INDIAN RAILWAYS

RESPONSIVENESS TO PASSENGER COMPLAINTS AND IRCMS

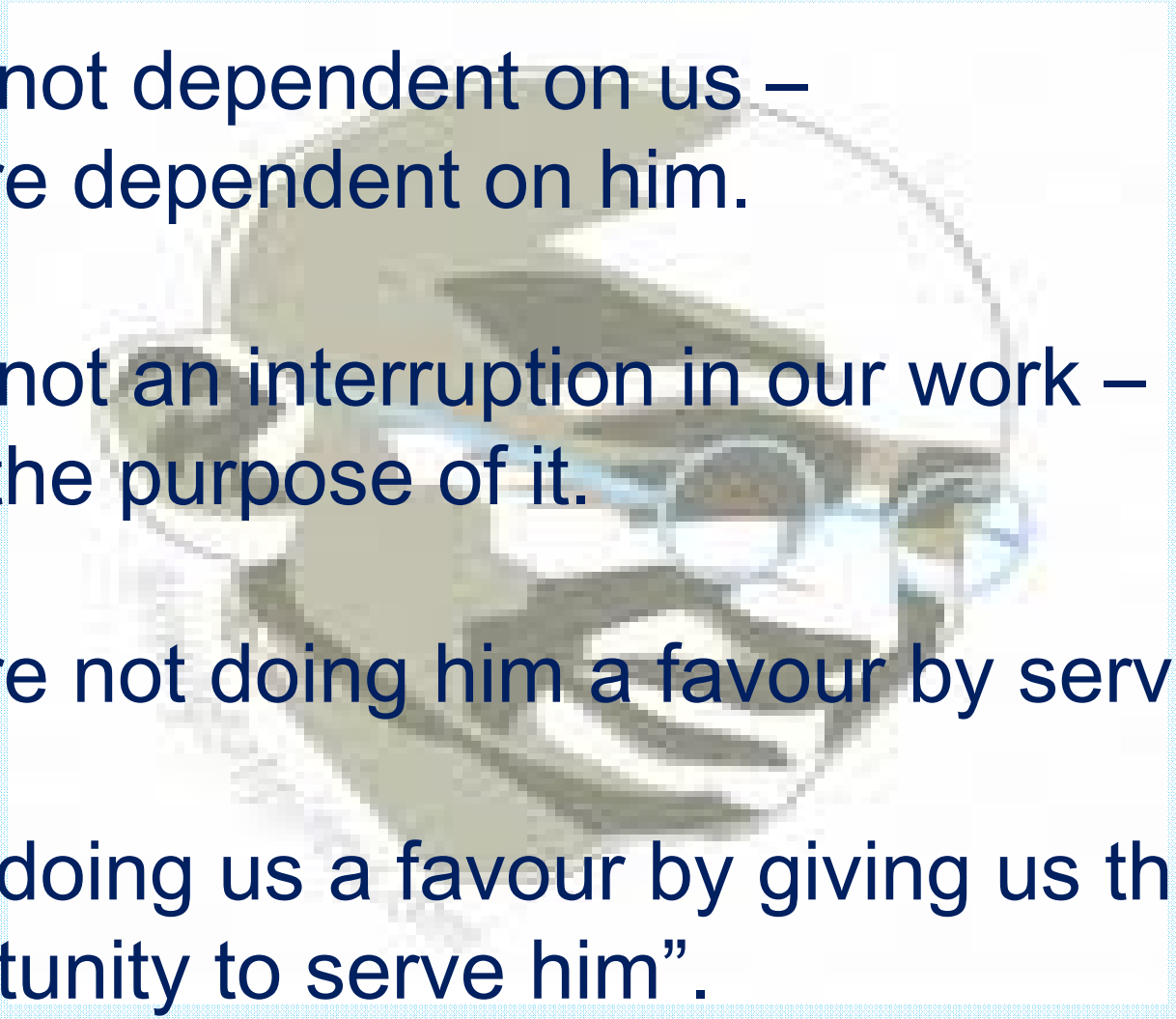
by
Shiv Kumar Chowdhri, CAO(PIS)
AT IRITM, LUCKNOW
13.09.2011

"A customer is the most important
Visitor on our premises.

He is not dependent on us –
We are dependent on him.

He is not an interruption in our work –
he is the purpose of it.

We are not doing him a favour by serving him –
He is doing us a favour by giving us the opportunity to serve him".



HOW TO HANDLE CUSTOMERS

- LISTEN TO THE CUSTOMER
- LET THE CUSTOMERS KNOW YOU UNDERSTAND
- CLARIFY WHAT THE EXACT PROBLEM IS
- ASK QUESTIONS FOR INPUT
- APOLOGIZE FOR THE TROUBLE
- PUT YOUR ORGANISATION IN A POSITIVE LIGHT

Hotmail - shiv12@hotmail.com - Windows Live - Windows Internet Explorer

http://co124w.col124.mail.live.com/default.aspx#fid=d822578c42b741918c72d5350fa02f8c&n=694584119&mid=a9981339-cd57-11e0-894b-00215ad8194a&fv=1

Google hotmail Search More Sign In

Norton hotmail Search Safe Web Identity Safe

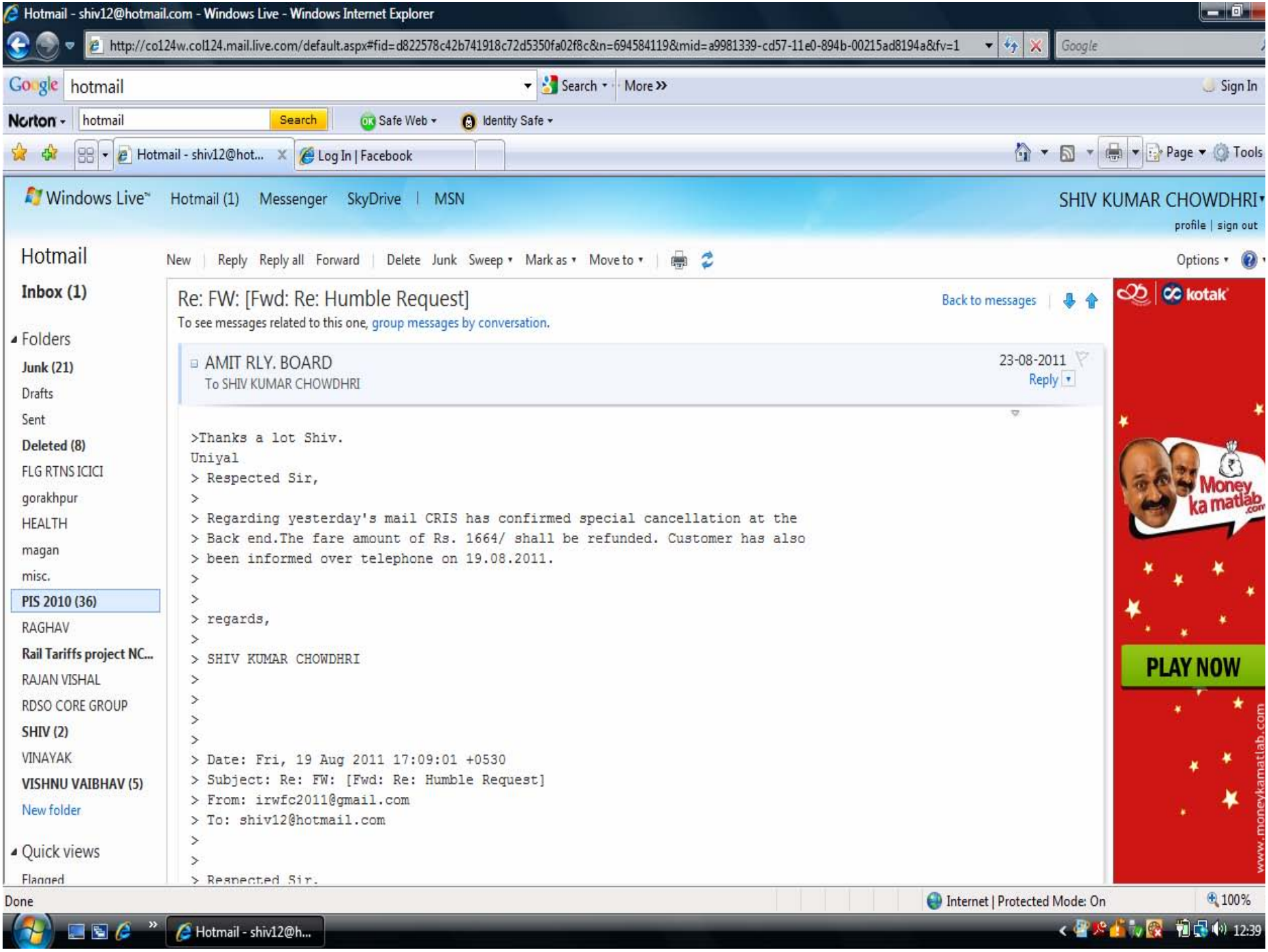
Hotmail - shiv12@hot... Log In | Facebook

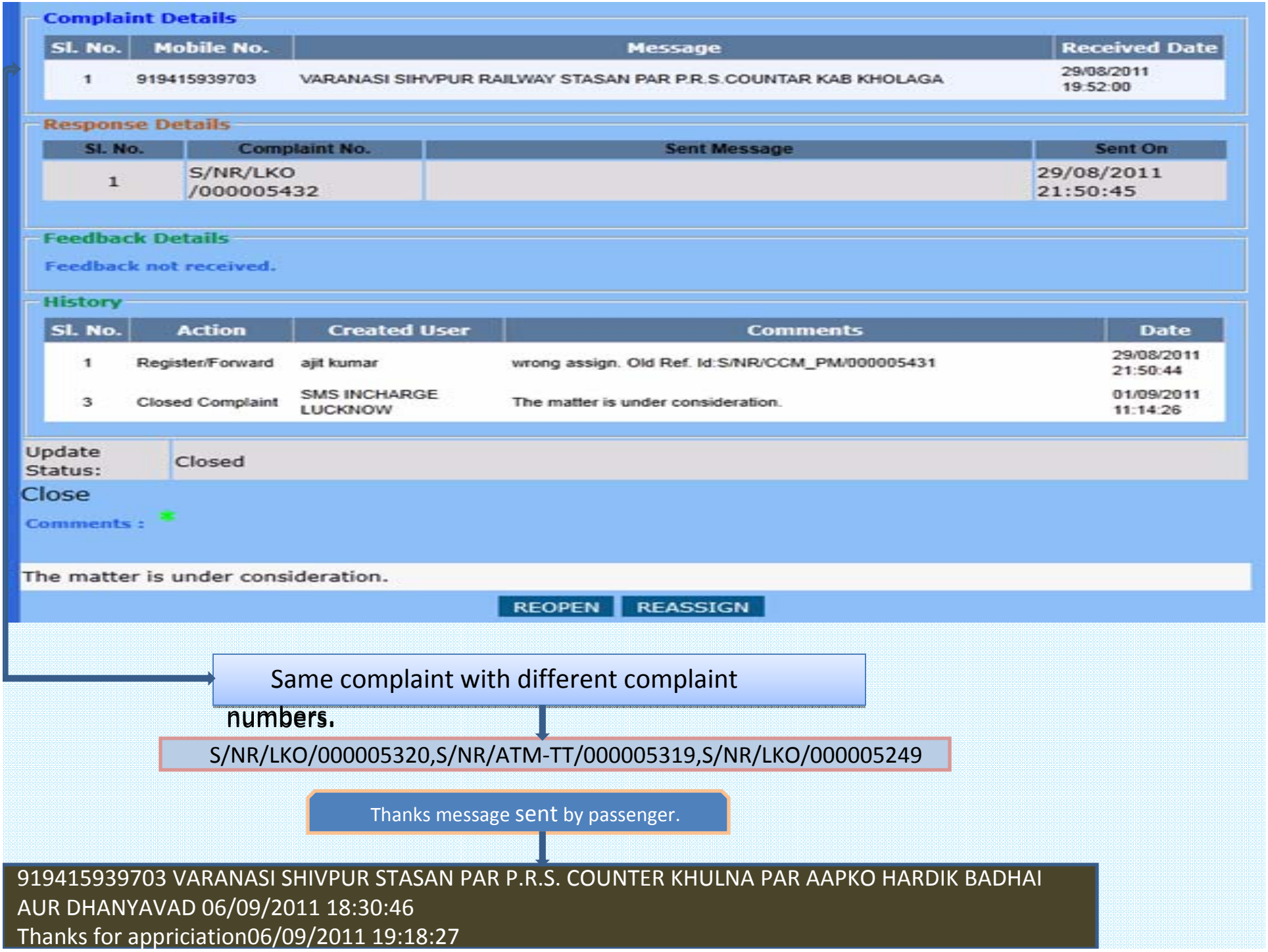
Page Tools

>>
>> ---------- Original Message
>> ----------
>> Subject: Re: Humble Request
>> From: "Dr Asheesh Srivastava" <drasheeshsrivastava@visva-bharati.ac.in>
>> Date: Tue, August 16, 2011 1:15 pm
>> To: amcis@rb.railnet.gov.in
>> --
>>
>> Dear Shiv,
>> Kindly look into this. Journey is on the 20th. August 2011.
>> Uniyal
>> Dear Sir,
>> I am very grateful to have your response.. I had sent nine e-mails at
>> apex
>> level. It is only you, responded back..Reflects that you are a Man of
>> I.T...
>> Sir, Very sorry for troubling you again.. Naturally after getting your
>> nice
>> response, I have an expectation from you..
>> As I wrote you about Cuctomer Care Unit.. It is a crisis situation and
>> they
>> should have worked promptly as Indian Rail Reservation site is not
>> functioning.. This a matter of Ticket Cancellation for that, I am
>> continuously trying since 09th of August..
>> I will be highly obliged if you will do little favour.. Because it is a
>> matter of instruction for you, but for me it is very difficult task.. I
>> know, I am troubling you, you are so senior..
>> Sir, I sent the following details several times to C.C. Unit..
>> Thanks & Regards
>>
>>
>>
>> *User ID*
>>

Done Internet | Protected Mode: On 100%

Hotmail - shiv12@h... Microsoft PowerPoi... 12:41 PM


Hotmail - shiv12@hotmail.com - Windows Live - Windows Internet Explorer
http://co124w.col124.mail.live.com/default.aspx#fid=d822578c42b741918c72d5350fa02f8c&n=694584119&mid=a9981339-cd57-11e0-894b-00215ad8194a&fv=1
Google
hotmail
Search
More
Sign In
Norton
hotmail
Search
Safe Web
Identity Safe
Hotmail - shiv12@hot...
Log In | Facebook
Page
Tools
Windows Live
Hotmail (1)
Messenger
SkyDrive
MSN
SHIV KUMAR CHOWDHRI
profile | sign out
Hotmail
New
Reply
Reply all
Forward
Delete
Junk
Sweep
Mark as
Move to
Options
Inbox (1)
Folders
Junk (21)
Drafts
Sent
Deleted (8)
FLG RTNS ICICI
gorakhpur
HEALTH
magan
misc.
PIS 2010 (36)
RAGHAV
Rail Tariffs project NC...
RAJAN VISHAL
RDSO CORE GROUP
SHIV (2)
VINAYAK
VISHNU VAIBHAV (5)
New folder
Quick views
Flagged
Re: FW: [Fwd: Re: Humble Request]
Back to messages
To see messages related to this one, group messages by conversation.
AMIT RLY. BOARD
To SHIV KUMAR CHOWDHRI
23-08-2011
Reply
>Thanks a lot Shiv.
Uniyal
> Respected Sir,
>
> Regarding yesterday's mail CRIS has confirmed special cancellation at the
> Back end.The fare amount of Rs. 1664/ shall be refunded. Customer has also
> been informed over telephone on 19.08.2011.
>
>
> regards,
>
> SHIV KUMAR CHOWDHRI
>
>
>
>
> Date: Fri, 19 Aug 2011 17:09:01 +0530
> Subject: Re: FW: [Fwd: Re: Humble Request]
> From: irwfc2011@gmail.com
> To: shiv12@hotmail.com
>
>
> Respected Sir,
kotak
Money ka matlab .com
PLAY NOW
www.moneykamatlab.com
Done
Internet | Protected Mode: On
100%
Hotmail - shiv12@h...
12:39



Complaint Details

Sl. No.	Mobile No.	Message	Received Date
1	919415939703	VARANASI SIHVPUR RAILWAY STASAN PAR P.R.S.COUNTAR KAB KHOLAGA	29/08/2011 19:52:00

Response Details

Sl. No.	Complaint No.	Sent Message	Sent On
1	S/NR/LKO /000005432		29/08/2011 21:50:45

Feedback Details

Feedback not received.

History

Sl. No.	Action	Created User	Comments	Date
1	Register/Forward	ajit kumar	wrong assign. Old Ref. Id:S/NR/CCM_PM/000005431	29/08/2011 21:50:44
3	Closed Complaint	SMS INCHARGE LUCKNOW	The matter is under consideration.	01/09/2011 11:14:26

Update Status: Closed

Close

Comments :

The matter is under consideration.

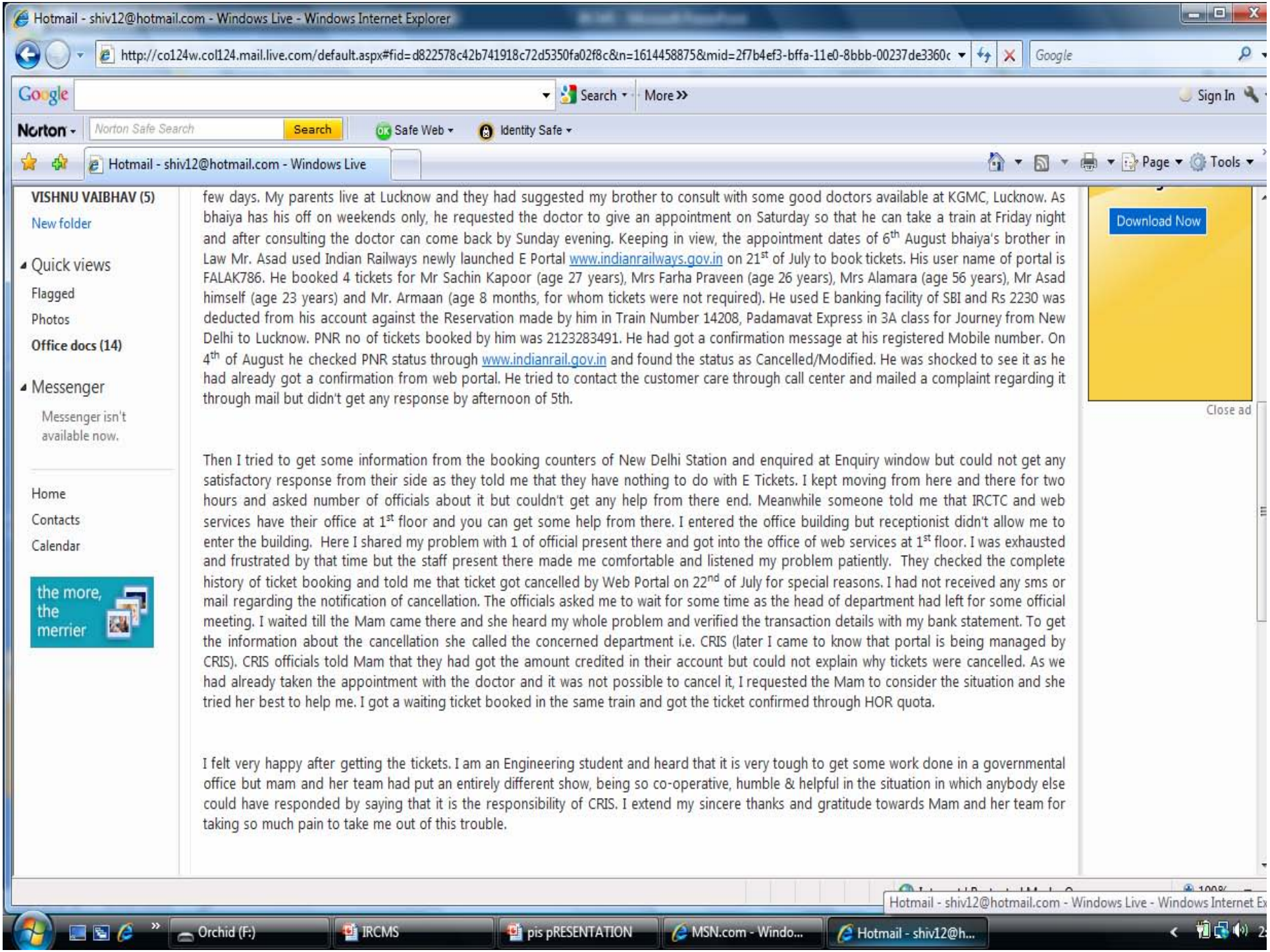
REOPEN REASSIGN

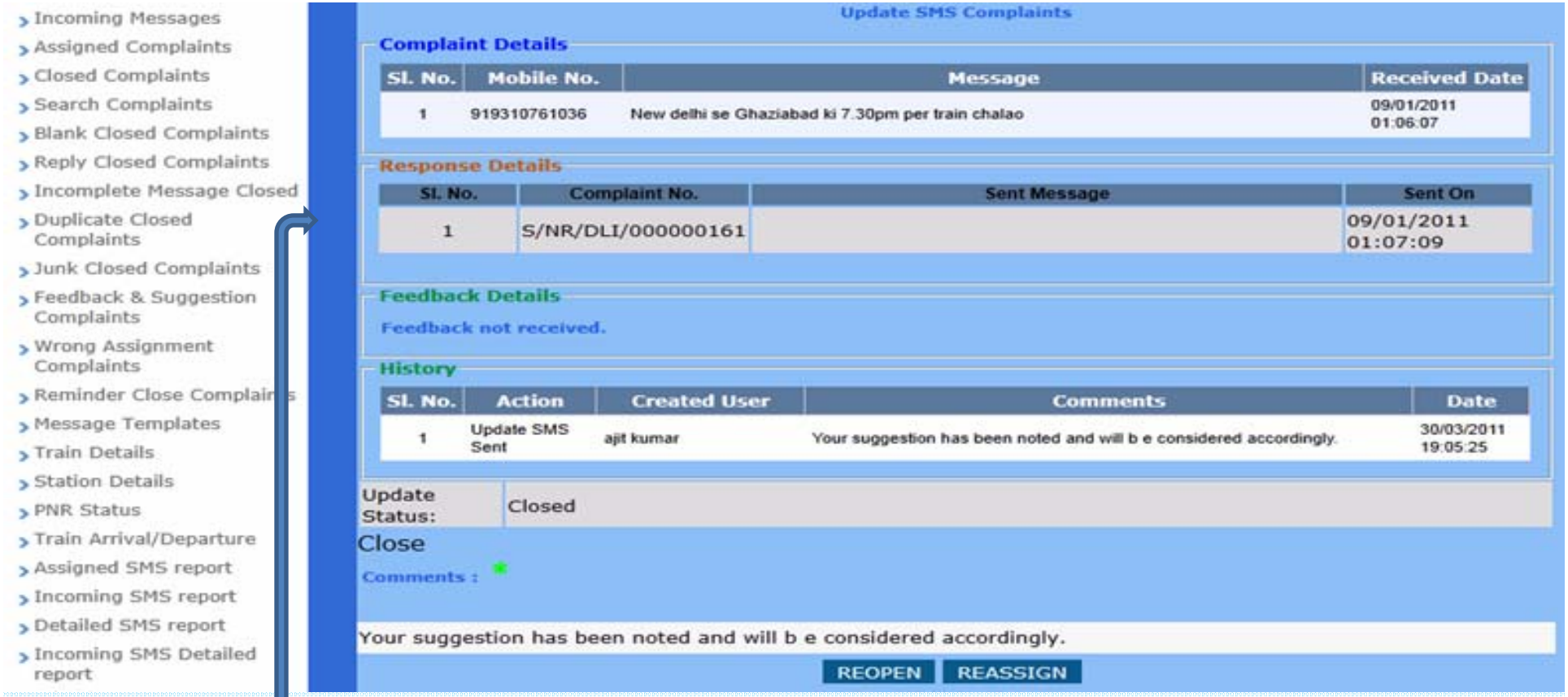
Same complaint with different complaint numbers.

S/NR/LKO/000005320,S/NR/ATM-TT/000005319,S/NR/LKO/000005249

Thanks message sent by passenger.

919415939703 VARANASI SHIVPUR STASAN PAR P.R.S. COUNTER KHULNA PAR AAPKO HARDIK BADHAI AUR DHANYAVAD 06/09/2011 18:30:46
Thanks for appriciation06/09/2011 19:18:27


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http://co124w.col124.mail.live.com/default.aspx#fid=d822578c42b741918c72d5350fa02f8c&n=1614458875&mid=2f7b4ef3-bffa-11e0-8bbb-00237de3360c
Google
Search
More
Sign In
Norton
Norton Safe Search
Search
Safe Web
Identity Safe
Hotmail - shiv12@hotmail.com - Windows Live
Page
Tools
VISHNU VAIBHAV (5)
New folder
Quick views
Flagged
Photos
Office docs (14)
Messenger
Messenger isn't available now.
Home
Contacts
Calendar
the more, the merrier
few days. My parents live at Lucknow and they had suggested my brother to consult with some good doctors available at KGMC, Lucknow. As bhaiya has his off on weekends only, he requested the doctor to give an appointment on Saturday so that he can take a train at Friday night and after consulting the doctor can come back by Sunday evening. Keeping in view, the appointment dates of 6th August bhaiya's brother in Law Mr. Asad used Indian Railways newly launched E Portal www.indianrailways.gov.in on 21st of July to book tickets. His user name of portal is FALAK786. He booked 4 tickets for Mr Sachin Kapoor (age 27 years), Mrs Farha Praveen (age 26 years), Mrs Alamara (age 56 years), Mr Asad himself (age 23 years) and Mr. Armaan (age 8 months, for whom tickets were not required). He used E banking facility of SBI and Rs 2230 was deducted from his account against the Reservation made by him in Train Number 14208, Padamavat Express in 3A class for Journey from New Delhi to Lucknow. PNR no of tickets booked by him was 2123283491. He had got a confirmation message at his registered Mobile number. On 4th of August he checked PNR status through www.indianrail.gov.in and found the status as Cancelled/Modified. He was shocked to see it as he had already got a confirmation from web portal. He tried to contact the customer care through call center and mailed a complaint regarding it through mail but didn't get any response by afternoon of 5th.
Then I tried to get some information from the booking counters of New Delhi Station and enquired at Enquiry window but could not get any satisfactory response from their side as they told me that they have nothing to do with E Tickets. I kept moving from here and there for two hours and asked number of officials about it but couldn't get any help from there end. Meanwhile someone told me that IRCTC and web services have their office at 1st floor and you can get some help from there. I entered the office building but receptionist didn't allow me to enter the building. Here I shared my problem with 1 of official present there and got into the office of web services at 1st floor. I was exhausted and frustrated by that time but the staff present there made me comfortable and listened my problem patiently. They checked the complete history of ticket booking and told me that ticket got cancelled by Web Portal on 22nd of July for special reasons. I had not received any sms or mail regarding the notification of cancellation. The officials asked me to wait for some time as the head of department had left for some official meeting. I waited till the Mam came there and she heard my whole problem and verified the transaction details with my bank statement. To get the information about the cancellation she called the concerned department i.e. CRIS (later I came to know that portal is being managed by CRIS). CRIS officials told Mam that they had got the amount credited in their account but could not explain why tickets were cancelled. As we had already taken the appointment with the doctor and it was not possible to cancel it, I requested the Mam to consider the situation and she tried her best to help me. I got a waiting ticket booked in the same train and got the ticket confirmed through HOR quota.
I felt very happy after getting the tickets. I am an Engineering student and heard that it is very tough to get some work done in a governmental office but mam and her team had put an entirely different show, being so co-operative, humble & helpful in the situation in which anybody else could have responded by saying that it is the responsibility of CRIS. I extend my sincere thanks and gratitude towards Mam and her team for taking so much pain to take me out of this trouble.
Download Now
Close ad
Hotmail - shiv12@hotmail.com - Windows Live - Windows Internet Ex
Orchid (F:)
IRCMS
pis pRESENTATION
MSN.com - Windo...
Hotmail - shiv12@h...



Same complaint with different number.

S/NR/DLI/000000566

Thanks message

919310761036 Thanks for the running of new train, New Delhi to Ghaziabad at 7.30Pm14/02/2011 19:49:48Problem attended. Thanks.14/02/2011 20:05:12

INDIAN RAILWAYS COMPLAINT MANAGEMENT SYSTEM (IRCMS)

- **Registration of complaints**
- **Web Based:** on Internet
- **SMS Based:** through Mobile Phone
- **Written Complaints**: Attach scanned Documents

WEB BASED COMPLAINTS

- Registration on Indian Railways Web Portal

- **Log on to** www.indianrailways.gov.in

- Click **Complaints & Suggestions** on Home Page

WELCOME TO INDIAN RAILWAYS PORTAL - Windows Internet Explorer

https://www.indianrailways.gov.in/indianrailway/common/PortalIndexPage.seam

Google Search More Sign In

Norton Norton Safe Search Search Safe Web Identity Safe

WELCOME TO INDIAN RAILWAYS PORTAL

Page Tools

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INDIAN RAILWAYS Lifeline to the Nation...

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Indian Railways



Passenger Services



Freight Services



Parcel Services



Ministry of Railways

› Complaints & Suggestions

News and Alerts

- Portal will not be available August 2011, 11.00PM to 2011, 11.59PM due to mair servers.

Contact Helpdesk on 011-24107464, 011-26886540 or customercare@indianrailways.gov.in

Internet | Protected Mode: On 100%

WELCOME TO INDI... WELCOME TO INDI... Orchid (F:) Microsoft PowerPoi... 6:20 PM

IR Web Portal - Windows Internet Explorer

http://customercare.indianrailways.gov.in/criscm/home.seam

Google Search More Sign In

Norton Norton Safe Search Search Safe Web Identity Safe

IR Web Portal

Page Tools

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Complaints & Suggestions



- Register Complaint and Suggestions
- Track Complaint and Suggestions

SiteMap | Policies | Feedback | Disclaimer

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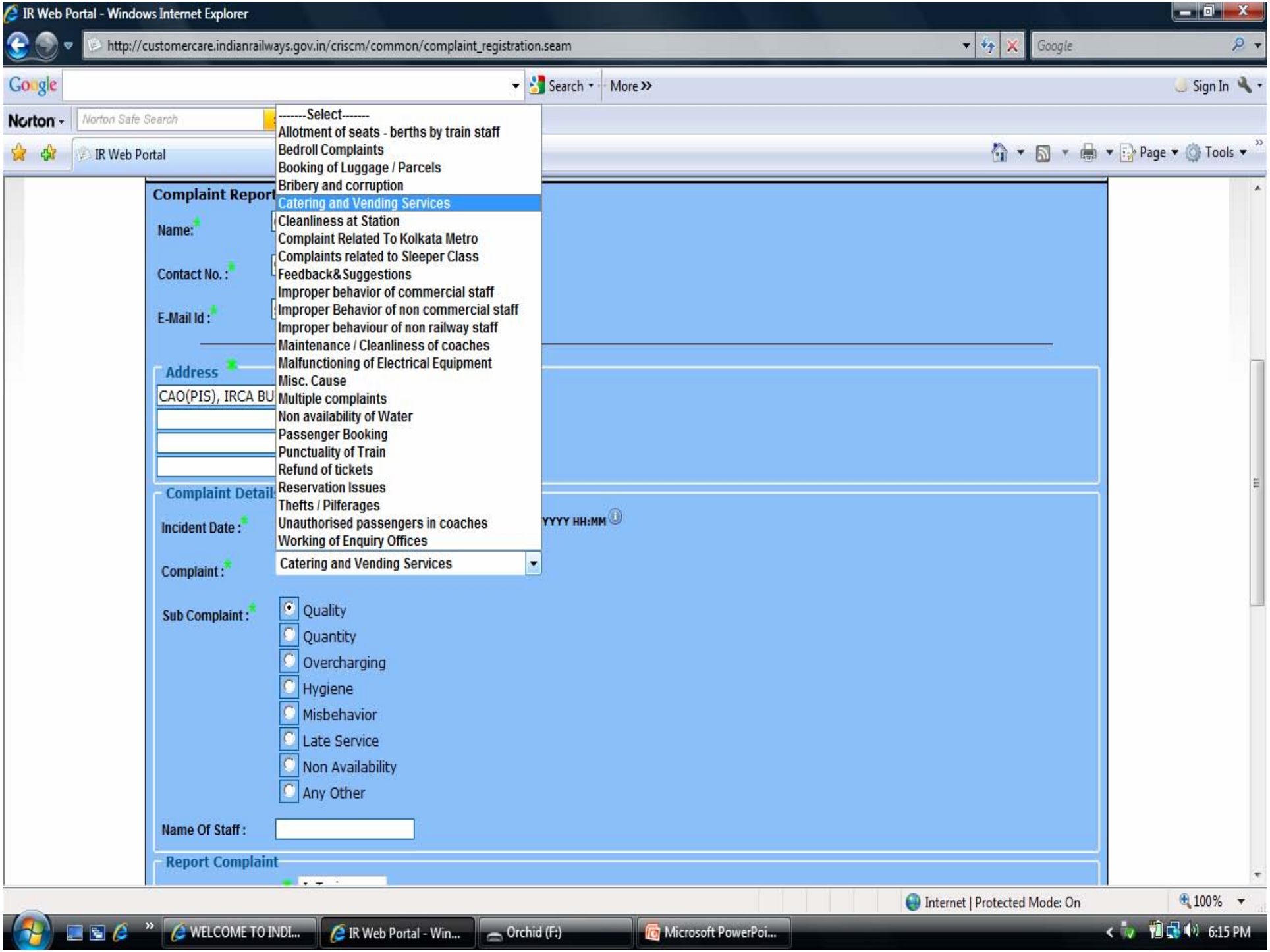
WELCOME TO INDI... WELCOME TO INDI... IR Web Portal - Win... Orchid (F:) Microsoft PowerPoi... 6:22 PM

CATEGORIZATION UNDER 23 MAJOR TYPES OF COMPLAINTS

- Cleanliness at Station
- Maintenance/Cleanliness of Coaches
- Malfunctioning of Electrical Equipments
- Punctuality of Train
- Complaints Related to Sleeper Class
- Thefts/Pilferages
- Bribery and Corruption
- Bedroll Complaints
- Misc. Cause
- Multiple Complaints
- Feedback and Suggestions

CATEGORIZATION UNDER 23 MAJOR TYPES OF COMPLAINTS

- Improper behavior of Commercial Staff.
- Improper behavior of Non-Commercial Staff.
- Improper behavior of Non-Railway Staff.
- Passenger Booking
- Reservation Issues
- Allotment of Seat-Berths by Train Staff.
- Refund against of Tickets
- Unauthorized Passengers in Coaches
- Booking of Luggage/Parcels
- Working of Enquiry Offices
- Non availability of Water
- Catering and Vending Services


IR Web Portal - Windows Internet Explorer
http://customercare.indianrailways.gov.in/criscm/common/complaint_registration.seam
Google
Search
More
Sign In
Norton
Norton Safe Search
IR Web Portal
Page
Tools
Complaint Report
Name:
Contact No. :
E-Mail Id :
Address
CAO(PIS), IRCA BU
Complaint Detail
Incident Date :
YYYY HH:MM
Complaint :
Catering and Vending Services
Sub Complaint :
Quality
Quantity
Overcharging
Hygiene
Misbehavior
Late Service
Non Availability
Any Other
Name Of Staff :
Report Complaint
-------Select-------
Allotment of seats - berths by train staff
Bedroll Complaints
Booking of Luggage / Parcels
Bribery and corruption
Catering and Vending Services
Cleanliness at Station
Complaint Related To Kolkata Metro
Complaints related to Sleeper Class
Feedback&Suggestions
Improper behavior of commercial staff
Improper Behavior of non commercial staff
Improper behaviour of non railway staff
Maintenance / Cleanliness of coaches
Malfunctioning of Electrical Equipment
Misc. Cause
Multiple complaints
Non availability of Water
Passenger Booking
Punctuality of Train
Refund of tickets
Reservation Issues
Thefts / Pilferages
Unauthorised passengers in coaches
Working of Enquiry Offices
Internet | Protected Mode: On
100%
WELCOME TO INDI...
IR Web Portal - Win...
Orchid (F:)
Microsoft PowerPoi...
6:15 PM

SMS BASED COMPLAINTS

- SEND SMS TO 09717630982 ……TILL

- UNIVERSAL ACCESS, SHORT-CODE NUMBER '132' GETS INTEGRATED WITH SMS-GATEWAY

- WAP AND SMS-GATEWAY BEING IMPLEMENTED
  - PUSH SMS ALERTS TO GIVE
    - RESERVATION STATUS
    - RUNNING POSITION OF TRAIN

STRUCTURE FOR MANAGING COMPLAINTS IRCMS

- **COMMAND CENTRE**

  IRCA NEW DELHI

- **ZONAL COMPLAINT CELL**

  COMMERCIAL CONTROL UNDER CCM

- **DIVISIONAL COMPLAINT CELL**

  DIVISIONAL CONTROL UNDER SR.DCM

REFERENTIAL DATA

✓**NOMINATED NODAL OFFICERS**

NAMES

DESIGNATIONS

MOBILE NUMBERS

E-MAIL ID

❑**EIGHT DEPARTMENTS**

- **COMMERCIAL**
- **ELECTRICAL ENGG.**
- **ENGINEERING**
- **MECHANICAL ENGG.**
- **MEDICAL**
- **OPERATING**
- **SECURITY**
- **S&T**

REFERENTIAL DATA

- IRCMS CONFIGURED AS PER REFERENTIAL DATA
- COMPLAINT TO THE CONCERNED NODAL OFFICER
  - **WEB BASED:** FORWARDED BY THE SYSTEM
  - **SMS BASED:** FORWARDED BY COMMAND CENTRE

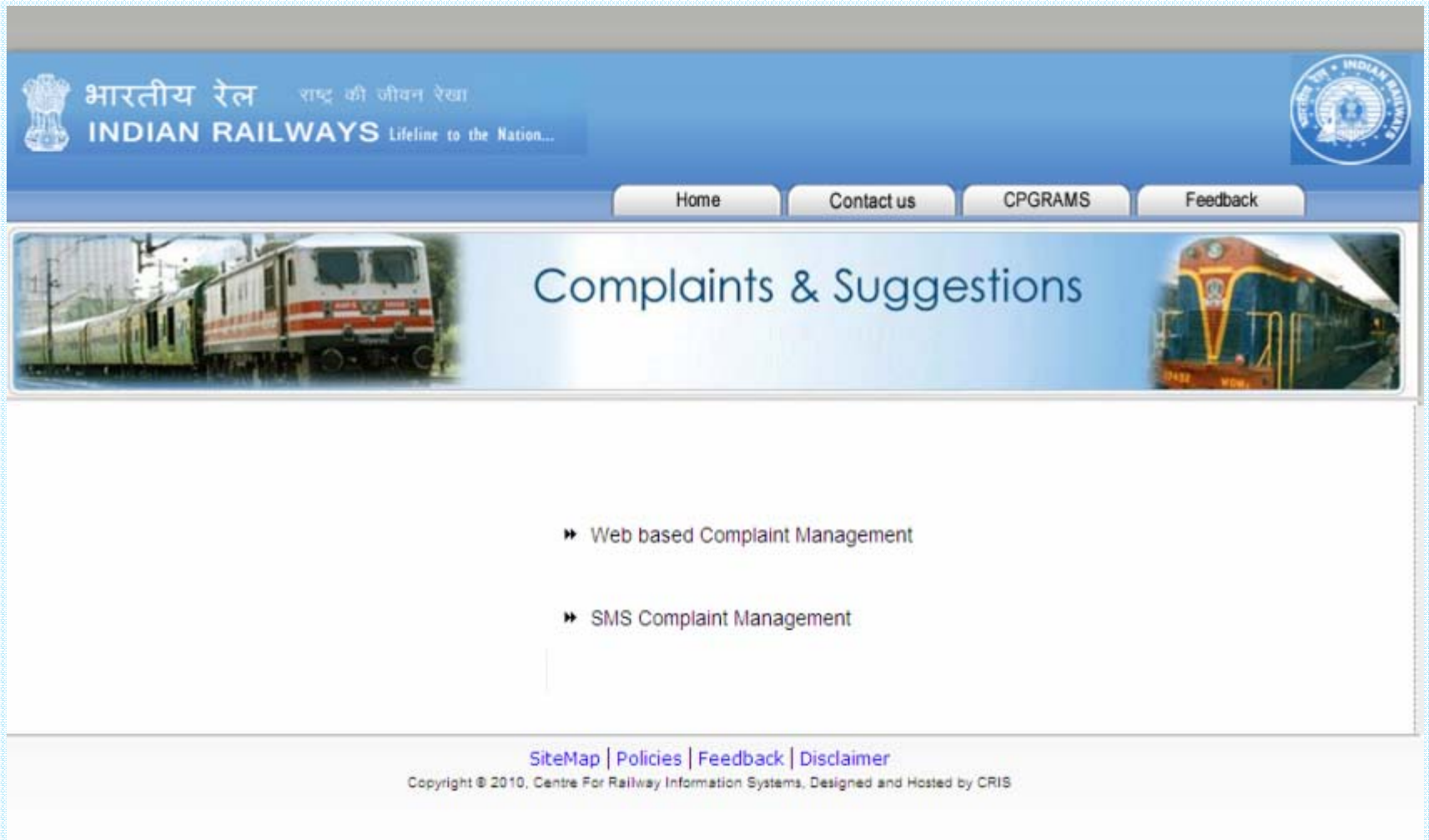
INDIAN RAILWAYS COMPLAINT MANAGEMENT SYSTEM

(IRCMS)

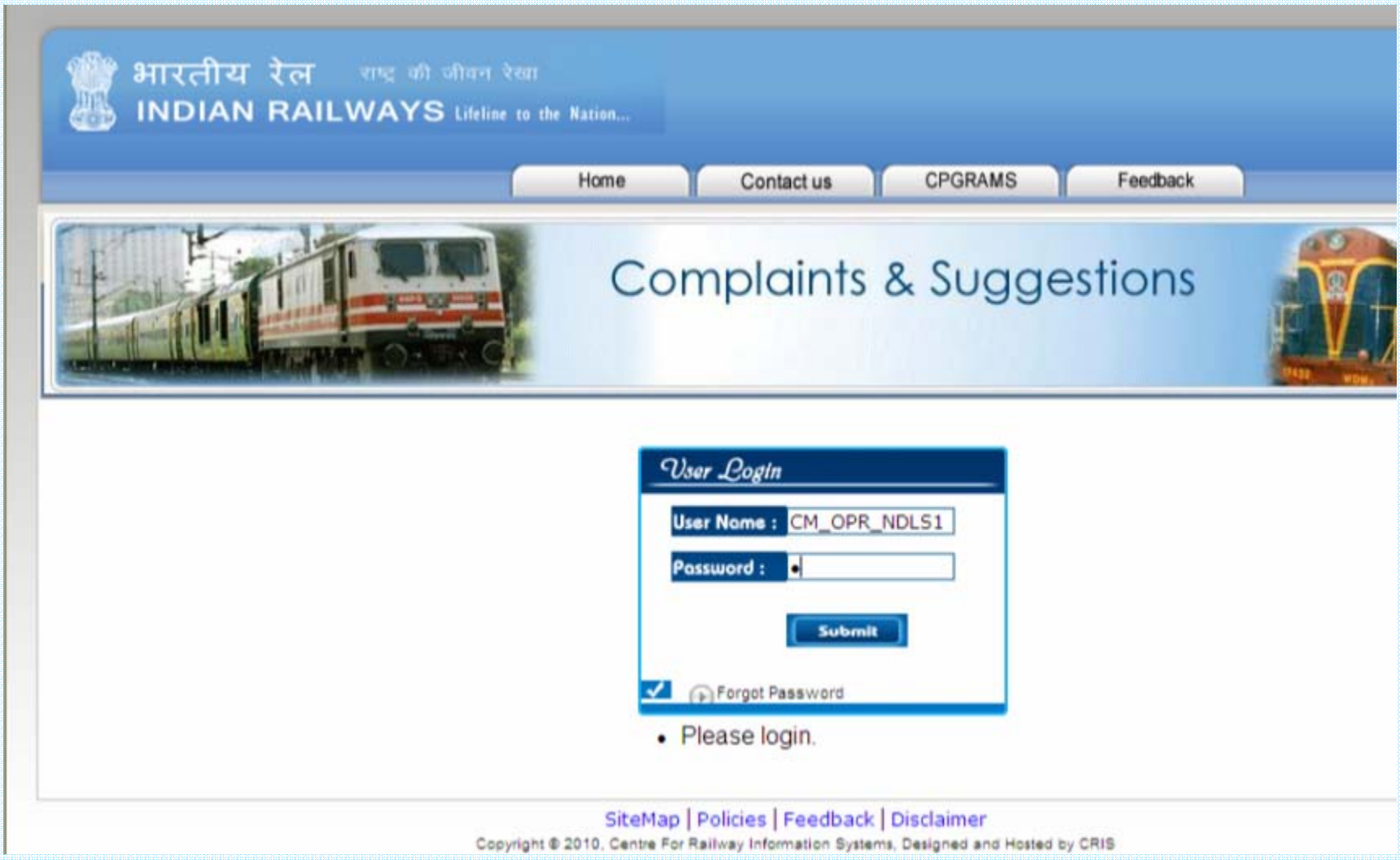
FLOW OF COMMUNICATION

- From PC to PC (Web based)
- From Mobile (SMS) to PC
- From PC to Mobile (SMS).

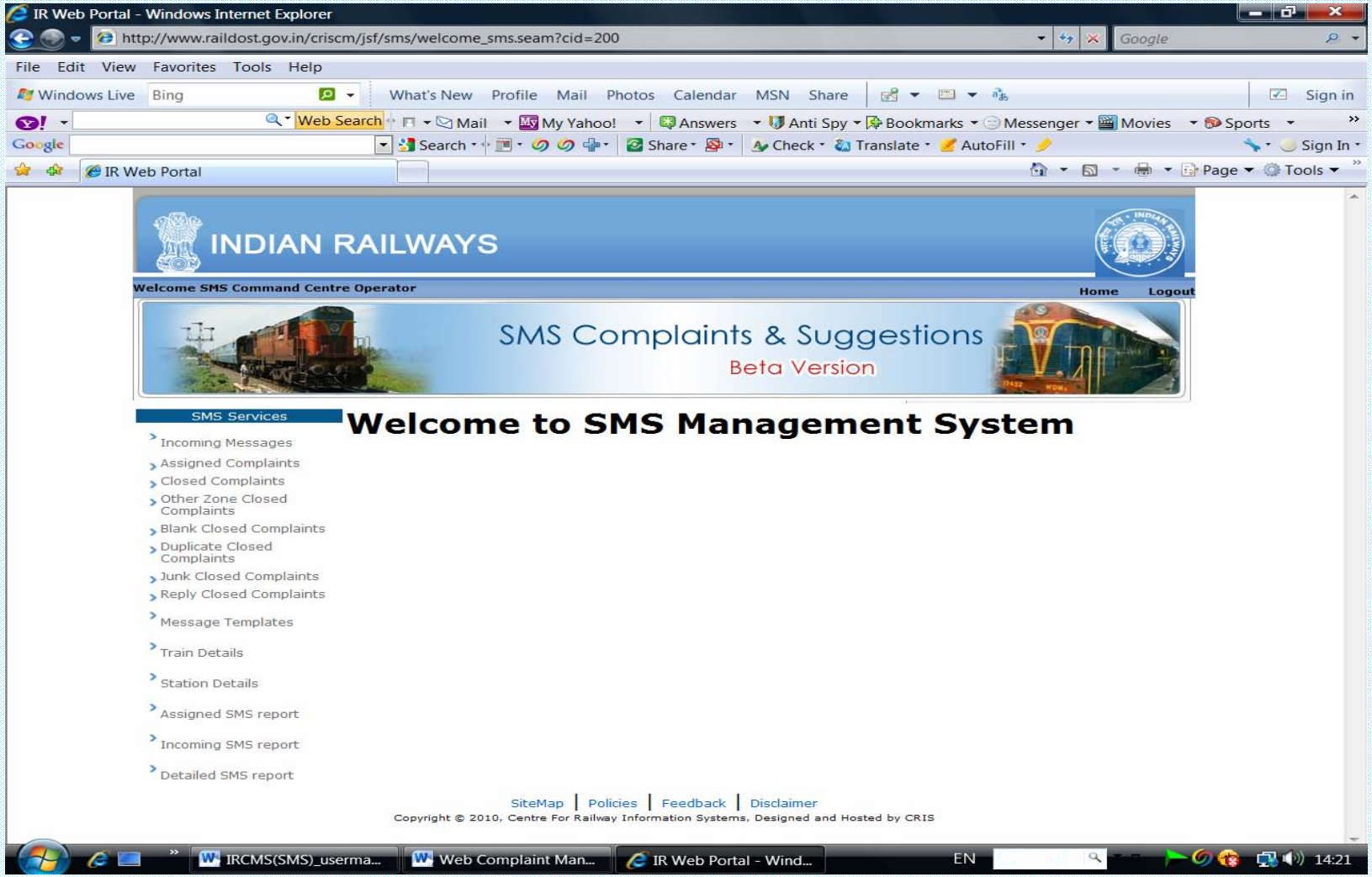
HOME PAGE FOR INTERNAL USERS



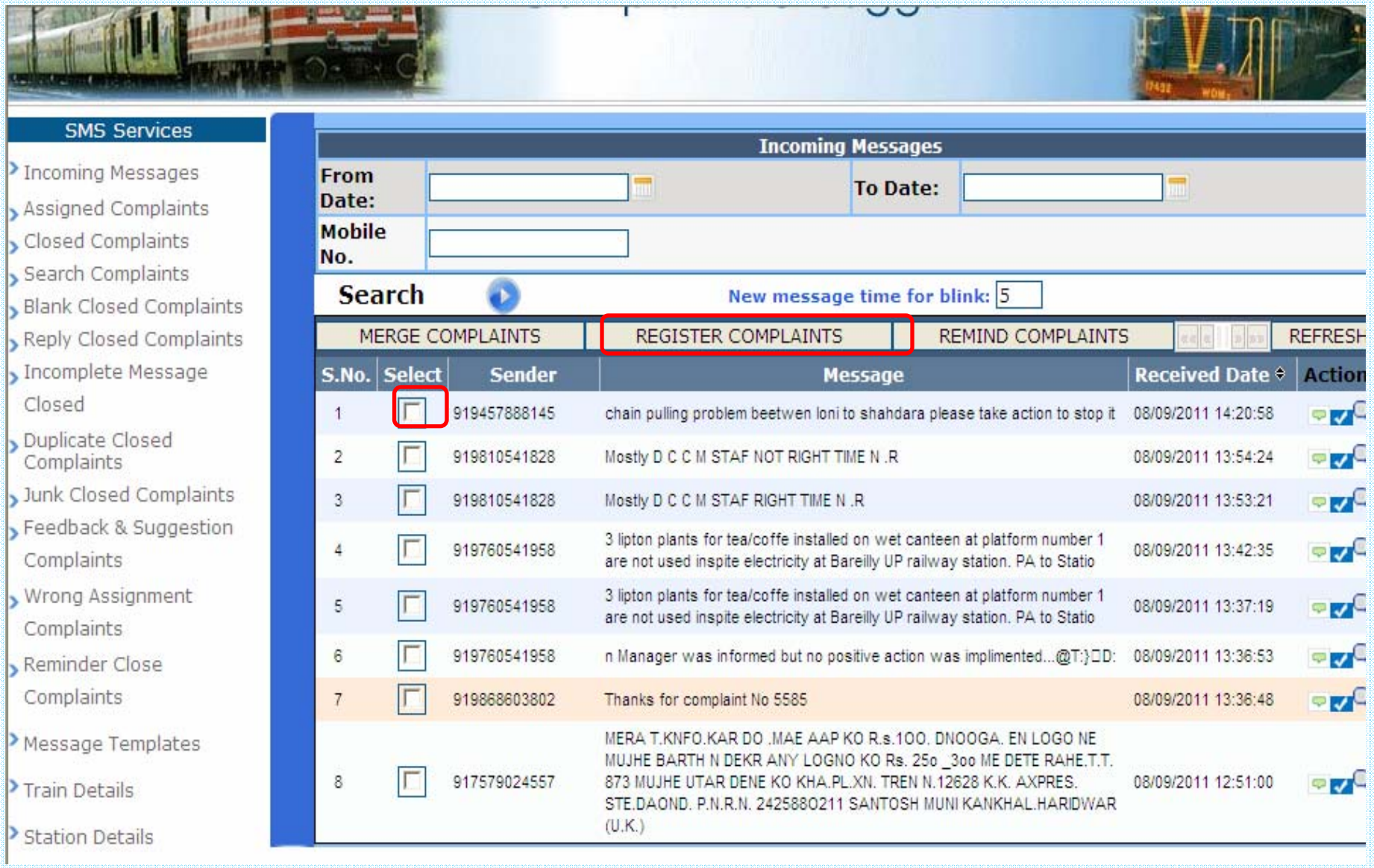
INTRANET LOGIN PAGE



WELCOME PAGE OF SMS BASED CMS



INCOMING SMS's



SMS Services

- Incoming Messages
- Assigned Complaints
- Closed Complaints
- Search Complaints
- Blank Closed Complaints
- Reply Closed Complaints
- Incomplete Message Closed
- Duplicate Closed Complaints
- Junk Closed Complaints
- Feedback & Suggestion Complaints
- Wrong Assignment Complaints
- Reminder Close Complaints
- Message Templates
- Train Details
- Station Details

Incoming Messages

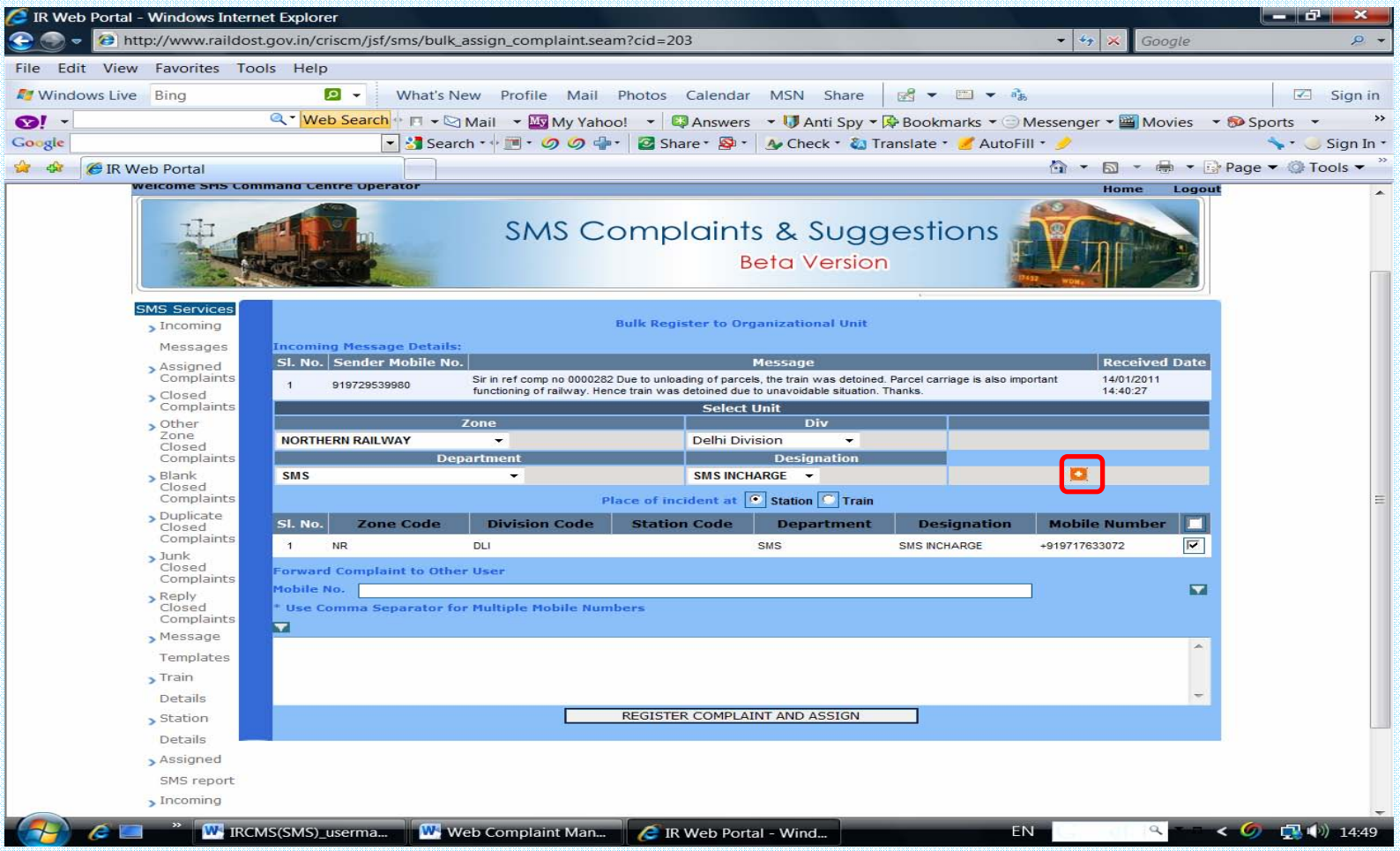
From Date: To Date: Mobile No.

Search New message time for blink: 5

MERGE COMPLAINTS | REGISTER COMPLAINTS | REMIND COMPLAINTS | REFRESH

S.No.	Select	Sender	Message	Received Date	Action
1	☐	919457888145	chain pulling problem beetwen loni to shahdara please take action to stop it	08/09/2011 14:20:58	
2	☐	919810541828	Mostly D C C M STAF NOT RIGHT TIME N .R	08/09/2011 13:54:24	
3	☐	919810541828	Mostly D C C M STAF RIGHT TIME N .R	08/09/2011 13:53:21	
4	☐	919760541958	3 lipton plants for tea/coffe installed on wet canteen at platform number 1 are not used inspite electricity at Bareilly UP railway station. PA to Statio	08/09/2011 13:42:35	
5	☐	919760541958	3 lipton plants for tea/coffe installed on wet canteen at platform number 1 are not used inspite electricity at Bareilly UP railway station. PA to Statio	08/09/2011 13:37:19	
6	☐	919760541958	n Manager was informed but no positive action was implimented...@T:}□D:	08/09/2011 13:36:53	
7	☐	919868603802	Thanks for complaint No 5585	08/09/2011 13:36:48	
8	☐	917579024557	MERA T.KNFO.KAR DO .MAE AAP KO R.s.100. DNOOGA. EN LOGO NE MUJHE BARTH N DEKR ANY LOGNO KO Rs. 25o _3oo ME DETE RAHE.T.T. 873 MUJHE UTAR DENE KO KHA.PL.XN. TREN N.12628 K.K. AXPRES. STE.DAOND. P.N.R.N. 2425880211 SANTOSH MUNI KANKHAL.HARIDWAR (U.K.)	08/09/2011 12:51:00	

Select the Zone, Division, Department and Designation of the concerned SMS incharge. Click on the **REGISTER COMPLAINT AND ASSIGN.** Complaint is registered with a Unique ID. Incase, a complaint is to be sent to more than one SMS incharge. Click on the orange button and then follow the same procedure



ASSIGNED COMPLAINTS

Zone:	-Select-	Division:		Station:	
Received From Date:		To Date:			
Complaint No.					

Search

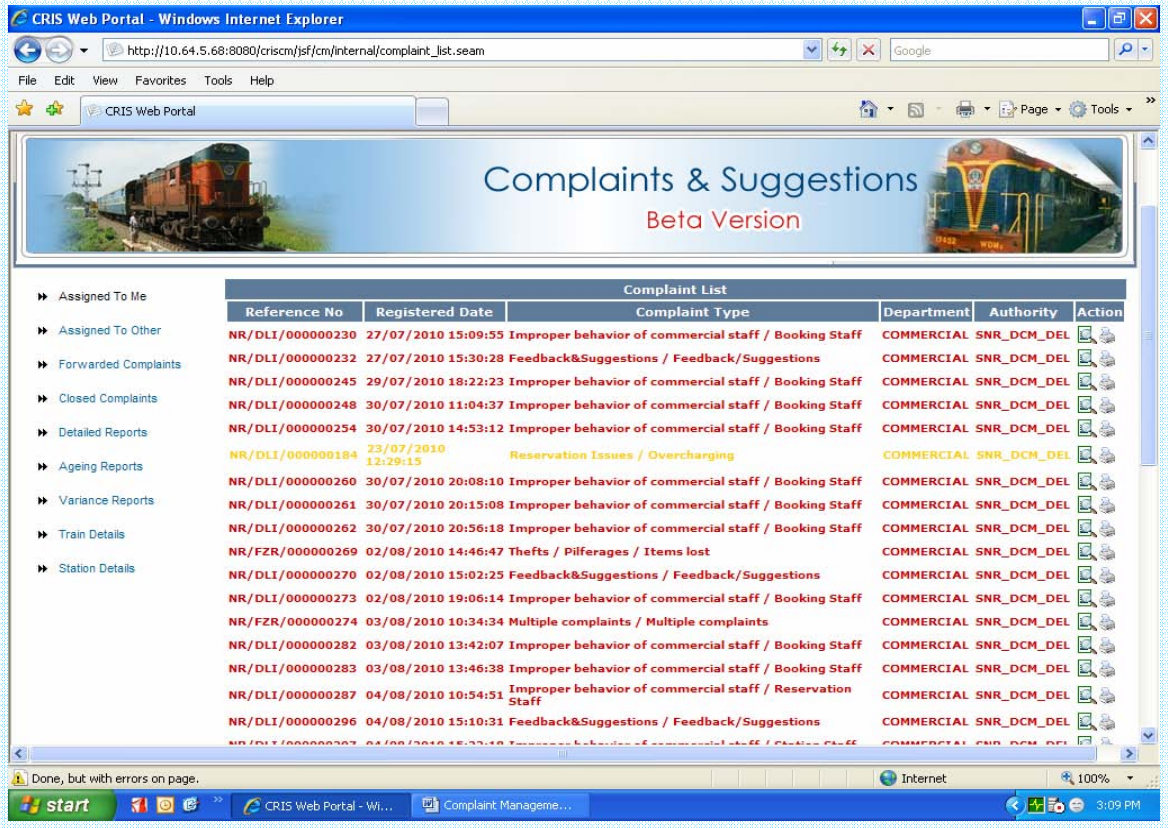
Assigned Complaints « 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 »

Sl. No.	Complaint No.	Received Date	Mobile No.	Unit	Assigned Message	Assigned to MobileNo.	Assigned Date	Action
1	S/NR/MB/000005643	08/09/2011 13:37:19	919760541958	NR/MB/SMS INCHARGE		+919760534983	08/09/2011 14:43:27	☑
2	S/NR/DLI/000005642	08/09/2011 14:20:58	919457888145	NR/DLI/SMS INCHARGE		+919717633072	08/09/2011 14:39:48	☑
3	S/NR/DLI/000005641	08/09/2011 12:58:53	919990340804	NR/DLI/SMS INCHARGE		+919717633072	08/09/2011 13:04:35	☑
4	S/NE/LJN/000005639	08/09/2011 12:53:47	919919852166	NE/LJN/DOM		+919794842903	08/09/2011 13:00:36	☑
5	S/NE/BSB/000005640	08/09/2011 12:53:47	919919852166	NE/BSB/AOM		+919794843905	08/09/2011 13:00:36	☑
6	S/NR/DLI/000005638	08/09/2011 11:00:50	919350573793	NR/DLI/SMS INCHARGE		+919717633072	08/09/2011 11:03:10	☑
7	S/NR/ATM_TT/000005636	08/09/2011 09:41:19	919811700088	NR/ATM(TT)		+919717630940	08/09/2011 10:14:29	☑
8	S/NR/DLI/000005625	08/09/2011 08:44:51	919811836605	NR/DLI/SMS INCHARGE		+919717633072	08/09/2011 08:51:05	☑

SMS COMPLAINT CLOSURE



ASSIGNED TO ME



List of all complaints assigned to the logged in User for Action.
For viewing complaint details, click the View button under the **Action** Tab.

FOUR ACTIONS CAN BE TAKEN

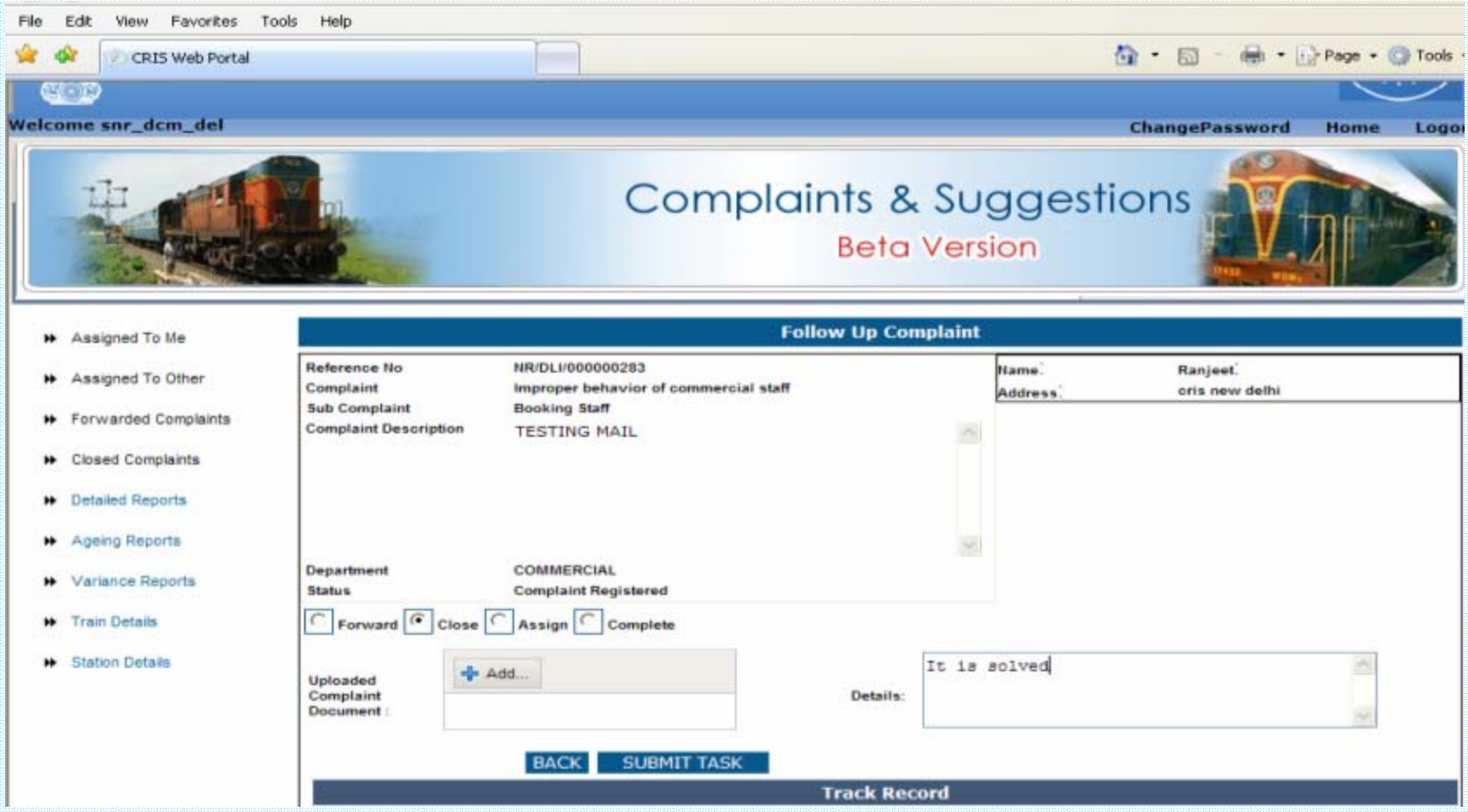
1. **Forward:** Forward to concerned Officer/Department

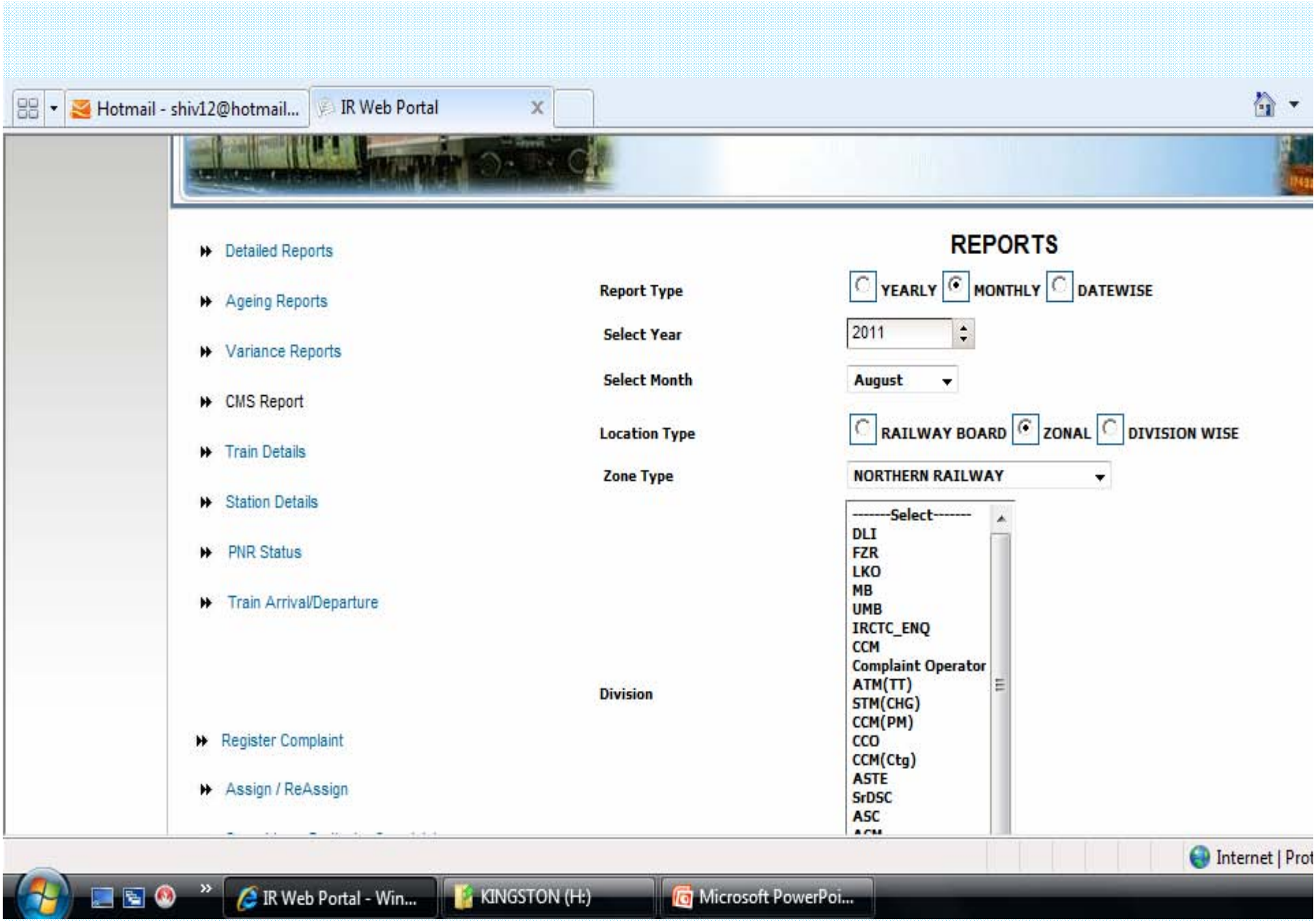
2. **Close:** Problem resolved. Complaint marked as closed after putting relevant remarks

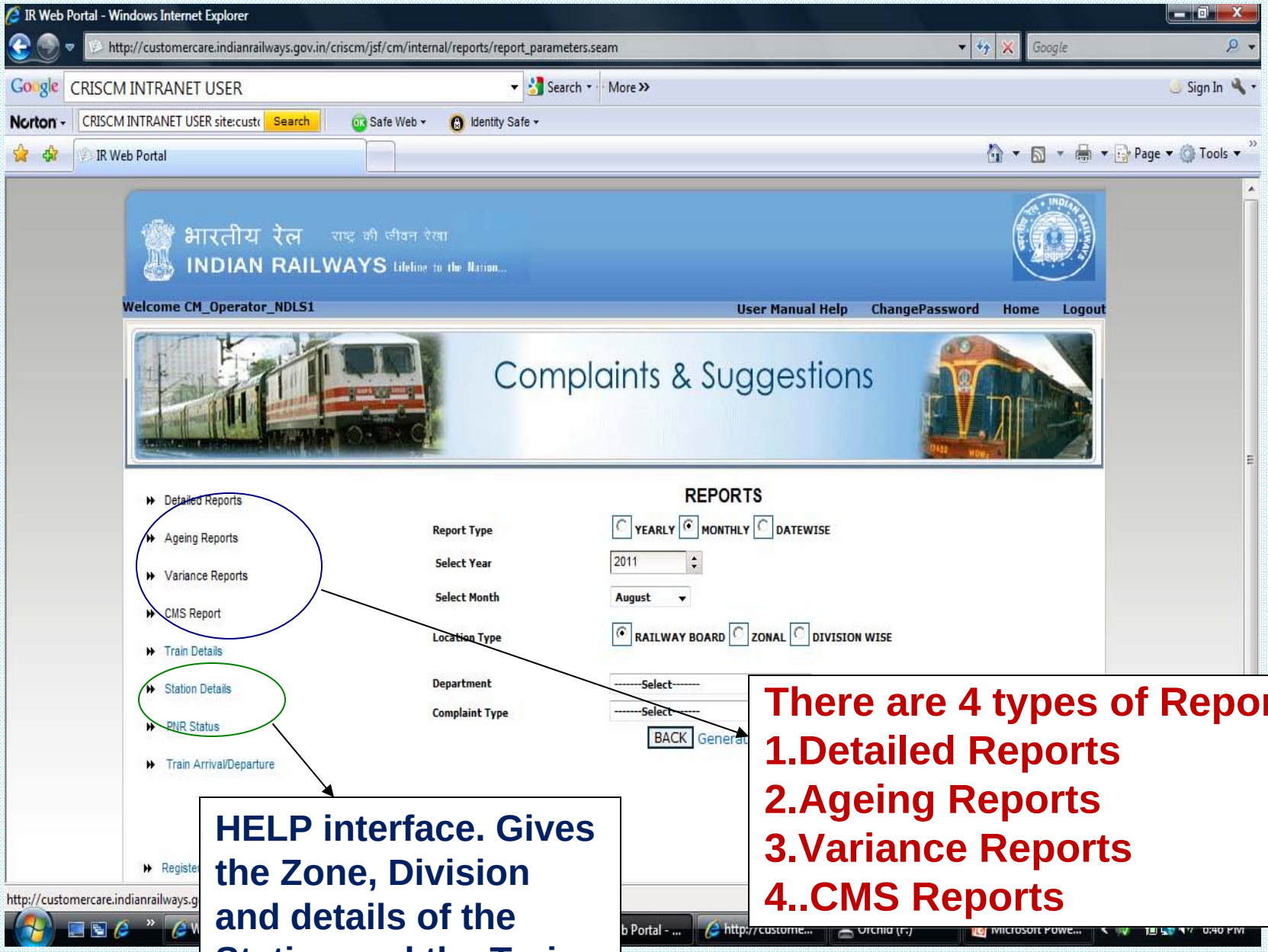
3. **Assign:** Complaint being assigned for redressal

4. **Complete:** Problem resolved by the Nodal officer. Marked for closure/ policy decision.

WEB BASED COMPLAINT CLOSURE




Hotmail - shiv12@hotmail...
IR Web Portal
Detailed Reports
Ageing Reports
Variance Reports
CMS Report
Train Details
Station Details
PNR Status
Train Arrival/Departure
Register Complaint
Assign / ReAssign
REPORTS
Report Type
YEARLY
MONTHLY
DATEWISE
Select Year
2011
Select Month
August
Location Type
RAILWAY BOARD
ZONAL
DIVISION WISE
Zone Type
NORTHERN RAILWAY
Division
-------Select-------
DLI
FZR
LKO
MB
UMB
IRCTC_ENQ
CCM
Complaint Operator
ATM(TT)
STM(CHG)
CCM(PM)
CCO
CCM(Ctg)
ASTE
SrDSC
ASC
Internet | Prot
IR Web Portal - Win...
KINGSTON (H:)
Microsoft PowerPoi...


IR Web Portal - Windows Internet Explorer
http://customercare.indianrailways.gov.in/criscm/jsf/cm/internal/reports/report_parameters.seam
CRISCM INTRANET USER
IR Web Portal
भारतीय रेल
INDIAN RAILWAYS
Welcome CM_Operator_NDLS1
User Manual Help
ChangePassword
Home
Logout
Complaints & Suggestions
Detailed Reports
Ageing Reports
Variance Reports
CMS Report
Train Details
Station Details
PNR Status
Train Arrival/Departure
REPORTS
Report Type
YEARLY
MONTHLY
DATEWISE
Select Year
2011
Select Month
August
Location Type
RAILWAY BOARD
ZONAL
DIVISION WISE
Department
Complaint Type
BACK
HELP interface. Gives the Zone, Division and details of the Station and the Train.
There are 4 types of Reports.
1.Detailed Reports
2.Ageing Reports
3.Variance Reports
4..CMS Reports

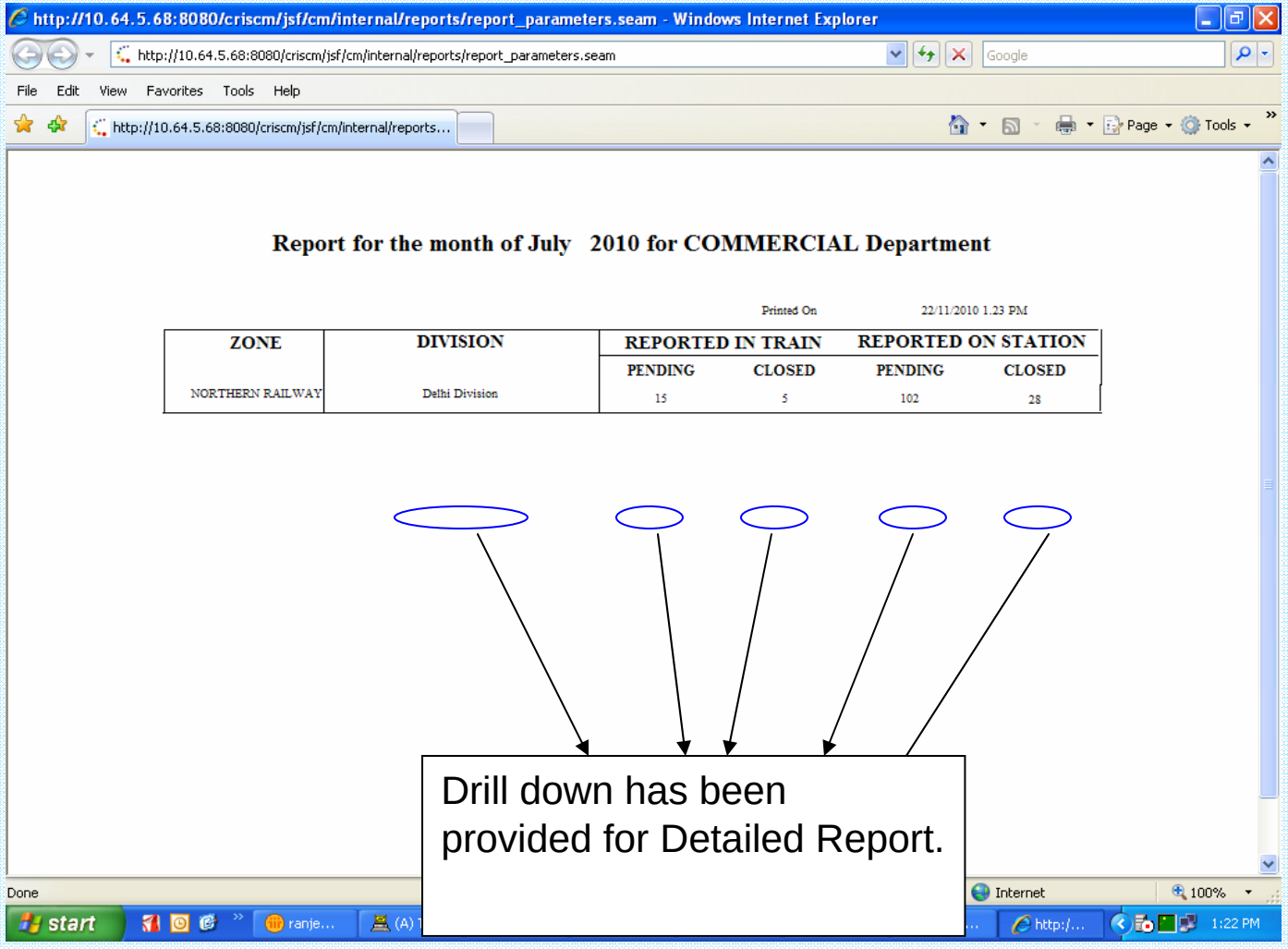
http://customercare.indianrailways.gov.in/criscm/jsf/cm/internal/reports/report_parameters.seam - Windows Internet Explorer
http://customercare.indianrailways.gov.in/criscm/jsf/cm/internal/reports/report_parameters.seam
Google
Search
More
Sign In
Norton Safe Search
Safe Web
Identity Safe
http://customercare.indianrailways.gov.in/crisc...
Page
Tools

Report for the month of August 2011

Printed On 10/09/2011 6.36 PM

ZONE	DIVISION	REPORTED IN TRAIN		REPORTED ON STATION	
		PENDING	CLOSED	PENDING	CLOSED
CENTRAL RAILWAY	Bhusaval Division	0	0	1	0
	Bombay Division	14	0	7	0
	Nagpur Division	0	0	1	0
	Pune Division	4	0	7	0
	Sholapur Division	0	0	2	0
EAST CENTRAL	Dhanbad Division	1	0	0	0
	Danapur Division	5	0	6	0
	Sonepur Division	1	0	1	0
	Samastipur Division	1	0	3	0
EAST COAST RAILWAY	Khurda Division	2	0	3	0
	Waltair Division	1	0	1	0
EASTERN RAILWAY	Asansol Division	0	0	1	0
	Howrah Division	4	0	3	0
	Malda Division	0	0	3	0
	Sealdah Division	0	0	3	0

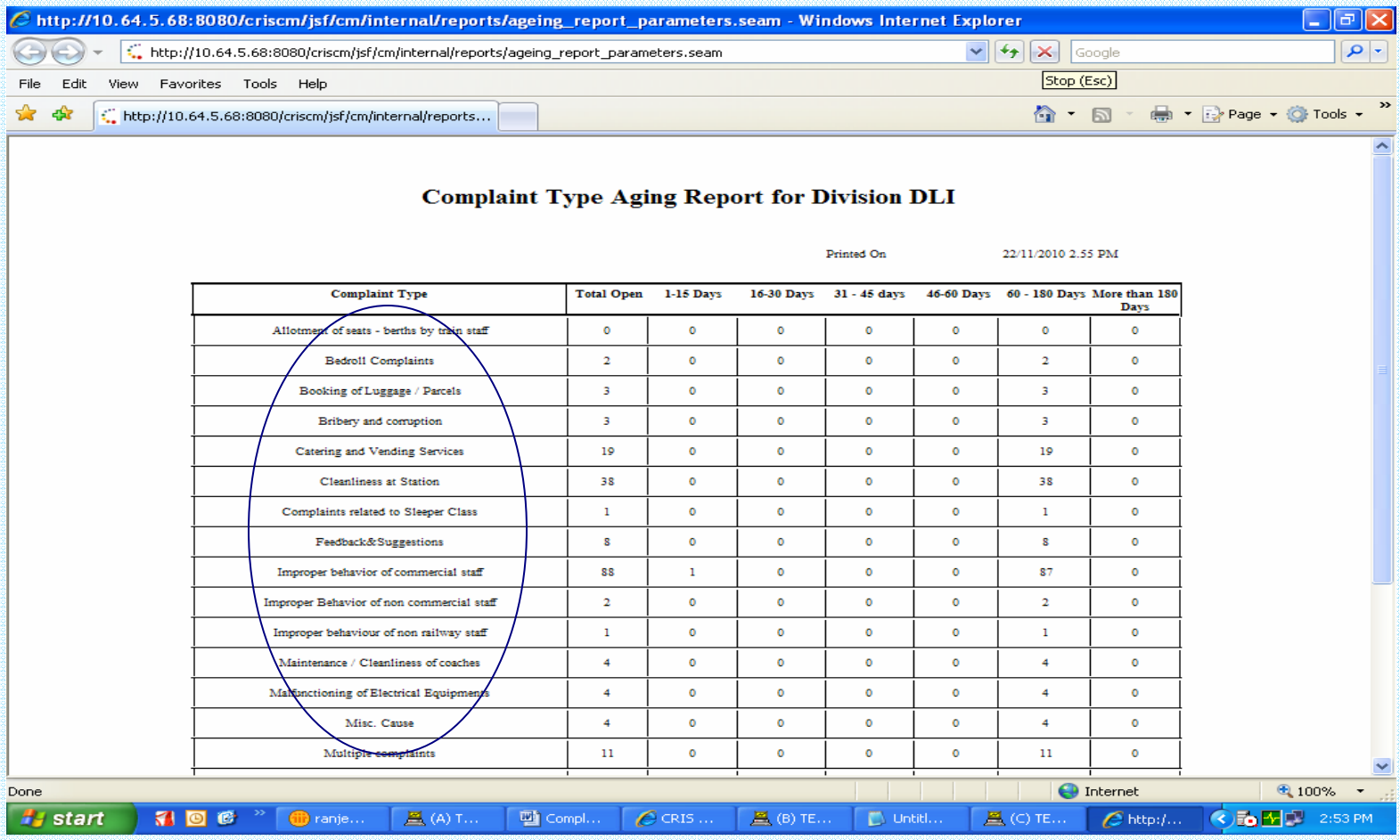
Done
Internet | Protected Mode: On
100%
WELCOME TO I...
IR Web Portal - ...
IR Web Portal - ...
IR Web Portal - ...
http://custome...
Orchid (F:)
Microsoft Powe...
6:44 PM


http://10.64.5.68:8080/criscm/jsf/cm/internal/reports/report_parameters.seam - Windows Internet Explorer
http://10.64.5.68:8080/criscm/jsf/cm/internal/reports/report_parameters.seam
File Edit View Favorites Tools Help
http://10.64.5.68:8080/criscm/jsf/cm/internal/reports...
Page Tools
Report for the month of July 2010 for COMMERCIAL Department
Printed On 22/11/2010 1.23 PM
ZONE
DIVISION
REPORTED IN TRAIN
REPORTED ON STATION
PENDING
CLOSED
PENDING
CLOSED
NORTHERN RAILWAY
Delhi Division
15
5
102
28
Drill down has been provided for Detailed Report.
Done
Internet
100%
start
1:22 PM

Bring the mouse over the **Ageing Reports** and click the left button of mouse to open the following page



Click Generate Report. Following Report is generated.



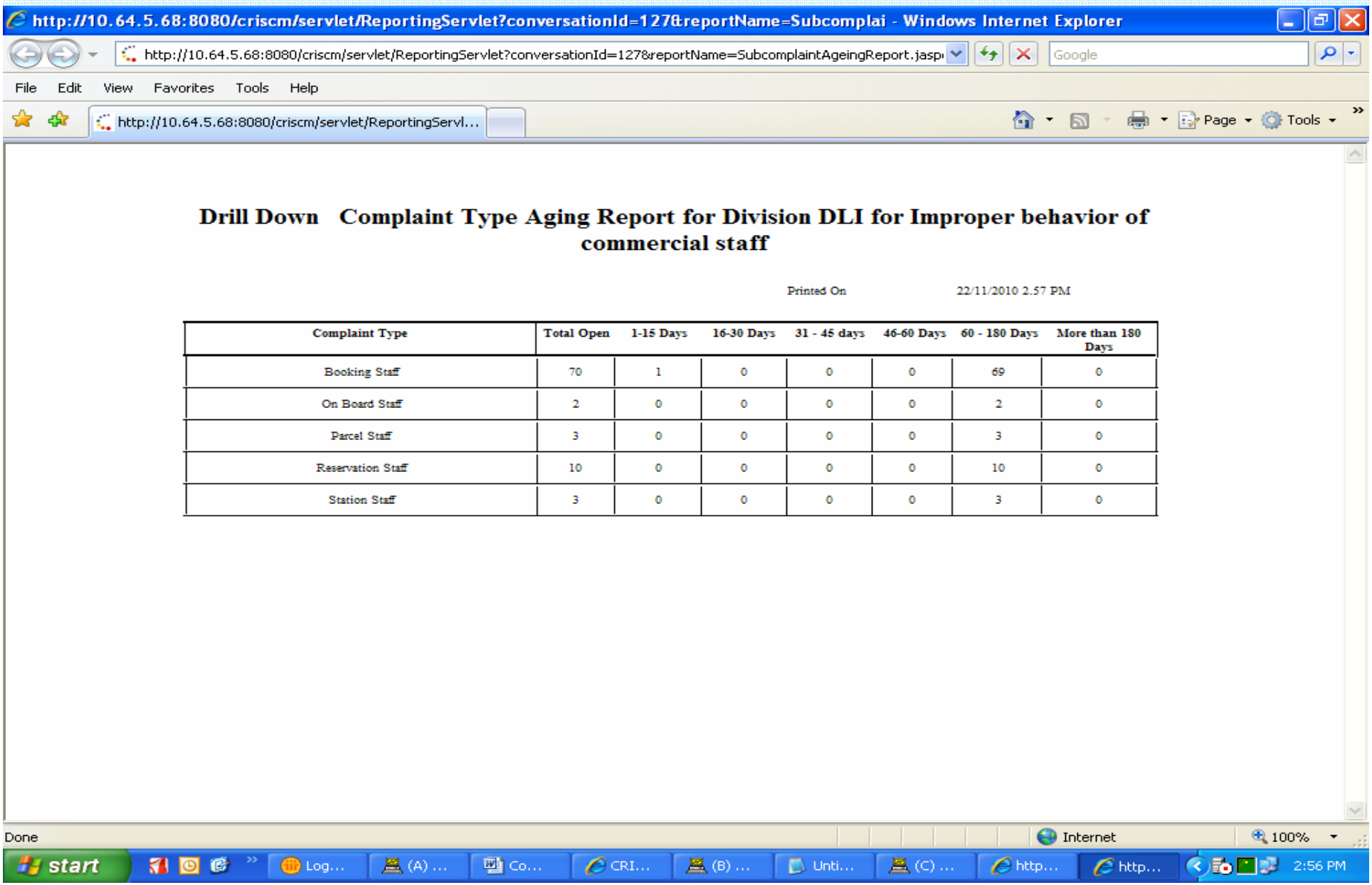
Complaint Type Aging Report for Division DLI

Printed On 22/11/2010 2.55 PM

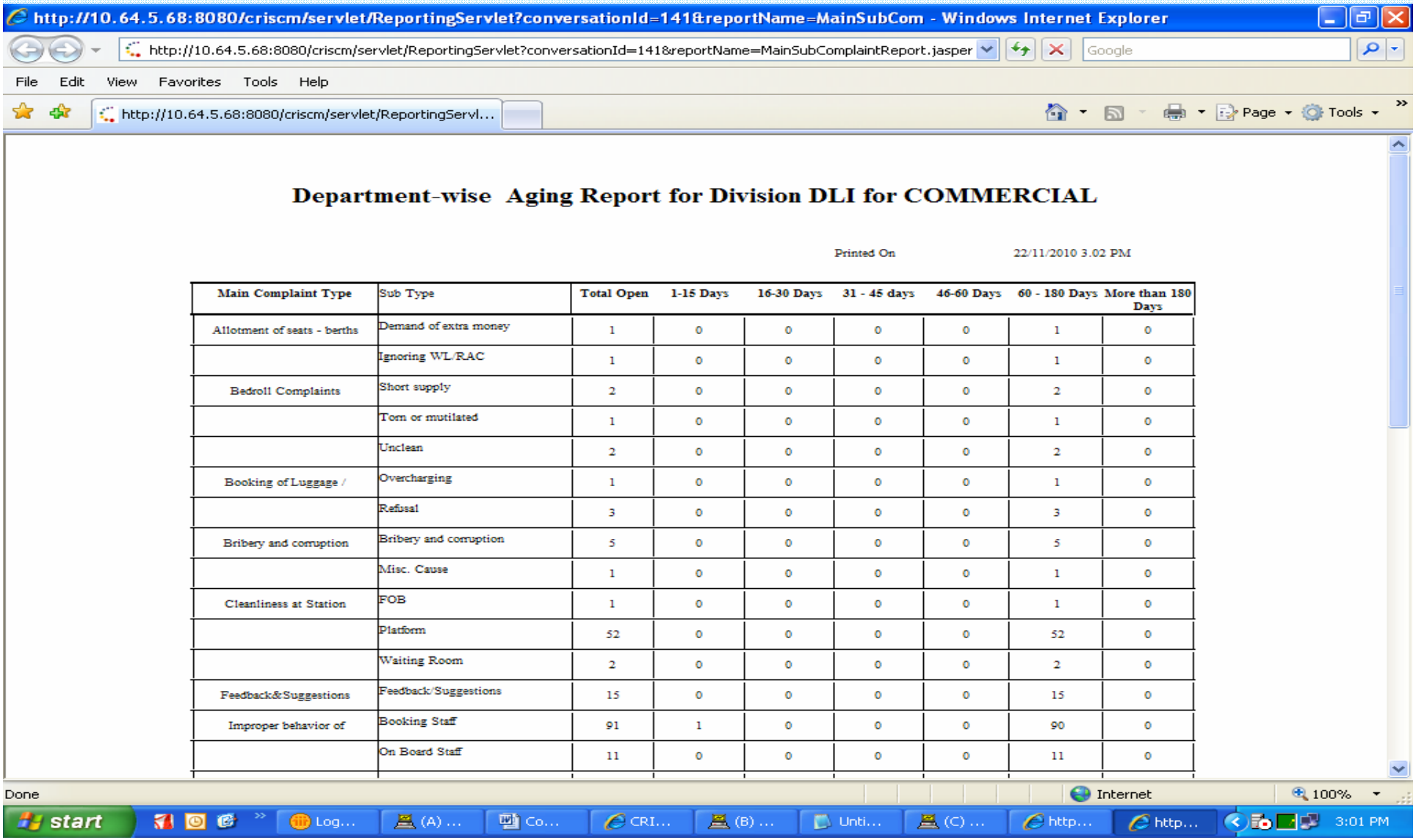
Complaint Type	Total Open	1-15 Days	16-30 Days	31 - 45 days	46-60 Days	60 - 180 Days	More than 180 Days
Allotment of seats - berths by train staff	0	0	0	0	0	0	0
Bedroll Complaints	2	0	0	0	0	2	0
Booking of Luggage / Parcels	3	0	0	0	0	3	0
Bribery and corruption	3	0	0	0	0	3	0
Catering and Vending Services	19	0	0	0	0	19	0
Cleanliness at Station	38	0	0	0	0	38	0
Complaints related to Sleeper Class	1	0	0	0	0	1	0
Feedback&Suggestions	8	0	0	0	0	8	0
Improper behavior of commercial staff	88	1	0	0	0	87	0
Improper Behavior of non commercial staff	2	0	0	0	0	2	0
Improper behaviour of non railway staff	1	0	0	0	0	1	0
Maintenance / Cleanliness of coaches	4	0	0	0	0	4	0
Malfunctioning of Electrical Equipments	4	0	0	0	0	4	0
Misc. Cause	4	0	0	0	0	4	0
Multiple complaints	11	0	0	0	0	11	0

There is further drill down option at complaint type.

Bring the mouse at “ Improper behavior of commercial staff ” and press left button of mouse. It shows following drill down result.



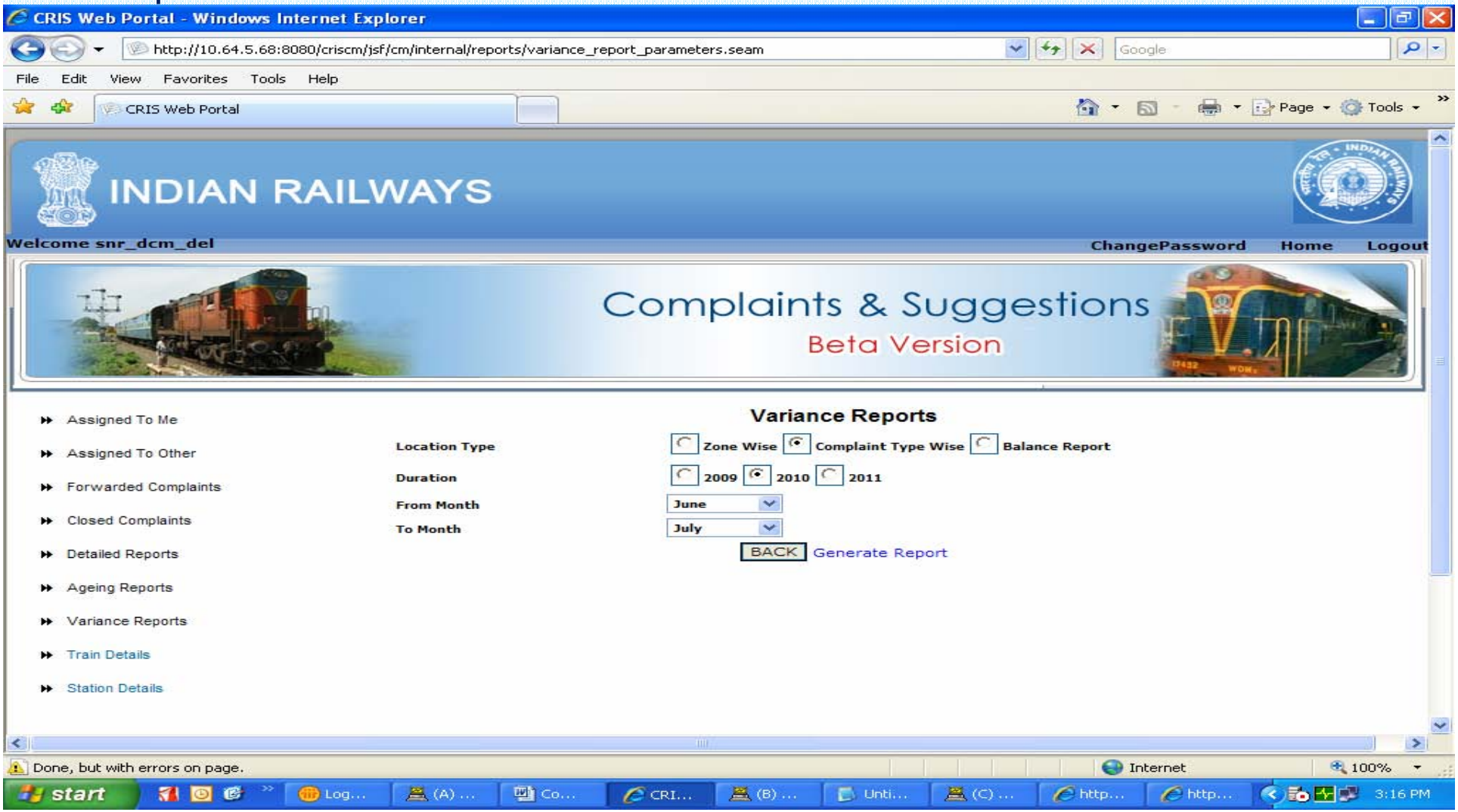
There is further drill down option at complaint type.e.g. bring the mouse on "**COMMERCIAL**" and press left button of mouse.



VARIANCE REPORT

comparative position of corresponding period of previous year

e.g. Select Year 2010 from June to July and press Generate Report



http://10.64.5.68:8080/criscm/jsf/cm/internal/reports/variance_report_parameters.seam - Windows Internet Explorer

http://10.64.5.68:8080/criscm/jsf/cm/internal/reports/variance_report_parameters.seam

Google

File Edit View Favorites Tools Help

http://10.64.5.68:8080/criscm/jsf/cm/internal/reports...

Page Tools

COMPARITIVE CAUSE-WISE POSITION OF NUMBER OF COMPLAINTS RECIEVED ON ZONAL RAILWAYS

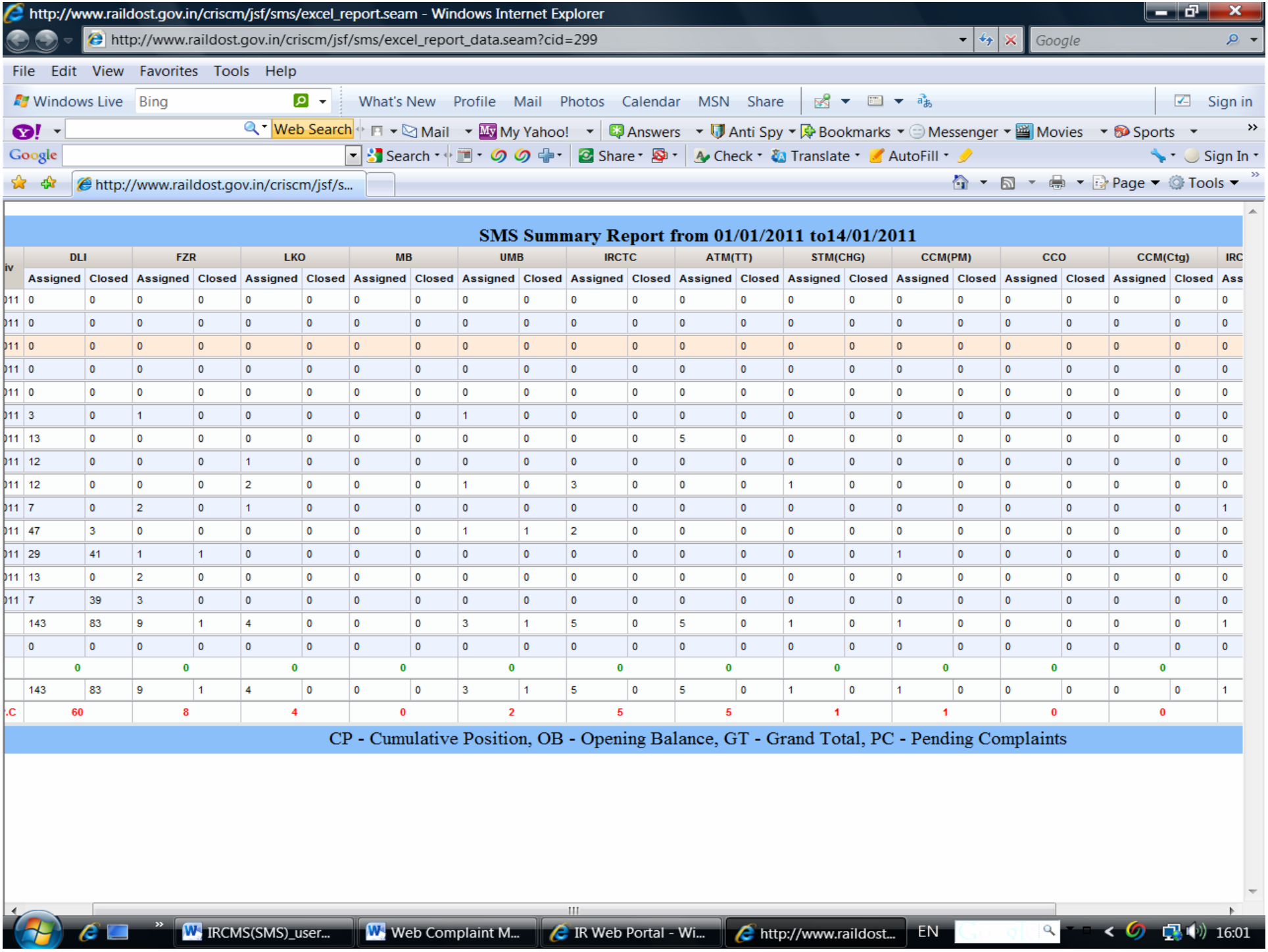
DURING THE PERIOD JUNE TO JULY 2009 AS COMPARED TO JUNE TO JULY 2010

GENERATED ON 22/11/2010 3.12 PM

S. NO.	Complaint Type	NO. OF COMPLAINTS RECEIVED		DIFFERENCE IN THE NUMBER OF CPMPLAINTS	PERCENTAGE VARIATION
		2009	2010		
1	Improper behavior of commercial staff	0	105	105	--
2	Improper Behavior of non commercial staff	0	1	1	--
3	Improper behaviour of non railway staff	0	2	2	--
4	Passenger Booking	0	10	10	--
5	Reservation Issues	0	25	25	--
6	Allotment of seats - berths by train staff	0	1	1	--
7	Refund against of tickets	0	6	6	--
8	Unauthorised passengers in coaches	0	3	3	--

Done Internet 100%

start Log... (A) ... Co... CRI... (B) ... Unti... (C) ... http... http... 3:16 PM

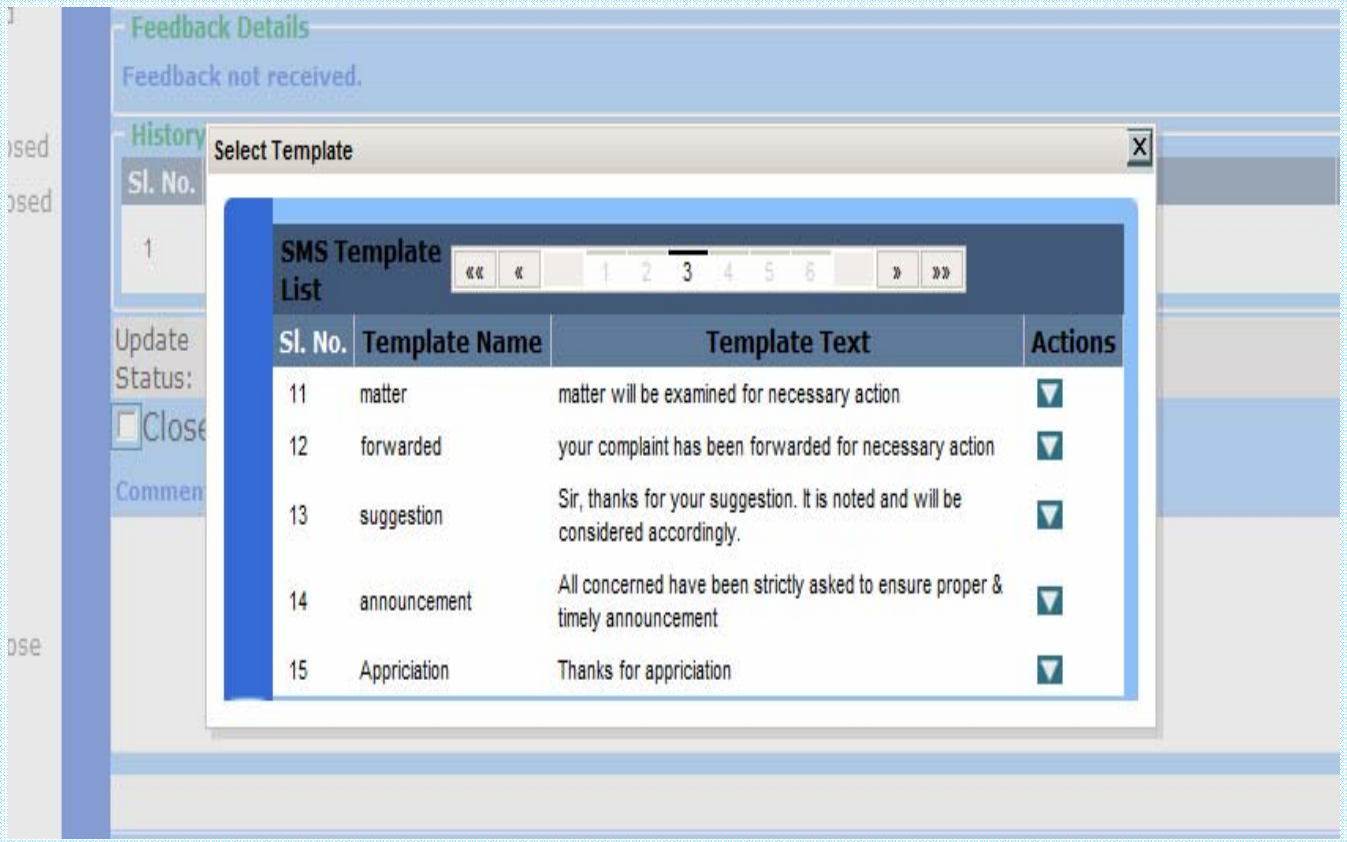


SMS Summary Report from 01/01/2011 to14/01/2011

iv	DLI		FZR		LKO		MB		UMB		IRCTC		ATM(TT)		STM(CHG)		CCM(PM)		CCO		CCM(Ctg)		IRC
	Assigned	Closed	Assigned	Closed	Assigned	Closed	Assigned	Closed	Assigned	Closed	Assigned	Closed	Assigned	Closed	Assigned	Closed	Assigned	Closed	Assigned	Closed	Assigned	Closed	Ass
011	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
011	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
011	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
011	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
011	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
011	3	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
011	13	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	0	0
011	12	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
011	12	0	0	0	2	0	0	0	1	0	3	0	0	0	1	0	0	0	0	0	0	0	0
011	7	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
011	47	3	0	0	0	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0
011	29	41	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
011	13	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
011	7	39	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	143	83	9	1	4	0	0	0	3	1	5	0	5	0	1	0	1	0	0	0	0	0	1
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0		0		0		0		0		0		0		0		0		0		0		
	143	83	9	1	4	0	0	0	3	1	5	0	5	0	1	0	1	0	0	0	0	0	1
.C	60		8		4		0		2		5		5		1		1		0		0		

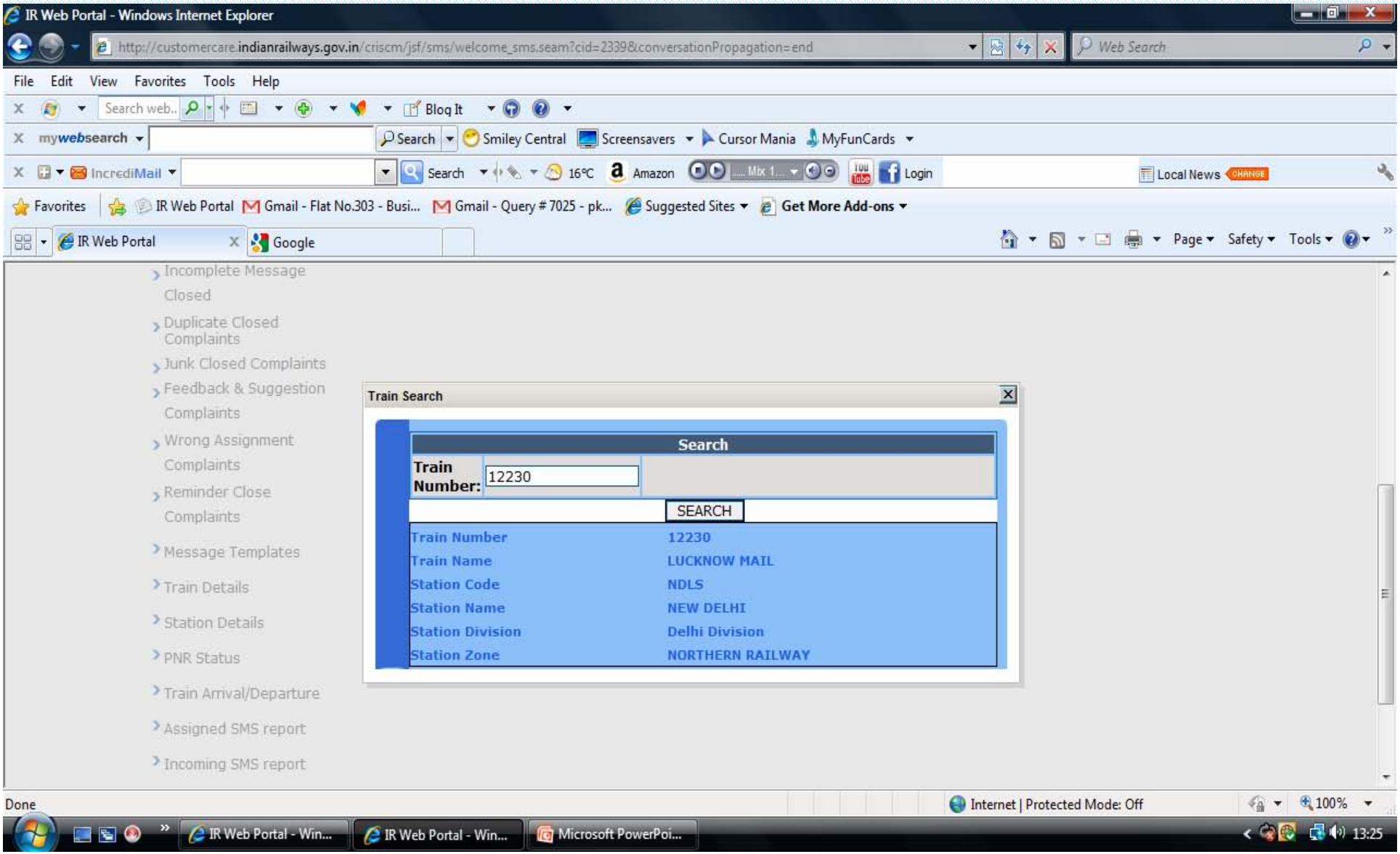
CP - Cumulative Position, OB - Opening Balance, GT - Grand Total, PC - Pending Complaints

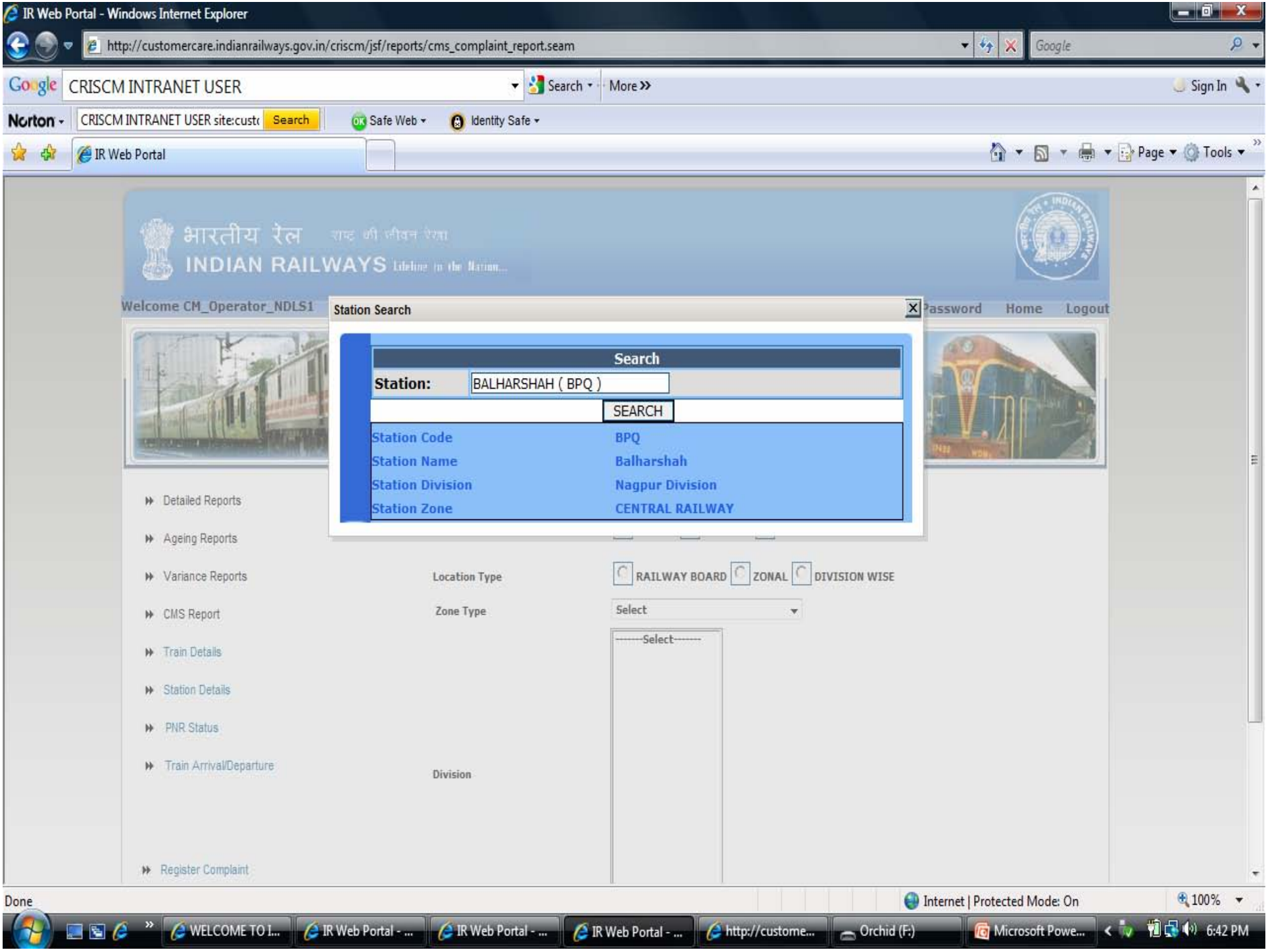
REPLY TEMPLATES



HELP INTERFACE

User has to enter the Train number and press the "**SEARCH**" button to get the Division and Zone based on the Train Starting Station




IR Web Portal - Windows Internet Explorer
http://customercare.indianrailways.gov.in/criscm/jsf/reports/cms_complaint_report.seam
CRISCM INTRANET USER
IR Web Portal
भारतीय रेल
INDIAN RAILWAYS
Welcome CM_Operator_NDLS1
Password
Home
Logout
Station Search
Search
Station: BALHARSHAH (BPQ)
SEARCH
Station Code BPQ
Station Name Balharshah
Station Division Nagpur Division
Station Zone CENTRAL RAILWAY
Detailed Reports
Ageing Reports
Variance Reports
CMS Report
Train Details
Station Details
PNR Status
Train Arrival/Departure
Register Complaint
Location Type
RAILWAY BOARD
ZONAL
DIVISION WISE
Zone Type
Select
-------Select-------
Division
Done
Internet | Protected Mode: On
100%
6:42 PM

THANKS
FOR YOUR ATTENTION

Good day !