

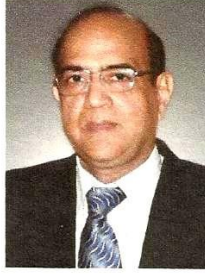


जी.एन. अस्थाना
G.N. Asthana



सत्यमेव जयते
भारत सरकार Govt. of India
रेल मंत्रालय Ministry of Railways

महाप्रबंधक
दक्षिण मध्य रेलवे
रेल निलयम, सिकंदराबाद - 500 071
General Manager
South Central Railway
Rail Nilayam, Secunderabad - 500 071



MESSAGE

Citizen Charter represents an important aspect of the citizens' rights to grievance redressal. It is a document declaring the commitments of Railway Authorities for providing the services to its customers effectively and efficiently with acceptable levels of standards & time limits along with designations of Public Servants to be contacted for delivery and grievance redressal.

South Central Railway has taken this important initiative to prepare its Citizen Charter on selected nine 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 nine 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 Central Railway for the use of its customers, S.C.Railway will further improve the satisfaction level of its customers. We request the Public to come up with their views on Citizen Charter/S.C.Railway in general as well as in particular, while dealing with any specific item contained in the Charter.


(G.N. ASTHANA)

GENERALA MANAGER/S.C.RAILWAY