

Disposal of Complaints/Grievances

Source: RAIL MADAD Complaints (Commercial department)

Period of 01.04.2022 to 31.03.2023

S.N.	Organisation	Opening Balance	Received	% Share	Closed	Closing Balance	% Disposal	Avg. Disposal Time	Avg. Rating	Avg. Pendency Time	Forwarded	Avg. FRT
1	AGRA DIVISION	0	6304	14.86	6304	0	100	00:37	Satisfactory	00:19	10880	00:23
2	PRAYAGRAJ DIVISION	2	20166	47.52	20166	2	99.99	00:37	Satisfactory	00:21	30384	00:10
3	HEAD QUARTER	0	2062	4.86	2062	0	100	00:21	Satisfactory	00:28	1319	03:51
4	JHANSI DIVISION	3	13901	32.76	13903	1	99.99	00:30	Satisfactory	00:28	12148	00:19
	Total	5	42433	100%	42435	3	99.99	00:34	Satisfactory	00:22	54731	00:13