GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAILWAY BOARD

No. 2016/EnHM/15/09 **Dated: 07.10.2021**

The General Manager,
All Zonal Railways

Sub: Discontinuation of Coach Mitra Grievance Redressal Mechanism.

Ref : Board's letter no. 2016/EnHM/15/09 dt. 30.07.2018.

Consequent to the launch of **'Rail Madad'** and to facilitate single interface to Railway passengers, it has been decided by Board (MTRS and MOBD) to discontinue grievances/complaints Redressal mechanism through **'Coach Mitra'**

However, the attendance module of **'Coach Mitra'** may be continued for internal department use.

Further necessary action including awareness of public to utilise Rail Madad (instead of Coach Mitra) may be taken accordingly.

7/10/21

(RAVI JAIN)
Executive Director
Mechanical Engg. (EnHM &Project)
Railway Board

Copy to:

- PCMEs/All Zonal Railways for kind information and necessary action please.

-GM/CRIS for kind information and necessary action please.