



ए. के. गोयल
महाप्रबंधक
A. K. Goel
General Manager



दक्षिण पूर्व रेलवे
महाप्रबंधक कार्यालय
गार्डेन रीच, कोलकाता - ७०००४३
South Eastern Railway
Office of General Manager
Garden Reach, Kolkata - 700 043



MESSAGE

Citizen Charter plays an important role in keeping all the customers aware of rights to grievance redressal. It is a document that spells out commitments of Railway Authorities for providing the services to its valued customers effectively and efficiently with acceptable standards giving timeline along with designations of Public Servants to be contacted for delivery and grievance redressal.

South Eastern Railway has spelt out its Citizen Charter on selected important items which are the key areas of public concern presently, indicating their commitments on each and designations of officials who can be contacted as single window agencies. This is a modest beginning which is sure to undergo developments in course of time after undertaking periodical reviews based on the response of Public on delivery of services in these selected items. Further, there can be increase in the number of items of services, thus to be committed also.

I am sure that with the framing of Citizen Charter of South Eastern Railway for the use of its customers, South Eastern Railway will further improve the satisfaction level of its valued customers. We request the Public to come up with their views on Citizen Charter of South Eastern Railway in general as well as in particular while dealing with any specific item contained in the Charter.

(A.K.GOEL)
GENERAL MANAGER