

= 1 No. 69

Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
(Railway Board)

No.2019/PG/1/15/ RailMadad

New Delhi, dated 18.12.2019

General Managers/All Indian Railways
CMD/IRCTC & MD/CRIS
CMD/ KONKAN RAILWAY
Subject: RailMadad

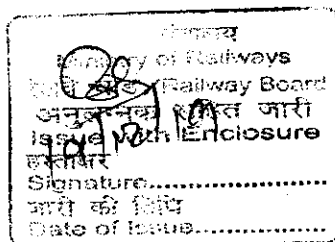
RailMadad has emerged as the sole IR portal for passenger grievance redressal. With the integration of Social Media from 10.10.19, grievances from across channels - App, Website, Phone-call, SMS, Social Media & manual DAK-now flow into RailMadad.

2. To make optimal use of RailMadad in monitoring and redressing passenger grievances, Zonal Railways & IRCTC are directed to pay special attention to the following areas:

- a) **PG Mechanism:** Zonal Railways should set up PG mechanism as per **Annexure A**.
- b) **Quality of redressal:** Zonal Railways should give importance not only to faster redressal, but also to the quality of resolution. Complaints should not be closed with perfunctory responses even before their resolution. Such responses elicit unsatisfactory feedback and generate negative publicity for Railways on Social Media (**Annexure B**).
- c) **Manual Dak:** At present, Manual Dak accounts for less than 1% of the total complaints registered in RailMadad (**Annexure C**). Zonal Railways should ensure that grievances received via manual Dak are fed into RailMadad for proper accountal.
- d) **Social Media:** With the integration of social media in RailMadad w.e.f 10.10.2019, grievances tweeted to Hon'ble MOR/Ministry of Railways are registered in RailMadad. Social Media Work Flow is enclosed as **Annexure 'D'**.
- e) **Miscellaneous/Others:** All Controllers must use the option of 'modify' head/sub-head while closing complaints registered under 'Misc' & 'other' head. This is important for proper analysis of MIS reports.
- f) **Root-cause analysis:** Zonal Railways should do periodic root-cause analysis of passenger complaints, feedback & suggestions to take system-improvement measures.

This issues with the approval of Board (MT).

(DA: As Above)




(N. Madhusudan Rao)
PED/Commercial (R&M)
Railway Board

ANNEXURE 'A'

'PG Mechanism over Indian Railways - RailMadad'

(1) Grievance Cell

- i. Grievance Cell should be set up in all Zones & Divisions. It should be headed by Additional General Managers/Additional Divisional Railway Managers respectively. CCMs & Sr.DCMs would be responsible to put up Grievances' position to AGMs/ADRM's specifically w.r.t RailMadad.
- ii. It would look into passenger grievances received through Online and Offline modes.
- iii. Zones should not proliferate/publish any new grievance portals/Helpline nos. other than 139 or 182.
- iv. For faster redressal and accountal, all passenger offline grievances must be fed in RailMadad. Passenger grievances received through emails of AGMs and ADRMs should also be fed in RailMadad so that all passenger grievances are accounted for and movement of passenger grievances through offline mode is totally eliminated.
- v. To ensure quality disposal of passenger grievances pertaining to different departments (Mechanical, Electrical, Engineering, S&T, Coaching, Commercial, Personnel and Accounts), ADRMs should designate AS/SS Officers of all Departments in Divisions to monitor Passenger Grievances on RailMadad.
- vi. The grievance Cell in Zones and Divisions should have two dedicated Inspectors from commercial department assisted by adequate clerical staff. They should have sufficient knowledge of computers so that they are able to assist CCMs/Sr. DCMs with MIS reports, trend-analysis, and quality of disposal of grievances.

(2) Social Media:

Twitter & Facebook have been integrated into RailMadad w.e.f. 10.10.2019.

(i) **Grievances made solely to @PiyushGoyal, @PiyushGoyalOffc, @SureshAngadi, @RailMinIndia, @RailwaySeva:** These grievances are registered in RailMadad by Twitter Cell of Railway Board and complaint reference number (CRN) is communicated to the complainant as direct message (DM) on his twitter account (**Annexure D**). Its redressal would be through the existing RailMadad channel.

(ii) **Grievances made to @PiyushGoyal, @PiyushGoyalOffc, @SureshAngadi, @RailMinIndia, @RailwaySeva, and simultaneously tagged to GMs/DRMs:** These complaints would be registered in RailMadad by the Twitter Cell of Railway Board. Its redressal would be through the existing RailMadad channel. GMs/DRMs need not delegate such tweets through tagging, although they may use other means to alert concerned officers, if required. *OneDirect Dashboard used for Twitter in Delhi Division will now be closed and all IDs would be made dysfunctional.*

(iii) **Grievances tweeted exclusively to GMs/DRMs:** These would be miniscule in number. While redressing such grievances, Zones/Divisions should desist from delegating grievances through tagging. These delegation threads are visible to public and generate negative feedback for IR.

(iv) The new Social Media grievance redressal mechanism substantially mitigates social media work of handling DRM/GM handle, as on 95% cases allotment is done by RailMadad. Zone/division may have a relook at their twitter handling system.

(v) It is pertinent to mention here that 40% of total complaints in RailMadad come from Social Media. If these complaints are closed without resolution, passengers take screenshots of RailMadad closure SMS and tweet it tagging the Hon'ble Minister of Railways (Annexure D).

(vi) **All Branch Officers should counsel their control staff to desist from such practice. If resolution of grievance is likely to take time, then the facility of Interim reply should be used. Complaints should be closed only after appropriate redressal.**

(3) RB team for assistance:

For any clarification on the procedure mentioned at Point no. 3 above, the following RB officials may be contacted:

- i. Ms. Ritu Sharma, Joint Director/Traffic/PG, 9717641293 (ddpgrb@gmail.com)
- ii. Ms. Anchal Kalra, Inspector PG, 9717672213; (pg.railwayboard@gmail.com)
- iii. Mr. Gurjinder, CCMC Cell, 9873935371; (pg.railwayboard@gmail.com)

(4) CRIS team for assistance on RailMadad:

- iv. Mr Sudhendhu J Sinha, GM/WA/CRIS, 8130077124, gmwacris@gmail.com
- v. Mr. Amit Jha, Project Engineer, CRIS, 8130797483, amit.jha1983@gmail.com

(5) Manual Dak: Manual Dak accounts for less than 1% of the total complaints received in RailMadad. E.g. from Oct 1-23rd, no manual complaints were registered in RailMadad by ECoR, NCR, NER & SECR, while only two complaints each were registered by ECR, NR, SER, SWR & WCR. All manual DAK should be fed in RailMadad/Nivaran for proper accountal. Desktop & IDs may be provided to Dy SS/Commerical at A1 & A category stations to register complaints in RailMadad at stations.

(6) Refund Complaints: Zonal Railways should note that offline refund complaints are marked directly to ACM/Claims/HQ. If unresolved within 90 days, they get escalated to Dy CCM/Claims/HQ, and then to CCO of respective Zones. Generic IDs have been provided to HQ officials to close refund complaints. e.g. For Northern Railways, refund IDs are: acm_nr , dy_ccm_nr , cco_nr. Online refund complaints go directly to IRCTC.

(7) **Forwarding/Others Option:** Facility for forwarding to different departments within and outside of Divisions has been provided to all Controls. While forwarding complaints, or while closing forwarded complaints, Controllers must 'modify' Department/head/sub-head appropriately. Also, if a passenger has registered complaint in 'Others' head, then the controller should use 'modify' option to put the complaint under appropriate head/sub-head, otherwise MIS reports would get vitiated.

(8) **Security and Medical Emergency calls transferred through 139** : These calls would be transferred to concerned field units after registration in RailMadad by call centre executives. Special care should be taken in disposing these grievances. The caller should be transferred to Divisional unit.

(9) **Integrated Helpline 139:** Instructions should be issued to all Divisions & Production units that Helplines (other than 182) stand integrated into 139, so new Helpline/Whatsapp numbers should not be proliferated. All Helplines (except 139 & 182) would cease to function soon. 139 will also handle security-related calls, if received. These calls would be transferred to Divisional RPF controls for redressal and feeding into RailMadad.

(10) **Publicity:** Zonal Railways/Production Units should stop forthwith publicity of all Helpline numbers other than 139 & 182, and any other grievance portal other than RailMadad. Stickers on Coaches, Signages/Postures on Stations/trains, E-tickets/ station-tickets/SMSes sent by IRCTC/CRIS, Ads/Movies on Social/Traditional Media should only publicise 139/182 & RailMadad. Coach Mitra/Clean my Coach/CoMS stickers already put in coaches/stations should be removed forthwith. } ✓

(11) **MCDO:** Zonal Railways should discontinue sending of monthly MCDO on Public Grievance/CPGRAMs/CoMS/Twitter to Railway Board. However, Quarterly report should be sent to Railway Board on deficiencies detected & corrective actions taken. **The first such report covering Oct-Dec'19 should be sent by 15.01.2020.**

(12) **Root-cause analysis:** Zonal Railways should do periodic root-cause analysis of passenger complaints, feedback and suggestions received on RailMadad, and take system-improvement measures.

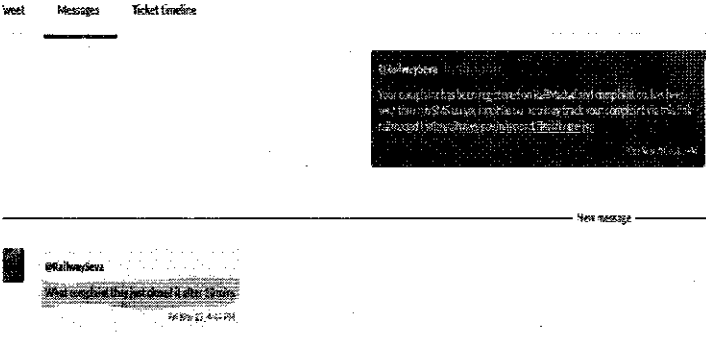
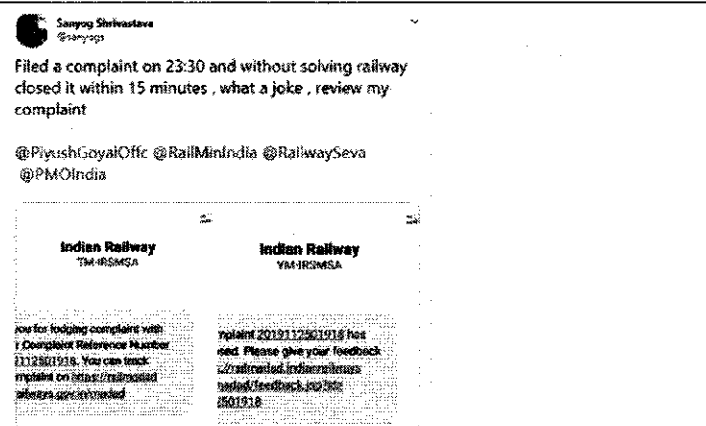
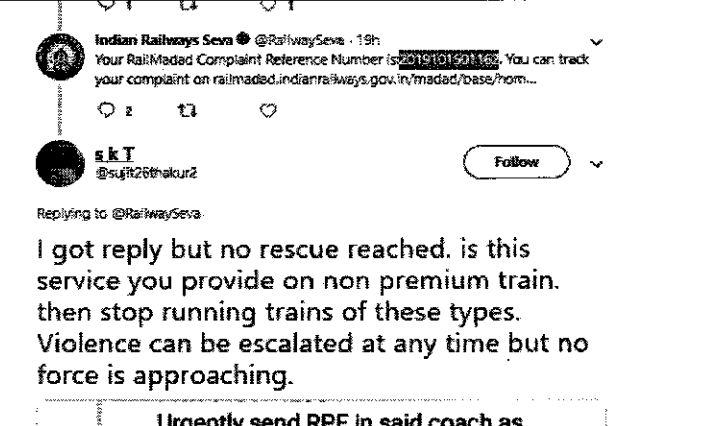
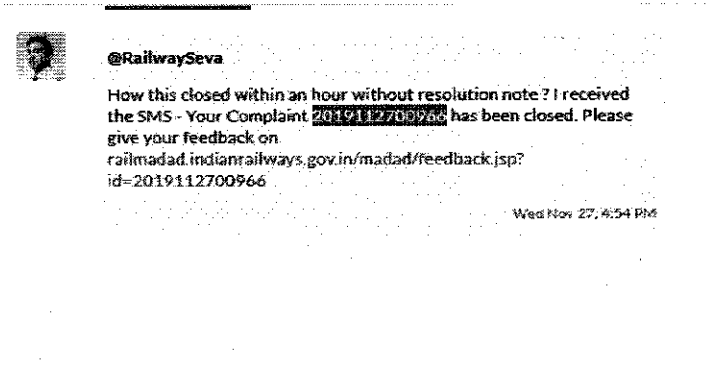
(13) **Monthly-review:** ADRMs, assisted by Sr DCMs, should do monthly review of passenger grievances on RailMadad & CPGRAMS. Minutes of meetings should be mandatorily shared with Zonal HQs.

(14) **Checks:** AGMs/ADRM & BOs should do random checks on complaint disposal by their field & control staff and document the same.

(15) **Commercial Department:** Since Commercial Department has been given many extra responsibilities in RailMadad, GMs/DRMs must ensure that PG Cell under CCMs/Sr DCMs are adequately staffed to undertake these responsibilities well.

ANNEXURE - B

DEPT.	COMPLAINT	CLOSING REMARK	NEGATIVE FEEDBACK ON TWITTER
ELEC	गजब समय-समय पर भिवानी में आमजन की समस्याओं का निदान ना होने से अवगत करवाया तो उन्होंने नंबर मेरा ब्लॉक कर दिया शर्म आती है कहने में कामचोर अधिकारियों को क्योंकि नियुक्त किया गया है एक्सीलेटर 4 दिन से खराब	<p>Dear Sir, Inconvenience is deeply regretted. Matter is given to concerned electrical incharge & B.N.W Escalator is Under Maintenance.</p> <p>2019120500689</p> <p>ele. nw bkn</p>	<p>Advocate Suraj chand aggarwal @Surajchandagga1</p> <p>Replying to @dmbikaner @RailwaySeva and @PublicBkn</p> <p>Cc म पब्लिक इस्पेक्टर कंप्लेंट बीकानेर को अवगत करवाया गया लेकिन जानबूझकर नहीं करते हैं समाधान केवल 2 मिनट के समय के दौरान कर दिया गया निदान, निदान के नाम पर आम जन की भावनाओं के साथ खिलवाड़ करने का ठान लिया है जिम्मा</p> <p>Translate Tweet</p> <p>13:02 100% 000000</p> <p>← TM-IRSMSA</p> <p>2019120400486</p> <p>Today 12:53 PM</p> <p>Thank you for lodging complaint with us. Your Complaint Reference Number is: 2019120500689. You can track your complaint on https://</p>
EnHM	TOILET NOT CLEAN AND VERY DUST PNR NO 8127765259	<p>CLEANING DONE</p> <p>2019120300693</p> <p>enw-cr osm</p>	<p>के.के.के.के.के. @kapilmokodhi</p> <p>@PiyushGoyal अभी sms आया कि आप की शिकायत पर कार्यवाही हो गई है जबकि अभी तक मेरे कोच में कोई टॉयलेट सफाई नहीं हुई और दुबारा कंप्लेन के लिए फ़ोन किया तो बोल रहा है आवाज़ नहीं आ रही</p> <p>@RajeevKrSharma8 कुछ संज्ञान आप भी लो और वहा से जरूरी विभागों को भेजो मेरी शिकायत</p> <p>#irctctoilets</p> <p>Translate Tweet</p> <p>1:37 PM · Dec 3, 2019 · Twitter Web App</p>

DEPT.	COMPLAINT	CLOSING REMARK	NEGATIVE FEEDBACK ON TWITTER
CHG.	Train no. 15067 already late by 40 mins after that there is no proper coach allocation on platform nor on the coach it self there is no train name this makes very difficult to commute from one end to other.	SORRY FOR INCONVENIENCE 2019112801189 chg wr bcl	
COMML.	Although The Vidisha (BHS) is a model station as declared by Railway but the toilet condition of all toilets are pathetic, especially the toilet on platform number 3 , please take necessary action	Matter notified to DCI Vidisha for necessary action. cml wc bpl	
RPF	Train 13186 PNR 6430742334 Urgently send RPF in said coach as Unauthorized are creating violence against the reserved passengers. Urgent	शिकायत कर्ता से मोबाइल से सम्पर्क किया तो कोच में अनधिकृत यात्री होना बताया , रे .सु .बल पोस्ट समस्तीपुर को उक्त यात्री को अटेंड करने हेतु निर्देश दिया गया 2019101501162 ipl ec sp	
S&T	, RailWire wi-fi is not working in Shrirampur station (SRP). Everytime , it only showing "obtaining IP address". I can see, access point have LED is on, signal strength full but not able to connect clients.	YOUR COMPLAINT INFORMED TO HIGHER AUTHORITY FOR EARLY RECTIFICATION. REGRET THE INCONVENIENCE CAUSED. 2019112700966 sni er hwh	

Manual Dak

Annexure – 'C'

Channel	Received	Share
Helpline	14482	44.0%
Web	7321	22.3%
Social Media*	6659	20.2%
SMS	2676	8.1%
App	1582	4.8%
DAK	172	0.5%
Total	32892	100.0%

*w.e.f 10th Oct 2019

Average Complaint per day : 1430

Zone	Received	% Share	Closed	Pending	%Disposal
ECoR	0	0	0	0	0
IRC-Online	0	0	0	0	0
NCR	0	0	0	0	0
NER	0	0	0	0	0
SECR	0	0	0	0	0
ECR	2	1.2%	0	2	0.0%
NR	2	1.2%	0	2	0.0%
SER	2	1.2%	1	1	50.0%
SWR	2	1.2%	2	0	100.0%
WCR	2	1.2%	0	2	0.0%
NWR	3	1.7%	2	1	66.7%
WR	3	1.7%	3	0	100.0%
IRC-Catering	7	4.1%	2	5	28.6%
SR	7	4.1%	1	6	14.3%
NFR	10	5.8%	5	5	50.0%
SCR	11	6.4%	11	0	100.0%
KR	22	12.8%	19	3	86.4%
CR	30	17.4%	30	0	100.0%
ER	69	40.1%	67	2	97.1%
IR	172	100.0%	143	29	83.1%

Social Media Work Flow

Annexure - 'D'

Social Media has been integrated into RailMadad w.e.f. 10.10.2019. The grievances tweeted to Hon'ble MOR/Ministry of Railways are registered in RailMadad, and complaint reference number (CRN) is communicated to the complainant as direct message (DM) on his twitter account. The Twitter accounts integrated are - @PiyushGoyal, @PiyushGoyalOffc, @SureshAngadi_, @RailMinIndia, @RailwaySeva.

