(xiii) 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: **Multi Purpose Stalls, Tourist Facilitation Centres, One Station One Product Stalls, 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 recrod 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.

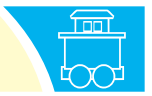
You may lodge your grievance online at *www.railmadad.gov.in* or through RailMadad App (for both android and iOS). Besides you may also lodge complaints through RailMadad Helpline no. 139 or through SMS on 139. Assistance is also being provided to passengers for their tweets received on the twitter handles 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 through online platform, Mobile Apps or 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 detrained, penalties and prosecution.
- With the facility of making reservation 60 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 inform us. It will be helpful if you could note all the relevant details like description of the train, place, time, 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 can meet him 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.
- Fraudulently travelling or attempting to travel without proper Pass or Ticket is an offence under Section 137 of the Railway Act. Passengers found travelling fraudulently without Ticket/Pass or with improper Ticket/Pass shall be punishable with imprisonment for a term which may extend to six months or with a fine which may extend to one thousand rupees or with both.
- 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 detrained, 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.
- If any person takes with him any dangerous or offensive items or entrusts such goods for carriage to the railway administration, the person shall be punishable under section 164 & 165 of the Railway Act with imprisonment for term which may extend to three years or with fine which may extend to one thousand rupees or both and shall also be liable for any loss, injury or damage which may be caused by reason of bringing such goods on railway.
- 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 authorized Travel Agents and try to book tickets through online platform.
- Do not jump the queue and encourage touts.
- Do not pay more than the exact fare or stipulated charges.
- Insist on a receipt/EFT for any payment made by you.
- Inform the authorities regarding any unauthorized persons on railway premises/trains.

- There is a Vigilance Directorate in the Ministry of Railways headed by PED (Vigilance) assisted by Executive Directors. For your convenience, their Names, Designations, Telephone No.s, and E-mail Addresses are given below:-

Name of (Shri/Ms)	Designation	Telephone No.	E-mail Address
D. K. Singh	Principal Executive Director (Vig.)	011-23384439	amvig@rb.railnet.gov.in
Anshuman Kumar	Executive Director Vigilance (Traffic)	011-23386270	edvt@ro.railnet.gov.in
Alok Kumar Mishra	Executive Director Vigilance (Engg.)	011-23384110	edve@rb.railnet.gov.in
Zaigham Ali Khan	Executive Director Vigilance (Accounts)	011-23381083	edva@rb.railnet.gov.in
Vivek Varshney	Executive Director Vigilance (Mech.)	011-23383174	dvm@rb.railnet.gov.in
Amit Misra	Executive Director (S&T)	011-47644561	edvsnt@rb.railnet.gov.in
Rajendra Kumar Soni	Executive Director Vigilance (Stores)	011-23389315	edvs@rb.railnet.gov.in
K Uma Maheswara Rao	Director Vigilance (Traffic)	011-47844564	dvt@rb.railnet.gov.in
Alind Shekhar	Director Vigilance (Engineering)	011-47844558	dirverb@rb.railnet.gov.in
Akash Bhardwaj	Dy. Director Vigilance (Traffic)-II	011-47844579	akash.bhardwaj@gov.in
Preeti	Dy. Director Vigilance (Traffic)	011-47844578	dvt@rb.railnet.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, OR OTHER EMERGENCIES

To ensure your safety and that of others, please follow these guidelines in the event of an accident, fire, or disaster on board:

1. **Stay Calm**: Do not panic. Indian Railways is committed to your safety and has systems in place to assist you during emergencies.
2. **Exit Safely**: If evacuation becomes necessary, try to exit the affected coach through available doors, emergency windows, or vestibule doors (at the end of the coaches). Before stepping out, ensure that the ground outside is safe and free from hazards.
3. **Preventive Safety Measures**
   - Carrying inflammable substances, lighting fires, or smoking inside coaches is strictly prohibited.
   - Do not overload mobile charging points by connecting heavy appliances such as electric kettles or multiple devices.
   - Never tamper with the train's electrical circuits or systems.
4. **In Case of Fire**
   - Pull the emergency alarm chain to stop the train. However, do not attempt to stop the train if a part of it is on a bridge.
   - Immediately inform onboard railway staff.
   - If you can, then assist the staff in firefighting efforts by following their instructions.
   - Only use the portable fire extinguisher located in each coach if you are familiar with its operation.
   - Evacuate the affected coach safely and calmly. Move to an adjacent coach via the vestibule, and avoid jumping from a moving train.
   - When exiting a stationary train, remain alert to nearby tracks and avoid crossing active railway lines.
   - Air-conditioned coaches are equipped with an automatic Fire and Smoke Detection System. Follow the audio announcements carefully.
   - On Vande Bharat trains, use the Emergency Alarm Push Buttons and Talk Back Units in each coach to alert the train crew.
5. **Rescue and Relief Efforts**: Indian Railways promptly mobilizes trained staff, medical teams, accident relief trains, and local emergency services to provide assistance. If possible, help fellow passengers until official help arrives.
6. **Medical Assistance**: If you are a doctor, paramedic, or trained in first aid or emergency response, please volunteer to assist those who are injured or in need of medical attention.
7. **Railway Officials' Role**: All railway personnel travelling on the train or present at the accident site are expected to offer full support and assist passengers promptly and effectively.