

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No. 2021/EEM/180/5-Part(1)

New Delhi 26.06.2023

**Principal Chief Electrical Engineers
All Zonal Railways**

**Sub: Complete switchover to 'Rail Bijli Samadhan' complaint management system.
Ref: RB letter No. 2021/EEM/180/5-Part(1) dated 18.04.2023.**

'Rail Bijli Samadhan' mobile app has been developed by CRIS for registering the Electrical Complaints by Railway departmental users and Public users related to General Electrical Services. The mobile app is very simple to use and users can quickly register their complaints of all electrical problems (like Elec. Supply, PRS/UTS UPS, Light, Fan, Escalators, Lifts, DG set etc.). User will receive the contact number of concerned official for further assistance and also enable them to check real-time status of redressal of their complaints. At the same time, it is a very effective tool for monitoring the pendency of complaints by officers and supervisors in their area of jurisdiction, thereby ensuring quick attention of complaints/failures/breakdown of electrical General Services assets.

Vide letter under reference, all Zonal Railways were given targets for complete switchover to 'Rail Bijli Samadhan' complaint management system by June'2023. However, it is seen that performance of most of the Railways is very poor. Specifically ER, NR, NCR, NER, NFR, SR, SCR, SER, SECR, WR and WCR will have to work hard to implement the same.

Therefore, it is again advised that all Zonal Railways should switchover completely to 'Rail Bijli Samadhan' complaint management system with immediate effect.

This issues with the approval of Competent Authority.


26.6.23
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