Tap on tab, report metro rail problem

Device In Each Station To Aid Quick Disposal Of Complaints

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Chennai: Regular metro rail riders mostly use the transit system because its technology makes it fast and efficient. They're likely to find the practice of dropping a hand-written complaint in a box and waiting interminably for a response so passé.

Trust Chennai Metro Rail Ltd (CMRL) to be on the job. The builder-operator of the system plans to offer users a mobile app — via a tablet pla-ced in metro stations — that will allow officials to re-spond to complaints and take action to fix the problem in no time. The app will also help the firm automate ticket sales and revenue data.

CMRL has floated a ten-der to appoint a company to develop the app and software for the purpose. An official said the app will record a complaint and mark it to the department concerned in CMRL for immediate action and response.

"Complaints are now sent to the operations depart-ment where staff sort them out and forward them to the department that has to take action," the official said. "It takes one week to 10 days to initiate action. This annoys commuters."

With the app, all a com-muter needs to do is walk up to the station controller and request to file a complaint. The controller will hand the commuter a tab to quickly enter the complaint and con-tact information. The cont-roller will mark the compla-int to the department concer-ned, and the commuter will receive a heads-up as soon as action is taken.

A commuter may now make a handwritten compla-int and hand it over to the sta-tion controller, or register the matter on the CMRL mo-bile app. But this system has been ineffective because most complaints are vague or incomplete, officials said.

"Most complaints do not have the the complainant's contact number for us to cla-rify doubts," the official said. "This makes it difficult for us to act on a complaint."

"The app will have featu-res that allow us to automate ticket sales and revenue ge-neration at each station on a daily basis," he said. "We are also looking to develop and incorporate software into the system so station control-ler can enter details that can the finance department of CMRL can access."

Station controllers now submit handwritten revenue reports to CMRL. Staff com-pare and verify this data with automatic fare collection every day to calculate daily revenue. "The technology will save time and leave no room for manual error," another official said.

IN THE WORKS

- A mobile app to track commuter complaint and to take immediate action will be developed
- Commuters can ask controller at each station to file a complaint or give a feedback
- A tab will be given in which the grievance can be typed in along with details of the complainant
- The station controller will mark the complaint to the department concerned for action
- The app will also help keep track of ticket sales and revenue, which are at present manually fed

This system is expected to ensure a proper log of details of the commuter with the complaint, in a move to remove the vagueness that is seen in complaints made through the mobile app