

CHAPTER VII: THE PARTICULARS OF ANY ARRANGEMENT THAT EXIST FOR CONSULTATION WITH, OR REPRESENTATION BY, THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF POLICY OR IMPLEMENTATION THEREOF.

RailTel is a commercial organization and policies formulated by it relate to its internal management and hence there is no arrangement for consultation with the members of the Public prior to formulation of its internal policies. However, internal policies of the Company are formulated complying with the applicable provisions of the constitution, statute, rules & regulation,etc.

However, if people dealing with the Company in its business transactions have complaints grievances, they can approach the concerned officers or Redressal of Vendors Grievances Forum.