

Disposal of Complaints/Grievances

Source: RAILMADAD Complaints (Commercial Department)

Period of 01.04.2023 to 31.03.2024

S.N	Organisation	Opening Balance	Received	% Share	Closed	Closing Balance	% Disposal	Avg. Disposal Time	Avg. Rating	Avg. Pending Time	Forwarded	Avg. FRT
1	PRAYAGRAJ	2	24703	38.72	24687	18	99.93	2:15	Satisfactory	0:34	53717	1:33
2	JHANSI	0	27233	42.69	27233	0	100.00	0:32	Satisfactory	0:30	26686	0:39
3	AGRA	0	10288	16.13	10286	2	99.98	0:26	Satisfactory	0:11	24974	0:32
4	HEAD QUARTER	0	1570	2.46	1570	0	100.0	0:29	Satisfactory	0:42	2106	-
	<b>TOTAL</b>	<b>2</b>	<b>63794</b>	<b>100%</b>	<b>63776</b>	<b>20</b>	<b>99.97</b>	<b>1.11</b>	<b>Satisfactory</b>	<b>0:28</b>	<b>107483</b>	<b>0.57</b>