

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3361

ANSWERED ON:15.12.2005

RADICAL REFORMS IN TRAINS AND RAILWAY STATIONS

Pathak Shri Brajesh

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has issued instructions to the General Managers of the Railway Zones to introduce radical reforms in trains and railway stations and make foolproof arrangements of complaints redressal within stipulated time limit;

(b) if so, the details thereof;

(c) whether the Government is aware that despite the instructions, arrangements have not been made for redressal of complaints in various Zones; and

(d) if so, the corrective steps being taken in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a) to (d): As per instructions Commercial Control Rooms for redressal of public complaints are in place in Railway Divisions and Zonal Headquarters. These are already dealing with redressal of public grievances reported to them.