

(xiv) Indian Railways shall strive to design and manufacture coaches that have a suitably designed compartment & toilet adapted to the needs of Persons with Disability (Divyangjan)/ wheel chair borne passengers. The special feature in these coaches shall include wider entrance door for wheel chair borne passengers, wider compartments, larger lavatory and lavatory doors additional grab rails inside the toilets for support, wash basin and mirror at a lower height, etc. For assistance to the visually impaired travelers, Braille signages shall be provided in newly manufactured coaches. Retro fitment in existing coaches shall also be carried out in phased manner.

The other facilities available at important stations include: **Medical Shops, Book Shops, Tourist Information Centres, Post & Telegraph Offices, etc.**

#### Because Indian Railways cares...

As a customer-oriented organisation, Indian Railways values your feedback. Any suggestions for improvement are welcome. All complaints will be looked into promptly and addressed at the earliest.

Your questions about the Indian Railways' **Public Grievance Redressal Machinery** and the **Vigilance Machinery** are answered below:

#### Whom do I contact if I have any complaints?

Indian Railways has a well-organised Public Grievance Redressal Machinery that will take prompt action on any complaints you may have. You can record your grievances in the Complaints Book kept for this purpose at : our Agencies, Town Booking Offices, Goods

Sheds, Parcel Offices, Reservation Offices, Refreshment Rooms, Pantry Cars, etc.

Alternatively, you could also approach the Public Grievance Redressal Booths at major stations for on-the spot action

At the Divisional level, Additional Divisional Railway Managers can be approached for redressal of grievances in respect of their divisions. You can also approach the Additional General Manager of each Zonal Railway, who are designated as Director of Public Grievances.

You may also lodge your grievance online at web-site [pgportal.gov.in](http://pgportal.gov.in) or [www.coms.indianrailways.gov.in](http://www.coms.indianrailways.gov.in) or through COMS application which is available for both android and IOS platforms beside that, complaints/suggestions can be sent through SMS on number 9717630982. You may also lodge complaints through All India Helpline No.138. Assistance is also being provided to passengers for their tweets received on the twitter handles of Divisional Railway Managers, General Managers and Ministry of Railways twitter handle @ RailMinIndia. At the Ministry level you may contact Shri Vivek Srivastava, Executive Director (Public Grievances) at Tel. No.011-23386203.

#### If I have any suggestions or complaints about the catering facilities or other passenger amenities, whom do I get in touch with?

Indian Railways has **Special Cells** functioning at the Ministry and Zonal level to deal with complaints regarding passenger amenities, punctuality and catering facilities. The details of these Special Cells can be ascertained from the respective Zonal Railways.



## Vigilance Organisation-An Appeal to the Rail Users



The Government is committed to provide a clean and efficient Rail service to the Public. Official efforts can be strengthened by your active co-operation in the following areas:

- Insist on buying Tickets from Railway Booking/Reservation Counters or authorised Travel Agents. While on one hand. Purchase of Tickets from touts and unauthorised travel agencies is illegal, such tickets can turn out to be fake or invalid, on the other. It can also entail consequences like being detained, penalties and prosecution.
- With the facility of making reservation 120 days in advance, plan your journey and purchase the tickets well in advance. In any case do not attempt to jump the waiting list by resorting to illegal practices.
- Insist on a receipt or a voucher wherever due, like for meals, penalties, etc.
- Should you come across any instance of malpractice or corruption in any sphere of Railway working, please take the trouble of informing us. It will be helpful if you could note all the relevant details like description of the train, place, time and date and designation of the Railway Personnel concerned, name and address of the witness, etc. The information along with your name and address may be sent to the Vigilance Organisation of the Zonal Railway which is functioning under **Senior Dy. General Manager**, who is also the Chief Vigilance Officer of the Railway and looks into the complaints of

corruption. In case you wish to convey the information orally, you could meet them in person. The information would be treated as confidential but the Railway may have to seek your co-operation to tender evidence during the course of the investigation/enquiries to help bring the culprits to book.

- Travelling under another person's name is an offence under Section 142 of the Railways Act which pertains to travel on transferred tickets. Passengers who purchase transferred tickets are likely to be detained, fined and even prosecuted. The penalty for transfer of tickets will be a fine of Rs.500/- or imprisonment up to 3 months or both. Such tickets purchased by the passengers will be forfeited and they will be treated as travelling without ticket. Hence, passengers are advised not to purchase tickets which are sold by touts or unauthorised travel agents.
- Unauthorised buying and selling of reserved tickets is an offence under Section 143 of the Railways Act. The penalty for unauthorised purchase and sale of tickets will be a fine of Rs. 10,000/- or imprisonment up to three years or both.
- Passengers who buy tickets from unauthorised travel agents may lose both their tickets and the reserved accommodation, if such tickets are confiscated during raids.
- Buy tickets directly from counters or approach authorised Travel Agents.

- Do not jump the queue and encourage touts.
- Do not pay more than the exact fare or stipulated charges.
- Insist on a receipt for any payment made by you.
- Inform the authorities regarding any unauthorised persons on Railway premises.

There is a Vigilance Directorate in the Ministry of Railways headed by PED (Vigilance) assisted by Executive Directors, Directors and Joint Directors. For your convenience, their Names, Designations, Telephone Nos, and E-mail Addresses are given below:

| Name of (S/Shri/Ms)     | Designation                                | Telephone No. | E-mnail Address         |
|-------------------------|--|---------------|-------------------------|
| Sunil Mathur            | Principal Executive Director (Vig.)        | 011-23384439  | amvig@rb.railnet.gov.in |
| Arvind Kumar Srivastava | Executive Director Vigilance (Stores)      | 011-23389315  | edvs@rb.railnet.gov.in  |
| Sudhir Kumar Tyagi      | Executive Director Vigilance (Traffic)     | 011 -23386270 | edvt@rb.railnet.gov.in  |
| Ambika Jain             | Executive Director Vigilance (Accounts)    | 011-23381083  | edva@rb.railnet.gov.in  |
| R.K. Rai                | Executive Director Vigilance (Elec. & S&T) | 011-23386193  | edvl@rb.railnet.gov.in  |
| Ranjit Kumar            | Director Vigilance (S&T)                   | 011-23382297  | dvs&t@rb.railnet.gov.in |
| Garib Dass              | Director Vigilance (Police)                | 011-23389456  | dvp@rb.railnet.gov.in   |
| P.K. Sharma             | Director Vigilance (Engg.) - I             | 011 -23387664 | dve1@rb.railnet.gov.in  |
| Akshay Kumar Marantu    | Director Vigilance (Engg.) - II            | 011-23389617  | dve2@rb.railnet.gov.in  |
| Rajnish Kumar           | Director Vigilance (Mechanical)            | 011 -23383174 | dvm@rb.railnet.gov.in   |
| S.M.A. Razi             | Director Vigilance (Traffic) -1            | 011-23381253  | dvt1@rb.railnet.gov.in  |
| Manisha Chatterjee      | Director Vigilance (Traffic) - II          | 011 -23382618 | dvt2@rb.railnet.gov.in  |
| Suman Sharma            | Director Vigilance (Stores)                | 011-23385195  | dvs@rb.railnet.gov.in   |
| S.K. Singh              | Director Vigilance (Intl.)                 | 011- 23070503 | dvi@rb.rainet.gov.in    |



These details are also available on the website: [www.indianrailways.rb.railnet.gov.in](http://www.indianrailways.rb.railnet.gov.in) which is periodically updated.

### Sr. Deputy General Managers on Zonal Railway

| Railways                   | Telephone Nos | E-mail Address               |
|----------------------------|---------------|------------------------------|
| Central Railway            | 022-22707102  | sdgm@cr.railnet.gov.in       |
| Eastern Railway            | 033-22303897  | sdgm@er.railnet.gov.in &     |
| Northern Railway           | 011-23387349  | sdgm@nr.railnet.gov.in       |
| North Eastern Railway      | 0551-2200824  | sdgm@ner.railnet.gov.in      |
| Northeast Frontier Railway | 0361-2676055  | sdgm@nfr.railnet.gov.in      |
| Southern Railway           | 044-25353389  | sdgm@sr.railnet.gov.in       |
| South Central Railway      | 040-27830516  | sdgm@scr.railnet.gov.in      |
| South Eastern Railway      | 033-24393568  | sdgm@ser.railnet.gov.in      |
| Western Railway            | 022-22017742  | sdgm@wr.railnet.gov.in       |
| East Central Railway       | 06224-272494  | sdgm@ecr.railnet.gov.in      |
| North Western Railway      | 0141-2725802  | sdgm@nwr.railnet.gov.in      |
| East Coast Railway         | 0674-2300230  | sdgm@eastcoastrailway.gov.in |
| North Central Railway      | 0532-2230173  | sdgm@ncr.railnet.gov.in      |
| Southeast Central Railway  | 07752-414229  | sdgm@secr.railnet.gov.in     |
| South Western Railway      | 0836-2289924  | sdgm@swr.railnet.gov.in      |
| West Central Railway       | 0761-2677077  | sdgm@wcr.railnet.gov.in      |

### IN CASE OF TRAIN ACCIDENTS/FIRE IN TRAIN OR ANY DISASTER:

1. Passengers should not panic in case of an accident such as collision, derailment etc. They are advised to try to come out of affected coaches either through doors or through emergency windows provided in each coach.
  2. In case of fire, passengers should try to stop the train by pulling the alarm chain from the affected coach or adjacent coach and should leave the affected coach through vestibules (if provided) till the train comes to a halt. Passengers should alert their fellow passengers also.
- The passengers are requested to help the Railway staff in extinguishing the fire. Fire extinguishers have been provided in locomotives, with the guard of the train and in AC Coaches.
3. All electrical appliances should be switched off to avoid any possibility of short circuiting.
  4. Railway administration tries to provide quick rescue and relief arrangements like sending medical van, accident relief train, help from local administration and local hospitals. Passengers who are not affected are requested to help the affected ones till such rescue and relief arrives.
  5. Doctors travelling on the train are requested to come forward for taking care of injured and affected passengers till major rescue and relief teams reach the site.
  6. All the railway officials travelling on the train either on duty/ leave or present near the site shall make themselves available and provide necessary assistance to the affected passengers.