

# 15. PUBLIC GRIEVANCES REDRESSAL ORGANISATION

1. Public grievances Redressal Machinery has been set up over West Zone to provide high level of satisfaction to the Rail Users in redressing their grievances / complaints as quickly as possible. Over West Zone this organisation is under the over all charge of **Director of Public Grievances and Additional General Managers.**
  2. Similarly, Public Grievances Redressal Cells have been provided at all the Divisional Railway Headquarters. Each of these cells are functioning under the control of Additional Divisional Railway Manager who is also the Director, Public Grievances for the Division.
  3. In addition to the above, following other facilities have been provided :-
    - (a) **COMPLAINTS/SUGGESTION BOOKS** :- Complaint/Suggestion Book have been provided at all Stations, refreshment room, dining cars, important goods sheds and at all catering stalls. They are also available with guards of all trains carrying Passengers (excluding suburban trains) including Mail/Express trains and also with conductors of these trains. Public have an easy access to these books to record their grievances.
    - (b) **Complaints/Suggestion Boxes** :- These boxes have been provided at important stations of these Railways for the benefit of rail users to express their grievance which will be attended to quickly.
    - (c) **Public Grievances Redressal Booths** :- These booths have been setup at important stations of West Zone to provide assistance to the needy passenger and try to redress their grievances on the spot.
  4. In order to provide better satisfaction to the rail users at Divisional and Headquarter, the rail users are invited to meet Divisional Railway Manager/Addl. Divisional Railway Manager regarding their grievances on fridays between 3. 30 PM and 5. 00 PM Similarly at Headquarter Office, they can see Addl. General Manager to ventilate their grievances on 1<sup>st</sup> and 3<sup>rd</sup> Friday between 3. 30 PM & 5. 00 PM. If they are not satisfied at the level of Addl. General Manager they can meet General Manager on the last Friday of the Month. All Members of public are however, free to meet any other officer on any working day to bring their grievances to their notice.
  5. At the Headquarter Office Assistant Secretary (Public Grievances) deals with all the complaints other than those for claims and refunds. Theft and pilferages may be addressed directly. Complaints about claims & Refunds should be addressed to the Chief Claims Officer of the respective zone. Similarly in case of theft and pilferages of personal luggage, passengers may contact the nearest Railway Police and record their complaints. In doing so, they may seek the assistance of Station Master or Assistant Station Master on duty if necessary.
  6. a Complaints about tickets, reservation, catering services, bedroll, watering, refund of tickets and retiring room should be addressed to the Chief Commercial Manager of the respective Zone.  
b Complaints about catering service & food Plaza at Railway stations and pantry cars operated by IRCTC should be addressed to managing Director Indian Railway Catering and Tourism Corporation Ltd., Corporate office, 9th floor, Bank of Baroda, Building No. 16, Parliament Street, New Delhi - 110001.
- Name, designation and Telephone numbers of officials to charge to public grievances are as follows:

## 1. Director of Public Grievances. (Zonal) Western Railway

Shri. S.K. Pathak Addl. General Manager	Headquarters Offices, Churchgate, Mumbai-400 020 agm@wr.railnet.gov.in ii) dpgwr @wr.railnet.gov.in	022-22037395
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## Director of Public Grievances (Divisional)

	Name and designation of director of public grievances	Address	Telephone Number
(1)	Shri Sandeep Rajwansh, ADRM (T) Mumbai Central & Shri Shailesh Gupta Director of Public Grievances & ADRM (O) Mumbai Central.	DRM's Office, Mumbai Central (i) adrmrbct@wr.railnet.gov.in (ii) adrmobct@wr.railnet.gov.in	022-2307 0553 022-2307 0569
(2)	Shri Hemant Kumar Director of Public Grievances & ADRM, Vadodara	DRMs Office, Vadodara adrmbrc@wr.railnet.gov.in	0265-2641414
(3)	Shri Asutosh Director of Public Grievances & ADRM, Ahmedabad.	DRM's Office, Ahmedabad. adrmadi@wr.railnet.gov.in	079-22204590
(4)	Shri Sanjay Agrawal Director of Public Grievances & ADRM, Ratlam.	DRM's Office, Ratlam adrmrtm@wr.railnet.gov.in	07412-243212
(5)	Shri Ravi Agarwal Director of Public Grievances & ADRM, Rajkot.	DRM's Office, Rajkot. adrmrjt@wr.railnet.gov.in	0281-2476903
(6)	Shri Harish Gupta Director of Public Grievances & DRM Bhavnagar.	DRM's Office, Bhavnagar. adrmbvp@wr.railnet.gov.in	0278-2445506

