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

- **WEB**
- **APP**
- **DAK**
- **139 Enquiry**
- **138 & 9 UTS Helplines**
- **1800111321 Catering**
- **1072 Emergency**
- **9717630982 SMS**
- **58888 Coach-Mitra**
- **155210 Vigilance**
- **182 Security**
RailMadad - Bottom up Approach

- Railway Board
- Zonal Railways - AGMs
- Division - ADRMs
- Branch Officers
- Concerned Control
RailMadad – Direct Alerts

Complainant

Train or Station

Head:
- Coach Cleanliness
- Electrical Equipment
- Bed Roll

Sub_Head:
- Toilets
- Washbasins
- Coach Interior

CRN

Dept. 1
Fn 1-5

Dept. 2
Fn 1-5

Dept. 7
Fn 1-5

Division: 1, 2, . . . . , 70
RailMadad - Delaying

### Station Complaints
- Concerned & Commercial Control
- If Breach of Service level Allowance (SLA) 1
  - Escalation - Branch Officer
  - If Breach of Service level Allowance (SLA) 2
    - Escalation - ADRM

### Train Complaints
- Concerned & Commercial Control
- If Breach of Service level Allowance (SLA) 1
  - Escalation - Branch Officer
  - If Breach of Service level Allowance (SLA) 2
    - Escalation - ADRM

---

Owning & Running Division

---

If Breach of Service level Allowance (SLA) 1

If Breach of Service level Allowance (SLA) 2
RailMadad: Citizen-Centric Delivery

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

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

3. Easy to access – simple phone; 12 languages

4. Ease of registering complaints – minimum inputs, simplified categories

5. Redressal on fast forward – Directly to field unit

6. Accountability – Unique CRN; Status check; Feedback

7. Empowerment - Citizen Charter
RailMadad
Enabling Passengers

Avg Complaints Per day

- 2,600
- 67%
- 85%
- 4:30 Hrs

Disposal Rate
- 96%

Excellent/Satisfactory Feedback
- 67%

Complaint disposed in 2 Hrs
- 85%

Average Disposal Time
- 4:30 Hrs
AVERAGE COMPLAINTS PER DAY

- Social Media: 572 (22%)
- SMS: 93 (3%)
- APP: 149 (6%)
- Manual Dak: 13 (0%)
- Helpline: 1300 (50%)

CATEGORY NAME, VALUE, PERCENTAGE

Complaint Share Helpline
Helpline – 139 (50% complaint share)

Average Call Handling Time (in Sec) 55

Language Support 12

Calls Handled by Agents 61%

Total Calls and Calls Handled by Agent by Month:

<table>
<thead>
<tr>
<th>Month</th>
<th>Total Calls</th>
<th>Calls Handled by Agent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aug</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sep</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oct</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
RailMadad – Backend Personnel Deployed

- **Zones**: 17
- **Divisions**: 70
- **Departmental Controls**: 7
- **Total Persons**: 3,600+
- **IRCTC Controls**: 6
RailMadad - Manhours Saved

- Avg. Forwarding Time: 30 Mins
- Avg. Number of Train Complaints: 1800
- Manpower Involved in data compilation: 90 Manhours
- Data compilation Time: 08 Hrs.

27,720 Man Hours
MIS Reports - System Improvement

- Root Cause Analysis
- Drill Down
- Trend Analysis
Technology

- Responsive UI
- Device Agnostic
- High Capacity
- in-house Servers
- Unified Database
- schema for single workflow
- Application Server
- Tomcat 9
- Web Server
- NGINX
- Low Network
- Bandwidth
THANK YOU
### Drill Down Reports

- **From Date**: 01/01/2020
- **To Date**: 31/12/2020
- **Excluding Refund Cases**: Yes

#### Table: Drill Down Reports

<table>
<thead>
<tr>
<th>No.</th>
<th>Zone</th>
<th>Division</th>
<th>Department</th>
<th>Opening Balance</th>
<th>Closing Balance</th>
<th>% Share</th>
<th>% Disposal</th>
<th>Avg Disposal Time</th>
<th>Avg Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>North Central</td>
<td>ALL</td>
<td>CARRIAGE &amp; WAGON</td>
<td>90</td>
<td>100</td>
<td>99.93%</td>
<td>0.1%</td>
<td>00:45</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>2</td>
<td>East Coast</td>
<td>ALL</td>
<td>CARRIAGE &amp; WAGON</td>
<td>100</td>
<td>100</td>
<td>100.00%</td>
<td>0.00%</td>
<td>02:46</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>3</td>
<td>East Coast</td>
<td>ALL</td>
<td>CARRIAGE &amp; WAGON</td>
<td>0</td>
<td>100</td>
<td>0.00%</td>
<td>100.00%</td>
<td>02:16</td>
<td>Unsatisfactory</td>
</tr>
<tr>
<td>4</td>
<td>Eastern Rail</td>
<td>ALL</td>
<td>CARRIAGE &amp; WAGON</td>
<td>0</td>
<td>0</td>
<td>0.00%</td>
<td>0.00%</td>
<td>03:24</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>5</td>
<td>Akan Railway</td>
<td>ALL</td>
<td>CARRIAGE &amp; WAGON</td>
<td>0</td>
<td>0</td>
<td>0.00%</td>
<td>0.00%</td>
<td>03:24</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>6</td>
<td>North Central</td>
<td>ALL</td>
<td>CARRIAGE &amp; WAGON</td>
<td>0</td>
<td>0</td>
<td>0.00%</td>
<td>0.00%</td>
<td>03:24</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>7</td>
<td>North Eastern</td>
<td>ALL</td>
<td>CARRIAGE &amp; WAGON</td>
<td>0</td>
<td>0</td>
<td>0.00%</td>
<td>0.00%</td>
<td>03:24</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>8</td>
<td>North Western</td>
<td>ALL</td>
<td>CARRIAGE &amp; WAGON</td>
<td>0</td>
<td>0</td>
<td>0.00%</td>
<td>0.00%</td>
<td>03:24</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>9</td>
<td>Southern</td>
<td>ALL</td>
<td>CARRIAGE &amp; WAGON</td>
<td>0</td>
<td>0</td>
<td>0.00%</td>
<td>0.00%</td>
<td>03:24</td>
<td>Satisfactory</td>
</tr>
</tbody>
</table>

*Total: 9*
Trend Analysis