

SOUTHERN RAILWAY

Headquarters Office,
General Branch,
Chennai – 600 003
November 22, 2022

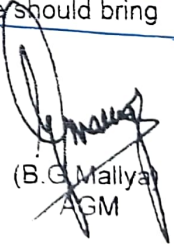
No.AGM/M/2022

NOTE

Yesterday (21.11.22) at 22.45hrs, the undersigned got a feedback from a passenger travelling in Coach No.B3 of T.No.12657, MAS – SBC express, saying that the water is not available in toilets. Apparently, the passenger had brought it to the notice of the TTE concerned, but was not happy with the response of the TTE. The action taken by the TTE after the problem was brought to his notice needs to be investigated. By the time, the problem was brought to the notice of DRM/MAS and Sr DME/C&W/MAS, the train had already started from MAS. It was later discovered that the coach had been watered, but perhaps the pumping system had not been functional. The AC Mechanic had thereafter taken prompt action and the water supply was restored in the toilet.

The following action needs to be taken:

- a) TTEs need to be trained how to handle such situation. The immediate response from the TTE should be to bring it to the notice of the Carriage Control and AC Mechanic. TTEs should also perhaps follow up with the AC Mechanic to ensure that whatever action the AC Mechanic could take, has been taken.
- b) The watering staff at stations should ensure watering of all coaches without fail and if there is any problem in filling up the water in any of the coach, it should be brought to the notice of the Carriage control and in turn information should be given to the Sr DME concerned. Ideally, no train should leave without all coaches watered, since, the next filling up point could be few hours away and in the intermittent period, the passengers will be subject to lot of hardship.
- c) After watering is done at the terminal Station, AC Mechanic should check up the coaches for availability of water in the toilets and in case there is no water in the toilets, he should take corrective action and wherever such action is not fruitful, he should bring it to the notice of Electrical/Carriage control for further action.


(B.G. Mallya)
AGM

PCCM PCME PCEE
DRMs/MAS TPJ MDU SA TVC PGT

Action should be taken accordingly.
By C.E.F./G.S.H.O.
Pl. advise (C) to all divisions.
23/11/22

मु.का.इ./CWE	
मु.याँ.इ.(प्लानिंग)/CME/Plg	
मु.चलस्टॉक इ./कोचिंग/CRSE/Chg	✓
मु.चलस्टॉक इ./फ्रेट/CRSE/Frt	
मु.वि.से.इ./CESE	✓
मु.वा.इ.(डी.एंड.आ.प्र.)/CME(D&DM)	
सभी विभागकायदा/ALL HODs	
प्र.मु.वाँ इमी के सचिव/Secy. to PCME	