



सदस्य कर्षण एवं चल स्टॉक
एवं
पदेन सचिव, भारत सरकार
रेल मंत्रालय
रेल भवन, नई दिल्ली-110001
MEMBER (TRACTION & ROLLING STOCK)
RAILWAY BOARD
&
EX-OFFICIO SECRETARY
GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAIL BHAWAN, NEW DELHI-110001

SATISH KUMAR

No. 2019/EnHM/18/10/Rail Madad

New Delhi, dated 10.01.2024

My dear General Manager,

Sub: Review of train complaints on Rail Madad.

A large no. of complaints are being received on Rail Madad portal related to coach cleanliness, watering of coaches, bedroll and AC not working (during summers). Urgent corrective action, therefore, needs to be taken to reduce these complaints.

2. OBHS, CTS, linen washing and cleanliness standards in coaching depots including watering of coaches are important activities for improving coach cleanliness and hygiene which needs to be monitored at all levels in Zonal Railways. I would, therefore, request you to nominate officers from all departments to periodically conduct surprise checks on trains regarding cleanliness and watering of coaches, quality of bedrolls and proper functioning of AC, lights, fans and mobile chargers.

3. Zonal Railways may use innovative methods to check quality of services through surprise inspection, decoy travel as passengers, mobile inspection by supervisors & officers in trains including checks by senior officers and super checks enroute at vantage points, whatsapp group at Zonal/Divisional level for real time assessment of action taken/work done etc. Random selection of trains/places etc. will help in wide awareness amongst the staff for evaluation of their work done during coach cleaning, OBHS, CTS etc. The deficiencies noticed should be highlighted to appropriate level and necessary corrective actions need to be taken so that such actions finally helps in reducing Rail Madad complaints and help us in improving the passenger experience. Sensitization of staff and officers regarding the quality of services and timely redressal of complaints is highly essential and should be closely monitored.

4. A feedback on action taken by Railway may kindly be advised to Railway Board early.

Yours sincerely,


(Satish Kumar)

**The General Managers,
All Zonal Railways**