

Instructions for handling Online Communication System

Welcome to RDSO Online Communication System (OCS). The purpose of the system is to have a two way communication between RDSO and its customers (Zonal Railway/ Vendor).

The system can be used as follows:

- i. New user, please sign –up with your details like email, mobile No., Organization, designation, etc.
- ii. Please provide correct spelling of Organization.
- iii. Select appropriate directorate from the drop-down menu. Please ensure that you are sending the letter to a correct Directorate. In case of doubt, Please confirm the Directorate dealing with the case telephonically (Contact Details).
- iv. Raise a query in the text box. You can attach a letter also. You will get a reference number.
- v. Please quote this reference in all future correspondence. Please communicate through the link of this reference query only so that all past correspondence are linked automatically.
- vi. Use menu buttons to navigate.
- vii. You can take printout of the web page and attached letter for your records.