

## Public Grievance Redressal

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Public Grievances Redressal Machinery has been set up on Zonal Railways to provide high level of satisfaction to the rail users in registering their Complaints/grievances as quickly as possible.

Heading this organization is the Director Public Grievances, who is also the Additional General Manager of the Railway. He is assisted by the Deputy Secretary (Public Grievances) at Zonal Headquarters level.

To ensure smooth functioning of the machinery at the Divisional level, each of the divisional headquarters of Zonal Railway has a Chairman heading the Public Grievances Unit, who is also the Additional Divisional Railway Manager of the Division. He is assisted by the Senior Divisional Commercial Manager/Divisional Commercial Manager in charge of the Division. The names and telephone numbers of the Additional Divisional Railway Managers of all Divisions of E.Co.Rly are given below:

Division	Name & Designation	BSNL Telephone No./E-Mail Address
Headquarters at Bhubaneswar	<b>Shri Subrat Tripathy</b> Sr.Deputy General Manager	(0674) – 2300230 <a href="mailto:sdgm@eastcoastrailway.gov.in">sdgm@eastcoastrailway.gov.in</a>
	P.K.Mohapatra Dy.Seretary (PG)	(0674) – 2300104 <a href="mailto:dysecy_pg@eastcoastrailway.gov.in">dysecy_pg@eastcoastrailway.gov.in</a>
Khurda Road Division	<b>Shri S.Bahuguna</b> Addl. Divl. Railway Manager	(0674) – 2490264 <a href="mailto:adrm_kur@eastcoastrailway.gov.in">adrm_kur@eastcoastrailway.gov.in</a>
Waltair Division	<b>Shri C.S.Jeengar</b> Addl. Divl. Railway Manager	(0891) – 2746202 <a href="mailto:drm_wat@eastcoastrailway.gov.in">drm_wat@eastcoastrailway.gov.in</a>
Sambalpur Division	<b>Shri J.Digi</b> Addl. Divl. Railway Manager	(0663) – 2405312 <a href="mailto:adrm_sbp@eastcoastrailway.gov.in">adrm_sbp@eastcoastrailway.gov.in</a>