

**Government of India  
Ministry of Railways  
(Railway Board)**

**NO. 99/TG.IV/10/SIG**

**New Delhi, dt. 20.12.2006**

**The General Managers  
All Zonal Railways**

**COMMERCIAL CIRCULAR NO. 110 OF 2006**

**Sub: Service Improvement Groups.**

Instructions were issued vide Board's letter no. 88/TG.I/10/SIG dt. 20.1.1989 regarding functioning of Service Improvement Groups at important stations and at Divisional and Zonal Railway headquarters to have multi-disciplinary approach to the upkeep and improvement in the services provided at the stations and in trains. The Service Improvement Groups at the station level should be able to tackle effectively local problems of maintenance, improvement in quality of service at the stations. These groups should meet frequently and inspect the station jointly and take quick follow-up action on their observations. If necessary, powers may be delegated to attend/rectify minor defects locally.

2. It was also stipulated that Divisional SIGs should meet every month at one of the important stations and evaluate the functioning of the station SIG and give on the spot directions to improve the passenger amenities at the station. A similar group may be formed at the Headquarter level under AGM who can review the functioning of the machinery and the ways and means to make these SIGs more effective.

3. Board desire that action should be taken to re-activate these Groups immediately if the same are not functioning. At station level these Groups should be activated both at 'A' and 'B' category of stations. The observations of the Service Improvement Groups should be documented in the Register for immediate remedial measures.

4. DRMs should conduct monthly review of Service Improvement Group report with Branch officers and ensure adequate follow up action. GMs/AGMs should also hold a meeting with all ADRMs on last day of the Month to review items relating to passenger interface areas.

5. All Branch Officers, DRMs, PHoDs and General Managers shall also review the functioning of these Groups during their inspections.
6. Necessary instructions may be issued to all concerned for compliance.

*H.V. Sharma*  
(H.V. Sharma)

Executive Director, Passenger Marketing  
Railway Board

Copy to: The Chief Commercial Managers, All Zonal Railways.