

**EAST COAST RAILWAY  
(VIGILANCE DEPARTMENT)**

10/2024

559

Office of the General Manager (Vig)

East Coast Railway,

1<sup>st</sup> Floor, Rail Sadan,

Chandrasekharapur, Bhubaneswar- 17,

Fax No. : BSNL: 0674-2301328, Rly.: 50702

No: GM/ V-4/ ECoR/ 20230600309/System Improvement/

783

Dated: 03.07.2024

To,

The Principal Chief Mechanical Engineer,  
East Coast Railway,  
Bhubaneswar.

**Sub: System Improvement regarding monitoring and accounting of Passenger Complaints on unsatisfactory quality of washing, cleaning or ironing of linen.**

During a preventive vigilance check pertaining to linen washing contracts of VSKP coaching depot, it was noticed that there was a huge mismatch between the number of passenger complaints actually lodged in the RailMadad Portal and the number of passenger complaints shown in the corresponding bills for imposition of penalty on the contractors. Further, the RailMadad complaints lodged under heading "Dirty/Torn Linen", but where the exact issue is not described by the passenger, were not being taken into account by SSE/Linen for imposition of penalty, without taking approval of any depot officer.

Also, it was observed that there is no uniform method being followed by different Coaching Depots across ECoR for scrutinizing passenger complaints lodged through the Rail Madad portal and imposing penalty thereof.

So, in order to address this issue, necessary instructions may be issued to all the divisions to put in place a proper system for monitoring and recording of Passenger complaints on account of unsatisfactory quality of washing, cleaning or ironing of linen (Dirty/Torn Linen) and ensuring the implementation of the following aspects:

1. Segregation and recording of all the passenger complaints received through different modes should be done contract-wise.
2. All the passenger complaints should be mandatorily put-up to depot officers for taking final decision on imposition of penalty as per the exact description of the complaints/ action taken reports. On this aspect, the current practice followed by BBS coaching depot may be implemented in all the coaching depots.
3. The complaint cases finalised for imposition of penalty should be recorded in the Penalty Register for preparation of the bills at the end of the month as per the contract condition.

This is issued with the approval of SDGM.

*Bijay Kumar Mahanta*  
03.07.24  
(Bijay Kumar Mahanta)  
Dy CVO/ Mechanical

For Rtd  
12/7





## पूर्व तट रेलवे / East Coast Railway



प्रमुख मुख्य यांत्रिक इंजिनियर का  
कार्यालय, भुवनेश्वर  
Office of the  
Principal Chief Mechanical Engineer,  
Bhubaneswar

M2/82/EnHM/07/Train-HK/Rail Madad/ 150/-

Date-09.07.2024

To  
Sr.CDO/PURI & BBS  
CDO/VSKP & SBP  
East Coast Railway.

**Sub:** Vigilance advisory for System improvements regarding monitoring and accounting of passenger Complaints on unsatisfactory quality of washing, cleaning or ironing of linen.

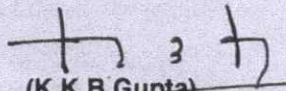
**Ref:** Dy. CVO's ltr No. GMV-4/ECOR/20230600309/System Improvement/783, dtd..03.07.2024.

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Please find enclosed herewith Vigilance Advisory letter No.- GMV-4/ECOR/20230600309/System Improvement/783, dtd.03.07.2024; issued by Vigilance Department of ECoR, which is self explanatory. This is for your kind information and necessary action.

Further, kindly furnish your compliance report on the same by 15.07.2024 for onward submission to Vigilance Department.

Encl: As stated

  
(K.K.B Gupta)  
CME (EnHM)/ECOR  
09.07.24

Copy to:- Sr. DMEs/KUR, WAT & SBP: for information only.

Secty PCME for kind information of PCME

