

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:548

ANSWERED ON:20.07.2016

Third Party Survey of Passenger Amenities

Adsul Shri Anandrao ;Patil Shri Shivaji Adhalrao;Shrirang Shri Chandu Barne;Yadav Shri Dharmendra

Will the Minister of RAILWAYS be pleased to state:

- (a) whether as per a recently published Government report, his Ministry has paid the least attention to passenger amenities and if so, the reasons therefor;
- (b) whether the Government proposes to get a third party survey conducted in this regard;
- (c) if so, the details thereof; and
- (d) the details of the improvements proposed to be effected by the Government in its present system of functioning to ensure consumer satisfaction?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE)
OF THE MINISTRY OF COMMUNICATIONS AND
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a): Ministry of Railways is not aware of any such report.

(b) & (c) : At present, there is no proposal to conduct any survey through a third party. However, inspections are conducted by Service Improvement Group (SIG), Passenger Amenity Committee (PAC) & Passenger Services Committee (PSC) to improve and maintain stations and remedial measures are taken as and when deficiencies are noted.

(d): Government has set up different channels for registering passenger complaints/grievances namely, Complaint Books at the Stations and in trains, May I help you booths and Counters at Stations, all India Help line no.-138, CPGRAMS, COMS, Social Media etc. Large numbers of complaints are received through these channels which are sent to concerned authorities for prompt and satisfactory redressal. Zonal Railways have been advised to develop Customer Commitment check as guidelines for railwaymen to strive for Customer Satisfaction.
