

Status as on 19 Aug 2014

Registration Number : MORLY/E/2013/09196

Name Of Complainant : PANKAJ GUPTA

Date of Receipt : 10 Nov 2013

Received by : Ministry of Railways, (Railway Board)

Forwarded to : Northern Railway Catering

Contact Address : Baroda House

New Delhi
110001

Grievance Description : Dear sir regards I Dr Pankaj Gupta with my wife traveled on ticket PNR No. 2152233798 on date 8th NOV 2013 in train no. 12039 KGM-ANVT SHT from Rampur (RMU) to Anand Vihar (ANVT) for which for single ticket i Paid Rs 540 in which catering charge included was Rs 170. But from next station in schedule Moradabad (MB) to Anand vihar fare is Rs 460 in which catering charge included was 125 means rs 45 less compare to rampur but after charging Rs 45 extra Railway do not provide any extra services between station Rampur and Moradabad. for the same i lodge a complaint in the complaint book on book no 658. so i would like to notice this discrepancy in fare and hope that extra Rs 90 amount charged for two ticket from me should be refunded to me. thanks reagrads. Dr Pankaj Gupta Associate professor jhalawar Medical college Jhalwar Rajasthan 326001

Current Status : CASE CLOSED

Date of Action : 27 Jan 2014

Details : Sorry for the inconvenience. The licensee has been suitably fined