Southern Railway

Divisional Office,
Electrical Branch,
Madurai

…………………………………………………………………………………………….

No.U/E.227/Power   **Date :22.03.2023.**

 All BOs/ MDU Division

Sub: Implementation of Railway Bijli Samadhan app – reg.
Ref: CETE/SR lr no.E.46/P/1 dated 11.08.2022.

******

Railway Bijli Samadhan app has been developed by IR for Railway departmental users to lodge complaints related of their Quarters/offices through mobile app and enables them to check real-time status of redressal of their complaints. This app is designed for improving work culture, digitization of quantity of work done, online monitoring, speedy completion of work and for transparent procedures. Railway board is closely monitoring the progress of the implementation of RBS app. Hence all BOs kindly advise supervisors and staffs under their jurisdiction to install Railway Bijli Samadhan and lodge electrical complaints in Quarters/offices through mobile app only. Manual registrations of such complaints are closing here by for implementation of Railway Bijli Samadhan app.

Encl: Installation procedure of Railway Bijli Samadhan app

DEE/G/MDU

Copy to: CETE/SR–for kind information please.
          DRM/MDU –for kind information please.
         ADRM/MDU–for kind information please.
         ADEE/G/MDU– for information and necessary action.
         All SSEs – for information and necessary action

SOUTHERN RAILWAY- MADURAI DIVISION

RAILWAY BIJLI SAMADHAN MOBILE APP
Electrical Complaint APP for Railway Departmental Users

Step 1
Download

Download the free Railway Bijli Samadhan App by visiting Google Play App store and search for "Railway Bijli Samadhan".

Step 2
Register

Open Railway Bijli Samadhan App and Sign up as **Railway staff**. Users already registered can login through their existing login credentials.

Step 3
Complaint Registration

After successful Login complaint home page will be shown. For Complaint registration open "Report complaint". For complaint users select Location type, Location, concerned electrical in-charge, complaint type, subtype, defected asset location and enter description.

Step 4
Complaint Notification

After successful complaint registrations, notification with complaint number is being shown on app. Also SMS notification will be sent to users for the same.

Step 5
Track Complaint

User can track the status of complaint by selecting complaint no. in track complaint module. User can also withdraw complaints if entered wrongly. OTP will be shown to users after successful resolution.