

## **Mechanical (C&W)/NGP Division**

### **Achievements during the FY 2025-26 (June'25)**

#### **जूनमाह के दौरान उपलब्धियाँ (Good work done/achievements during June)**

1. One BG Hand Crane No. SEC 6421 with fixed dummy wagon no. SEC 05994 was received at NGRM/MIB from SSE/C&W/NITR on 02.06.2025 for Heritage display. This hand crane was used in sick line at NITR for wagon repairs and in section for lifting of wagon for wheel changing, salvage work etc. Its maximum permissible speed in section was 40 kmph. This Hand Crane was manufactured by M/s Ransomes & Rapiers, London in the year 1888.
2. Facility of cashless transaction through UPI mode for purchase of Entry & Toy Train tickets for visitors has started at NGRM/MIB on 26.06.2025. This will help in reducing cash handling and also solve the problem of handing over the return change money to the visitors.
3. Total 71 complaints received and closed in Rail Madad portal in the month of June'2025 with an average disposal time of 65 minutes. Total 32 feedbacks have been received. Out of that with excellent remarks from 21 passengers, satisfactory remarks from 8 passengers and unsatisfactory remarks from 3 passengers have been received. The percentage of excellent and satisfactory remarks is 90.62% of total feedbacks for the month.
4. Total 3637 visitors visited NGRM/NIR and generated revenue of Rs. 72,870/- comprising of Toy Train ride ticket Rs. 6,170/- & entry fees Rs. 66,700/- & concession of Rs Nil.
5. Upper gear of 04 coaches (IOH-4) have been improved up to Astha level by interior cleaning, painting of toilet area and 100% amenity fittings.
6. There is no case of Train parting during the month.
7. There is no en-route wagon detachment during the month.
8. During the month, 36 Long Haul Formation was done in the Division.
9. This month 08 Intensive Examinations of Freight trains done in Division.
10. During the month, an amount of Rs. 10,80,251/- has been realized against damage and deficiency charges from sidings.

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