

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 30/04/19 of Zonal HQs, RailSadan & Divisions, Chandrasekharpur, Bhubaneswar-751017 (BSNL Code- 0674) 2300822.

A.- HEADQUARTERS

Sl	Designation	Name (Sri/Smt)	Address	Contact No.		Email.id	Fax
1.	AGM/Director of grievances	SUDHEER KUMAR	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	RAJ KUMAR	KhurdaRaod Division, At- Jatni, Dist : Khurda, Pin : 752050	Rly	72202	adm_kur@kur.railnet.gov.in	72100
				DOT	2490264		2490567
2	DCM (Co-ordination)	P.K. SAMAL		Rly	72230	srdcm_kur@kur.railnet.gov.in	72836
				DoT	2492945		

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

Sl.	Designation	Name (Sri/Smt)	Address	Contact No.		E-Mail ID	Fax
1	ADRM (OP) /Divisional Director of grievances	P. RAMCHANDRA RAO	Dandaparthi, Visakhapatnam. 530004	Rly	82202	adm@wat.railnet.gov.in	82202 & 82404
				DOT	2746230		2728832
2	DCM (Co-ordination)	S. SUNIL KUMAR		Rly	82230	srdcm_wat@wat.railnet.gov.in	82098
				DOT	2746230		2842098

D.-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	adm_sbp@sbp.railnet.gov.in	62402
				DOT	2405312		2405312
2	Sr. DCM (Co-ord)	Sambit S. Nayak		Rly	62230	srdcm_sbp@sbp.railnet.gov.in	62530
				DOT	2533195		2533195

Contact Numbers of Commercial Control for redressal of Passenger Grievances.

Sl. No	Name of Division	Mobile No.
1	Khurda road Division	8455887999
2	Sambalpur Division	8455886999
3	Visakhapatnam Division	8978080999