

DMRC's Customer Grievance Redressal Policy

Introduction

Vision statement of DMRC is read as commuting experience in Delhi Metro to be customer's delight. In pursuit of this vision statement all our efforts and initiatives are taken in various domains affecting customers, in fulfilment of our vision. Public complaints are 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.

Objectives

This policy outlines a structured grievance redressal mechanism available to customers for registering and escalating their **complaints related to Automatic Fare Collection System and Smart Card** to obtain a resolution.

Modes of receiving Customer Queries/Grievances:

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

Escalation Matrix:

Level 1: For any query an information:

- **Redressal mechanism for grievances raised in-person at metro station premises:** Complaint/Suggestion/Appreciation book available at all the customer care centres at the stations.
- **FAQ & Queries:** Any query/information can be checked at DMRC online smartcard recharge website: "<https://www.dmrsmartcard.com/FAQ.aspx>" FAQ section.

Level 2: For resolution of grievances pertaining to **Automatic Fare Collection System and Smart Card issues only:**

- Commuter can contact directly submit their problem related to smart card recharge by filling the form, link given at DMRC online smartcard recharge website: "<https://www.dmrsmartcard.com/ContactUs.aspx>"
- Commuter can send e-mail their queries/complaints to "info@dmrc.org" for resolution of Automatic Fare Collection System and Smart Card issues only.
- 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)

Resolution Time: 7 working days

Level 3: For resolution of grievances pertaining to **Automatic Fare Collection System and Smart Card issues only:**

- **24X7 Calls at IVRS helpline no. 155370**
- Social Media (Twitter, Facebook & Instagram)- Official page/handle
- Other means such as Government portals & Letters addressed to DMRC

Resolution Time: 10 working days

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.

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.

Nodal Officer: For resolution of grievances pertaining to **Automatic Fare Collection System and Smart Card issues only:** If the customer's issue is not resolved even after contacting various complaint resolution channels or in the timelines mentioned above or if the customer is not satisfied with the response, he/she can reach out to the Nodal Officer at:

Nodal Officer (AFC)

Sh. Ashish Kumar Maurya
Assistant Manager/S&T
OCC Shastri Park New Delhi-110053
Email: NO.afc@dmrc.org
Tel-[011-23417910](tel:011-23417910)/11/12, Extn-501117

Principal Nodal Officer (AFC)

Sh. Sudhir Mittal
Additional General Manager/S&T
Metro Bhawan, Barakhamba Road
New Delhi-110001
Email: PNO.afc@dmrc.org
Tel-[011-23417910](tel:011-23417910)/11/12, Extn-534755

Resolution Time:

- Resolution time – 30 working days
- Resolution time does not include time taken by the customer to provide required Information/documentation.
- If any case/transaction is related to third party or outside DMRC entity then the Resolution time will be dependent on the respective clearing house/other banks /network providers/regulator. Resolution time will include this extra time along with DMRC's internal resolution time.