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RailMadad

A Grievance Redressal Mechanism



Get instant help for train related complaint



Train Complaint



Station Complaint



Track Your
Complaint



Suggestions

Complaint Detail

* Mandatory Fields

Key Details *

PNR

PNR No *

Type *

--Select--

Sub Type *

Incident Date *

9/01/2020 01:35 pm

Complaint Description *

Upload File

Choose File

रेलमदद
रेल मंत्रालय

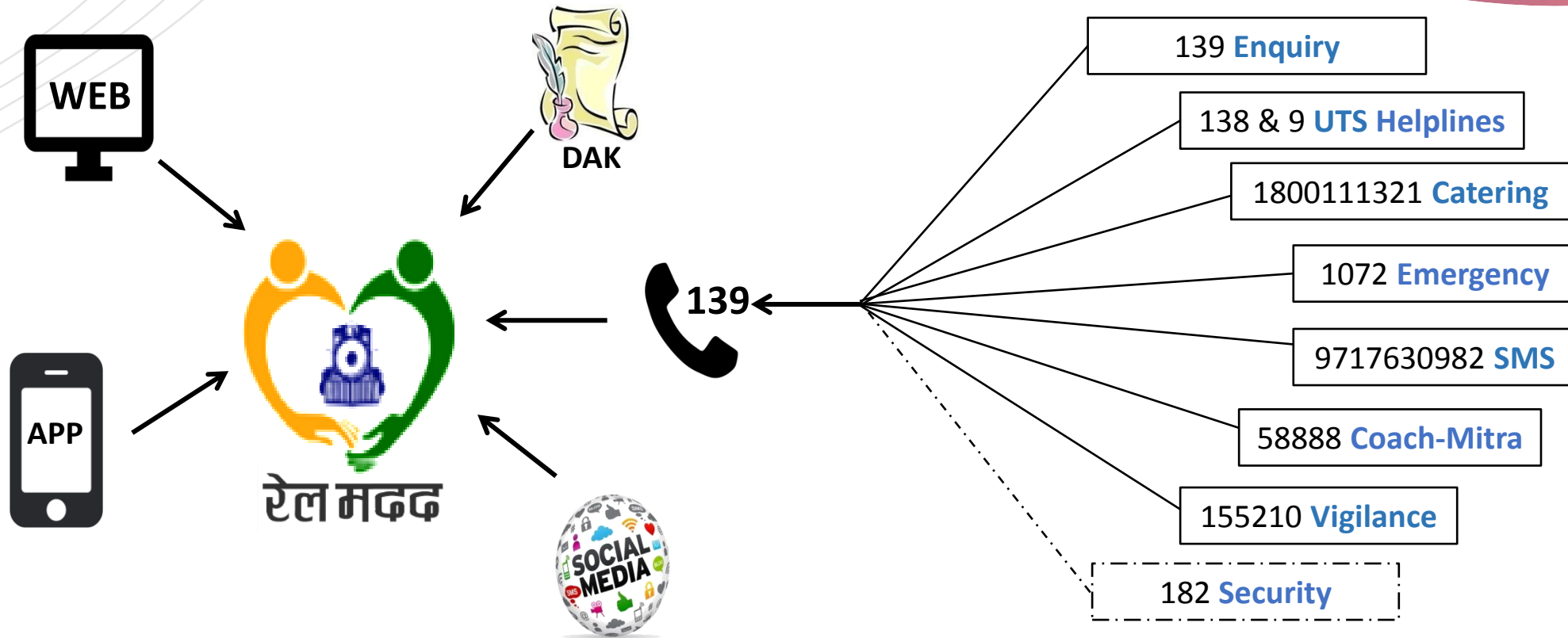
RailMadad
Ministry of Railways

Why RailMadad – ‘Ease of Living’

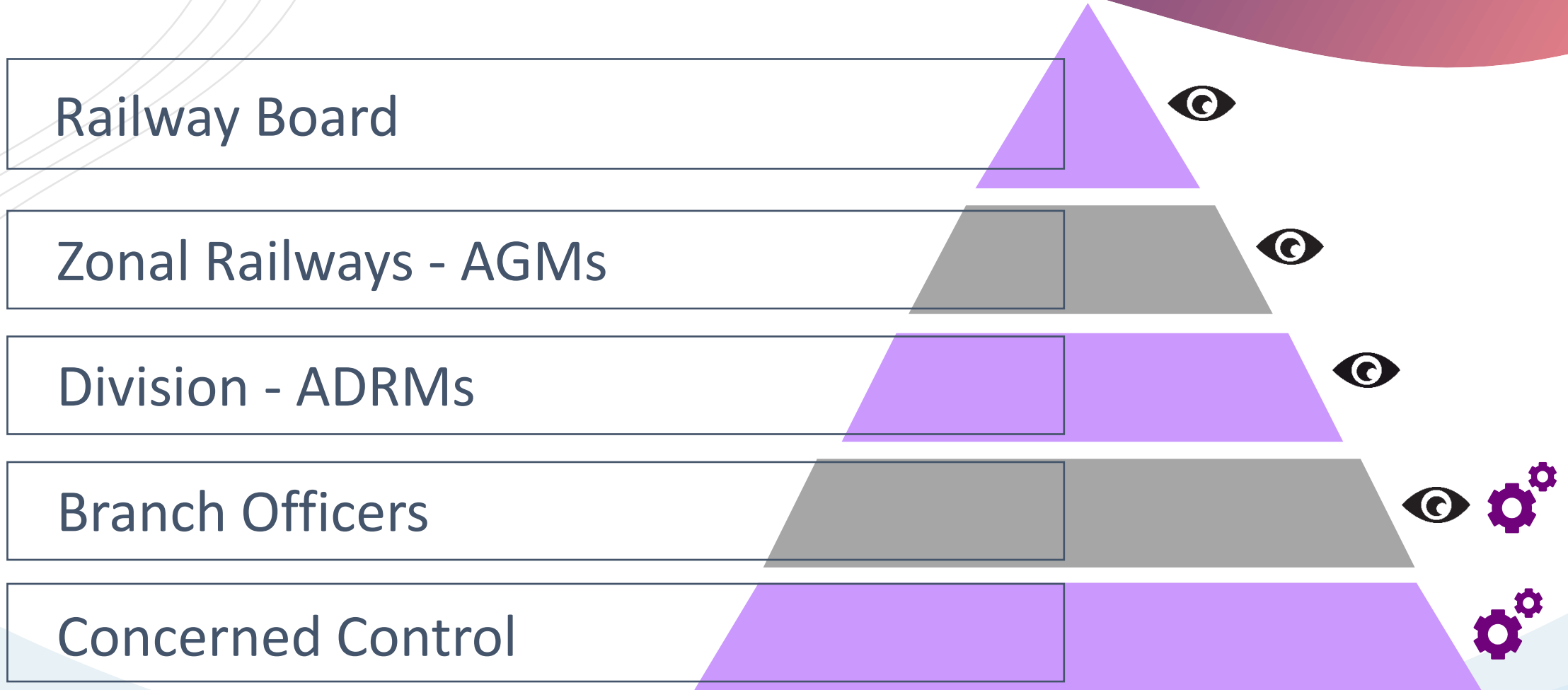
- 1 **Inconvenience: Multiple portals**
CoMS, DAK, CPGRAMS, IRCTC, UTSONMOBILE, Coach Mitra and Multiple Helplines – 15 Railway Helplines
- 2 **Cumbersome registration process –**
Multiple & Diffused Categories; Many entries; No Integration with PRS, UTS & NTES ticketing systems
- 3 **Wastage of Manhours:** Manual Assignment; Top-down approach; Multiple channels - No integration & No integrated MIS
- 4 **Discomfort –** Lower Disposal Rate; Higher Disposal time
- 5 **Citizen’s Charter –** Commitments



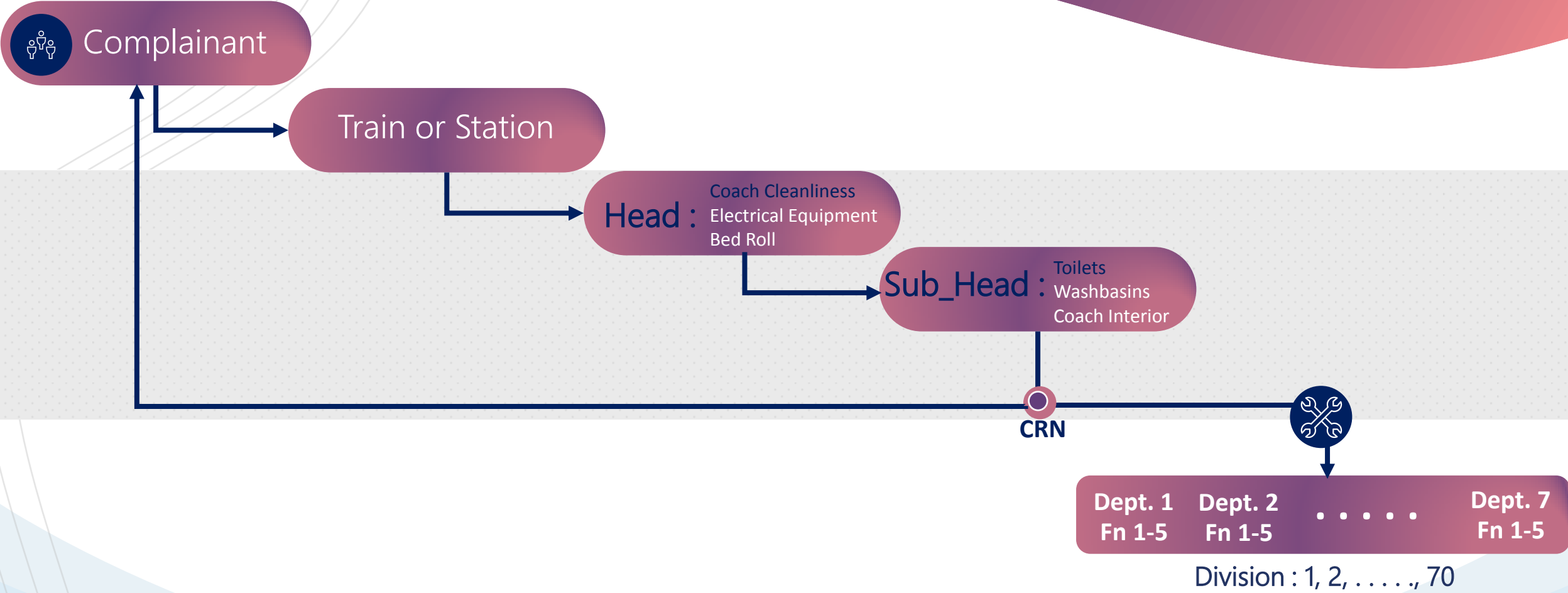
What is RailMadad – Convergence



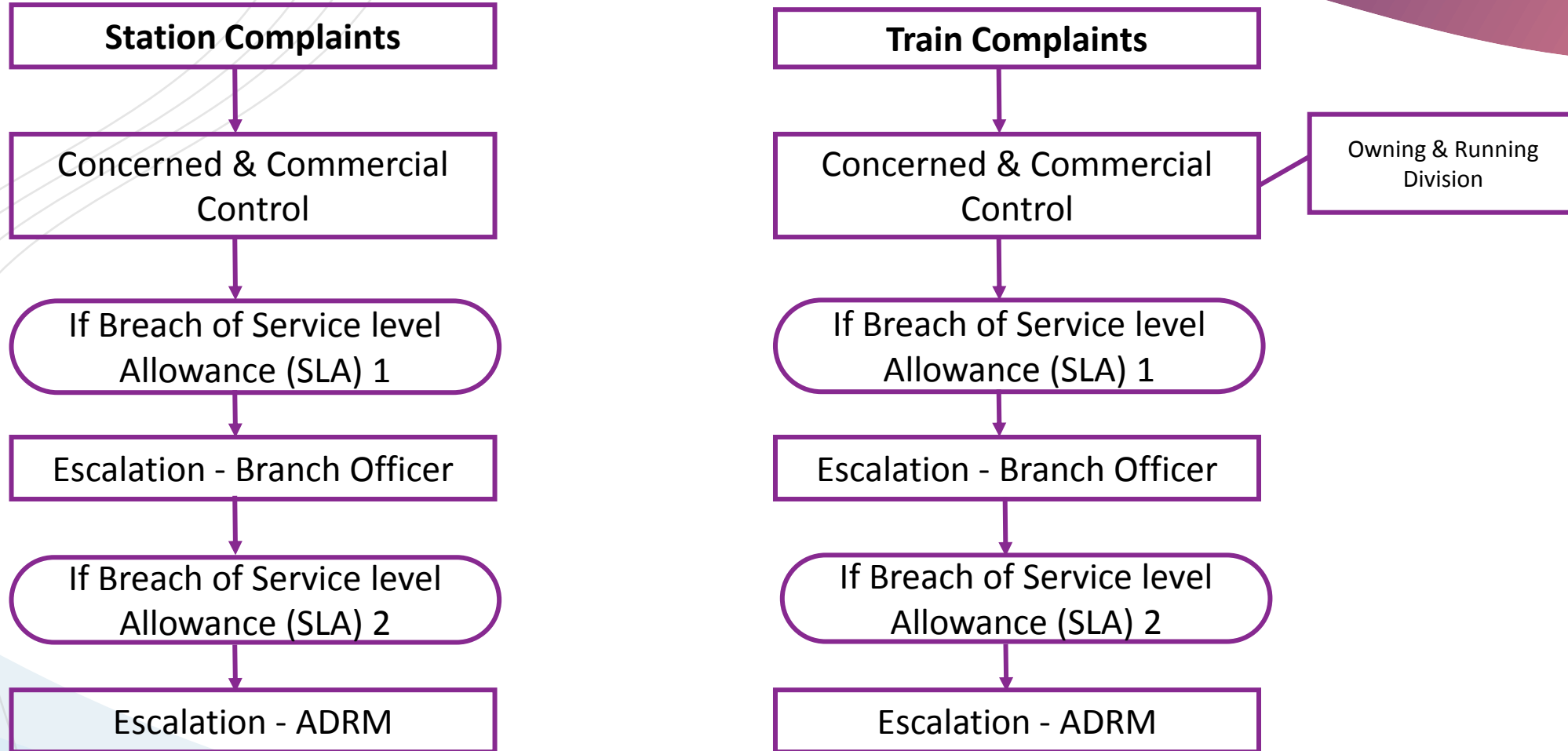
RailMadad - Bottom up Approach



RailMadad – Direct Alerts



RailMadad - Delayering



RailMadad: Citizen-Centric Delivery

Easy to access – simple phone;
12 languages

3

Empowerment -
Citizen Charter

7

Digital India –
Linked with
NTES, PRS, UTS &
ICMS

2

Ease of registering complaints –
minimum inputs, simplified
categories

4

Accountability– Unique CRN;
Status check; Feedback

6

Ease of travel - Single portal for grievance, inquiry, assistance;
For all Railway Customers – passengers, freight, parcel

1

Redressal on fast forward –
Directly to field unit

5

Rai1Madad

Enabling Passengers



Avg Complaints Per day

2,600

Excellent/
Satisfactory
Feedback

67 %

96 %

Disposal Rate

85 %

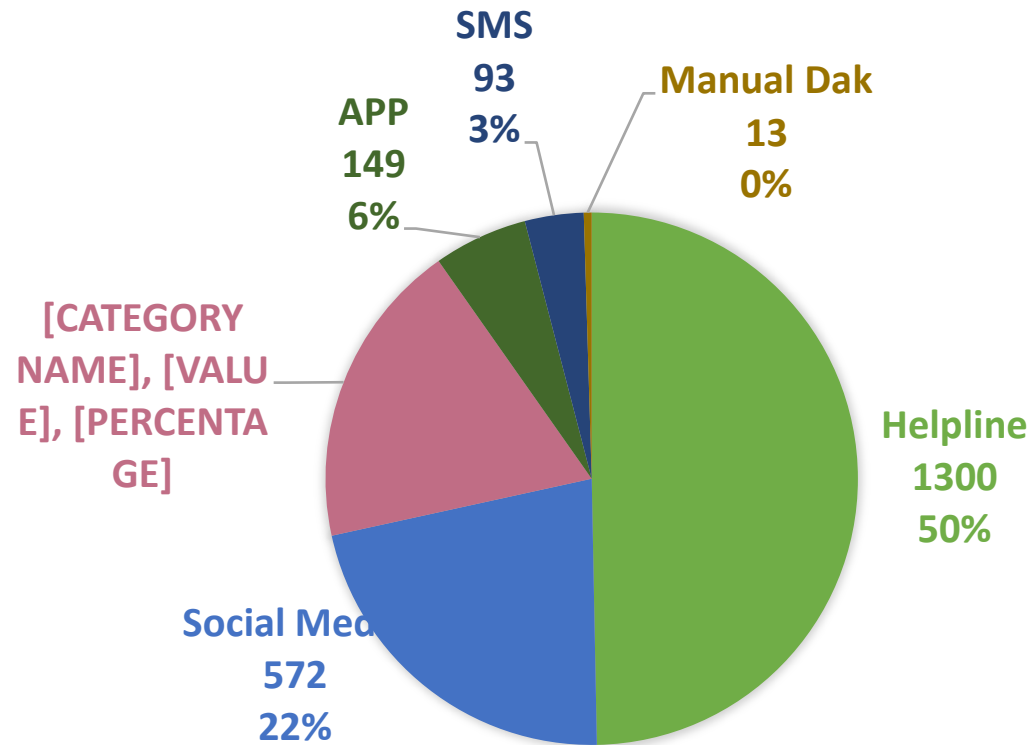
4:30 Hrs

Complaint disposed
in 2 Hrs

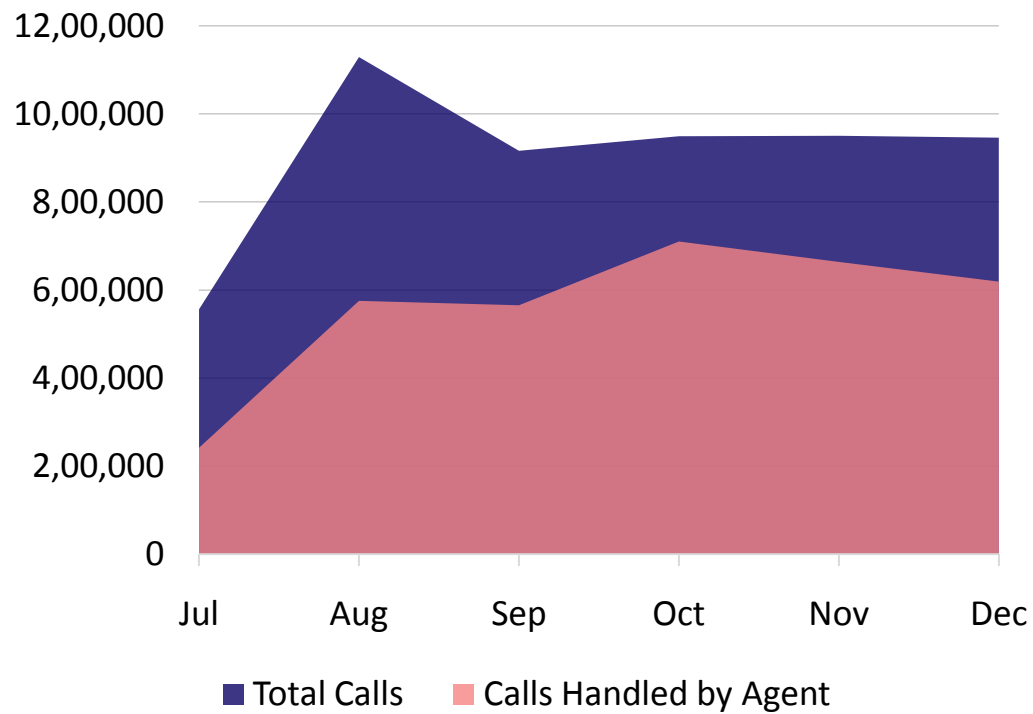
Average
Disposal Time

Complaint Share

AVERAGE COMPLAINTS PER DAY



Helpline – 139 (50% complaint share)



Average Call Handling Time (in Sec)

55

Language Support

12

Calls Handled by Agents

61%



RailMadad – Backend Personnel Deployed

Zones

17

7

Departmental Controls

3,600+

Divisions

70

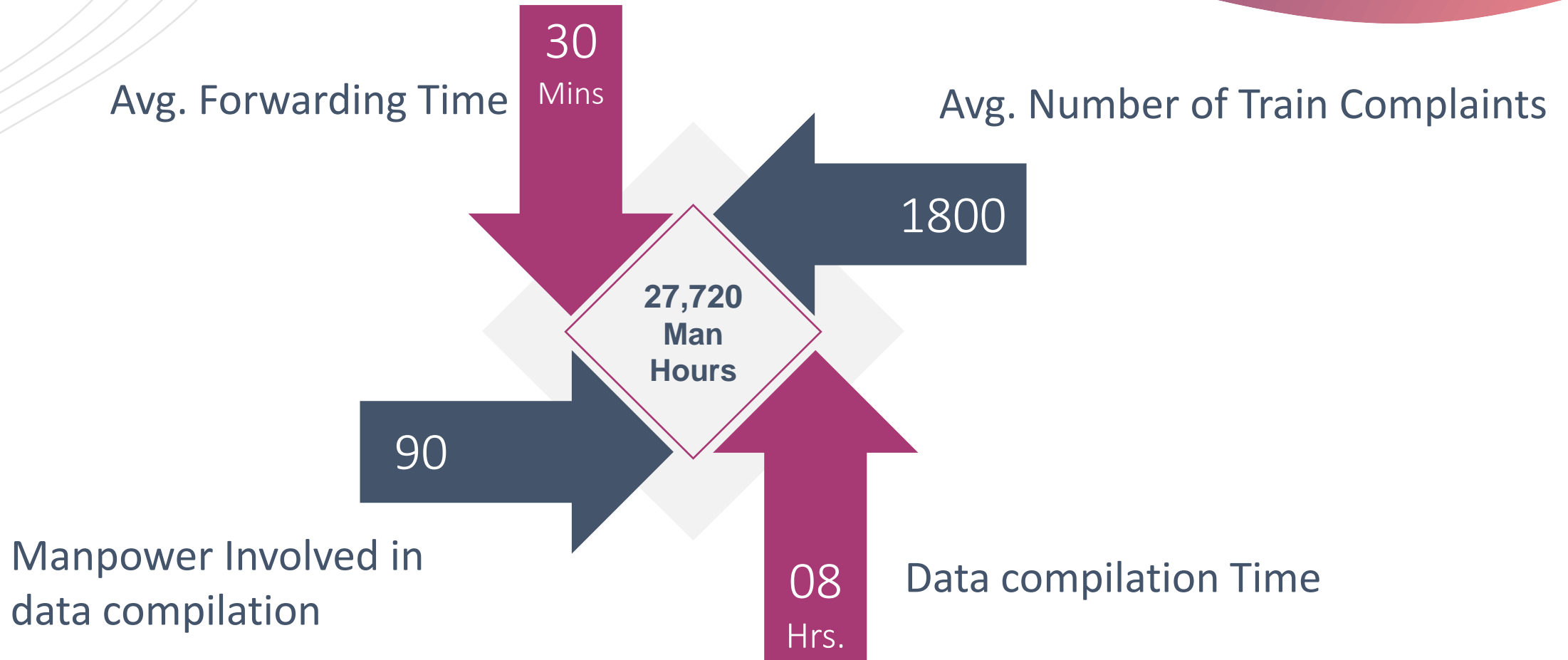
6

IRCTC Controls

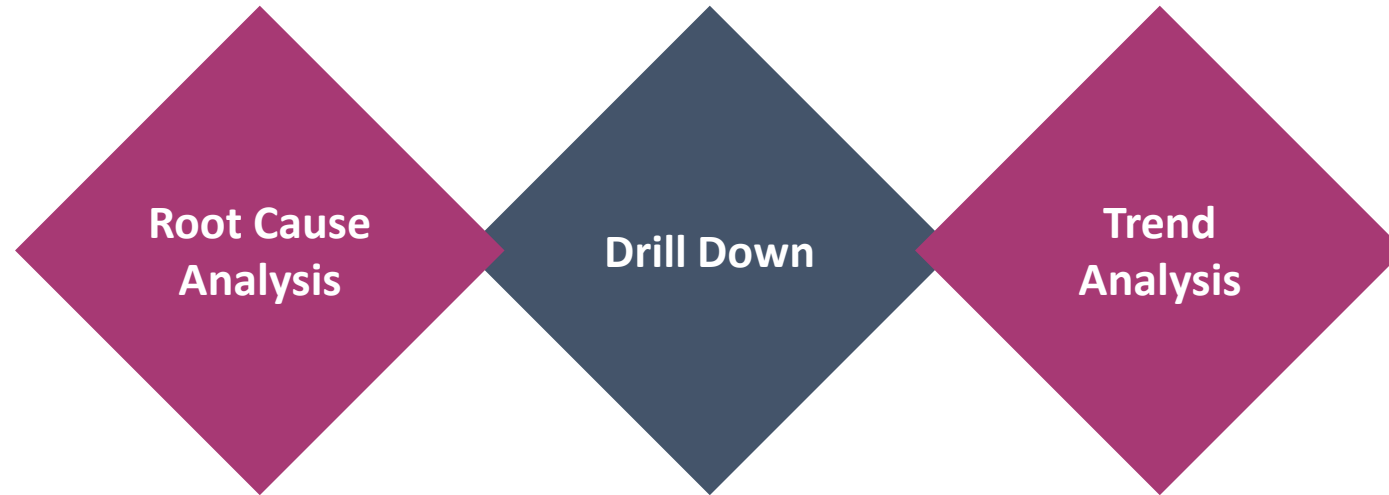
Total
Persons



RailMadad - Manhours Saved



MIS Reports - System Improvement



Technology

Responsive UI
Device Agnostic

High Capacity
in-house Servers

Unified Database
schema for single
workflow

Web Server
NGINX

Application Server
Tomcat 9

Low Network
Bandwidth



THANK YOU



1) Comprehensive (with drill down) Back

From Date: 1/01/2020 To Date: 10/01/2020 Excluding Refund Cases: YES Submit

Zone: ALL Division: ALL Department: CARRIAGE & WAGON Mode: ALL Type: Coach - Cleanliness- Sub Type: Toilets Print

S.No.	Organisation	Opening Balance	Received	% Share	Closed	Closing Balance	% Disposal	Avg. Disposal Time	Avg. Rating
1	Central Railway	2	169	7.38	170	1	99.42%	01:45	Satisfactory
2	East Central Railway	2	212	9.26	214	0	100.00%	02:48	Satisfactory
3	East Coast Railway	0	144	6.29	142	2	98.61%	02:06	Satisfactory
4	Eastern Railway	0	98	4.28	97	1	98.98%	01:24	Satisfactory
5	Konkan Railway	0	1	0.04	1	0	100.00%	02:58	Nil
6	North Central Railway	3	142	6.20	143	2	98.62%	03:49	Satisfactory
7	North Eastern Railway	0	88	3.84	88	0	100.00%	01:56	Satisfactory
8	North Frontier Railway	1	183	7.99	182	2	98.91%	03:54	Satisfactory
9	North Western Railway	0	84	3.67	84	0	100.00%	00:51	Satisfactory
10	Northern Railway	5	309	13.49	308	6	98.09%	02:47	Satisfactory

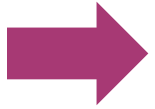
1) Comprehensive (with drill down) Back

From Date: 1/01/2020 To Date: 10/01/2020 Excluding Refund Cases: YES Submit

Zone: Northern Railway Division: ALL Department: CARRIAGE & WAGON Mode: ALL Type: Coach - Cleanliness- Sub Type: Toilets Print Back

S.No.	Organisation	Opening Balance	Received	% Share	Closed	Closing Balance	% Disposal	Avg. Disposal Time	Avg. Rating
1	AMBALA DIVISION	0	32	10.36	32	0	100.00%	02:03	Unsatisfactory
2	DELHI DIVISION	1	115	37.22	114	2	98.28%	02:15	Satisfactory
3	FIROZIBAD DIVISION	1	76	24.60	75	2	97.40%	02:28	Unsatisfactory
4	LUCKNOW DIVISION	1	56	18.12	56	1	98.25%	03:31	Satisfactory
5	MORADABAD DIVISION	2	30	9.71	31	1	96.88%	05:01	Satisfactory
Total		5	309	100%	308	6	98.09%	02:47	Satisfactory

Drill Down Reports



1) Comprehensive (with drill down) Back

From Date: 10/01/2020 To Date: 10/01/2020 Excluding Refund Cases: YES Submit

Zone: Northern Railway Division: AMBALA DIVISION Department: CARRIAGE & WAGON Mode: ALL Type: ALL Sub Type: Toilets

Print Back

S.No.	Organisation	Opening Balance	Received	% Share	Closed	Closing Balance	% Disposal	Avg. Disposal Time	Avg. Rating
1	Coach - Cleanliness	0	32	100.00	32	0	100.00%	02.03	Unsatisfactory
Total		0	32	100%	32	0	100.00%	02.03	Unsatisfactory

List of Complaints Print Export to Pdf Export to Excel

Show 10 entries Search:

S. No.	Ref. No.	Registration Date	Closing Date	Disposal Time	Mode	Train/Station	Channel	Type	Sub Type	Zone	Div	Dept	Breach	Rating	Status
1	20200900973	10-01-20 13:05	10-01-20 15:45	02:40	T	22451	W	Coach - Cleanliness	Toilets	NR	UMB	CNW	SLA 1		Closed
2	20200900933	10-01-20 02:55	10-01-20 08:47	03:51	T	18101	W	Coach - Cleanliness	Toilets	NR	UMB	CNW	SLA 2		Closed
3	20200900292	09-01-20 20:17	09-01-20 23:16	02:57	T	15909	H	Coach - Cleanliness	Toilets	NR	UMB	CNW	SLA 1	Satisfactory	Closed
4	20200900282	09-01-20 19:04	09-01-20 22:01	02:56	T	14645	H	Coach - Cleanliness	Toilets	NR	UMB	CNW	SLA 1	Unsatisfactory	Closed
5	20200900188	09-01-20 16:30	09-01-20 17:27	01:17	T	12459	M	Coach - Cleanliness	Toilets	NR	UMB	CNW	SLA 1	Satisfactory	Closed
6	20200900143	09-01-20 14:32	09-01-20 16:11	00:39	T	12057	M	Coach - Cleanliness	Toilets	NR	UMB	CNW	No		Closed
7	20200900113	08-01-20 08:38	08-01-20 09:21	01:03	T	12477	A	Coach - Cleanliness	Toilets	NR	UMB	CNW	SLA 1		Closed
8	20200900672	07-01-20 14:43	07-01-20 17:26	02:42	T	12459	W	Coach - Cleanliness	Toilets	NR	UMB	CNW	SLA 1		Closed
9	20200900452	07-01-20 14:00	07-01-20 17:25	03:25	T	12715	H	Coach - Cleanliness	Toilets	NR	UMB	CNW	SLA 1	Excellent	Closed

Complaint History Print Back

Reference No	20200901668	Contact Details	
Incident Date	09/01/2020 18:00	Contact No	6239405167
Source	Social Media	History :	
Social Media Url	http://twitter.com/kujits18913750/statuses/1215215517910196224	Zone	NR
Complaint	Coach - Cleanliness	Division	DU
Sub Complaint	Toilets	Department	CNW
Complaint Description	cleaning of toilet is very bad .	Concerned person	cnw_nr_dli
Complaint Mode	Train	Remarks	Registered.
PNR/UTS No.	2206393964	Time	09/01/2020 16:30
Coach No.	D9	Interim Reply:	sir message given to chg umb to attend on arrival
Berth No	54	Action Taken By:	Vivek Kalia
Train No.	12459	Zone	NR
Department	CARRIAGE & WAGON	Division	FZR
Status	Closed	Department	CNW
		Concerned person	cnw_nr_fzr
		Remarks	Please arrange to attend by OBHS.
		Time	09/01/2020 16:45
		Action	Kanvaljeet Singh

Cont....



Trend Analysis

