

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

- A. 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, assessment is 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 them to have better service delivery system.
- B. **HQs Level** – Public Grievance Redressal Machinery has been set up in East Coast Railway to provide high level satisfaction to the Rail Users. Addl. General Manager who has nominated as a Director of Grievances for looking after the Public Grievance Cases at Zonal level. Dy. General Manager and Deputy Secretary (Public Grievances) assist him to redressing the cases timely. A Public Grievance Cell has been set up to look after these Public Grievance cases.
- C. **Divisional Level** – To ensure smooth functioning of the machinery at the Divisional level, each Divisional Headquarters of East Coast Railway has a Divisional Public Grievances Cell. Addl. Divisional Railway 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, website etc.
- D. **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.
- E. **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 enquiries/ investigation replies are sent to the complainants. Also Some complaints received through post or mail are up-loaded in CPGRAMS portal locally for quick transferring and solving of the cases by the concerned PG Officials at their level early. Replies/ reports have been up-loaded in CPGRAMS portal for verifying at this end. Complaints are also acknowledged and after necessary enquiry/investigation replies are sent to the complainants. Adding this, 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 complainants by the parent units. User-friendly Public Grievance portal called **Centralized Public Grievance Redress and Monitoring System (CPGRAMS)** has been in use through the website of [pgportal.gov.in](http://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.

- F. **Appeal in CPGRAMS Portal-** Ministry of Personnel, Public Grievances & Pensions has newly introduced an appeal facility to the complainant in CPGRAMS Portal. The petitioner has facilitated to lodge their appeal against un-satisfactory disposal of grievances by the Grievance Officers.
- G. **Lodging on-line complaints through RAILMADAD** – A new public Complaint Management System i.e. **RAILMADAD** has been launched since 15<sup>th</sup> July' 2019. Through the passengers can lodge their complaint through web, App, SMS, helpline (139), social media. In addition these, Indian Railway have introduced a RailMadad ID [railmadad.indianrailway.gov.in](http://railmadad.indianrailway.gov.in) for passenger lodging grievances. Complaint received through RailMadad are effectively attended and disposed to the utmost satisfaction of passenger on a time bound manner.