

**दक्षिण रेलवे/Southern Railway
चेन्नै मंडल/Chennai Division**

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Commendable job by Staff of Chennai Division in testing times

Our frontline staff like Gangman, Pointsman, Keyman, Technicians of Signal & Telecommunication and Traction and Distribution(TRD) departments ensure uninterrupted maintenance of infrastructure like track, signals, points and crossings and OverHead Equipment (OHE) are working with dedication, even in this COVID-19 threat.

Southern Railway, Chennai Division keeps the wheels rolling to ensure the transportation of essential supplies. Booking of parcels, goods and other items, loading and unloading are performed by the staff of Commercial department.

Freight operations are carried out in 17 Good sheds and 21 sidings to ensure movement of essential commodities. More than 100 commercial staff are dedicatedly working in these offices. They are rostered for duty on rotation basis to ensure smooth functioning. In spite of tireless work of the staff, loading of a total of 8154 wagons and unloading 953 wagons of food products and other essential commodities has been achieved by Chennai Division.

24/7 functioning of control office, Parcel offices and Enquiries/Grievance redressal is ensured. The Commercial Control office has been kept operational round the clock utilizing minimum staff who have been coordinating in effective execution of all the commercial activities duly adhering to all the social distancing norms advised to combat COVID 19.

138 helpline is functioning round the clock. Nearly 240 queries related to refunds, reservation, resumption of services and Parcel Cargo specials are handled everyday by the Helpline crew during this lockdown period.

The RailMadad and twitter functions are kept operational with the staff working round the clock.

Housekeeping and Conservancy staff continuously clean railway stations, offices and other workplaces and sanitize using disinfectants.

Chennai Division takes pride in our agile and devoted workforce who are rendering yeomen service in these Challenging times.

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<https://sr.indianrailways.gov.in/index.jsp>
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