

Citizen Charter

PREAMBLE

This Charter is a commitment of the Indian Railway Administration to:

PUBLIC GRIEVANCES

Railway Administration would ordinarily reply to the complainant within 90 days, where detailed enquiries are not required to be made and within 120 days, in case of complaints where detailed enquiries are warranted.

THEFT OF LUGGAGE

A Prescribed FIR Form is available in the Timetable or with TTEs/Guards or GRP escort. After filling it up, the Form may be handed over to one of the officials viz., TTE, Guard or GRP escort for registration of the report at the next Police Station.

CO-OPERATION FROM PASSENGERS

Co-operation of general public is sought to maintain cleanliness, avoid unnecessary chain pulling, maintain cordial relations with fellow passengers and railway staff coming into their contact, abstain from carrying inflammable items, discourage touts.