

**Government of India (Bharat Sarkar)**  
**Ministry of Railways (Rail Mantralaya)**  
**(Railway Board)**

No. 2019/PG/1/5/Review of RailMadad

New Delhi, dated: 23/08/2022

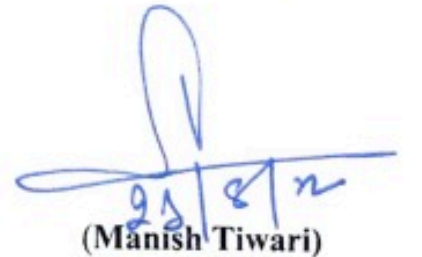
**General Manager(s)**  
**All Indian Railways**

**Sub: - RailMadad Zonal IDs validation**

With reference to the subject above, it has come to the notice of Railway Board that in some divisional controls either common RailMadad IDs are being used or members of staff share passwords with each other for complaint redressal. In view of the above, Zonal Railways are requested to pay special attention towards the following areas, in order to further enhance the security of RailMadad system :

1. Each RailMadad ID should be validated with updated/correct profile details i.e. Name, mobile number & email ID.
2. Branch officers should ensure that each user working on RailMadad, in their respective control offices, must have their own individual user IDs with verified details.
3. Also, if a user no longer works with RailMadad or has been transferred elsewhere, the user ID of that individual must be deleted immediately.

All concerned may kindly be advised.



**(Manish Tiwari)**  
**Executive Director/Public Grievance**  
**Railway Board**

**Copy to:**

**GM/WA/CRIS** – to make necessary changes in system for OTP based Zonal RailMadad admin logins.