

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3497
ANSWERED ON:15.12.2014
DISPOSAL OF COMPLAINTS IN RAILWAYS
Kaswan Shri Rahul

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have set up any system in which the complaints can be filed in the complaint book available with the Station Master;
- (b) If so, the number of complaints recorded in the north-west railway during the previous year and the number of complaints out of them disposed of, so far;
- (c) whether the Railways have laid down any policy for quick disposal of all kinds of complaints;
- (d) if so, the details thereof; and if not, the reasons therefor; and
- (e) the steps taken by the Railways in this regard?

Answer

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

(a) : Yes, Madam.

(b) : The number of complaints recorded and disposed on North Western Railway during the previous year and current year so far, is as under:-

| Period | Complaints received including forward | Complaints brought disposed of | Complaints |
|--------|---------------------------------------|--------------------------------|------------|
|--------|---------------------------------------|--------------------------------|------------|

| | | | |
|-----------------------------|-----|-----|--|
| 2013-14 | 379 | 378 | |
| 2014-15 (upto October, 2014 | 196 | 196 | |

(c) and (d) : Yes, Madam. Instructions are issued to the Zonal Railways from time to time regarding provision of complaint book in trains and at stations and quick action for disposal of complaints recorded therein.

(e) : The mechanism of monitoring complaints and of grievance redressal existing on Indian Railways, operates at different levels viz Stations, Divisions, Zonal Railway Headquarters and the Railway Board. In addition, Helpline Numbers have also been provided by the Zonal Railways on their websites for the benefit of bonafide passengers. The Station Managers are nominated for redressal of complaints and Public Grievances at stations. Additional Divisional Railway Managers have been nominated as Public Grievance Redressal Officers at Division's level. Additional General Managers function as the Director of Public Grievances on Zonal Railways. An Executive Director coordinates the subject in the Railway Board and monitors performance of Zonal Railways on a regular basis. Periodical meetings are also held to review the status of disposal of complaints.