Tap on app to tell metro rail your likes, dislikes

TIMES NEWS NETWORK

Chennai: If you feel stuffy inside a metro train, you could soon click on a star and let Chennai Metro Rail Ltd (CMRL) know that you are unhappy with the airconditioning units.

Metro rail is coming up with a star rating system for commuters to give feedback on various amenities in metro stations and trains. The existing CMRL mobile app will soon be upgraded with the new rating system.

"We have prepared a set of 10 questions related to our various passenger amenities.

Representative photo

TWO-WAY TRAFFIC: Metro rail will upgrade its mobile application to let commuters rate the services in a scale of one to five

Commuters will be able to rate them on a scale of 1 to 5, from very bad to very good, by clicking on the stars," an official said.

Commuters will be able to rate various services like timely arrival of trains, AC units in stations and trains, announcements and display on arrival of trains at the stations, cleanliness, and behaviour of the metro rail staff.

Every feedback will go into the server maintained at the CMRL head office in Koyambedu and if a problem is raised by a commuter, it will be escalated to the concerned department for action.

At present, the app has a link for commuters to type and send complaints. But CMRL officials find the system ineffective as many grievances are either unclear or incomplete.

"The format for sending complaints does not ask for phone numbers or email id of the commuter. So we are unable to revert back and it makes the passenger think we are not responding to their complaints," the official said.

The app, otherwise, provides commuters with information on train time, directions to stations, nearby landmarks and last-mile connectivity available at the stations.

CMRL will soon launch another complaint system in every station through which commuters can feed their grievances in a tab available with the station controller. The issue will be immediately sent to the concerned department for action.