



दक्षिण रेलवे SOUTHERN RAILWAY

वरिष्ठ मंडल कार्मिक अधिकारी का कार्यालय /
Office of the Senior Divisional Personnel Officer
कार्मिक शाखा/Personnel Department
संभाग मुख्यालय/ /Division Headquarters
तिरुवनंतपुरम/Thiruvananthapuram
केरल-695014/Kerala - 695014

No. V/P/568/Sr.DPO/O/392

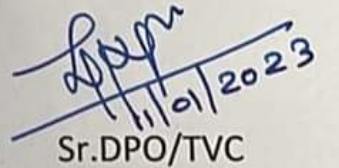
Date:11.01.2023

NOTE

Sub: Customer centric behavior of PB Staffs reg:-

All PB staffs should pay attention as to provide a customer centric service to the people who are approaching the Personnel Branch. In terms of Personnel Branch, our customers are the other staffs, serving/retired. It is of utmost importance that our customers should be treated with dignity and should leave our branch with a sense of pride. Their queries should be cleared in a precise manner and any grievance coming under our perview should be disposed off in a time bound manner. Whenever a customer approaches you, they should be offered a seat first.

The administration shall take note of how the customers are treated, through inspection CCTV footages and suggestions received, and accordingly, a Best Performing Employee will be selected, in terms of wholesome Customer Service provided. This employee will be awarded a Cash Prize on a monthly basis.


11/01/2023
Sr.DPO/TVC

Copy to: DPO/TVC for kind information
APO/TVC for kind information
All ChOSs and WIs for necessary action
All Dealers for necessary action