

EAST CENTRAL RAILWAY

COMPLAINTS/SUGGESTIONS

Name of Complaints	Officer to be addressed	Tele No.	Address
Corruption & Malpractices	Senior Deputy General Manager, E C Rly./Hajipur	06224-272494	New GM Building, Dighi Kalan, Hajipur, Bihar, Pin- 844101
Train running Time Tabling & improvement in Timings	Principal Chief Operations Manager or Chief Passenger Transportation Manager/E C Rly/Hajipur	06224-272691	
Condition of Coaches	Chief Mechanical Engineer ECRly/Hajipur	06224-274755 0612-2539898	
Reservation Booking, Catering, Ticket Checking lack of courtesy & Amenities	Principal Chief Commercial Manager ECRly/Hajipur	06224-277211	
Relating to all aspects of Railway working over the respective Division Viz. Cleanliness Maintenance of coaches Train lighting at Stations, Safety & Behavior of staff	Divisional Railway Manager Dhanbad Danapur Pt. Deen Dayal Upadhyay Sonepur Samastipur	0326-2202338 06115-232465 05412-255298 06158-272314 06274-222217	DRMs Office, ECR/Dhanbad DRMs Office, ECR/Danapur DRMs Office, ECR/DDU DRMs Office, ECR/Sonepur DRMs Office, ECR/Samastipur