

Rail Madad	Rail Sahayata
1. Manual Categorization	1. Auto Categorization
2. Upload file limit 5 MB	2. Auto compression file limit 5 MB
3. No suggestion	3. Complaint suggestion
4. Manual feedback rating	4. Auto (Smart) feedback rating [Time of completion, sentiment analysis]
5. Poor complaint tracking (ref. no. required)	5. Organised complaint section for tracking
6. Time consuming for registering complaint (select category, time & date, sub-category, etc...)	6. Not time consuming for registering complaint (Auto category, time & date, sub-category, etc...)
7. There is no provision to reopen the complaint if the complainant is not satisfied by the resolution provided by Railways	7. There is provision to reopen the complaint if the complainant is not satisfied by the resolution provided by Railways (by accessing complain history)
8. One cannot see their history of the lodged complaints	8. One can see their history of the lodged complaints
9. No prediction mechanism	9. AI model to predict recurring issues
10. Limited analytics	10. Auto performance monitoring and analytics
11. No staff training	11. Personalized staff training
12. No prioritization of complain	12. Prioritization on basis of severity