

7. Particulars of any arrangement that exist for consultation with or representative by the members of the public in relation to the formulation of its policy or implementation thereof:

For internal matters, there are arrangements for holding informal meetings, PNM etc. with the recognized trade unions at suitable intervals in which the various issues regarding establishment, operational aspects, staff welfares etc. are discussed and resolved accordingly. for public related matters, the branch officer of the division does not has any power to hold any meeting with the public representatives', however, Divisional Railway Manager periodically holds meeting with the Divisional Railway Users Consultative Committee (DRUCC) and may hold press conference for dealing public issues. Besides, there is public relation organization in every divisional office through which representation is being accepted. For improvement of service and passenger amenities in passenger trains, Railway administration accepts the various complaints and suggestions from the bona fide railway passengers and act accordingly for disposal thereof.