

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1444
ANSWERED ON:18.11.2010
COMPLAINTS AGAINST RAILWAYS EMPLOYEES
Mani Shri Jose K.;Sidhu Shri Navjot Singh

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways receive lot of complaints/grievance from Railway user regarding problems faced by them while travelling or loss of booked luggage or misbehaviour of Railway staff including RPF personnels;
- (b) if so, the number of complaints received during last one year, zone-wise;
- (c) number of complaints redressed out of lodged complaints, zone-wise;
- (d) steps being taken to make the Railway travelling user friendly;
- (e) whether there is any machinery to conduct surprise inspections in the RPF Stations; and
- (f) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS(SHRI K.H. MUNIYAPPA)

(a) to (f) : A statement is attached.

STATEMENT REFERRED TO IN REPLY IN PARTS (a) TO (f) OF UNSTARRED QUESTION NO. 1444 BY SHRI NAVJOT SINGH SIDHU AND SHRI JOSE K. MANI TO BE ANSWERED IN LOK SABHA ON 18.11.2010 REGARDING COMPLAINTS AGAINST RAILWAYS EMPLOYEES.

(a) Some complaints regarding booking, reservation, cleanliness and improper behaviour of staff are received.

(b) The number of complaints received during 2009-10 and during April to August, 2010 including the number of complaints brought forward from last year, zone-wise is as under:-

S.NO. RAILWAYS 2009-10 APRIL TO AUGUST, 2010

1. CENTRAL 4248 2048

2. EASTERN 1835 1029

3. NORTHERN 3279 878

4. NORTH EASTERN 679 317

5. NORTHEAST FRONTIER 910 324

6. SOUTHERN 1453 634

7. SOUTH CENTRAL 1126 596

8.	SOUTH EASTERN	774	339
9.	WESTERN	2705	1002
10.	EAST CENTRAL	1418	658
11.	EAST COAST	1424	563
12.	NORTH CENTRAL	1233	566
13.	NORTH WESTERN	901	355
14.	SOUTH EAST CENTRAL	746	346
15.	SOUTH WESTERN	1171	427
16.	WEST CENTRAL	809	348

(c) The number of complaints redressed during 2009-10 and during April to August, 2010, zone-wise is as under:-

S.NO. RAILWAYS 2009-10 APRIL TO AUGUST, 2010

1.	CENTRAL	4201	2035
2.	EASTERN	1761	1008
3.	NORTHERN	3258	869
4.	NORTH EASTERN	666	304
5.	NORTHEAST FRONTIER	580	298
6.	SOUTHERN	1435	612
7.	SOUTH CENTRAL	1103	550
8.	SOUTH EASTERN	761	330
9.	WESTERN	2698	1002
10.	EAST CENTRAL	1399	658
11.	EAST COAST	1420	563

12.	NORTH CENTRAL	1228	566
13.	NORTH WESTERN	887	355
14.	SOUTH EAST CENTRAL	744	346
15.	SOUTH WESTERN	1162	427
16.	WEST CENTRAL	805	348

(d) In order to improve customer services, additional counters are opened whenever required at Railway Stations. The reservation of tickets has also been made available through internet. Cleanliness at railway premises and in trains are monitored regularly. Customer care training is being imparted to improve the customer service and to bring a positive change in the behaviour of frontline staff. The staff wherever found responsible for any lapse is taken up under Disciplinary Rules. Scope for improvement always exists for any system and it is a continuing effort on the Railways' part to increase passenger satisfaction.

RPF staff deployed in trains and at stations are regularly briefed to be courteous with the passengers. They are counselled to assist passengers in case of any untoward incident. Complaints / grievances received are immediately looked into and stern action is taken against staff found responsible.

(e) and (f) Besides holding frequent surprise inspections and checkings of RPF Posts / Outposts, RPF officers conduct regular and periodical inspections to ensure staff discipline and to educate the staff about their duties and positive and friendly behaviour towards the Rail users.