



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



(E- File No. 3392235)

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New Delhi, Dated: 08.06.22

General Managers,  
All Indian Railways.

**Sub: Rising trend of passenger complaints on Rail Madad portal.**

Board has observed an increasing trend in passenger complaints being lodged on "Rail Madad Portal". This is the cause of concern.

It is desired that necessary directions may be given to all stakeholders for timely attention to these complaints and monitoring mechanism be tightened for immediate remedial actions so that there is significant reduction in passenger complaints in future.

Special attention may be given to ensure that all passenger service items such as cleanliness of coaches, watering of running trains, AC related issues, pantry equipment etc are timely ensured and in good working condition.

A system of daily/weekly/fortnightly monitoring/analysis of these complaints on "Rail Madad" should also be set up.

A feedback on the action taken may please be given.

 8/6/22

(D. C. Sharma)

Member (Traction & Rolling Stock)

Railway Board