

COMPLAINTS/ GRIEVANCES REDRESSAL MECHANISM OVER 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:-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 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. Complaints are also received in PG Cell of General Manager's office through dak and e-mail, which 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 through CPGRAMS portal or through dak. These complaints are also registered and sent to the concerned units and after investigation replies are sent to the complainants by the parent units.

F. Appeal against the reply in CPGRAMS :-Ministry of Personnel, Public Grievances & Pensions has newly introduced an appeal option for complainants, which is used in a single window of CPGRAMS portal. The petitioner has facilitated to load their appeal against un-satisfactory disposal of grievances by the Grievance Officers. Additional Member (commercial)/Railway Board is the Nodal Appellate Authority(NAA) & Addl. General Managers of Zones are Sub Appellate Authority (SAA) for this appeal system.

G. Lodging on-line complaints through RAIL MADAD:- A new Portal Complaint Management System RAIL MADAD has been launched since 15th July' 2019.Rail Madad is a grievance redressal system by Indian Railways. It has unprecedented reach, speed and efficiency. Rail Madad can be accessed by any railway customer (passenger, parcel or freight customer)who has a grievance with service delivery of Indian Railways (inside or outside India). There are multiple means of using the services of Rail Madad such as, the option of logging in on a web-portal through a search engine, Integrated Railway Helpline number 139 (duly supported by a call centre24*7), Mobile App (Android and iOS), Email, Social Media , access through SMS and Manual Dak. Integrated Railway Helpline number 139 extends full conversational capability in ten (10) major Indian languages, besides Hindi and English.

Rail Madad provides real-time assistance and grievance redressal for about 8000+ stations and 12000+ trains. As the system is integrated with National Train Enquiry System (NTES), it sends alerts to the concerned field unit directly responsible for providing relief. Efforts are made to redress real-time complaints, both on the train and the station itself.

All those users having access to telephone and internet have both immediate and direct access to Rail Madad. There is no insistence on a Smartphone; an ordinary phone user can also access round-the-clock Rail Madad services by dialing139. The Remaining group of users can avail services through manual desk where in they can register complaints manually.