

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:5504

ANSWERED ON:27.04.2015

RAILWAY MOBILE APP

Gavit Dr. Heena Vijaykumar;Mahadik Shri Dhananjay Bhimrao;Patil Shri Vijaysinh Mohite;Radhakrishnan Shri T.;Satav Shri Rajeev Shankarrao;Sule Smt. Supriya Sadanand

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have launched a mobile phone App and an online portal in Hindi and other regional languages with a view to providing customers a forum to lodge complaints;
- (b) if so, the details thereof along with the languages in which the said facility has been made available;
- (c) whether the Railways have set any time-frame to redress such complaints and if so, the details thereof;
- (d) whether the passengers can also use this online portal to send their suggestions for improving Railway services and if so, the details thereof; and
- (e) the steps taken/being taken by the Railways to popularize the said portal through advertising on social networking sites and other platforms?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA)

- (a) and (b) Yes, Madam. A portal on Complaint Management was launched on 2nd March, 2015 both in English and Hindi. However, the mobile application which was launched on same day is available only in English on Android platform.
- (c) The public complaints and suggestions are being monitored on a real time basis. Necessary instructions have been issued to concerned officials to finalize the complaints at the earliest. However, no time frame has been set to redress the complaints.
- (d) Bonafide passengers can send their valuable suggestions also through this newly launched portal.
- (e) The details of the Railway Mobile App have been given wide publicity through Indian Railways' Press Release, sharing the details on Indian Railways social networking sites such as Facebook and twitter with URL Rail Min India were also used to publicize this app.