

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
UNSTARRED QUESTION NO. 565
TO BE ANSWERED ON 22.07.2026**

RAILMADAD PORTAL

565. SHRI ANTO ANTONY:

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of complaints received through the RailMadad portal during the last five years, year and category-wise;**
- (b) the details of complaints received through RailMadad have been resolved, pending and closed during the last five years, year-wise;**
- (c) the average time taken to resolve complaints received through the said portal, category-wise;**
- (d) the highest number of complaints recorded through the said portal during the last five years, zone and year-wise;**
- (e) the number of complaints remained unresolved beyond the prescribed timeline; and**
- (f) the measures taken/being taken by the Government to improve passenger services in areas generating the highest number of complaints through the said portal?**

ANSWER

**MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY**

(SHRI ASHWINI VAISHNAW)

(a) to (f): RailMadad is Indian Railways grievance redressal mechanism that provides passengers an integrated platform for grievance redressal, seeking assistance and inquiry. In RailMadad, passengers can seek redressal through multiple channels such as Helpline number-139, RailMadad Web, App and SMS. RailMadad features an automated complaint assignment and auto-escalation system to ensure the timely redressal of grievances. Grievances and calls for assistance are captured in more than 30 Train and Station categories to ensure smooth journey.

In addition, during the financial year 2025–26, RailMadad provided assistance in 6,94,368 cases with 89.49% excellent and satisfactory feedback. The platform also enables passengers to share feedback on the resolution of their grievances, helping Indian Railways monitor service quality and improve passenger satisfaction.

Rail Madad portal has been developed to enable passengers to highlight needs and seek assistance on passenger amenities, cleanliness, linen, security, electrical and other issues irrespective of class of travel. Grievances registered through RailMadad are analyzed, and appropriate corrective actions including staff sensitization and imposition of penalties are taken to prevent recurrence.

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