



भारत सरकार Government of India
रेल मंत्रालय Ministry of Railways
रेलवे बोर्ड Railway Board



No. 2020/M(C)/135/1_Railmadad(Part 2)

(E File No: 3409303)
New Delhi, Date:17.10.2022

**General Managers
All Zonal Railways**

Sub: Complaints on Rail Madad for FY 2022-23.

Ref: (i) Letter No. 2020/M(C)/135/1_Railmadad dated 22.07.2022.

(ii) Letter No. 2022/M(C)/135/1 dated 08.06.2022.

Rising number of complaints in Rail Madad is a matter of serious concern. Vide ref (i) & (ii), Zonal railways were requested to analyse the complaints on Rail madad with action plan for reduction in complaints.

However, as can be seen from the analysis of 'Rail Madad' below, the performance in September 2022 has further deteriorated in ER, NER, NWR, SCR, SECR, SER, SR and WR in hygiene, watering, cleanliness etc and in SECR in AC, lighting, charging points etc.

Table 1: Coaching complaints pertaining to hygiene, watering, cleanliness etc.

S.No.	Organization	Average of Rail Madad complaints Received from April'22 to Aug'22	Rail Madad Complaints in Sept'22	Percent Change
		Per 100 coach Per day	Per 100 coach Per day	
1	Central Railway	1.83	1.78	-3.05%
2	East Central Railway	2.30	2.26	-1.70%
3	East Coast Railway	1.39	1.38	-0.25%
4	Eastern Railway	1.26	1.29	2.34%
5	North Central Railway	3.46	3.40	-1.83%
6	North Eastern Railway	1.72	1.88	9.20%
7	North Frontier Railway	1.99	1.85	-6.78%
8	North Western Railway	1.66	1.94	16.68%
9	Northern Railway	1.97	1.83	-7.19%
10	South Central Railway	1.38	1.79	29.90%
11	South East Central Railway	1.91	2.11	10.35%
12	South Eastern Railway	1.18	1.68	42.94%
13	South Western Railway	1.69	1.11	-34.43%
14	Southern Railway	0.92	0.99	7.77%
15	West Central Railway	2.81	2.52	-10.37%
16	Western Railway	2.26	2.69	19.02%
	Total	1.76	1.82	3.56%

Table II: Coaching complaints pertaining to AC, Train Lighting, Charging Points etc.

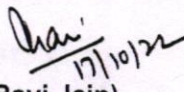
S.No.	Organization	Average of Rail Madad complaints Received from April'22 to Aug'22	Rail Madad Complaints in Sept'22	Percent Change
		Per 100 coach Per day	Per 100 coach Per day	
1	Central Railway	1.19	0.78	-24%
2	East Central Railway	1.698	1.18	-18%
3	East Coast Railway	0.876	0.71	-8%
4	Eastern Railway	0.846	0.69	-13%
5	North Central Railway	1.508	1.11	-45%
6	North Eastern Railway	1.148	0.76	-25%
7	North Frontier Railway	1.278	0.89	-29%
8	Northern Railway	1.168	0.29	-26%
9	North Western Railway	0.944	1.73	-23%
10	South East Central Rly.	0.668	2.02	-2%
11	South Central Railway	0.634	0.14	-11%
12	South Eastern Railway	0.59	0.63	-5%
13	Southern Railway	0.558	0.29	-3%
14	South Western Railway	0.628	0.87	-14%
15	West Central Railway	0.822	0.65	-19%
16	Western Railway	1.11	0.96	-13%
Total		0.97	0.73	-18%

Whereas, there have been reduction in the number of complaints related to AC, Train lighting, Charging points etc., there is significant increase in the number of complaints related to hygiene, watering, cleanliness etc.

It is requested that the necessary directions may be given to all stakeholders for timely attention to these complaints and implementing a time bound action plan so that there is significant reduction in passenger complaints in coming months.

A detailed cause wise analysis with future action plan may be submitted to Board by 31.10.2022.

An immediate action is solicited.


(Ravi Jain)
EDME/Coaching
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