

Public Grievances Cell on South Western Railway

All complaints /suggestions received from the rail users, whether those recorded in the complaints books, or those brought to our notice in person through tapals, or complaints lodged through the railway website are taken care of and replies sent to the complainants after analyzing the issues carefully.

Board Level:

At Board level: Executive Director/Public Grievances assisted by Director/PG and Joint Director/PG

Zonal Level:

Additional General Manager as Director (Public Grievances) assisted by Joint Director/Public Grievances.

Contact No:

AGM/SWRly: 0836-2267008; FAX: 0836-2289603; E-Mail – agm@swr.railnet.gov.in

Secy-PG/SWRly: 0836-2325072; E-Mail – secypg@swr.railnet.gov.in

Division Level:

Additional Divisional Railway Manager as Chairman assisted by Sr. Divisional Commercial Manager as Secretary.

Contact No:

	Phone No	FAX No	Mail id
ADRM-UBL	0836-2363499	0836-2289648	adrm@ubl.railnet.gov.in
ADRM-SBC	080-22205749	080-22356411	adrm@sbc.railnet.gov.in
ADRM-MYS	0821-2420911	0821-2420990	adrm@mys.railnet.gov.in

Centralised Public Grievances Redress and Monitoring System:

The Department of Administrative Reforms and Public Grievances (DOAR & PG) with the technical support of National Informatics Centre (NIC) has developed the Centralised Public Grievances Redress and Monitoring System (**CPGRAMS**).

It is a single window system and references are being received through website (www.pgportal.gov.in) from Directorate of Public Grievances (DPG), Department of Administrative Reforms and Public Grievances (DOAR&PG), Prime Minister's Office (PMO) and the President Secretariat, are sent to the concerned department/divisions to advise them to upload the remarks and the same will be sent to Railway Board for further disposal.

Grievances received from Pensioners through website (<http://www.pensionersportal.gov.in>) from Department of Pensions & Pensioners' Welfare (DOP&PW) also be taken care and replies are uploaded to the Pensioners.

COMPLAINTS/GRIEVANCES RECEIVED THROUGH TAPAL:

Complaints/Grievances received through tapal were registered and acknowledgments were sent to the complainants then and there, duly forwarding the same to the respective divisions /departments. Replies are sent to the party within 15 days.

COMPLAINTS THROUGH E-MAIL:

Complaints/suggestions can be lodged through e-mail (secydg@swr.railnet.gov.in) All complaints are acknowledged through e-mail and sent to the department/division concerned and remarks are obtained and reply sent to the complainant through e-mail.