

Indian Railways

Public Grievance Redressal System

Channels for Customer service

How Indian Railways evolves with technology. Indian Railways has come a long way from managing issues through books, to accommodating Telephone and Internet Portals, To Serving citizens on Social channels whenever they are active. We are now looking at integrating conversations from all said channels to create a unified grievance redressal system.

Facebook

- Recently launched. Complaint can be lodged by mentioning Rail Ministry FB Page/DM/Comments

@RailMinIndia

- Managed by a 24x7 Twitter cell. Average 18000 tweets per day out of which 2300 actionable ones

COMS

- Railway specific complaint management system, Through web, android app and SMS. Average 350 complaints a day.

CPGRAMS

- A centralized public grievance system of Govt. Average 175 complaints a day

138 Helpline

- Through All India helpline no. 138. Average 100 complaints a day

Management Information System [MIS]

- The process of collecting, processing, storing and transmitting relevant information to the organization.
- Helps in goal setting, strategic planning, decision making as well as their successful implementation.
- Measures performance of any area or system as a whole.
- Helps to identify the weak areas of the system and in taking quick decisions to improve them.
- Measures Progress against goals.

Types of Reports

- Daily Reports
- Weekly Report
- Fortnightly Report
- Monthly Report
- Quarterly Report
- Half-Yearly Report
- Annual Report
- Exceptional Reports on any area as and when required.

Monitoring Parameters of Channels

S. No.	Channel	Parameters
1.	CPGRAMS	1. Average Time of Disposal
		2. Rate of Disposal
		3. Age wise Pendency
		4. Feedback
		5. Subordinate wise Pendency
2.	Social Media	1. Average First Response Time
		2. Average Time of Resolution
		3. Rate of Disposal
3.	COMS	1. Average Time of Disposal
		2. Rate of Disposal
		3. Quality of Disposal
4.	IVRS	1. Feedback from Passengers

Customer Satisfaction Index (IVRS)

- Prepared by getting feedback from IVRS
- On Six Key Services
 - Train Cleanliness
 - Station Cleanliness
 - AC Functionality
 - Bed Roll
 - Food Quality
 - Train Punctuality
- Feedback sought from passenger on quality of two services
- Passenger select satisfaction level on the scale of 1 to 5
- Marks associated

• Category	Marks	
• Bad	1	
• Below Average		2
• Average	3	
• Good	4	
• Excellent	5	
• No Input	No marks	

- Maximum Score of each call - 10

Customer Satisfaction Index

1 - Apr - 2017 to 30 - Jun -2017

Zone	Calls Initiated	Calls Matured	Opted For Feedback	Max Score	Score Gained	Score Gained %	Bad %	Below Avg %	Avg %	Good %	Excellent %	Feedback No Input %
SR	3157806	1353301	1335834	13358340	9893586	74.06%	1.58%	1.60%	2.25%	87.20%	2.00%	5.37%
SCR	2169214	893619	881260	8812600	6412679	72.77%	2.14%	1.98%	2.95%	83.92%	2.65%	6.37%
KR	111203	34252	33783	337830	245437	72.65%	2.67%	2.56%	3.96%	82.63%	2.62%	5.57%
SWR	1340132	543759	536476	5364760	3889147	72.49%	2.44%	2.70%	4.12%	81.37%	3.35%	6.01%
SECR	372327	130476	128526	1285260	928545	72.25%	3.01%	2.89%	4.17%	81.80%	2.54%	5.59%
WR	1581849	570899	563550	5635500	4056838	71.99%	3.17%	2.84%	3.93%	81.08%	2.99%	5.98%
SER	1236635	419028	412589	4125890	2965213	71.87%	3.14%	2.79%	3.51%	82.36%	2.13%	6.07%
NWR	1179146	449265	443566	4435660	3186005	71.83%	3.18%	2.89%	4.03%	80.84%	2.95%	6.12%
WCR	794414	286207	282565	2825650	2020431	71.50%	3.37%	3.24%	4.68%	79.87%	2.83%	6.01%
CR	2437536	777959	766951	7669510	5482035	71.48%	3.32%	3.05%	4.06%	80.68%	2.61%	6.27%
ECOR	1229192	447863	441458	4414580	3147326	71.29%	3.26%	2.71%	3.34%	81.50%	2.36%	6.83%
NER	711430	271333	266791	2667910	1894500	71.01%	3.72%	3.18%	3.79%	80.28%	2.50%	6.54%
NR	3455191	1293589	1276177	12761770	9052939	70.94%	4.13%	3.45%	4.27%	78.90%	3.05%	6.20%
ER	1821743	630700	620692	6206920	4383426	70.62%	3.75%	3.04%	3.59%	80.04%	2.47%	7.11%
NCR	655428	240160	236822	2368220	1671798	70.59%	4.22%	3.71%	4.63%	78.64%	2.57%	6.22%
NFR	833188	279337	274411	2744110	1915725	69.81%	4.43%	3.20%	3.12%	79.46%	2.21%	7.59%
ECR	1126452	398541	391839	3918390	2724661	69.54%	4.83%	3.65%	3.84%	78.02%	2.39%	7.27%
Total	24639349	9178229	9049086	90490860	64967819	71.79%	3.15%	2.77%	3.61%	81.61%	2.61%	6.26%

Grievance Redressal Efficiency Index for Zonal Railways

- To measure efficiency of public grievances of Zonal Railways
- Four major channels with different weightage

S. No.	Channel	Parameters	Weightage
1	CPGRAMS	Avg. Time of Disposal, Quality of disposal	40%
2	Social Media	% Disposal, Avg. First Response Time, Avg. Resolution Time	24%
3	COMS	Quality of Resolution	16%
4	IVRS	Customer Feedback	20%

Grievance Redressal Efficiency Index for Zonal Railways

- Internal weightage for different channels

S. No.	Channel	Parameters	Internal Weightage
1	CPGRAMS	Avg. Resolution Time (ART)	30 %
		Quality of disposal	70 %
2	Social Media	Avg. First Response Time	20 %
		Avg. Resolution Time	50 %
		Rate of Disposal	30 %
3	COMS	Quality of Resolution	100 %
4	IVRS	Customer Feedback (Bad+Below Avg.)	100 %

Grievance Redressal Efficiency Index for Zonal Railways

1 Apr-17 to 30 Jun-17

Zone/Grievance Channel	CPGRAMS	Social Media	COMS	IVRS	Total Score	Marks obtained in FY 2016-17
SCR	0.21	0.12	0.09	0.12	0.55	0.56
SR	0.20	0.10	0.09	0.16	0.54	0.56
SER	0.25	0.11	0.08	0.08	0.52	0.45
WCR	0.20	0.14	0.08	0.08	0.51	0.47
SWR	0.18	0.12	0.10	0.10	0.50	0.53
CR	0.20	0.12	0.09	0.08	0.49	0.48
ER	0.21	0.11	0.08	0.07	0.48	0.45
ECoR	0.20	0.10	0.08	0.08	0.47	0.59
WR	0.18	0.12	0.09	0.08	0.47	0.46
NWR	0.20	0.10	0.08	0.08	0.47	0.49
SECR	0.17	0.13	0.07	0.08	0.45	0.41
NER	0.19	0.11	0.07	0.07	0.45	0.44
ECR	0.19	0.10	0.07	0.06	0.42	0.42
NR	0.16	0.12	0.07	0.07	0.42	0.44
NCR	0.18	0.11	0.07	0.06	0.42	0.43
NFR	0.17	0.10	0.07	0.07	0.41	0.43
Max. Marks	0.4	0.24	0.16	0.2	1	1

**Management Information System [MIS]
on any sensitive issue**

Types of Escalator complaints

S.No	Complaint Type	Description
1	Provision of Escalator	Suggestion to install escalator,announcement done but not installed
2	Escalator not working	Escalator not working since 2 months,2 days,works slowly,stopped,brake down
3	Escalator not working(in particular time)	Escalator not working or stopped late night,early morning,stopped by coolie at train arrival time,peak hours,@particular time i.e @9PM or 7:30 AM
4	Escalator installation(Work in process)	Escalator installation work is in slow speed

Road ahead for COMS Portal

- Capturing offline complaints to online mode for quick disposal and efficient monitoring.
- Change in Subject list for uniform MIS across channels and easy monitoring.
- Getting Feedback from Customers about the quality of disposal without using the COMS portal (By SMS).
- Exploring ways of feedback through Hand held terminals.

Follow-up

- To resolve the grievances, two-layer approach of follow-up has been adopted.
- **Internal Follow-up :**
 - Setting timer according to the SLA defined for the grievances.
 - After SLA breach, these tickets get escalated to the Supervisors who in turn work on these overdue tickets.
 - After resolution, feedback sought from the passenger about the quality of resolution.
 - Quality of the agents are being monitored regularly to ensure proper reply to the passenger according to the sentiments of the tweet.
 - Regular internal workshop is conducted to get the ideas from the agents for system improvement.
 - Direct messages to the DRMs has been sent in the extremely urgent cases.

Follow-up

- **External Follow-up** :

- MIS reports are the most important tool for external follow-up.
- With the help of MIS reports, each and every detail of the grievances have been captured.
- Each grievance is then further categorised on the basis of their function and geography.
- Based on the functional aspects, daily report has been shared with seven directorates of the railway board.
- There are 28 issues identified on the basis of MIS reports which constitutes approx. 90% of the grievances.
- These issues largely falls under these seven directorates with which daily report has been shared.

Follow-up

- **External Follow-up :**

- For further system improvement, separate dashboard has been given to Coaching, Security and Catering directorate.
- The benefit of separate dashboard is that specific replies have been given to the passengers alongwith the analysis of root cause of the grievance.
- This further prohibits the resurgence of the complaints.
- The separate dashboard helps the directorates to proactively post, tweet and retweet.
- For example, Coaching directorate can post the short term and long term action plans to improve the punctuality of trains.
- Frequent workshops have been organised to sensitise the zonal railways about the importance of grievance redressal system.
- MIS reports have been shared with zonal railways for identification of the causes and solution of the same for a robust grievance redressal system.