

Disposal of Complaints/Grievances

Source: RAIL MADAD complaints (Commercial department)

Period of 01.04.2022 to 30.06.2022

Period	Division	O/B	Received	Closed	C/B	Disposal%	Avg. Disposal Time(hrs)	Avg. Rating
01/04/2022 to 30/06/2022	PRYJ	2	4714	4716	0	100	0:57	Satisfactory
	JHS	3	2660	2662	1	99.96	0:48	Satisfactory
	AGRA	0	1228	1222	6	99.51	0:41	Satisfactory
	HQ	0	482	482	0	100	0:25	Satisfactory
	Total	5	9084	9082	7	99.92%	0:51	Satisfactory