

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



मंत्र का कार्यालय DRM's Office,
सामान्य शाखा General branch,
विजयवाडा Vijayawada.

सं / No. B/G.50/20/175/2022

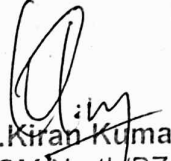
दिनांक/Date: 12.10.2022

All Commercial Staff,
Vijayawada Division.

विषय / Sub : Filling up of the details in the complaint book -reg

With reference to the above subject, while a complainant is filing complaint in manual complaint books, all the staff should ensure that all columns such as name, detailed address, Mobile Number, E-Mail ID(if any) are filled in without fail to enable this office to furnish the feedback.

Further, it is instructed that any passengers approaching with grievances against contractors should be guided properly to register complaints manually or through Rail-Madad to initiate action against the contractor for his lapse.


(P. Kiran Kumar)
DCM/North/BZA
for Sr.DCM/BZA

प्रतिलिपि /Copy to : ADRM/INFRA for information