

**WESTERN RAILWAY**

Headquarter Office,  
Churchgate, Mumbai-20.

No. C 331/7 Vol IX

Dtd. 16.07.19

DRM – BCT BRC ADI RTM RJT BVP

Sub:- Posting of SS / Dy.SS(Comml) at all major stations of  
Western Railway.

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The importance of amenities to passengers at station especially provision of Toilets, Catering, Housekeeping, Parking etc is increasing day by day. The expectation of users and passengers are on a high and any shortcoming becomes a cause of complaint / dissatisfaction in due course. So much so, that emphasis is being laid at all levels for immediate and prompt response preferably in less than 30 mins.

It is imperative that we have an exclusive Commercial Supervisor at all major Non-suburban and Suburban stations who actively monitors them and handles issues beforehand.

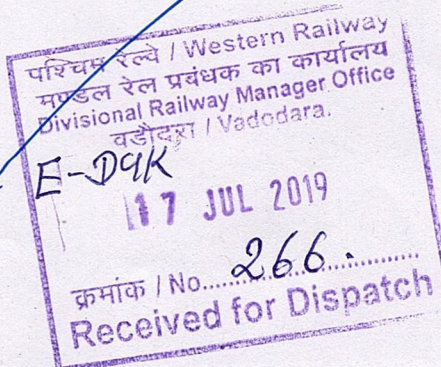
BCT division as a pilot project has introduced Dy.SS(Comml) at 15 stations on division since August 2018 and is working quite well. We need to further strengthen the system as well as enable/ empower it further. Divisions are therefore advised to identify important stations of Suburban/ Non suburban category and like to post CBC/Coordination or Dy.SS(Comml) with well defined duty list. They should be provided with separate office, CUG, supportive furniture etc. Live feed of CCTV for monitoring cleanliness should also be made available in the office of Dy.SS(Comml) even by proposing works in IRPSM. At major stations, needbased, we can plan Dy SS(Comml) for day and night too. The sparable post in Commercial cadre especially PRS of 4200/4600 scale can be used for the purpose with the approval of DRM

An early line of action is solicited to upscale the service level for passengers.

Sr DCM

18.7.19

D:Cleanliness/cleanliness at stations-a



(R K Lal)  
PCCM

16/7/19