

Our Mission

Objective

Mission

North Western Railway shall forever strive to provide safe, cost-effective, customer-friendly, reliable rail report service through extensive and effective use of information technology.

Objectives

- To develop quality infrastructure within its geographical jurisdiction.
- To connect people and places through its fledgling network.
- To ensure safety, security & punctuality in all its train operations.
- To improve & augment passenger & rail user amenities all over its territory.
- To increase productivity with the aid of information technology
- To optimize the utilization of resources judiciously.

Function

North Western Railway General Administration looks after the overall train operation, budget, projects and construction activities. It also deals the legal matters, vigilance matters, RTI cases, Staff welfare and all sorts of media and press activities including public relations.

The General Administration or in fact the entire railway is governed by the General Manager assisted by the Additional General Manager.

General Administration organizes and supervises all functions of Hon'ble Minister of Railways, Hon'ble State Minister for Railways, Railway Board, all parliamentary committees, all non railway organization including foreign railway delegations, all national days observance, Passenger committees etc. It also looks after and coordinates the matters relation to legal issues, vigilance activities, territorial army, civil defense and public grievance.