

## **INTRODUCTION**

Northern Railway Lucknow Division, formerly part of Oudh Rohilkhand Railway up to 1925, and later part of East Indian Railway from 1925 to 1952, caters to rail transport requirement of the most populous state of the country, serving 14 districts of Uttar Pradesh with a total route network of 1476.10 Kms. This Division is predominantly passenger service oriented with about 601 passenger-carrying trains. The Division provides vital link between Eastern and Northern States for freight traffic on diesel route, and also serves as an alternative passage for traffic of the electrified route due to saturation on Allahabad Division and particularly in the event of a disruption.

Divisional Audit Office, Lucknow is responsible for audit of activities (operation of trains both goods and passenger and maintenance of rolling stock etc.) of Lucknow division of Northern Railway.

Lucknow Division also carries out the Traffic Audit that mainly covers the audit of activities of following sidings–

- M/s Hari Fertilizer Siding/ VYN
- M/s G.G. Siding/BSB
- M/s CGFC Siding/LKO
- IFFCO Siding/PLP
- J.P. Cement/TD
- NTPC Siding/TD
- IGFC Siding/SYW
- FCI Siding/BBK
- Reliance Cement/Kundanganj
- NTPC Siding/UCR
- A.C.C. Limited/GNG
- HPCL/AMS
- Malvika Steels/SYW

## **SECTIONS OF LUCKNOW DIVISION**

**Following are the sections of Lucknow Division-**

### **Main line-**

1. LKO-RBL-PBH-BSB (301.12 KM) -BLOCK STATION 41, HALT STATIONS-02
2. LKO-SLN-ZBD-BSB (286.31 KM) BLOCK STATION -38, HALT STATIONS- 04
3. LKO-FD-SHG-ZBD-BSB (323.37 KM) BLOCK STATION-43, HALT STATIONS-02, FLAG STATIO-02
4. ALD-PFM-JNH-ZBD-JNU (113.76 KM) BLOCK STATION-12 , HALT STATIONS-08
5. BSB-DDU (16.72 KM) BLOCK STATION -02
6. CNB-ON-UCR (129.52 KM) BLOCK STATION -11, HALT STATIONS -12
7. RBL-ALD (122.88 KM) BLOCK STATION -15, HALT STATIONS-01,FLAF STATION-01

8. FD-SLN-PBH-ALD (156.95 KM) BLOCK STATION -16HALT STATIONS -06
9. LKO-ON-CNB (71.47 KM) BLOCK STATION -13, HALT STATIONS-01
10. LKO-BBK (28.24 KM) BLOCK STATION -05, HALT STATIONS-01
11. LKO-AMG (5.97 KM) STATIONS -NIL

**Branch Lines-**

12. FD-AY-MUR(7.29 KM)- STATIONS -03
13. RBL-DMW(30.7 KM)- STATIONS -06
14. JHS-BZM-CNB (219.68 KM) -STATIONS -24

**List of Auditee units of LKO Division and Traffic Audit LKO Division**

**List of Total Departments Based on Activities of LKO Dn**

S.No.	Name of Department	Name of Apex Units	Name of Audit Units	Name of Implementing Units	Brief Profile of the Auditee	Core Activities of Auditee
1	2	3	4	5	7	8
1	Engineering	PCE	Sr. DEN/C	<p>(1) DRM Engineering including Chief Office Supdt./Way &amp; Works Branch alongwith Works Accounts Branch/Lucknow, Sr.DEN/Track/LKO, Sr.DEN/TMC/LKO Sr.DEN/Land and Sr.DEN/Special</p> <p>(2) ADEN-I/Lucknow with 6 subordinates i.e. SSE(P.Way)-I, II, III, USFD &amp; SSE(Works)/Lucknow</p> <p>(3) ADEN(HQ)/Lucknow with 6 subordinates i.e. SSE(Works)/Estate, Horticulture, Charbagh, Loco, Alambagh-East &amp; Alambagh-West</p> <p>(4)ADEN-PBH with 4 subordinates i.e. SSE(P.Way)/PBH, BOY, JNH &amp; SSE/Works/PBH</p> <p>(5)ADEN/RBL with 4 subordinates i.e SSE(P.Way)/RBL, BCN, DMW &amp; SSE/Works/RBL</p> <p>(6)ADEN/JNU with 3 subordinates i.e SSE(P.Way)/JNU, SHG &amp; SSE/Works/JNU</p> <p>(7)ADEN-I &amp; II/BSB with 2 subordinates i.e SSE(P.Way)/BSB &amp; SSE/Works/BSB</p> <p>(8)ADEN-I/SLN with 5 subordinates i.e SSE(P.Way)/-I/SLN, NHH, APG, SSE/Works/SLN &amp; SSE (Pway)/Track Depot/SLN</p> <p>(9)ADEN-II/SLN with 3 subordinates i.e SSE(P.Way)/-II/SLN, SKNR, LBA</p>	<p>Divisional Engineer is the officer in immediate charge of the Maintenance of Track, Service &amp; Residential Buildings over Lucknow Division. He is responsible for all technical and organizational matters connected with the efficient maintenance and operation of the installations, look after maintenance of Railway Track, repair of service and residential buildings, stations and passenger amenity works.</p>	<p>It includes general planning and supervision to ensure efficient and safe maintenance and operation of the installations under his charge in accordance with prescribed schedules and regulations, Study of the day-to-day technical and organizational problems of operation and maintenance and initiation of appropriate measures to deal with these, Man-power planning for effective maintenance at minimum cost, Careful statistical analysis and compilation of details of all defects and failures occurring and initiation of appropriate remedial steps if these are attributable to inadequate or improper operation or maintenance or mismanagement by staff. Divisional Engineer looks after maintenance and operation of the installations, maintenance of Track, repair of service and residential building, stations and passenger amenity works.</p>

				(10)ADEN/PRG with 4 subordinates i.e SSE/P.Way/PRG, CIL, Ballast & SSE/Works.		
				(11)ADEN/FD with 3 subordinates i.e SSE/P.Way/FD, RDL & SSE/ Works /FD.		
				(12)ADEN-II/Lucknow with 5 subordinates i.e SSE(P.Way)/Line/LKO, ON, BBK, Ballast Depot/MGW & SSE/Line/LKO		
				(13) P.Way Training School, LKO		
2	Electrical	CEE	Sr.DEE /LKO	(1) Sr.DEE/LKO, DEE/LKO Chief Office Supdt.Electrical Branch/Lucknow	Electrical department looks after the planning, operation & maintenance of the all Electrical assets/ installation including Locomotives, Traction & distribution, Train lighting, air conditioning and general electrical services. Department is also responsible for purchase and distribution of electricity for service and residential buildings as well as traction.	Functions of Electrical Department covers -Operation and maintenance of Electric Locos, Overhead Head Electrical Equipment (OHE) its Maintenance and operation, Planning, Electrical Coaching stock operation & maintenance and Electrical general power supply, Air conditioning, Diesel Generating set operation and maintenance and Water supply.
				(2) SSE/TL/LKO		
				(3) SSE(Elect)/TS/AMV/LKO		
				(4) SSE(Elect)/oil & pump/CB/LKO		
				(5) SSE(Elect)/DSL Shed/AMV/LKO		
				(6) SSE(Elect)/TS/CB/LKO		
				(7) SSE(Elect)/FD		
				(8) SSE(Elect)/RBL		
				(9) SSE(Elect)/SLN		
				(10) SSE(Elect)/PBH		
				(11) SSE(Elect)/ACSP/CB/LKO		
				(12) SSE(Elect)/CB area/LKO		
				(13) SSE(Elect)/JNU		
				(14) SSE(Elect)/Const/CB/LKO		
				(15) SSE(Elect)/Stn building/CB/LKO		
				(16) SSE(Elect)/PRG		
				(17) SSE(Elect)LKO area/CB/LKO		
				(18) SSE(Elect)/AC Coaches/LKO		
				(19) DEE-Cord/BSB with 4 subordinates i.e. SSE/AC/BSB, SSE/TL/BSB, SSE/Elect/Power/BSB, & SSE/AC Plant/BSB		
				(1) Sr.DEE/TRD/LKO including SSE/Rolling		

			Sr.DEE /TRD/ LKO	Stock/ EMU (RSO/CB)/LKO (2) DEE/TRD/LKO including SSE/TRD/LKO , SSE/TRD/ON (3) ADEE/TRD/BSB including SSE/TRD/BSB , SSE/TRD/BOY and SSE/TRD/ZBD. (4) ADEE/TRD/PFM including SSE/TRD/PFM and SSE/TRD/UCR. (5) ADEE/TRD/SLN including SSE/TRD/SLN and SSE/TRD/Haidergarh.				
3	Mechanical	CME	Sr.DME/O&F / LKO	(1) Sr.DME/Mechanical Branch/O&F/ Lucknow (2) SSE/Loco/LKO (3) SSE/Loco/FD (4) SSE/Loco/PBH (5) SSE/Loco/SLN (6) SSE/Loco/RBL (7) SSE/RDI/Alamnagar (8) SSE/RDI/CB/LKO	The Mechanical Department is mainly responsible for management of Train operations by ensuring motive power availability, crew management, rolling stock management and traffic restoration in case of accidents.	Mechanical department of Lucknow division is bifurcated in three parts. Operation and fuel (O&F) branch is responsible for procuring fuel for smooth operation of trains. Crew Apart from coaches maintenance under C&W, Running staff and management of fuel under O&F, there is a Diesel Shed also at Lucknow under Sr. DME (Dsl), Alambagh to undertake schedule maintenance of diesel locomotives.management is also part of mechanical (O&F) department. Diesel Shed of Lucknow is responsible for procurement, maintenance of diesel locos and ensuring link for operation of trains. Coaches under CDO are maintained by the Mechanical Department (C&W). Mechanical department has to ensure Infrastructure facilities and availability of machine & plants in loco shed, sick lines and train examination. From a general public's point of view the most exciting tasks are related to accident relief and traffic restoration. In times of emergency, the appropriate officer is responsible for mobilising the Accident Relief Medical Equipment (ARME) and Accident Relief Trains (ART). Accidents are times of great stress and anxiety. Inquiries and investigation into the cause can carry on for months after a major accident.		
			Sr. DME C&W/ LKO	(1) Sr.DME/Mechanical Branch/C&W/ Lucknow (2) DME/CDO (3) SSE/C&W/FD (4) SSE/C&W/PBH (5) SSE/C&W/SLN (6) SSE/C&W/RBL (7) SSE/C&W/PRG				
			DME/ BSB	(1) Sr.DME./Loco/C&W/RDI/ Stores/BSB				
			Sr. DME/ DSL/ AMV/ LKO	(1) Sr.DME/Dsl Shed, COS/Time Office, CTA , Dsl Shed Stores, RDI, ACMT/LKO				
4	Operating	COM	Sr. DOM/ LKO	(1)Sr.DOM/Operating Branch/Lucknow (1)AOM/Yard/LKO			Railway operation encompasses all the activities connected	The operating department is concerned with the running of both passengers and goods

				(2) SS/PRG (3) SS/FD (4) SS/SLN (5) SS/RBL (6) SS/BBK (7) SS/JNU (8) SS/ON (9) SS/PBH (10) SS/SHG (11) SS/JNH (12) SS/Phaphamau (13) SS/ZBD (14) SS/ABP (15) SS/Ayodhya (16) SS/Amethi (17) SS/BOY (18) SS/BCN (19) SS/Badshapur (20) SS/UCR (21) SS/Jais (22) SS/Kashi (23) SS/Alamnagar (24) SS/VYN (25) SS/Ajgain (26) SS/Tanda (27) SS/Mohanlal ganj (28) SS/Gauriganj (29) SS/Rudauli (30) SS/Manak Nagar (31) SS/Phoolpur (32) SS/Amausi (33) SS/Harauni (34) SS/Haider garh (35) SS/Nihalgarh (36) One minor station (UTR) (37) Station Director/BSB including SM/BSB, PRS, CPS, CBS, CGS, CTI/BSB (38) Station Director/Lucknow including SM/LKO, CBS, CPS, CTI, CGS/LKO (39) Safety Training School, LKO	with the running of a railway. However, Operating department in particular has its role in producing a service called Transportatio. In this activity, Operating department harnesses the efforts of all the departments of the Railways and optimizes usage of operational assets viz. track, signals fixed installations and rolling stock.	trains. It is concerned with the activities such as planning of transportation services – both long-term and short-term, management of day to day running of trains including their time tabling, ensuring availability and proper maintenance of rolling stock to meet the expected demand and conditions for safe running of trains. At the divisional level, operating department is headed by Sr. DOM and assisted by DOM/G & DOM/Chg.
5	Commercial	CCM	Sr. DCM/LKO	(1) Sr.DCM/Commercial Branch/LKO (2) CRS/Lucknow (3) Catering & Vending Unit/LKO	The Commercial Department is responsible for the marketing & sale of the transportation	The Commercial department is responsible for selling Railway services, for creating, designing and developing traffic, for securing and maintaining

				(4) Catering & Vending Unit/BSB	provided by a railway, for creating and developing traffic, for securing and maintaining friendly relations with the travelling and trading public and for cultivating good public relations generally. The fixing of rates, fares and other charges and the correct collection, accountal and remittance of traffic receipts are also among its functions.	friendly relations with the travelling and trading customers and public at large, and for cultivating good public relations with them. The fixing of rates, fares and other charges and the correct collection, accountal and remittance of traffic receipts are also among its functions. The overall commercial activities, which are also called as railway business, are of two types – Freight and Coaching. Again, Coaching is divided into two – Passenger and Parcel.
6	Signal & Tele	CSTE	Sr. DSTE/LKO	(1)Sr.DSTE/LKO./S & T Branch/Lucknow (2) SSE (Sig)/RRI/LKO (3) SSE (Sig)/-II/LKO (4) SSE (Tel)/-I/LKO (5) SSE (Tel)/-II/Wireless/LKO (6) SSE (Tel)/Line/LKO (7)ADSTE/BSB alongwith SSE/Tele, SSE/Sig. /BSB (8)ADSTE/RBL with 4 subordinates at SSE/Sig. & SSE/Tele., RBL & PBH (9)ADSTE/SLN alongwith SSE/Tele, SSE/Sig/SLN (10)ADSTE/FD alongwith SSE/ Sig, SSE/Tele/FD (11)ADSTE/PRG alongwith SSE/ Sig, SSE/Tele/PRG	At divisional level, Sr. Divisional Signal & Telecom Engineer, Branch Officer, is the in-charge of Signal & Telecom Department. All activities pertaining to S&T department in the division is managed by Sr. Divisional Signal & Telecom Engineer, who is assisted by Asst. Divisional Signal & Telecom Engineer, Supervisors of Signal & Telecom wing. Control Test room is available for assisting the Operating control in smooth and safe operation of trains. The Technicians and Helpers under S&T supervisors are responsible for maintenance of signalling and Telecommunication installations.	i)Maintenance of Signalling installations provided at Stations for safe management of traffic. ii) Maintenance of Telecommunication installations provided in the Division. iii) Maintenance and operation of break down equipments and provision of communication during disaster. Overall management of all activities pertaining to S&T department, decision making, dealing of D&AR cases, exercising financial powers for procurement of vital items, engaging contractors for works and annual maintenance contracts operated under S&T departments, co-ordination with Headquarters and other departments in the division. ASTE Management of field units under their jurisdiction, carrying out scheduled inspections, complying various HQ queries, monitoring of contractual works under their jurisdiction, dealing of D&A cases & conducting Trade test of Junior Scale level and assisting Sr. DSTE in various day to day activities. Signal Supervisors Supervision and maintenance of signalling installation, supervision of contractual activities operated under signal wing, management of staff for maintenance and management of store activities. Telecom Supervisors Supervision and maintenance of

						Telecom installation, supervision of contractual activities operated under telecommunication wing, management of staff for maintenance, and management of store activities.
7	Stores	CMM	Sr. DMM/ LKO	(1)Sr.DMM/LKO & Stores	Stores Depot at Lucknow Division is under the supervision of gazetted officer of the stores department referred as Sr.Divisional Material Manager. A Depot officer is responsible to the Controller of Stores for efficient maintenance of stock of stores and for prompt service to the indenters in his territory. The depot officer is assisted in his work by Assistant Material Managers and other senior staff viz. Depot Material Superintendents (DMS)	Objectives of Materials Management Department is (i) Ascertaining the needs of various departments in the matter of Stores and materials. (ii) Preparing a correct estimate of the quantities of stores to be purchased each year. (iii) Obtaining stores of the desired quality at competitive prices. (iv) Ensuring supply of stores in the required quantity in the most efficient, economical and expeditious manner. (v) Maintaining an economic level of investment in inventories. (vi) Receipt, inspection, stocking and distribution of stores to the various consuming points as and when required. (vii) Identifying and arranging disposal of scrap and other obsolete material within the shortest possible time to the best advantage of the Railway. (viii) Developing ancillary industries and indigenous sources of supply to replace imports and (ix) Maintaining a constant touch with the market to ensure steady flow of material. At Lucknow division, Stores department is procuring non-stock items of day to day requirement of various departments of division. Sr. DMM of Lucknow division also works as PIO.



8	Finance	PFA	Sr. DFM/L KO	<p>(1)Provident Fund /Lucknow (2) EDPM/Lucknow</p>	<p>The work in a railway accounts office generally falls under the following main divisions</p> <p>(1) Administration. (2) Booking and compilation. (3) Budget. (4) Cash and Pay. (5) Compensation Claims. (6) Engineering Accounts including construction Accounts &amp; Surveys. (7) Establishment Accounts. (8) Finance and planning. (9) Fuel Accounts. (10) Inspection (Executive and Accounts Offices). (11) Other Expenditure Accounts including Departmental Catering Accounts. (12) Provident Fund and Pension. (13) Stores Accounts and Inventory Control. (14) Traffic Accounts. (15) Traffic Costing. (16) Workshop Accounts.</p> <p>In addition to the above, the Statistical Branch and the Electronic Data Processing Centre are under the professional control of the Financial Adviser and Chief Accounts Officer.</p>	<p>The Accounts Department of a Railway Administration is mainly responsible for - (a) Keeping the accounts of the railway in accordance with the prescribed rules (b) The check with reference to rules or orders (Known as "Internal Check") of transactions affecting the receipts and expenditure of railway; (c) Prompt settlement of proper claims against the railway; (d) Tendering, as part of its important functions, advice to the administration whenever required or necessary in all matters involving railway finance; (e) Compilation of budgets in consultation with other departments and monitoring the budgetary control procedures as may be laid down in the relevant orders and Code rules from time to time; (f) Generally discharging other management accounting functions such as providing financial data for management reporting, assisting inventory management, participation in purchase/contracting decisions and surveys for major schemes in accordance with the relevant rules and orders; and (g) Seeing that there are no financial irregularities in the transactions of the railway.</p>
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9	Safety	CSO	Sr. DSO	(1)Sr. DSO/Safety Branch/Lucknow with Safety Training School/Lucknow	This organization is a multi-disciplinary organization envisaged to ensure that safe practices are followed by framing and implementing necessary rules and regulation and creating safety consciousness amongst staff dealing with train working. The organization is also assigned to conduct Safety Audit and also to hold accident enquires to investigate the causes of accidents and analyze them and to take preventive measures.	At the divisional level the safety organization is managed by JA/Senior Scale officers (Sr. DSO/DSO). The main function of Safety Organization is to audit the safe functioning of train operation. Attending site of accident to restore normalcy, conducting accident enquiries and take follow up action, organize preventive measures, conduct safety Audit Inspections, safety seminars and to educate the staff to meticulously observe the safety rules are the other functions of this organization. The Sr. DSO/DSO also keeps a watch on the safety inspections by other Branch officers and supervisors.
10	Security	CSC	Sr. DSC/LKO	(1)Sr.DSC./Security Branch/RPF/Lucknow (2) COY-35/RPF/Cash Guard/BSB (3) COY-36/RPF/FD (4) COY-Com/RPF/ABP (5) COY-Com/RPF/JNU (6) COY-39/RPF/BSB (7) COY-37/RPF/PBH (8) COY-Com/RPF/SLN (9) COY-31/RPF/C&W/AMV/ LKO (10) COY-32/RPF/Loco W/S/CB/LKO (11) COY-33/RPF/Goods Shed/LKO (12) COY-34/RPF/Stn area/CB/LKO (13) COY Com/RPF/BBK (14) COY Com/RPF/ON (15) COY Com/RPF/PRG (16) COY Com/RPF/UCR (17) COY Com/RPF/JNH (18) Qr. Master/RPF/Uniform/ LKO (19) Divl. Inspector/CIB/RPF/LKO (20) Divl. Inspector/SIB/RPF/LKO (21) COY Com/RPF/RBL (22)COY -38/RPF/LKO	The Railway Protection Force (RPF) is a security force of India entrusted with protecting railway passengers, passenger area and railway property of the Indian Railways .This is the only central armed police force (CAPF) which has the power to arrest, investigate and prosecute criminals. The force is under the authority of Ministry of Railways (India).	The RPF has a jurisdiction that covers all railway areas wherever Railway property exists. The main functions of the RPF are a) to protect Railway Property, Railway Passenger and passenger areas. b) to ensure safety, security in trains so as to boost the confidence of the travelling public. c) to coordinate security related activities between the various agencies involved. The main area of activity of RPF includes action against Railway Property offenders for which powers of arrest and enquiries in to the cases of Railway property offences have been conferred under the Railway property (Unlawful possession) Act 1966.

			(23) DSI/RPF/CIB/CB W/S,LKO			
			(24) ASC/NR/BSB			
	JRRPF Academy	RB	IG/ Principal	(1)Chief Office Supdt./JRRPF Academy/Lucknow including Quarter Master, Motor, Mess, Hostel, Canteen, Stores		The Jagjivan Ram Railway Protection Force Academy (JRRPFA), Lucknow is a training institute run by the Indian Railways to impart training to new joiners to the Indian Railway Protection Force Service (IRPFS). It was established in 1955 at Lucknow, and has since been renamed to Jagjivan Ram RPF Academy (JRRPF Academy) in honour of the Indian freedom fighter and former deputy prime minister.
	3BN RPSF	RB	Sr. Commandant	(1)Sr.Commandant./3 Bn/Lucknow including Quarter Master, Motor, Mess, Hostel, Canteen, Stores		The 3rd BN. RPSF/Lucknow was raised on 25th July, 1963 and located on Talkatora Road, Alambagh, Lucknow. The Battalion was started after China aggression in the year 1962. There are total six companies in 3rd BN. RPSF, one static at HQ and other five A to E companies are deployed outside for six months on rotation basis.The basic work of the Battalion was to transport equipment, Ration material etc. for Army during war period. After Aggression, Battalion's work has become to save Railway tracks, Bridges from militant, extremist. The 3rd Battalion /RPSF work as Para military forces. They are deployed to insurrection prone area like NE region, Kashmir to save Railway tracks, bridges from militant and extremists. They are also deployed to escort trains and other like Election duty as and required.
11	Personal	CPO	Sr. DPO/LKO	(1)Sr.DPO/Personnel Branch /Lucknow along with Legal Cell, Pension, Canteen, Personal Inspector, Welfare office, Establishment (2) Rajbhasha with library	Personnel management starts with recruiting and hiring of qualified people and continues with directing and encouraging their growth as they encounter problems and tensions that arise in working toward established goals. Personnel Department deals with the service	Main functions of Personnel Department include <ul style="list-style-type: none"> <li>• Man Power Planning.</li> <li>• Recruitment.</li> <li>• Training and Development.</li> <li>• Placement.</li> <li>• Transfer.</li> <li>• Performance Appraisal</li> <li>• Promotions and Demotions.</li> <li>• Guidance on Disciplinary matters.</li> <li>• Wage and Salary administrations.</li> <li>• Settling Industrial Disputes.</li> <li>• Grievance Redressal.</li> <li>• Incentives and Financial aids.</li> </ul>

					<p>matters and welfare measures of its employees for their overall growth, right from their recruitment stage. It provides the requisite manpower for upkeep, maintenance and smooth working of various departments of the Railway system.</p>	<ul style="list-style-type: none"> <li>• Settlement and Pension.</li> <li>• Arranging Post retirement benefits and Grievance Redressal of Pensioners.</li> <li>• Setting up and maintenance of Welfare Activities.</li> </ul>
12	Medical	CMD	CMS/LKO	<p>(1)Chief Medical Supdt./Hospital/Lucknow along with CHI/CB, CHI/Station, CHI/AMV/Lucknow</p> <p>(2) Sr. DMO/HZG</p> <p>(3) Sr.DMO/FD</p> <p>(4) Sr.DMO/BBK</p> <p>(5) Sr.DMO/RBL</p> <p>(6) Sr.DMO/PBH</p> <p>(7) Sr.DMO/JNU</p> <p>(8) Sr.DMO/ON</p> <p>(9) Sr.DMO/SLN</p> <p>(10) Sr.DMO/Loco/CB/LKO</p> <p>(11) Sr.DMO/C&amp;W/AMV/LKO</p> <p>(12) Sr.DMO/BSB</p> <p>(13) Sr.DMO/Dsl Shed/LKO</p>	<p>The medical and health facilities are provided at three levels - Primary, Secondary and Tertiary. While the Health Units (HUs) cater to the primary health care, Sub-divisional /Divisional, Workshop hospitals and Central Hospitals (CHs) cater to the secondary health care. HUs are located at important stations over all divisions with the beneficiaries jurisdiction extending to more than 100 Km. In addition, railway beneficiaries are referred to the empanelled non-railway hospitals for higher secondary and tertiary care.</p>	<p>The Medical Department provides comprehensive health care to its employees both serving and retired and their families. In addition many other administrative needs &amp; National needs are also fulfilled. The responsibilities regarding medical and health services include maintenance of sanitation, hygiene, cleanliness, safe drinking water and food, scientific disposal of hospital waste etc. besides providing prompt relief to passengers injured or taken seriously ill in trains or at railway stations. At the divisional level, Chief Medical Supervisor (CMS) is the head of Railway health care services assisted by Divisional Medical Officers (Sr.DMO/DMO). In Lucknow division, there is 250 bedded Divisional Hospital (NRDH) at Lucknow.</p>
13	Indian Railway Institute of Transport Management	Director	Director	<p>(1)Director/IRITM/Lucknow along with Stores/Library/Hostel/Mess/Lucknow</p>	<p>Indian Railways Institute of Transport Management (IRITM), Lucknow was set up in the year 2003 to train Probationary officers joining the Indian Railway Traffic Services. The institute is headed by Director. Director is assisted by Sr. Professors</p>	<p>IRITM train Probationary officers joining the Indian Railway Traffic Services. IRITM also conducts several specialized courses for in-service officers to equip them to deal with the changing business scenario in India and consequent changes in the transport sector. Some of these courses are in the areas of Supply Chain Management, Logistics, Information Technology, Public Private Partnership, and Infrastructure Development &amp;</p>

					and training facilitators.	Project Management. It is well equipped with a very good library, FOIS/PRS/UTS online laboratories and a well-furnished hostel with messing facilities. Apart from imparting training to IRTS Probationary officers, Mid-career and special courses are also organized for in-service Railway Officers from Jr. Scale to HAG level. Special courses on Computer based Railway Services like Passenger Reservation System (PRS); Freight Operations Information Services (FOIS) are also organized on regular basis.
14	Railway Claim Tribunal	Registrar, RCT	Addl. Registrar	(1)Addl. Registrar./RCT/Lucknow.	The Railway Claims Tribunal (RCT) was established in the year 1989 in Lucknow to deal with the cases of compensation claims. The RCT/Lucknow consists of two Members viz. Hon'ble Member (Judicial) and Hon'ble Member (Technical). Hon'ble Member (Judicial) is the administrative head of RCT assisted by Additional Registrar and Assistant Registrar. A presenting officer is also there to present the cases on behalf of Railway.	Railway Claims Tribunal is responsible for inquiring into and determining claims against railway administration for loss, destruction, damage, deterioration or non-delivery of animals or goods entrusted to it to be carried by railway or for the refund of fares or freight or for compensation for death or injury to passengers occurring as a result of railway accidents [or untoward incidents] and for matters connected therewith or incidental thereto.