

# MECHANISM FOR COMPLAINT MANAGEMENT

## SOURCES OF PUBLIC COMPLAINTS



THROUGH COMPLAINT BOOKS	THROUGH RAILMADAD WEB PORTAL (SMS/WEB BASED)	THROUGH CPGRAMS WEB PORTAL	MANUAL/EMAIL/TWITTER COMPLAINTS ADDRESSED TO GM/AGM/PCCM
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THE COMPLAINTS REGISTERED IN RAILMADAD WEB PORTAL ARE ATTENDED BY THE NOMINATED RAILWAY USERS (BOTH DIVISIONAL AND HEAD QUARTERS USERS) WITHIN PRESCRIBED TIME LIMIT AND FEEDBACK UPLOADED IN THE PORTAL FOR INFORMATION OF THE COMPLAINANTS. SIMILARLY THE COMPLAINTS REGISTERED IN CPGRAMS WEB PORTAL ARE REDRESSED BY THE NOMINATED OFFICERS WITHIN THE PRESCRIBED TIME LIMIT AND FEEDBACK ARE UPLOADED FOR CLOSURE OF THE GRIEVANCES. THE MANUAL/E-MAIL/TWITTER COMPLAINTS ARE ALSO REDRESSED BY THE COMPETENT/NODAL OFFICERS WITHIN THE TIME FRAME.