



दक्षिण मध्य रेलवे // SOUTH CENTRAL RAILWAY

विजयवाडा मंडल // VIJAYAWADA DIVISION
मं.रे.प्र.का कार्यालय, वाणिज्य विभाग, विजयवाडा
Office of the Divisional Railway Manager,
Commercial Branch,
Vijayawada.

No.B/C.565/PA/Policy/2023

Date:15.11.2023

All SS's/SMR's/CCI's/CBSR's/CCSR's/CRS over BZA Division

Sub: Action plan for timely dissemination of information to passengers public on changes in the pattern of train services due to rolling corridor block program and pre-NI/ NI works etc.- Reg.

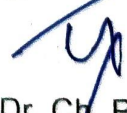
Ref:- PCCM/SCR Lr.No. C/C R/Misc/Action Plan/RCB P- NI Works/2023, dt. 27.10.2023.

Reference to the above subject, Hqrs., office has given instructions for strict compliance during the rolling corridor block programs and the blocks for Pre-NI and NI works for commissioning of infrastructure works involve cancellation/ partial cancellation / elimination of stoppages diversion re-scheduling of train services etc. In such circumstances, advance communication to the passenger's public about the changes in the pattern of train services is required to enable them to suitably plan their journeys in tune with the changes in the pattern of train operations.

In this connection, in order to ensure timely dissemination of information about the changes in the pattern of train services, the following action plan shall be adopted at Stations:

- i) The changes in the pattern of train services are to be prominently displayed in the notice boards through LED boards/CCTV systems available at stations.
- ii) Frequent announcements are to be made through PA systems wherever available.
- iii) In sections/stations where there are major changes in the pattern of train services, it has to be ensured that the Enquiry counters are manned and the staff are well aware of the changes for effective dissemination of information to the passengers.
- iv) Special Help Desks are to be setup at major stations on need basis depending on the scale of changes in the pattern of train services.

The action plan as mentioned above shall be implemented even in case of any dislocation of train services due to untoward incidents/emergencies.


(Dr. Ch. Pradeep)
DCM/II/BZA
for Sr.DCM/BZA

Copy to CCL/BZA is instructed has to send bulk SMSs to already booked passengers through PR\$ system regarding cancellation/re-scheduling of trains well before charting of the trains concerned and ensure that cancellation of trains fed in ICMS by the Operating branch are reflected in PRS, duly triggering bulk SMSs.