



Metro Railway  
Metro Rail Bhawan  
33/1, J.L. Nehru Road,  
Kolkata-71

Ref:- MRK/Grievance

Dated:-23.05.2025

All Concerned  
Metro Railway / Kolkata

**Subject:**Installation of Grievance Redressal Box

To ensure timely redressal of employee grievances and to facilitate smooth communication, a **Grievance Box** has been installed in **Metro Rail Bhawan, adjacent to Staff and Welfare Inspector Cell, 2<sup>nd</sup> Floor, Personnel Department**, for the convenience of all employees of **Metro Railway, Kolkata**.

All employees are encouraged to submit their grievances in writing, clearly mentioning the following mandatory details to ensure effective processing:

- Name of the Employee
- PF Number
- Bill Unit Number
- Place of Posting
- Designation
- Department
- Contact Details (Including E-mail & WhatsApp Number)
- Description of the Grievance(including relevant supporting documents)

All submissions will be reviewed with due diligence, and appropriate action will be initiated by the concerned authorities within a reasonable timeframe.

*Mub*  
*23/5/2025*  
(S.K. Maity)

Dy. Chief Personnel Officer – I  
Metro Railway/ Kolkata