

अश्वनी लोहानी  
ASHWANI LOHANI



अध्यक्ष, रेलवे बोर्ड  
एवं  
पदेन प्रमुख सचिव, भारत सरकार  
रेल मंत्रालय  
CHAIRMAN, RAILWAY BOARD  
&  
EX-OFFICIO PRINCIPAL SECRETARY  
GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS

Note: No. 2017/Trans. Cell/Go Digital

Dated: 6/12/2018

Dear General Manager,

Sub: Implementation of RPGRAMS

Ref: DRM/Delhi's No. DRM/DLI/EDP/Misc/2018 dt 12<sup>th</sup> June 2018

The Railway Passenger Grievance Redressal & Management System (RPGRAMS) and the associated mobile frontend the "Rail Madad App" were launched by Hon'ble MR on 11<sup>th</sup> June 2018.

DRM/DLI vide his letter had advised you all with relevant user manual and login details for its effective implementation but the progress appears to be unsatisfactory. The report of grievances received and redressed between 11<sup>th</sup> June 2018 and 06<sup>th</sup> December 2018 clearly establishes that most of the zonal railways have not been taking it seriously.

I expect you to implement it in letter and spirit and confirm within a week. ED(PG)/Railway Board will be the nodal officer in Board to take this initiative further.

With best wishes,

Yours sincerely,

  
(Ashwani Lohani) 6/12/2018

**General Managers  
All Indian Railways**