

Government of India
Ministry of Railways
(Railway Board)

No. 2004/TG.II/02/CB/2/SC

New Delhi, dt. 8.11.2004

The Chief Commercial Manager,
All Zonal Railways.

(Commercial Circular No. 41)

Sub : Availability of complaint books at railway stations, trains etc. and disposal of public complaints.

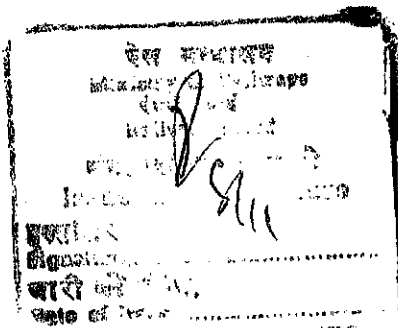
*1. Issue form
2. Release
8-11-04*

Instructions regarding the availability of complaint books at the railway stations, trains etc., and the disposal of public complaints was issued vide Board's letter No. 85/TG.II/1002/1 dt. 1.9.1992. These instructions were reiterated vide Board's letter No. 85/TG.II/1002/1 dt. 18.4.2002 (copy enclosed) stating that the same may be reiterated to all concerned for strict compliance. It has, however, been noticed that a number of complaints are being received regarding non-availability of complaint books. The matter was also raised by Standing Committee on Railways and Department of Administrative Reforms and Public Grievances.

Board, therefore, desired that these instructions may be reiterated to all concerned to ensure strict compliance of the same.

Please acknowledge receipt.

DA : As above.



R.B.
(Ravinesh Kumar)

De
Director, Traffic Commercial(G)
Railway Board.

2. No.

GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)

No. 85-TGII/1002/1,

New Delhi, dt., 9.9.92.

The General Managers (Comml.),

Central Railway, Bombay.
Eastern Railway, Calcutta.
Northern Railway, New Delhi.
North Eastern Railway, Gorakhpur.
Northeast Frontier Railway, Guwahati.
Southern Railway, Madras.
South Central Railway, Secunderabad.
South Eastern Railway, Calcutta.
Western Railway, Bombay.

Subj:- Availability of complaint books at
Railway Stations, trains, etc. and
disposal of public complaints.

Ref:- Board's letter Nos:-

i)	701TGII/1002/Policy	dated 3.4.70
ii)	85TGII/1002/1	dated 10.2.86
iii)	85TGII/1002/1	dated 16.2.88
iv)	85TGII/1002/1	dated 13.4.88
v)	85TGII/1002/1	dated 18.7.88
vi)	91TGII/1002/46/PAC	dated 27.8.91
vii)	85TGII/1002/1	dated 31.12.91.

Instructions have been issued vide Board's letters referred to above regarding provision of complaint books at stations and on trains, etc. and action for disposal of complaints recorded therein. Some cases of these instructions not being followed have come to the Board's notice. As such the extant instructions are being reiterated for strict compliance by all concerned.

Complaint books should be provided at all stations with the Station Masters/Assistant Station Masters, in the refreshment rooms and in important goods sheds. On train, it should be provided with the guard of all passenger carrying trains except suburban trains, conductors of all mail/express trains, coach attendants of AC first class coaches and in the pantry cars. Complaint book should also be kept with the Chief Reservation Supervisor at the computerised reservation offices located away from the station, and in the divisional and the Zonal Headquarter offices.

Complaint book should be kept at a place which is easily accessible to the public and its location should be indicated by notice boards or pictograms displayed conspicuously at prominent places such as platform, waiting

hall/room at the station, etc. A suitable signboard/
should pictogram/also be exhibited at the place where the complaint book is actually kept. The complaint books should be chained to the wall or to the desk by means of a chain, ring or lock.

Notices should also be exhibited in First AC coaches and in the compartments indicating the availability of the complaint book with the coach attendant and the guard respectively.

A suitable para should be inserted prominently in the Time Table of each railway indicating where the complaint books are kept.

Complaint books placed at stations, in refreshment rooms and goods sheds should be scrutinised by the station Supdt./Master and a copy of the complaint sent to the higher authorities with his remarks within 24 hrs. A copy of the complaint recorded with the guard/conductor/Pantry Car Manager/Coach Attendant/Chief Reservation Supervisor of the train/Reservation office should be extracted and sent to the Divisional/Head-quarters office promptly with necessary remarks. The complaint books kept in the Divisional and headquarter offices should be scrutinised daily by a gazetted officer nominated for this purpose.

Complaint book should be in a standardised form and the pages thereof should be serially numbered to eliminate suppression of recorded complaints.

The column "Action taken" in the complaint book should invariably be filled in.

In addition to complaint books, suitably designed 'Suggestion and Complaint Boxes' should be kept at suitable places visible and accessible to all Railway users on platforms at all important railway junctions, in guard's compartment of all passenger carrying trains and in selected Restaurants, refreshment rooms and Dining Cars and adequate publicity should be given in regard to this arrangement.

The Station Supdt./Master/Senior Supervisor In-charge of the station/office refreshment room should open the "Suggestions and Complaint boxes" kept on the station platforms, in Restaurant and Refreshment Rooms, himself daily and note down each suggestion or complaint in a register indicating date of receipt thereof, name and address of the complainant, brief subject and action taken. In case of boxes provided in trains and dining cars, similar action will be taken by the Asstt. Station Master on duty at the destination station and Station Master of the base station respectively. Complaints of a trivial nature may be disposed of straight-away, if sufficient material is available for their disposal.

In case of serious complaints, the officer concerned may ask the Complaints Inspector to investigate and report

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staff concerned or taking evidence of the Railway staff concerned or arranging a confronted enquiry. Enquiry may also be made by an Assistant officer or by the Divisional/Officer himself.

Average time taken for finalising the disposal of complaints should not exceed:-

- (a) 15 days for complaint cases in which confronted enquiries are not held, and
- (b) 45 days for complaints cases in which confronted enquiries are held. In no cases should the final reply to a complainant be delayed. If this limit is exceeded, the officer concerned should explain the genuineness of the delay to the General Manager for his satisfaction.

Full and self-contained replies should be sent to the complainants. If the complaint is found to be incorrect, brief reasons thereof be politely given. In case of genuine complaints, the action taken to avoid recurrence of the complaint should be stated. However, particulars of disciplinary action taken against the staff as a result of the complaints are not to be communicated to the complainants.

Complaints lodged by MPs in the complaint books provided at stations and in trains should be conveyed to the DCS concerned over the control or other telephones to expedite action on them.

Replies to all references from MPs addressed to General Manager either by name or designation, should invariably be issued over the General Managers signature. Likewise replies to all letters addressed by MPs to HOD/Divisional Railway Managers should invariably be signed by them.

Board desire that necessary instructions should be reiterated to all concerned to take special steps for effective action to revitalise the complaints organisation at all levels so that all complaints/suggestion received from users of Railways are dealt with promptly and appropriate replies issued to the complainants in good time.

Board further desire that effective preventive action be intensified by means of more surprise checks, inspection by senior officers, Service improvement Group, etc.

Please acknowledge receipt.

H.V. Sharma
(H.V. Sharma)
Director/Traffic Comm1.(G),
Railway Board.