

मध्य रेल



संख्या: SUR/P/General/Notice

मंडल रेल प्रबंधक का कार्यालय  
कार्मिक शाखा, सोलापुर

दिनांक: 29/01/2024

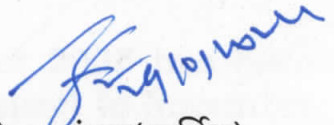
सम्बंधित शाखा अधिकारी: सोलापुर मंडल

**Sub: Rail Madad performance report for the month of December 2023.**

उपर्युक्त विषय पर मुख्यालय कार्यालय का पत्रांक C/201/P/PG/Rail Madad/DEC/23-24 दिनांक 12/01/2023 की प्रति सूचनार्थ एवं आवश्यक कार्रवाही हेतु परिपत्रित की जाती है।

उपरोक्त सूचना सोलापुर मंडल की वेबसाइट: [www.cr.indianrailways.gov.in](http://www.cr.indianrailways.gov.in) पर अपलोड किया गया है, इस प्रकार से विजिट कर About us> Divisions > Solapur> Personnel > Notification सेक्शन में देखें।

अनुलग्नक : यथोक्त।

  
कृते मंडल रेल प्रबंधक(कार्मिक)  
सोलापुर

प्रति :

DRM, ADRM सोलापुर: कृपया सूचनार्थ।

मंडल सचिव: NRMU/CRMS/AIOBCREA/AISCSTREA: सोलापुर, कृपया सूचनार्थ।

मध्य रेल  
CENTRAL RAILWAY



प्र. मुख्य वाणिज्य प्रबंधक का कार्यालय  
छ.शि.म.ट.मुंबई - 400 001.  
Office Of The  
Pr. Chief Commercial Manager  
Central Railway  
C.S.M.T. Mumbai - 400 001.

No. C/201/P/PG/Rail Madad/DEC/23-24

Date: 12.01.2024

DRM - Solapur

**Sub: Rail Madad performance report for the month of December 2023.**

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Rail Madad performance for the month of December 2023 has been reviewed. Comparative analysis of December 2023 with respect to November 2023 have been carried out with following observations:-

- 1) Total Train grievances registered are 2313 in Dec-2023.  
Top Train grievance categories are (1) Security (2) Water Availability (3) Coach Cleanliness (4) Electrical Equipment (5) Bed Roll, (6) Coach Maintenance and (7) Punctuality.

The number of train complaints registered and their percentage share in the months of December 2023 and November 2023 are as follows :-

Sr. No	Type of grievance	November 2023		December 2023	
		Number of complaints	% Share	Number of complaints	% Share
1	Security	1046	43.49%	1010	43.66%
2a	Water Availability	251	10.43%	313	13.53%
2b	Coach Cleanliness	222	9.23%	235	10.15%
2d	Electrical Equipment	95	3.95%	105	4.53%
2e	Bed Roll	78	3.24%	104	4.49%
2e	Coach Maintenance	77	3.20%	82	3.54%
Total 2a to 2e	Facilities on-board	723	30.06%	839	36.27%
3	Punctuality	398	16.54%	238	10.28%

The grievance categories where the percentage share has increased have been given above.

- 2) Total Station grievances registered are 198 in Dec-2023.  
Top Station grievance categories are (1) Luggage/Parcels (2) Ticketing Issues - Unreserved Ticketing & Reserved Ticketing and (3) Refund of Tickets.

स/डक No.

र/Signature

P/Genl.

APO (Genl)

05/01/2024

22-1-24

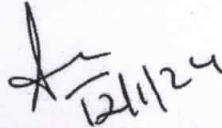


The number of station complaints registered and their percentage share in the months of December 2023 and November 2023 are as follows :-

Sr. No	Type of grievance	November 2023		December 2023	
		Number of complaints	% Share	Number of complaints	% Share
1	Luggage/Parcels	65	30.23%	48	24.24%
2a	Unreserved Ticketing	22	10.23%	13	6.56%
2b	Reserved Ticketing	10	4.65%	8	4.04%
<b>Total (2a to 2b)</b>	<b>Ticketing Issues (UTS + PRS)</b>	<b>32</b>	<b>14.88%</b>	<b>21</b>	<b>10.60%</b>
3	Refund of Tickets	7	3.25%	7	3.53%

Though the number of complaints have decreased, they contribute significantly to the total number of complaints.

The analysis is indicative of the performance. Action may be taken to improve the Divisional performance so that overall Zonal performance is improved.

  
(Dr. Seema Sharma)  
Chief Commercial Manager (PS)

C/- AGM for kind information.

C/- Sr.DCM-Solapur for necessary action.