

02/01

Date: 31.10.2018

Public Feedback/ Complaint Disposal Policy

For effective & time bound disposal of public complaints, a detailed public feedback/complaint disposal policy of LMRC is being issued.

The public feedback /complaint pertaining to O&M/Project can be received through (i) passenger at stations,(ii) Web site (iii) Customer care phone number maintained by an outsourced agency. The complaint redressal system proposed for different sources is as under-

A. Complaint received at Stations:

1. "Complaint Cell" shall be chaired by AGM/O. Complaints received at stations shall be handled by AGM/O with the help of one AM/O. All mails from Complaint cell to be send under new mail id of "Complaint Cell".
2. A software is to be developed through DGM/IT for proper record, disposal & monitoring of the complaints received.
3. Interim reply to be given:
 - a) Within 24 hrs by AM/Mgr/O. If required, reply from DGM/AGM/O shall be given within 72 hrs. of lodging complaint
 - b) To ensure (a), an e-mail by Complaint cell to concern AGM/DGM shall be forwarded within 24hrs./same day .
 - c) Subsequently reply by concern AGM/DGMs of concern department shall be forwarded within 48hrs. to AGM(O) and copy to complaint cell.
4. Detailed reply with follow up action by concerned AGM/DGM shall be given on mail within 15 days to AGM/O & copy to Complaint Cell. A reminder by AM/MGR/O to concern AGM/DGM shall be forwarded within 05th day and 09th day to positively ensure related reply.
5. Progress on any long lead item /corrective action as compliance to a complaint as a follow up shall be e-mailed by concerned AGM/DGMs to complaint cell by 30th of same month for putting up to MD.
6. Monthly complaint and action taken status shall be put up on file directly by AGM(O) to MD through GM(O) and Director (O). An additional column of reply received on date from concern AGM/DGM to be added in status report to MD. An additional sheet for long lead items and its progress shall also be added.
7. All correspondences shall take place directly through e-mail from/to "Complaint Cell" and concern AGM/DGM with copy to AGM(O) and GM (O&M) for close monitoring and fast disposal of complaint. The copy of the monthly status sheet to be processed for approval of MD to be e-mailed by complaint cell on 01st of every month to all AGM/DGM, GM(O&M), DO and the same shall be put up on a file by complaint cell on 3rd of every month after incorporating update status from concern AGM/DGM, if any.

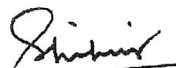
(B) Complaint Received at Website:

Complaint received by website shall be managed through DGM/IT & its staff. The website shall be monitored by DGM/IT who shall (i) reply back to the concern person with thanks informing that further action is being taken by concerned department (ii) a mail shall be forwarded to Complaint cell for taking necessary action as per para (A) above.

(C) Complaint Received at "Customer Care" Cell:

Complaints received at Customer Care Cell will be managed by the outsourced PR agency through PR Deptt. of LMRC. The feedback/Complaint shall be forwarded by outsourced agency to Complaint Cell on same date for taking necessary action as per para (A) above. The summary of monthly report shall also be forwarded by outsourced agency to Complaint Cell for record.

This issues with the approval of the competent authority & to be applicable with immediate effect.


21.10.18
(AGM/Operations)

**Copy to: OSD to MD for kind information of MD please
Dir/F, Dir/RS&S, Dir/W&I, Dir/O for kind information please.
All HOD's LMRC for kind information please.
All Dy.HOD's for information & necessary action please.
All Manager/AM's for information & necessary action please**