PRESS Release

CHITTARANJAN LOCOMOTIVE WORKS

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RBMS App service for Railway personnel::CLW personnel can register Quarter related complaints ONLINE

Procedure to lodge online complaints through RBMS App on Mobile Devices

+RBMS (Railways Building Maintenance System) App is introduced for lodging online complaints of Civil Engineering maintenance. This provide opportunity to the occupants to lodge complaints through this App without attending IOW offices physically.

+It can be installed through Google Play Store.

+After installation log in to the App through HRMS Id by putting OTP received in the registered Mobile number.

+Civil and Horticulture related complaints can be lodged through a Predefined list of complaints if available otherwise select Miscellaneous and specify your complaint. Photos to illustrate the complaint can also be uploaded in this APP. Submit the complaint by clicking the Submit button.

+Horticulture related complaints are exclusively for the occupants of Senior/ Junior Bungalows, Type-V and Type IV Special Quarters of Officers colony.

+Track the Complaint Status from " Track Complaint".

+After completion of the maintenance work the occupants are requested to sign in the JOB card as issued to the deputed Staff/ worker.

+If facing any problem in lodging complaints through RBMS App, occupants are requested to come to colony IOW office with HRMS id and registered mobile no.