

## Public Grievance

### PUBLIC GRIEVANCES REDRESSAL ORGANISATION

Public Grievances Redressal machinery is working on West Central Railways to provide high level satisfaction to the Rail users in redressing their grievances/ complaints as quickly as possible.

Under this machinery public grievance Redressal cells have been provided at Head Quarters under the control of Sr. Deputy General Manager and at Divisional levels under the control of Additional Division Railway Manager. In case, any grievances are not sorted out within a certain time period, Rail users can meet SDGM and ADRM for their grievances.

In addition to the above, following other facilities and modes for lodging complaints are also available on West Central Railway:-

- 1.COMPLAINTS/ SUGGESTION BOOKS:- Complaints and suggestion books have been provided at all stations, refreshment rooms, dining cars , important goods sheds and at all catering stalls.They are also available with guards and conductors of Trains. Public have an easy access to these books to record their grievances.
- 2.By Post:- Suggestions and complaints may be sent through post to the following address:  
Sr. Deputy General Manager,  
Office of the General Manager,  
West Central Railway,  
Indira Market, Jabalpur- 482001
- 3.Complaints through SMS:- Grievances may be reported through SMS:- 139
- 4.Through 139 helpline number.
- 5.On line:- Suggestion and complaints may also be registered by using link [www.pgportal.gov.in](http://www.pgportal.gov.in)

Rail madad Portal is a on-line web portal and App which receives complaints and suggestion regarding Train complaint, Station complaint, Suggestions etc. Passengers can log on to <https://railmadad.indianrailways.gov.in/madad/final/home.jsp>

**Name, Designation and Telephone numbers of official to charge to public grievances are as follows:-**

#### **Directors of Public Grievances**

<b>Jurisdiction</b>	<b>Name &amp; Designation</b>	<b>Adress</b>	<b>Tele No.</b>
WCR	Shri Niraj Kumar, SDGM/ WCR	GM's office, Jabalpur	0761-2627229
Jabalpur Div.	Shri Anand Kumar, ADRM / JBP	DRM's office, Jabalpur	0761-2622132
Bhopal Div.	Shri Abhiram Khare, ADRM / BPL	DRM's office, Bhopal	0755-2587214
Kota Div.	Shri Lalit Kumar Dhurandhar, ADRM / KOTA	DRM's office, Kota	0744-2467159