

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:742
ANSWERED ON:27.11.2014
COMPLAINTS LODGED BY THE PASSENGERS
Khadse Smt. Raksha Nikhil

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of complaints lodged by the passengers onboard trains during travel in the country including Mumbai- Manmad- Bhusawal-Itarsi-Bhopal-Agra-New Delhi route during the current year;
- (b) the number of complaints attended to and the services rectified as a result thereof;
- (c) the number of complaints yet to be disposed of along with the reasons therefor; and
- (d) the time by which these complaints are likely to disposed of?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA)
(a) to (d) : A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO.742 BY SHRIMATI RAKSHATAI KHADSE TO BE ANSWERED IN LOK SABHA ON 27.11.2014 REGARDING COMPLAINTS LODGED BY THE PASSENGERS.

(a) to (d) : A statement showing the zone-wise number of complaints including Mumbai-Manmad-Bhusawal-Itarsi- Bhopal-Agra-New Delhi routes, lodged by the passengers onboard during the current year, the number of complaints disposed of, number of complaints that remain to be disposed of, reasons for their non-disposal and expected time of disposal is given in the Appendix.