

Redressal of Public Grievances in DMRC

Vision statement of DMRC is read as commuting experience in Delhi Metro to be customer's delight. In pursuit of this vision statement all out efforts and initiatives are taken in various domains affecting customers, in fulfilment of our vision. Public complaints is also an area which gives feedback regarding anything which directly affects commuters. Hence, all efforts are made for speedy and immediate redressal of their grievances. In pursuit of speedy disposal of customer grievance & to evolve an effective grievance handling mechanism, Delhi Metro has made following procedure.

1. Modes of receiving Public Grievances

Complaints/Suggestions/Appreciations are received in DMRC through following channels:-

- (a) Complaint/Suggestion/Appreciation book available at all the customer care centres at the stations.
- (b) E-mail Complaint/Suggestion/Appreciation in DMRC are received by e-mail on helpline@dmrc.org (Link available on DMRC website delhimetrorail.com under Quick Links in Feedback)
- (c) 24X7 Calls at IVRS helpline no. 155370
- (d) Social Media (Twitter, Facebook & Instagram etc.)
- (e) Other means such as Government portals & Letters addressed to DMRC

2. Acknowledgement

On receipt of Complaint/Suggestion/Appreciation, an acknowledgement is given in the following form

- (a) Written Complaint at Station: a commuter copy is given.
- (b) E-mail complaint: an acknowledgement/interim reply is sent immediately & final reply is given once the complaint is resolved.
- (c) Complaint on 24x7 IVRS helpline: a complaint number is given.

3. Disposal

On receipt, complaints are reviewed with respect to the action required. Where a complaint needs to be referred to the concerned official for seeking action taken comment, an interim reply is given to the complainant informing him/her about the forwarding of his/her complaint. On receipt of action taken report from the concerned official, final reply is given to the complainant.

In all other cases necessary action is taken and a suitable reply is given to the complainant.