



भारत सरकार / Government of India
रेल मंत्रालय / Ministry of Railways
दक्षिण मध्य रेलवे / South Central Railway

मं.रे.प्र का कार्यालय,
Office of the DRM
विजयवाडा मंडल /
Vijayawada Division
वाणिज्य विभाग,
Commercial Branch
विजयवाडा, Vijayawada.

No.B/G/Rail Madad/IV/2023

Dated: 13.10.2023

Sr.DME/C&W/BZA
Sr.DEE/M/BZA
Sr.DSC/RPF/BZA

Sub: Rail Madad – Passenger Complaints – Instructions – Reg.

Of late, it has been observed that various passenger complaints like water filling, bed rolls, cleaning, AC, electrical, lighting and Security issues are being received from on board TTEs to Commercial Control who in turn pass on to the concerned departmental controls for necessary action resulting in delayed action.

In this connection, ADRM/Infra/BZA has advised the undersigned to direct the on board TTEs to pass on the passenger complaints directly to the respective controls instead of Commercial Control for swift action.

Therefore, you are requested to advise the concerned control manning staff to receive the complaints directly from the on-board TTEs and take necessary action so as to ensure a prompt response.


(V. RAMBABU)
Sr.DCM/BZA

13/10/23

C/- DRM/BZA }
C/- ADRM/Infra/BZA } - for kind information please.
C/- ADRM/Op/BZA }
C/- Commercial Control } - for information & necessary action.



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Commercial Control BZA DIVISION:
Attention to all TTEs for on board help

Message or information can also be send through the following CUG numbers based on nature of complaints

- 1) cleanliness of coaches, Water filling, Bed rolls & Mechanical issues - C&W controller -
CUG Mobile no. 7815909452
- 2) Electrical issues like charging points, AC, Light - Electrical Controller - CUG Mobile No. 9701373322
- 3) Security issues Unauthorised passengers, Quarrelling passenger, Drunken & smoking passengers, left luggage or any other RPF assistance required - RPF controller - CUG Mobile No. 7815909461

Kindly ensure that the above controllers CUG mobile numbers are not shared with the passenger at any point of time & strict adherence of the same is expected from all on board TTEs.

In the case of request for medical attention alone, kindly ensure that Commercial Control is contacted directly over CUG number (9701373961) or 9701373537 for immediate attention .

Thanking you in anticipation.

Commercial Control/BZA

Kind Attention to On Board TTEs

If the train in running on other divisions you may also contact the following **Commercial controller's/ mobile number for assistance**

Commercial control/ VSKP - 8978080999

Commercial Control/ MAS -9003061956

Commercial control / SC - 9701371975

Commercial control / GNT- 9701379981

Commercial control / GTL- 9701374959