

# Details for registration number : MORLY/E/2025/0046151

Name Of Complainant surendra kumar kataria  
Date of Receipt 16/12/2025  
Received By Ministry/Department Railways, ( Railway Board)

## Grievance Description

Railways, ( Railway Board) >> Misc/Others

Railway Board/ Zone/ PSU/ PU/ Office : South Western Railway - Bengaluru

Dear Sir,

Recently I visited Yashwantpur( Bengaluru) railway station and found that the display board giving the information on arrival and departure of trains is very small and also displaying wrong version of a TRAIN as RAIL. Actually the rail is used for patari, the line on which a goods train or passenger train runs. That is why your department is known as Railways. Please instruct all the railway stations and other agencies not to say a train as RAIL.

Note- It is a suggestion , not the grievance please.

S.K.Kataria, Jaipur dated 16-12-25

skkataria64@rediffmail.com

Current Status Case closed

Date of Action 29/12/2025

## Remarks

Your valuable feedback has been duly noted, and the matter has been brought to the notice of the concerned department for necessary corrective action. We thank you for bringing this matter to the notice of the Railway Administration.

## Officer Concerns To

Officer Name K Krishna Chaitanya (Senior Divisional Commercial Manager - Bengaluru Division)  
Organisation name Sr.DCM SBC  
Contact Address Office of Divisional Railway Manager South Western Railway K.S.R. Bengaluru City

Contact NO . 8022264367

