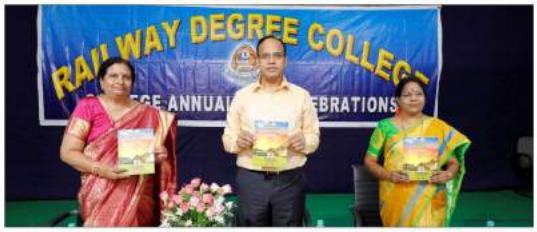
February 11, 2020

SCRWWO has organized a Medical Camp and conducted General Checkup and Vision Test to the Children of Vidya Vihar High School. Smt Jayanthi Mallya, President, SCRWWO was the Chief Guest at the program. Around 220 students from classes Nursery to X Class have been examined by the Railway Doctors. Investigations like Hemoglobin, General Checkup & Eye Test etc., were done to the students and medical advice has been provided accordingly.

43rd Annual Day Celebrations of Railway Degree College

Tarnaka, February 27, 2020

Railway Educational Institutions are imparting quality education to the wards of Railway Employees and underprivileged children of the society opined Shri Rajiv Kishore, PCPO, SCR and Chairman of Railway Degree College, Chief Guest while speaking at the occasion. He presented the meritorious certificates and prizes to the students. Dr. A. Nalini Devi, Principal, welcomed the gathering and presented a detailed academic report



SCR Womens Welfare Organisation YEAR ROUNDUP 2019-20

SCRWWO

Tree Plantation conducted at VVHS & Aakanksha

Skill Development Programme for the students of RJC, RMHS & VVHS

Awareness Programme to studens of VVHS on SAY NO TO PLASTIC.

Interaction with women employees of various departments working in the field

CELEBRATIONS

83 employees felicitated all over Zone during May Day Celebrations

Independence Day Celebrations at Vidya Vihar, Anurag and Aakanksha Schools

Teej Celebrations by SCRWWO

Felicitated 39 Staff during Teacher's Day Celebrations

Children's Day Celebrations at Aakaanksha, Anuraag & Vidya Vihar High School

Annual Day Celebrations at Vidya Vihar High School

Republic Day Celebrations at Vidya Vihar High School

International Women's Day Celebrations at RSC Grounds during "Walk for Glory"

SCR Women's Welfare Organisation Team 2019

COMPETITIONS

Drawing & Painting Competitions held at Vidya Vihar High School

Essay Competitions held at Vidya Vihar High School

Prize Distribution to the winners of Drawing, Painting & Essay Competitions

Carnival conducted at Vidya Vihar High School

HEALTH AND HYGIENE AWARENESS

At Secunderabad Railway Station attended by 100 contract women employees

At Nampally Railway Station attended by 100 contract women employees

At Kacheguda Railway Station attended by 75 contract women employees

At Secunderabad attended by 213 students from RMHS & VVHS

Health Screening Camp for Contract Women Employees of Central Hospital, Lallaguda

Health Screening Camp for Contract Women Employees of Rail Nilayam

Healthy Living Campaign at Chilkalguda Railway Colony with students of VVHS

Medical Camp for Children of Vidya Vihar High School

SCR Women's Welfare Organisation Team 2020

Distribution of Medicine Kits to the contract women employees

South Central Railway **MAJOR MILESTONES 2019-20**

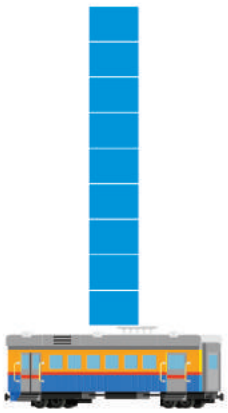
Gross Originating Earnings

₹13,770.64 Crore

2019-20

- South Central Railway stands in second position in incremental earnings over Indian Railways during 2019-20.
- During the last 3 years the Zone has crossed consistently 100 Million Tonnes benchmark in Freight Loading.
- The Passenger Earnings during the year registered a growth of 1.5% over the previous year's earnings.

363.46 Million

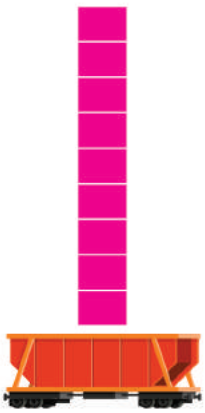


2019-20

₹4,119.44 Crore

2019-20

109.48 Million Tonnes



2019-20

₹9,029.32 Crore

2019-20

₹314.08 Crore

2019-20

₹307.80 Crore

2019-20

ACCOUNTS

OPERATING RATIO

87.28%

WORKING EXPENSES

Rs.11341.34 Crore

Plan Head Expenditure for 2019-20

Plan Heads	Final Grant	Actual
New Lines	767.06	771.21
Gauge Conversion	0.40	0.22
Doubling	125.48	125.06
Traffic Facilities	60.44	58.55
Computerization	9.03	3.99
Rolling Stock	153.17	157.77
Leased Assets	905.00	896.15
Safety Works LC	54.37	52.55
Safety Works RuB/RoB	29.5.47	278.84
Track Renewals	631.93	633.52
Bridge Works	39.01	39.02
S&T Works	87.15	85.55
Other Elec. Tr.Dist. Works	34.45	25.75
Plant & Machinery	30.67	34.28
Workshops	131.50	131.85
Staff Quarters		
Amenities for Staff	26.02	23.90
Passenger Amenities	151.39	150.29
Other Specified Works	35.04	9.97
Training/HRD	51.41	48.25
MMTS	35.07	28.43
Total (Excl. Susp.)	3624.06	3555.15

APPORTIONED EARNINGS

Service Head	2018-19	2019-20
Passenger	5166.53	5292.64
Other Chg.	324.89	311.08
Goods	12207.26	9899.73
Sundries	345.03	307.80
TOTAL	18043.71	15811.25

South Central Railway **MAJOR MILESTONES 2019-20**

PERFORMANCE INDICES

Ticket Checking Cases

Ticket Checking Earnings

Earnings from Special Trains and Extra Coaches

Passengers Carried through Special Trains and Extra coaches

COMMERCIAL

New Freight Initiatives

- Opening of M/s Chettinad Cement Corporation Ltd., served by Tandur Station.
- Five stations opened for freight operations
- 7 New Electronic In Motion Weigh Bridges one is Railway owned and remaining 6 owned by Private parties
- Engine On Load scheme introduced at three locations
- Long Term Tariff Contract (LTTC) made with 3 freight customers
- Station To Station (STS) agreement made with 2 freight customers
- Co-user permissions have been accorded for 11 sidings over the Zone

"UTS on Mobile" App

- As a result of undertaking extensive publicity campaigns, the percentage share of UTS on Mobile App in the total UTS traffic has increased from 1.34% in April 2019 to 7.64% in March 2020

NEW INNOVATIVE NON FARE REVENUE IDEAS SCHEME (NINFRIS)

- Total 32 initiatives have been finalised and awarded duly realising an amount of Rs.85.80 Lakhs during the year 2019-20

CONSTRUCTION

NEW RAILWAY LINE

- **8 Kms** between **Cherlopalli - Vellikallu** including **6.6 Kms Longest Electrified Tunnel in Indian Railways.** with this, the entire project between **Obulavaripalli - Venkatachalam** has been completed.
- **6 Kms** between **Telapur - Ramachandrapuram** as part of MMTS Phase-II
- **46 Kms** between **New Piduguralla – Savalyapuram** as part of Nadikude – Srikalahasti New Railway Line Project

DOUBLE RAILWAY LINE

- **11 Km** between **Guntakal - Gulapalyamu** & **08 Km** between **Khadarpet - Kalluru**, totaling to 19 Kms completed. With this, entire Doubling project between **Guntakal - Kalluru** is completed.
- **24 Km** between **Perecherla - Satulur** and **28 Km** between **Dhone – Pendekallu,** , totaling to 52 Kms completed as part of **Guntur- Guntakal Doubling Project.**
- **11 Km** between **Kalluru - Garladinne,** as part of **Gooty- Dharmavaram Doubling project.**
- **56 Km** between **Moturu - Bhimavaram Town,** as part of **Vijayawada - Gudivada - Bhimavaram - Narasapur; Gudivada - Machilipatnam; Bhimavaram - Narasapur Doubling project.**
- **25 Km** between **Guntur – Tenali**
- **14 Km** between **Bollarum – Medchal** as a part of **MMTS Phase-II Project**
- **10 Km** between **Mugat – Maltekdi** and **31 Km** between **Mirkhel – Limbagaon** as a part of **Mudkhed – Parbhani Doubling Project** with this entire Project is completed and commissioned

Road over/ Road under Bridges

- **45 constructed during the year**

QUADRUPLING OF RAILWAY LINE

- **First ever Quadrupling of Railway lines on SCR for the distance of 12 Km** between **Moula Ali 'C' Cabin – Ghatkesar** as part of MMTS Phase-II project

ENGINEERING

ELIMINIATION OF MANNED LEVEL CROSSINGS

* SCR has taken up the elimination of manned level crossing gates in a big way by construction of RoB/RuB/LHS
* 127 MLCs eliminated during the year

FOOT OVER BRIDGES

* 14 FoBs constructed

HIGH LEVEL PLATFORMS

* 9 Stations provided with High level Platforms

UPGRADATION OF STATIONS

Soft Upgradation of **Warangal, Kurnool City, Vijayawada, Guntakal** and **Guntur** Railway Stations has been completed

ENVIRONMENTAL CONSERVATION

* Rain Water harvesting pits at 170 locations
* Roof top water harvesting pits at 154 buildings
* Water Audit has been conducted for 9 important stations
* Plantation of 12 lakh plants completed as part of afforestation
* Nurseries have been developed at 19 locations

SEWAGE WATER TREATMENT PLANT

Constructed at Zahirabad with a capacity of 80,000 Lts. per day at a cost of Rs.8.5 Lakhs for treating municipal sewerage water passing across station. Treated water is used for watering 2000 Nos of plants. The entire greenery in the colony and circulating area is being catered with this water

OTHER WORKS

* Sectional speeds increased for a length of 710 Kms, far ahead of the target of 508 Kms
* 18 Permanent Speed Restrictionsremoved
* Layouts rectified for 140 yards at 79 deffective locations
* Rs.11.02 Cr worth land encroachments has been recovered
* 247 Kms of Track renewal completed during the year
* More than 270 way leave proposals have been cleared and released an amount of Rs.6 Cr
* Deep Screening of Turnouts with BCM for a distance of 800 kms has been completed exceeding the target of 752 kms set by Railway Board

ELECTRICAL

RAIL LINE ELECTRIFICATION

A total of **153 Route Kms Electrified** during the year

COMPLETED SECTIONS

- **Kukkadam–Vishnupuram** 28 RKMs
- **Nadikude–Macherla** 33 Rkms
- **Gangadhara–Lingampet Jagityal** 29 Rkms
- **Kalluru–Garladinne** 11 Rkms
- **Perecherla–Satulur** 23 Rkms
- **Bolarum–Medchal** 15 Rkms
- **Tellapur–Ramachandrapuram** 06 Rkms
- **Rapuru–Cherlopalli** 08 Rkms

IGBC CERTIFICATION

- Platinum - DRM Off GTL
- Gold - Guntakal, Tirupati Railway Stations and Diesel Shed, KZJ
- Silver - Diesel Shed, GTL

LIFTS & ESCALATORS

- A total of 11 Lifts and 2 Escalators have been provided during the year 2019-20 totaling to 72 Lifts & 46 Escalators

ENERGY NEUTRAL STATIONS

- **15 Stations over SCR have been converted as "Energy Neutral"**
  - Sivungaon, Umri, Karkheli, Bolsa & Dharmabad Stations of **Hyderabad Division**
  - Ghatkesar, Dharur, Raghunathpalli & Mellacheruvu Stations of **Secunderabad Division**
  - Kadiyam, Dwarapudi & Godavari of **Vijayawada Division**
  - Ambari, Hadgaon Stations of **Nanded Division** &
  - Ontimitta Station of **Guntakal Division**
  - In addition, **Railway Health Unit at Parli Vaijnath** of Secunderabad Division is also made Energy Neutral
  - The total power requirements are met with **Solar (SPV) Panels**

HEAD ON GENERATION (HOG)

- **HOG System** has been adopted for a total of **58 Trains** over the Zone resulting in cumulative savings of **Rs. 68.85 Crore** and overall reduction of **12262 KL Diesel consumption** per annum

RENEWABLE ENERGY INITIATIVES

Type	2019-20	Cumulative
Solar PV System	686 KWp	8.521 MWP
Solar Water Heater	2700 LPD	218000 LPD
Solar Natural Light Pipes	9 (1.08 Kw)	435 (52.2 Kw)

SOLAR SECTION

- The Nandyal – Yerraguntla section in Guntakal Division of SCR has been declared as the first solar section in the Zone. All the 08 stations in the section are provided with solar panels capable of meeting all the power needs

ENERGY CONSERVATION AWARDS

- 4 National Energy Conservation Awards, 2019
- 3 Telangana State Energy Conservation Awards - 2019

CII - 20th National Award for Excellence in Energy Management

- **Excellent Energy Efficient Unit**
  1) Rail Nilayam
  2) Secunderabad Railway Staion
- **Energy Efficient Unit**
  1) Sanchalan Bhavan
  2) Lekha Bhavan

MECHANICAL

COACH & RAKES MAINTENANCE

* Quick Watering System has been provided at Vijayawada, Secunderabad and works are in progress for provision of the same at 7 more Stations over the Zone.

* Conversion of Bio-Toilet – P-Trap to S-Trap. This will help in reduction of foul smell in the coach Toilet.

RENOVATED PCME's OFFICE

AUTOMATIC COACH WASHING PLANT

* Automatic Coach Washing Plant has been setup at Kacheguda Railway Station and works are in progress for provision of the same at Kakinada, Rajahmundry, MoulaAli, Secunderabad and Hyderabad Stations

PRESS MEET DURING PCME CONFERENCE

ISO CERTIFICATION 14001-19

* 34 Stations over SCR viz., 10 from Secunderabad Division, 4 from Hyderabad Division and 20 from Vijayawada Division certified as ISO 14001-19 Stations for implementing Environmental Management System in operation and maintenance of Railway Stations, facilities and Rail Traffic services including support services to passengers

MECH. WORKSHOPS

GOOD WORK DONE

* At Lallaguda Workshop, the "Spring Degreasing Machine", fabricated with in-house resources, this will ensure quality output with minimized human effort and optimum time saving.

* Tirupati carriage repair workshop has done modification to 2 Air-conditioned ICF Bogies by strengthening bogie frame with provision of stiffener at various locations to avoid SV Bogie Crack

* To be self sufficient in overhauling of ICF Bogie wheel sets, Rayanapadu Wagon Workshop has started overhauling of BVZI wheel sets in shop

IMPROVEMENTS AT WORKSHOPS

LALLAGUDA

* Automatic Machine for Double Side Filling of Grease in Wheel Sets
* Handheld X-Ray Analyzer

TIRUPATI

* Commissioning of 30T Crane
* Provision of 10 angle Die grinders to different sections for scrubbing the components in ergonomic way

RAYANAPADU

* DIE Set For Pressing BOX N Door Way Cross Bar
* Conversion of BLC wagons to upgrade the carrying capacity from 20.3T to 22T

LINKE HOFMANN BUSCH (LHB) COACHES

* A total of 7 pairs (11 rakes) of Express Trains are provided with LHB coaches totaling to 22 pairsare now provided with LHB coaches.

BIO-TOILET

* A total of 1050 coaches have been fitted with Bio-Toilets during 2019-20.
* With this all the 4929 coaches are now fitted with Bio-Toilets.

POH OUTTURN (PHYSICAL & EQUATED)

Shop	2018-19 Target	2018-19 Actual	2019-20 Target	2019-20 Actual
Lallaguda Work Shop	1644	**1669**	1764	**1734**
Tirupati Work Shop	1176	**1177**	1229	**1232**
Rayanapadu Work Shop	6000	**6018**	6000	**6006**

THE STORY BEHIND JOHN MORRIS FIRE ENGINE

- It is the only Vehicle in the world fitted with the original Shrewsbury and Challenger Solid Tyres and still retains all the original parts of its fire equipment.
- It holds the Ajax Gun-Metal Turbine Pump as a part of its fire equipment.
- The Fire Engine graces the precincts of the National Rail Museum at New Delhi.
- SCR's 8 member team of Technical personnel from Carriage Workshop, Lallaguda undertake its regular maintenance.

John Morris Fire Engine wins JMAI Trophy
at the Prestigious 54th Statesman Vintage Car Rally
at New Delhi on February 23, 2020

South Central Railway MAJOR MILESTONES 2019-20

COMMUNITY SERVICES

STERILIZATIONS

IMMUNIZATION COMPLETED

HEALTH CAMPS

TOTAL BENEFICIARIES SEEN

MEDICAL

EVENTS

On the occasion of observance of World Glaucoma Week from 08.03.2020 to 14.03.2020, a Glaucoma Awareness Programme was conducted at CH/LGD on 11.03.2020, in the presence of Dr. Srikanta Mahapatra, MD/CH/LGD and other Sr. Doctors

Annual Wellness Assurance Check up Programme was conducted at (1) PCME/O/SC on 25.02.2020, (2) GM office on 26.02.2020, (3) PCMM/O/SC on 27.02.2020 & 28.02.2020, at PCOM/O/SC on 02.03.2020, (4) PCEE/O/SC on 03.03.2020 & 04.03.2020 (5) PCMM/SC on 06.03.2020 & 11.03.2020 (6) PCPO/O/SC on 12.03.2020 & 13.03.2020 (7) PFA/O/SC from 15.03.2020 to 18.03.2020.

Health Screening Camp for Women conducted by SCRWWO at Central Hospital, Lallaguda on 26th and 28th November 2019

PUBLIC HEALTH – SAMPLE TESTING

Water Bacteriological	Water Residual Chlorine	Chemical Examination	Food Quality FSSAI
14,364	2,26,246	936	1,203
14,281	2,25,000	930	1,195
99% Fit	99% Fit	99% Fit	99% Fit

////OPERATING

COACHING OPERATIONS

- Introduced 04 pairs of New train services
- 12 Train services extended to different destinations
- Additional stoppage provided for 04 trains
- Frequency of Train No.17614/17613 Nanded–Panvel Exp increased to daily
- 54 pairs of trains permanently augmented with 146 coaches
- 99 Express trains were speeded up in 2019-20
- SCR registered 82% punctuality for Mail/Express trains, 1% increase over last year

SPECIAL TRAINS

In addition, **762 Jansadharan Special Trains** catering to the needs of fully unreserved segment were operated

EXTRA COACHES

FREIGHT OPERATIONS

SCR has crossed 100 Million Tonnes mark consistently during the last three years

WAGON TURNAROUND

- Wagon turnaround is 3.1 days during 2019-20 (2.5 days in 2018-19)

AVERAGE LEAD (2019-20)

Commodity	Kms.
Coal	380
Raw Materials	388
Iron Ore	1488
Cement	547
Food Grains	881
Fertilizers	871
POL	455
Containers	721
Other Goods	600
Average	484

COMMODITY-WISE LOADING

Commodity	2018-19	2019-20
Coal	67.56	61.54
Cement	28.23	26.54
Containers	1.26	1.15
Iron Ore	5.46	0.02
Food grains	4.42	5.71
Fertilizers	6.00	5.57
POL	0.78	0.70
Raw materials	2.89	4.12
Other Goods	5.91	4.13
Total	122.51	109.48

PERSONNEL

MANPOWER

Sanctions	**95541**
On Roll	**80685**
Vacancies	**14856**

UMID

* Unique Medical Identity Card was launched by CRB at Secunderabad on April 04, 2019 for Indian Railways. On date, around 35 lakh UMID cards (separate cards for each family member) have been issued.

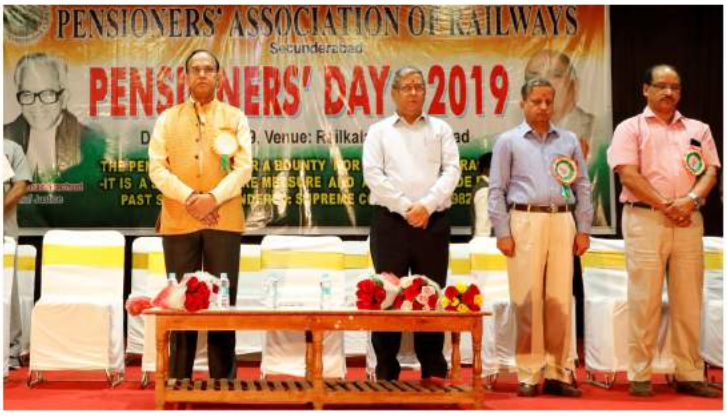
* On SC Railway, 99.5% Employees have registered for UMID & Cards for 98% of the registered staff have been generated. With regards to retired employees 41% have registered (out of 1,06,246 pensioners, 43,647 registered), of which ID cards for 65% retired employees have been generated

HRMS

Data feeding in Human Resource Management System - Validation of data of all the staff working on SCR is being done. Data entry for over 99% of the staff has been achieved.

PENSION ADALAT

* In order to redress the grievances of retired employees, All India Pension Adalat was held on August 23, 2019 where in 451 grievances were settled. Sub sequently, one more Pension Adalat was conducted on December 16, 2019 at all Divisions/Workshops. 539 grievances were received, which were attended to and an amount of Rs.20,04,403 was paid to the pensioners/ beneficiaries



CORE ACTIVITIES

Recruitment: 4952 candidates joined different units of SCR in critical safety and operational categories like Loco Pilots, Technical Supervisors, Track maintainers, Technicians etc from open market. 63 Technical supervisors were engaged on contract basis through " Walk in Interview" in April 2019.

Training: As part of Project Saksham-II, training on various establishment matters was organised for all the Personnel Department staff, which makes them better equipped to perform their duties.

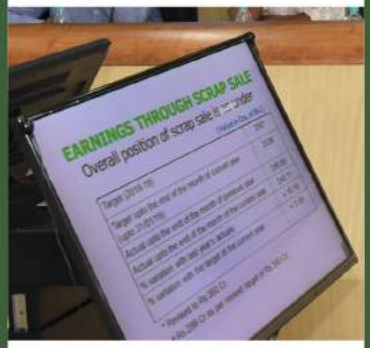
Engagement of Act Apprentices: During 2019-20, online applications were called for 4103 training slots for which more than a lakh candidates applied and 3809 candidates have been allotted to various establishments of the railway for training.

SBF Scholarships: An amount of Rs.79.60 lakhs has been paid to 448 wards of Railway Employees who are pursuing higher education. Rs. 1.0 lakh was provided for organising new method of testing for breast cancer for women employees on the occasion of International Women's Day.

STORES

MATERIAL AVAILABILITY

Overall material availability is maintained at 99.82% throughout the year. **The availability of safety and passenger necessity items were 100% throughout the year.**



INVENTORY TURNOVER RATIO

The Inventory turnover ratio was 9.82% which is within the target of 10% and SCR is the only Zonal Railway to achieve the same

Materials Management Department of **SCR** is recipient of **Materials Management Shield** at Railway Board level consistently in the last 10 years

SCRAP SALE EXCEEDS TARGET

Achieved **scrap sale of Rs.269.75 Crore, 10% more than the target** of Rs. 245 Crore fixed by Railway Board

STORES DEPOT METTUGUDA

Mettuguda G&S Depot has been awarded Silver Green Co Rating and is the First General Stores Depot in Indian Railways to recieve such rating

OTHER WORKS

Face Lift given to stores depot at Rayanapadu Workshop and Portrayed Kalamkari Paintings

SAFETY

ELIMINATION OF MANNED LCs

* Zone has eliminated 127 Manned Level Crossing Gates by constructing Limited Height Subways, Road Under Bridges, Road Over Bridges etc.,

ELECTRICALLY OPERATED LIFTING BARRIERS (EOLB)

63 EOLBs have been provided at interlocked gates to improve reliability

ELECTRONIC INTERLOCKING

35 Nos of Electronic Interlocking Systems have been commissioned during the year

CONSEQUENTIAL ACCIDENTS

	Category	2018-19	2019-20
1	Collision	–	1
2	Derailment at Mid Section	–	3
3	Derailment At Station	1	2
4	Manned LC Gates	–	–
5	Unmanned LC Gates	–	–
6	Fire in trains	1	–
7	Miscellaneous accidents	–	–
	Total	2	6

SAFETY INITIATIVES

	Safety Activity	2018-19	2019-20
1	Night Inspections	9532	9464
2	Bi-monthly Safety Audit	6	6
3	Inter Railway Inspections	2	2
4	Safety Drives	22	27
5	Safety Seminars	331	333
6	Ambush Checks at LCs	1114	846
7	Safety awareness programs	393	249
8	Mock Drills-ART/MRVs	25	25

SECURITY

52
Passengers

Rescued by RPF in various life saving acts

1062
Children

Rescued

1662
passengers

Bags rescued

324
cases

Booked under Tout Activity and 13236 tickets seized

1.5 Cr
Property

Recovered by apprehending 68 persons involved in 76 theft cases

ALL INDIA POLICE BAND COMPETITION - 2019

The mega event was organized by Railway Protection Force, SCR at Railway Sports Complex Grounds, Secunderabad by Shri G.M.Eswara Rao, IG-PCSC with the support of Shri Gajanan Mallya, General Manager, SCR under the guidance of Shri Arun Kumar, IPS, DG/RPF/NDRB, in a befitting manner from 19.02.2020 to 23.02.2020. Dr. Smt. Tamilisai Soundarajan, Hon'ble Governor of Telangana was Chief Guest of the Opening Ceremony. Shri M. Venkaiah Naidu, Hon'ble Vice President of India witnessed the closing Ceremony.

Winners of the Police Band Competition

	Gold	Silver	Bronze
Brass Band	CRPF	J&K	Rajasthan
Pipe Band	Maharastra	CRPF	Odissa
Burglers	CRPF	Rajasthan	Assam Rifles

Overall Championship Trophy – CRPF

SPECIAL DRIVES CONDUCTED DURING 2019

* A special drive was conducted on "International Day of persons with Disablities" on 03.12.2019 in the honour of Divyangjan to prevent the misuse of disabled coaches. 418 culprits were arrested and penalized with a fine of Rs 14,000.
* During the PAN INDIA Special drive conducted on 04.12.2019. Around 500 male culprits entering into ladies' compartments were caught and prosecuted duly realizing fine of Rs 26,000 on SCR jurisdiction
* A special drive was conducted from 09.08.2019 to 11.08.2019 to reduce the misuse of Railway premises for disposal of vehicles used in crime and 608 stranded vehicles were identified of which 08 vehicles were involved in crime. All those vehicles were removed from Railway premises

SIGNAL & TELECOM

DIGITISATION & WI-FI

- **Free High Speed Wi-Fi facility has been provided at all Railway Stations (except Halt Stations)**
- **Coach Indication Boards (CIB) provided/upgraded at 10 Stations**
- **Train Indication Boards (TIB) provided/upgraded at 4 Stations**
- **69 GPS Based Digital Clocks have been provided at various Stations over Secunderabad, Vijayawada & Nanded Divisions**
- **CCTV Cameras provided/upgraded at 7 Railway Stations**
- **Upgradation of Railnet bandwidth has been done for implementing "e-office"**

INFRASTRUCTURE ENHANCEMENT

- A total of 33.58Km Automatic Signaling commissioned on the Zone which includes 11Km of first Quadruple line between Moula Ali C cabin and Ghatkesar
- 43 EI/PI/RRI completed as against the target of 25
- 6 Intermediate Block Signals (IBS) were commissioned as against the target of 5
- 22 Block Sections BPAC (Block Proving by Axle Counters) provided
- 160 Km Optic Fiber Cable commissioned
- 270 Km of additional 6Quad cable commissioned

SAFETY PRIORITY

- 22 Nos of Manned Level Crossing gates have been interlocked, with this a total of 865 Nos of interlocked gates exists on the Zone
- 94 Nos of Level Crossing gates provided with Sliding Boom, with this a total of 561 Nos of LC gates have been provided with emergency Sliding Booms
- 37 Nos of Solid State Block Instruments have been commissioned to increase Safety standards
- 22 Stations equipped with Integrated power supply

SPORTS

POSITION OF SCR IN KAUL GOLD CUP

Games	2019-20
Kabaddi (Women)	I
Kabaddi (Men)	IV
Hockey	III
Volleyball (Women)	IV
Ball Badminton	II
Billiards	II
Tennis	NG
Handbll (Women)	II
Basketball (Women)	IV
Snookers	IV
Cricket	I
Kho-Kho	II
Cricket (Men)	NG
Basketball (Men)	IV
Body Building	NH

RECENT DEVELOPMENTS AT RAILWAY SPORTS COMPLEX, SC

Security Post @ Entrance

Indoor Basket Ball Stadium

SOUTH ASIAN GAMES - 2019

* Ms Priti Lamba has bagged Bronze Medal in 5000 mts Running Race in the South Asian Games 2019 held at Nepal. She is working as Jr. Clerk in Vijayawada Division

Recruitment of Sports Quota Group 'C' Posts during 2019-20

	Open Advertisement	Talent Scouting	Total
Quota	21	9	30
Recruited	18	11	29

Hosting of All India Railway Championships 2019-20

* **Chess (Men)** – 18th to 23rd October 2019
* **Hockey-Knockout** – 06th to 09th December 2019
* **Cycling-Track** – 08th to 10th January 2020
* **Tennis (Men)** – 28th February to 03rd March 2020

WORLD CLASS SYNTHETIC HOCKEY TURF STADIUM

GENERAL ADMIN

GENERAL MANAGER'S OFFICE

FOUR

Meetings with Hon'ble Members of Parliament

ONE

Meeting with Committee on Sub ordinate Legislation (Rajya Sabha) held at Visakhapatnam

AVERAGE GRIEVANCES DISPOSAL TIME

CPGRAMS	2018-19 **25** Days	2019-20 **24** Days
RAIL MADAD (Introduced in July 2019)	--	2019-20 **03** Hrs.

PUBLIC GRIEVANCES

COMPLAINT RESOLVERS

"RAIL MADAD" MOBILE APPLICATION

Indian Railways has launched "Rail Madad" – a mobile App to register complaints by passengers through mobile phone/web. It communicates real time feedback to passengers on the status of redressal of their complaints. Rail Madad is a digital initiative which integrates all the passenger complaints received from multiple modes on a single platform.

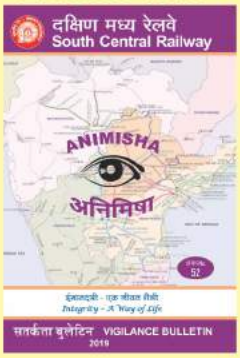
GRIEVANCES REDRESSED IN 2019-20

NO. OF CASES REDRESSED

FORUM	2018-19	2019-20
CPGRAMS	2636	3007
CoMS	15519	37631
Direct Complaints	786	763
138 Helpline	3.04 Lakh	3.39 Lakh
182 Security Helpline	298	476
Catering Helpline	8	8
Coach Mitra App	4069	5040
Social Media (Twitter)	15630	16477
Total	**343152**	**403026**

VIGILANCE

ORGANIZATION'S EAGLE EYE



Vigilance awareness week was conducted from 28th October to 2nd November, 2019, as a part of it eight seminars and interactive sessions were conducted by vigilance team at all Divisional Headquarters and Workshops. For the first time, marking the occasion, Bi-cycle rally, Walkathon was conducted and Human chain formed. In addition Drawing competition was conducted for school children and prizes were distributed

WORKSTUDY

TO ASSESS EFFICIENCY

During the year 2019-20, a total of 780 posts were surrendered and 17 work studies completed as against 712 posts and 36 work studies completed during the year 2018-19

No. of posts surrendered

LAW

TO ENSURE LEGALITY

Supreme court, High court, CAT, RCT and other courts PENDING CASES

Details of Pending Court Cases

PUBLIC RELATIONS

INFORMATION DISSEMINATORS

SCR Pavilion for Display at Mumbai CSMT during 64th Railway Week Celebrations.

SCR bagged **"Best Editing Award"** in the **Inter Railway Documentary Competitions** held at **Ahmedabad** as a part of 64th Railway Week Celebrations

SCR's active participation in Social Media Accounts

5,500 Tweets	**5,150** Posts	**110** Uploads	**280** Posts

- **150** Educative & Informative Short Video Films
- **135** Special Articles/Success stories/Exclusive Interviews
- **14** Permissions given for Commercial Films Shooting
- **400+** Publicity Literature on various topics
- **20** Events handled involving high profile dignitaries
- **840** Photo/Video coverage for various functions/events

राजभाषा

100% लक्ष्य उपलब्धि

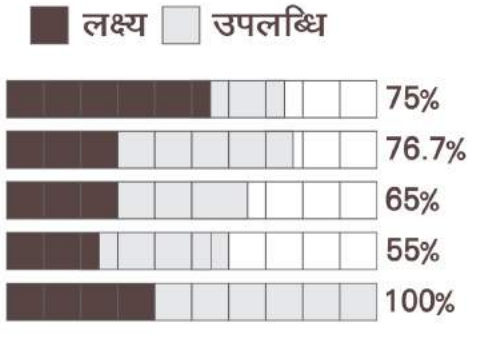
* हिंदी भाषा प्रशिक्षण
* हिंदी टंकण/ आशुलिपि प्रशिक्षण
* धारा 3(3) का अनुपालन
* हिंदी में प्राप्त पत्रों के उत्तर हिंदी में
* कंप्यूटरों में द्विभाषिक व्यवस्था
* सेवापंजियों में प्रविष्टियां
* द्विभाषिक स्टेशन संचालन नियम
* त्रिभाषिक फाटक संचालन नियम
* द्विभाषी वेबसाइट
* द्विभाषिक रबड़ की मोहरें
* द्विभाषिक नाम/पदनाम बोर्ड
* प्रशिक्षण सामग्री हिंदी में

वर्ष 2019-2020 के दौरान राजभाषा की प्रगति व उपलब्धिया

* 1 अधिकारी और 7 कर्मचारियों को रेलवे बोर्ड व्यक्तिगत नकद पुरस्कार प्राप्त हुआ
* राजभाषा कार्यान्वयन के क्षेत्र में बेहतर कार्य निष्पादन के लिए हैदराबाद नगर राजभाषा कार्यान्वयन समिति-4 की ओर से इस रेलवे को प्रथम पुरस्कार का शील्ड प्राप्त हुआ.

* लगभग सभी अधिकारी अपना थोडा-बहुत काम हिंदी में कर रहे हैं.
* हिंदी का कार्यसाधक ज्ञान प्राप्त 95% कर्मचारी हिंदी में काम कर रहे हैं.
* लगभग 5372 कर्मचारियों को हिंदी में कुंजीयन प्रशिक्षण दिया गया.
* हिंदी पारंगत प्रशिक्षण में 30 कर्मचारी प्रशिक्षित किए गए

लक्ष्य से अधिक उपलब्धि



निर्धारित लक्ष्य के अनुसार वर्ष के दौरान **राजभाषा कार्यान्वयन समिति की बैठकों का आयोजन**

विशेष प्रयास

* अधिकारियों व कर्मचारियों की लेखन प्रतिभा को उजागर करने के लिए 'रेलसुधा'हिंदी पत्रिका का प्रकाशन किया गया. इसके अलावा मंडलों द्वारा 'अजंता दर्पण', 'हैदराबाद दर्पण', 'गुंटूर झरोखा'नामक हिंदी सूचना पत्रों का प्रकाशन किया गया.
* वर्ष के दौरान महाप्रबंधक महोदय की अध्यक्षता में क्षेत्रीय राजभाषा कार्यान्वयन समिति की बैठकों का नियमित आयोजन किया गया. इस रेलवे पर कुल 88 राजभाषा कार्यान्वयन समितियां हैं. इन समितियों की बैठकों का नियमित आयोजन किया गया. इस रेलवे पर कुल 60 पुस्तकालय हैं और इन पुस्तकालयों में विभिन्न विधाओं की लगभग 99,226 पुस्तकें हैं. सभी पुस्तकालयों में पर्याप्त फर्नीचर उपलब्ध हैं. इन पुस्तकालयों में पाठकों की पसंद को ध्यान में रखते हुए रुचिकर पत्र-पत्रिकाएं नियमित रूप से मंगाई जाती हैं.
* सभी स्टेशन संचालन नियम हिंदी-अंग्रेजी में तथा सभी फाटक संचालन नियम तेलुगु/मराठी- हिंदी-अंग्रेजी में उपलब्ध होना सुनिश्चित किया गया है.
* वर्ष के दौरान इस रेलवे द्वारा जारी कार्यालय आदेश, परिपत्र, ज्ञापन, अधिसूचना, करार, संविदा, प्रेस विज्ञप्ति आदि धारा 3(3) के दस्तावेज़ शत-प्रतिशत द्विभाषिक रूप में जारी किए गए. इसके अलावा संसदीय समितियों के निरीक्षणों के दौरान उन्हें प्रस्तुत किए गए कागज़ात, विवरणिका व स्लाइड आदि हिंदी में भी होना सुनिश्चित किया गया. वर्ष के दौरान नियम पुस्तक, साधारण व सहायक नियम, संरक्षा बुलेटिन, सतर्कता बुलेटिन, फ्लाई लीफ, क्रमिक परिपत्र, महाप्रबंधक के संदेशों व लेखों, शहीद पुस्तक, निमंत्रण पत्रों, संरक्षा पोस्टरों, प्रशिक्षण संस्थान की सामग्री तथा विभिन्न विभागीय परीक्षाओं के प्रश्न-पत्रों का हिंदी में अनुवाद किया गया.
* वर्ष के दौरान राजभाषा हिंदी के प्रयोग-प्रसार के लिए क्षेत्रीय स्तर पर, प्रधान कार्यालय, मंडल और कारखाना स्तर पर तरह-तरह के हिंदी कार्यक्रमों का आयोजन किया गया. अधिकारियों और कर्मचारियों को हिंदी में काम करने का व्यावहारिक प्रशिक्षण देने के लिए हिंदी कार्यशालाओं का आयोजन किया गया. वर्ष के दौरान संरक्षा, यांत्रिक, चिकित्सा आदि विषयों पर हिंदी में तकनीकी संगोष्ठियों का आयोजन किया गया. प्रसिद्ध हिंदी साहित्यकारों की जयंतियां मनाई गईं. क्षेत्रीय स्तर पर हिंदी नाटक प्रतियोगिता, हिंदी पुस्तक समीक्षा प्रतियोगिता, हिंदी निबंध, वाक्, टिप्पण व प्रारूप लेखन, स्मृति, प्रश्न-मंच प्रतियोगिताओं का आयोजन किया गया. राजभाषा सप्ताह मनाया गया. सांस्कृतिक कार्यक्रमों का आयोजन किया गया. हिंदी में सराहनीय कार्य करनेवाले अधिकारियों और कर्मचारियों को रेलवे बोर्ड व्यक्तिगत नकद पुरस्कार योजना, महाप्रबंधक पुरस्कार योजना और राजभाषा प्रोत्साहन पुरस्कार योजनाओं के अंतर्गत पुरस्कृत किया गया.

हिंदी गृह पत्रिका रेल सुधा का विमोचन

हिन्दी के प्रचार-प्रसार के लिए मुख्यालय द्वारा प्रकाशित हिंदी पत्रिका 'रेल सुधा'

क्षेत्रीय हिंदी पुस्तक समीक्षा प्रतियोगिता का आयोजन

जनवरी 28, 2020

क्षेत्रीय हिंदी पुस्तक समीक्षा प्रतियोगिता का आयोजन

फरवरी 26, 2020

क्षेत्रीय राजभाषा कार्यान्वयन समिति की बैठक का आयोजन

मार्च 17, 2020

SOUTH CENTRAL RAILWAY