

SETTING UP OF COMPLAINTS REDRESSAL SYSTEM AND REDRESSAL OF COMPLAINTS OF EAST COAST RAILWAY

- 1.1 East Coast Railway has set up complaints Redressal System with the overarching objective of improving the quality of public service delivery in its jurisdiction. 'Public Grievance Redress' requires a good grievance redress system operating in a manner that leaves the citizen more satisfied with how the organization responds to complaints/grievances with 'Excellence in Service Delivery'. Further, assessments are made periodically for tuning up the PG Cell and go for system development in order to keep pace with the emerging social media like Twitter and Face Book. Regular interaction with all Departments and Divisions are held with an aim for identifying focus areas of improvement for themselves to have better service delivery system.
- 1.2 **HQs Level** – Public Grievance Redressal Machinery has been set up in East Coast Railway to provide high level satisfaction to the Rail Users. Heading this organization in Zonal level is Addl. General Manager who is the Director Grievances and assisted by Dy. General Manager and Dy. Secretary (Public Grievances).
- 1.3 **Divisional Level** – To ensure smooth functioning of the machinery at the Divisional level, each of Divisional Headquarters of East Coast Railway has a Divisional Public Grievances Cell. Addl. Divisional Manager of the Divisions is the Director of Public Grievances mechanism of the Divisions. To assist him, Sr. Divl. Commercial Manager/Divl. Commercial Manager is the in-charge of Divisions. The names and telephone numbers of the Addl. General Manager of Zonal Headquarters and Addl. Divisional Railway Managers of all the Divisions of East Coast Railway are available at important stations, Railway Time Tables etc.
- 1.4 **Sources of the complaints received** – Lodging of complaint can be registered at different stations. Enquiry cum Reservation offices, Goods Shed, Parcel Offices, Refreshment Rooms, Catering Stalls. Complaint-cum-suggestion books are available with Guards of trains carrying passengers including Mail/Express Trains and also with the Conductors and Pantry Car Manager of the trains. After enquiry/investigation is completed by the concerned Department, reply is given to the complainant.
- 1.5 **Lodging of complaints by the General Public** – Complaints are also received in PG Cell of General Manager's office directly or through e-mail. These complaints are acknowledged and after necessary enquiry/investigation replies are sent to the complainants. The other sources through which complaints/grievances received are from (i) President of India, (ii) Grievances Cell of Prime Minister's Office, (iii) Department of Administrative Reforms and Public Grievances, (iv) Department of Pensioners & Pensioner's Welfare (v) Directorate of Public Grievances (DPG) and (vi) Railway Board. These complaints are also registered and sent to the concerned units and after investigation replies are sent to the complaints by the parent units. In addition, user-friendly Public Grievance portal called **Centralised Public Grievance Redress And Monitoring System (CPGRAMS)** has been in use through the website of pgportal.gov.in which facilitates public to lodge their complaints and to receive replies through it. After due examination of the matter by the department concerned, replies are sent to the complainant by that grievance redressal authority through CPGRAMS.
- 1.6 **Lodging on-line complaints** – East Coast Railway has taken up steps to computerize handling of complaints and Enquiries at seven major stations of its zone. The complaints can now be registered through computer at these stations and acknowledgement is given on the spot. Complaints are immediately dispatched to the concerned authorities and even transferred to the other Zonal Railway so that remedial action is taken to help General Public immediately and also to prevent and reoccurrence of such lapses in future.
- 1.7 Beside above a new Portal Complaint Management System (COMS) has been launched which is having the following salient feature.
 - A mobile app bases complaints and suggestions application (Currently on the android platform).

- A web based Complaint and suggestions application on URL www.coms.indianrailways.gov.in.
- An SMS based complaints and suggestions application on the Number 9717630982.

1.8 Interactive Voice Response System (IVRS):-

- Started since 01.07.2017.
- Calls are made to the passengers through system on random basis to know the feedback on services.
- The passengers are asked feedback on any two areas out of following six areas.
 - i. Platform Cleanliness
 - ii. Air Condition cooling
 - iii. Food Quality
 - iv. Train punctuality
 - v. Bed Roll
 - vi. Train Cleanliness
- Passengers are requested to provide their feedback on the aforesaid amenities on the scale of 1 to 5. The score of 5 represents excellent service.

EAST COAST RAILWAY

GRIEVANCE REDRESSAL AUTHORITIES

The Name, Addresses, Telephone Numbers, E-mail IDs, Fax Numbers of Zonal Railway & Divisional Public Grievance Officers as on 14/09/18 of Zonal HQs,RailSadan& Divisions, Chandrasekharpur, Bhubaneswar-751017 (BSNL Code- 0674) 2300822.

A.HEADQUATERS

Sl	Designation	Name (Sri/Smt)	Address	Contact No.		Email.id	Fax
1.	AGM/Director of grievances	RAJEEV SHARMA	Rail Sadan, Chandrasekharpur , Bhubaneswar- 751017	Rly	50100	agm@ecor.railnet.gov.in	2301151
				Dot	2303672		
2.	DGM	ASHOKA KU. MISHRA		Rly	50400	dgm@ecor.railnet.gov.in	2301334
				Dot	2301334		
3	Dy. Secy(PG)	P.K MOHAPATRA		Rly	50108	dysecy_pg@ecor.railnet.gov.in	51502
				Dot	2300104		2300822
4	Grievance Cell	East Coast Railway		Rly	51802	grievance.cell@ecor.railnet.gov.in	51502
				Dot	2300822		2300822

B.DIVISIONS KHURDA ROAD DIVISION,AT- JATNI, DIST KHURDA, PIN-752050 (BSNL Cord-0674)

Sl	Designation	Name (Sri/Smt)	Address	Contact No.		E-Mail ID	Fax
1	ADRM /Divisional Director of grievances	S.P Diwedi	KhurdaRaod Division, At- Jatni, Dist : Khurda, Pin : 752050	Rly	72202	adrm_kur@kur.railnet.gov.in	72100
				DOT	2490264		2490567
2	DCM (Co-ordination)	Sambit S. Nayak		Rly	72230	srdcm_kur@kur.railnet.gov.in	72836
				DoT	2492945		

WALTAIR DIVISION,DANDAPARTHY, VISAKHAPATNAM- 530004.,(BSNL Code- 0891)

Sl.	Designation	Name (Sri/Smt)	Address	Contact No.		E-Mail ID	Fax
1	ADRM /Divisional Director of grievances	K.D Rao	Dandaparthu, Visakhapatnam. 530004	Rly	82202	adrm@wat.railnet.gov.in	82202 & 82404
				DOT	2746230		2728832
2	DCM (Co-ordination)	G. Sunil Kumar		Rly	82230	srdcm_wat@wat.railnet.gov.in	82098
				DOT	2746230		2842098

SAMBALPUR DIVISION,MODIPARA, , SAMBALPUR- 768002.(BSNL Code- 0663)

Sl.	Designation	Name (Sri/Smt)	Address	Contact No.		E-Mail ID	Fax
1	ADRM /Divisional Director of grievances	L.V.S.S Patrudu	Modipara Sambalpur-768002	Rly	62202	adrm_sbp@sbp.railnet.gov.in	62402
				DOT	2405312		2405312
2	Sr. DCM (Co-ord)	P.K Samal		Rly	62230	srdcm_sbp@sbp.railnet.gov.in	62530
				DOT	2533195		2533195