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Northern Railway

Headquarters Office
Baroda House
New Delhi
Date: 02.02.2024

No. 146-MC/SIG/Comml/2023

**Divisional Railway Manager,
Northern Railway,
Delhi, Lucknow, Ambala, Firozpur & Moradabad.**

Sub:-Revival of Service Improvement Groups (SIG).

The Service Improvement Group (SIG) has not been functional effectively and gone into disuse for quite some time over Northern Railway. This observation was also made by General Manager in the Video-Conference held on 03.10.2023.

The objective of SIG inspection is to monitor upkeep of passenger amenities at the stations and planning improvements therein. The SIG team at HQ has therefore been constituted freshly which is ended on **Annexure-A**. The SIG team would constitute members **from Commercial, S&T, Medical, Electrical and Engineering departments**. The members of Commercial department would be the convener of the team and the Commercial Branch would be the nodal branch.

Due to various exigencies of officers, if it is not feasible for the whole team to unite, 03 member team including convener and the member from Engineering department should conduct inspections jointly. A check list for SIG inspections is enclosed as **Annexure-B**, which is only illustrative guide and not exhaustive list of the points to be checked.

The SIG team will function in 3-tier system as under:-

At Headquarter Level

The constitution of SIG team and nominated station is enclosed as **Annexure-A**. They will inspect the nominated station **once in a quarter**. The convener shall be responsible for drawing programs of inspections in consultation with the other members and ensure that inspections are carried out as per schedule.

At Divisional Level

DRMs shall nominate members of divisional group. The committee of JA grade officers shall inspect "NSG-1 category and "NSG-2 category"

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class stations and Sr. scale/Jr. scale officers shall inspect "NSG-3 category" class stations. They shall conduct SIG inspections once in a month. Stations nominated for SIG team of HQ shall also be inspected by divisional SIG team.

At Station Level

A SIG team will be formed by nominating SM/SS of the station as convener with Sr. Supervisors of other departments concerned as members. They will inspect the station jointly once in a week and ensure that deficiencies noted by them are promptly removed/rectified.

A monthly report of SIG inspections carried out by divisional SIG team may be sent to the Undersigned along with copy of inspection notes by 10th of every month. Besides, feedback on inspections carried out by HQ SIG team, may also be sent to HQ by the respective divisions.

Kindly acknowledge receipt and ensure proper follow up regularly.

This has approval of A.G.M

DA: As above.

Digitally Signed by Barjesh
Dharmani

Date: 02-02-2024 16:51:45

Reason: Approved

(Barjesh Dharmani)

Chief Commercial Manager/PS

Copy to:

1. All HQ officers nominated on SIGs.
2. PCSTE, PCMD, PCEE & PCE to kindly ensure participation of officers in the SIG inspections.
3. Secy. to GM for kind information of General Manager.
4. Secy. to PCCM for kind information of PCCM.

CHECK LIST FOR SIG INSPECTION

1. Reservation, Booking and Enquiry facility
 - Adequacy of windows
 - Timely opening of windows
 - Working Time displayed or not
 - Reservation /booking staff in proper uniform & name plate
 - Separate windows for Ladies, Handicap, Sr. Citizens
2. Functioning of PRS centers.
3. Quality and upkeep of bed rolls at station depot and their supply
4. Drinking water arrangements and functioning of water coolers.
5. Uniform signage
6. Train and coach indication computerized system.
7. Electrical, mechanical and telecom fittings on platforms and in public facility offices.
8. Cleanliness of station premises, offices, waiting room, retiring room, refreshment room, tracks, FOB & toilets etc.
9. Functioning and quality of public address system.
10. Catering arrangement and its quality.
 - Whether rate list displayed
 - Quality/quantity of food
 - Cleanliness, Garbage disposal system
11. Functioning of UTS
 - Fare repeater in working order or not.
12. Availability of ticket checking staff in uniform in front of coaches atleast 30 minutes prior to departure of train at originating station.
13. Pasting of reservation charts on time. Mention of name of coach TTE in reservation chart.
14. Behavior of staff with customers.
15. Upkeep and maintenance of stalls (including catering) and vending trolleys.
16. Other passenger amenities.

17. Proper lighting system at public interface areas.
18. Availability of complaint book.
19. Approach road to station and circulating area- free flow of traffic.
20. Availability of coolies & proper charging by them.
21. Fire safety arrangements available or not.

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SIG (Service Improvement Group) of HQ and stations nominated for inspection							
Sno.	Station	Team	Traffic/Commercial (Converner)	S&T	Medical	Electrical	Engineering
1	DLI	Team No.1	CCO 9717630995	CSTE/Project/ West/NR 9717630816	CHD/NR/HQ 9717630564	CEE/Mobility 9717630304	CE/TSP 9717630274
	JAT						
2	ASR	Team No.2	CCM/Ctg. 9717630966	CCE/NR 9717630802	ACMD/T&A/HQ 9717631533	CESE 9717630302	CE/TMS 9717630221
	MB						
3	CDG	Team No.3	CCM/PS 9717630954	CSTE/Plg/HQ/NR 9717641250	ACMD/MS 9717630548	CEGE 9717630308	CE/P&D 9717630230
	BSB						
4	NDLS	Team No.4	CCM/PM 9717630951	CSE/NR 9717640081	Dy.CMD/H&FH/HQ 9717630580	CEDE 9717630303	CE/TMC 9717630217
	LKO						
5	ANVT	Team No.5	CCM/FM 9717630915	CETE/Project/East/ HQ 9717630829	ACMS/DH/DLI 9717630520	Dy.CEE/C/CSB 9717630320	Dy.CE/TMC 9717630094
	UMB						
6	NZM	Team No.6	CCM/NFR 9354797138	Dy.CSTE/Tele/HQ/ NR 9717630812	ACMS/DSA/DLI 9910487408	Dy.CEE/TRD 9717630307	Dy.CE/Br.HQ 9717630219
	DDN						