

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:2850  
ANSWERED ON:18.08.2011  
GRIEVANCE REDRESSAL MECHANISM  
Reddy Shri Modugula Venugopala

**Will the Minister of RAILWAYS be pleased to state:**

- (a) the details of the existing mechanism for complaints/grievance redressal in the Railways, Zone-wise;
- (b) the details of existing system of dissemination of information in the Railways;
- (c) whether the existing system/mechanism has been found to be lacking in meeting the requirements of users;
- (d) if so, the details thereof and the reasons therefore; and
- (e) the steps taken/proposed to be taken to strengthen the mechanism/system to make it user-friendly?

**Answer**

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

(a) & (b): The mechanism of monitoring complaints and of grievance redressal existing on Railway, operates at different levels viz Stations, Divisions, Zonal Railway Headquarters and in the Railway Board as under:-

- (i) The Station Managers are nominated for redressal of complaints and Public Grievances at stations.
- (ii) Additional Divisional Railway Managers have been nominated as Public Grievance Redressal Officers at Division's level.
- (iii) Additional General Managers function as the Director of Public Grievances on Zonal Railways.
- (iv) An Executive Director coordinates the subject in the Railway Board and monitors performance of Zonal Railways periodically.

Periodical meetings with Divisional Officers and Station Managers are held in this regard.

(c): No, Madam. Redressal of Public Grievances is an important thrust area with the Government of India and the Ministry of Railways. All efforts are made to ensure that the Public Grievances Redressal Machinery on Zonal Railways is effective.

(d): Does not arise.

(e): Periodic review of the Public Grievance Redressal Mechanism is done in regular Coordination Meetings with Zonal Railways by Railway Board.

Periodic meetings are separately held by Senior Officers at Zonal Railway Headquarters and Divisional levels in order to mitigate public complaints.