

- (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 takes prompt action on any complaints you may have.

You can record your grievances in the Complaints Book kept for this purpose at: Booking Offices, Good Sheds, Parcel Offices, Reservation Offices, Refreshment Rooms, Pantry Cars, etc.

At the Division 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 is designated as Director of Public Grievances.

You may lodge your grievance online at www.railmadad.gov.in or through RailMadad App (for both android and iOS). Besides you may also lodge complaints through RailMadad Helpline no. 139 or through SMS on 139. Assistance is also being provided to passengers for their tweets received on the twitter handles of Divisional Railway Managers, and Ministry of Railway's twitter handle @ RailMinIndia. At the Ministry level you may contact Shri Ratnesh Kumar Jha, Executive Director (Public Grievances) at Tel. No. 011-233862023.

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.
- If 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 travel in the train by declaring wrong age to get Senior Citizen concession. If detected penalty in addition to difference of fare will be charged

- 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
Shobhana Bandopadhyaya	Principal Executive Director (Vig.)	011-23384439	amvig@rb.railnet.gov.in
Ashok Kumar	Executive Director Vigilance (Stores)	011-23389315	edvs@rb.railnet.gov.in
Anshuman Kumar	Executive Director Vigilance (Traffic)	011 -23386270	edvt@rb.railnet.gov.in
Zaigham Ali Khan	Executive Director Vigilance (Accounts)	011-23381083	edva@rb.railnet.gov.in
Vacant	Executive Director Vigilance (Elec.)	011-23386193	edvl@rb.railnet.gov.in
S.M Pandey	Executive Director Vigilance (Engg)	011-23384110	edve@rb.railnet.gov.in
S.P. Beck	Executive Director (S&T)	011-47644561	sp.beck@nic.in
Anish Prasad	Executive Director Vigilance (Police)	011-23389456	dvp@rb.railnet.gov.in
Praveen Mohan Sahai	Director Vigilance (Engg.)	011 -23387664	dve1@rb.railnet.gov.in
Salim Md. Ahmed	Jt. Director Vigilance - III	011-23389617	salimmd.ahmed@gov.in
Vivek Varshney	Director Vigilance (Mechanical)	011 -23383174	dvm@rb.railnet.gov.in
K. Uma Maheswara Rao	Director Vigilance (Traffic)	011-23382618	dvt@rb.railnet.gov.in
Raj Prakash Joshi	Director Vigilance (Stores)	011-47844572	rajp.joshi@nic.in
Bhaskar Roy Choudhury	Jt. Director Vigilance (Intl.)	011-23070503	dvi@rb.rainet.gov.in

These details are also available on the website: 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

Item 1. Passengers should not panic in case of an accident. They are advised to come out of the affected coaches through doors and emergency windows provided in the coaches.

Item 2. For fire safety, passengers are advised that it is prohibited to carry any inflammable items, light fires or smoke on trains. They should not misuse mobile charging sockets by connecting heavy loads like electric kettles or multiple gadgets.

Item 3. In case of fire in train, passengers should try to stop the train by pulling the alarm chain. On the running train, they should move to adjacent coaches through the vestibule where available. When the train has stopped, they should leave the coach through the doors. In Vande Bharat trains, they may press the ACP button to alert the loco pilot and communicate with the loco pilot/ train manager using the passenger emergency communication unit. They should also alert fellow passengers, railway staff and help in extinguishing the fire. Fire extinguishers have been provided in the loco, with the Train Manager, in AC coaches and newly manufactured non-AC coaches. AC coaches are also progressively being provided with Fire and Smoke Detection System for warning passengers in case of fire in the coach.

Item 4. Railway administration makes all efforts for quick rescue and relief through railway officials on board the train, medical vans/ accident relief trains/ local administration and hospitals. Passengers are requested to help other passengers till outside help reaches them.

Item 5. Doctors and para-medics travelling in the train are requested to come forward to take care of passengers requiring medical attention.

Item 6. All railway officials travelling on the train or present near the site shall make themselves available and provide necessary assistance to the affected passengers.