



GOVERNMENT OF INDIA / भारत सरकार
MINISTRY OF RAILWAYS / रेल मंत्रालय
(RAILWAY BOARD / रेलवे बोर्ड)



No. 2022/Elect (G)/180/2/misc

Date 13.12.2022

Principal Chief Mechanical Engineer,
All Zonal Railways

Sub: Good practices followed by SCR to reduce enroute/ Rail Madad complaints.

It has been observed during recent review meeting for coaching activities that South Central Railway has taken some good initiatives to reduce the enroute /Rail Madad complaint and improve the performance of escorting staff.

Zonal Railways are advised to study the initiatives taken by SCR and if found useful, same can be implemented.

(तेज प्रताप नारायण)

निदेशक बिजली इंजिनियरिंग (सा.)

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