

G/F

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

No. 2014/ M(C) /141/2

New Delhi, Dated 14 .06.2019

Principal Chief Mechanical Engineer
All Zonal Railways
Principal Chief Mechanical Engineer
RCFK,MCF-RBL,ICF CHEENAI

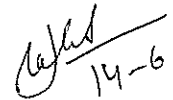
Sub: CMM Functionalities.

Ref: 2016/CRIS/NDLS-ITPI/CMM/Project/CDMM/0066/pt-1,dated
30.05.2019

Vide above ref letter GM/CMM has indicated that in the period 1st May 2019 to 30 May 2019, 19 complaints have been entered in the CMM.

It is further understood that the production units are still maintaining there own feedback system for warranty claims etc. This is leading to duplication of effort and non-availability of consolidated data at single location.

Zonal Railways and Production Units are requested to utilize only CMM portal to avoid duplication of consolidated data in future.


14-6

(Navaid Talib)
Director Mech.Engg/Chg
Railway Board

DA: As above