

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS

**RAJYA SABHA**  
**STARRED QUESTION NO. 213**  
**ANSWERED ON 08.08.2025**

**CONSUMER ADVISORY COMMITTEE MEETINGS AT ZONAL AND DIVISIONAL LEVELS**

\*213 # DR. BHIM SINGH:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that as per Railway Board guidelines, Consumer Advisory Committee meetings should be held at least twice a year at Zonal and Divisional levels;
- (b) if so, the reasons for no Zonal and Divisional meeting being held in East Central Railway and Danapur Division during the last one year; and
- (c) whether this negligence is a violation of the principles of consumer participation and transparency, if so, the details of the action proposed against responsible officials for this?

**ANSWER**

MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND  
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a) to (c): A Statement is laid on the Table of the House.

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF STARRED QUESTION NO. 213 BY DR. BHIM SINGH ANSWERED IN RAJYA SABHA ON 08.08.2025 REGARDING CONSUMER ADVISORY COMMITTEE MEETINGS AT ZONAL AND DIVISIONAL LEVELS**

(a) to (c): With a view to securing better representation of Railway Users' and affording more frequent opportunities for consultation between Railway Administration and users on matters relating to the services provided by Railways and means of improving the efficiency of such service, Government has established Divisional Railway Users' Consultative Committees (DRUCCs) and Zonal Railway Users' Consultative Committees (ZRUCCs) at Divisional and Zonal level respectively.

ZRUCCs have been reconstituted for a period of two years w.e.f. 01.10.2024 to 30.09.2026 & DRUCCs have been reconstituted for a period of two years w.e.f. 16.08.2024 to 15.08.2026. At the time of reconstitution of these committees, names of representatives to be nominated from various categories viz. Members of Legislatures of State Government, representatives of State Government, Chambers of Commerce, Consumer Protection Organization, etc. are called for.

As per extant provisions, ordinarily three meetings of each DRUCC and ZRUCC should be held in a year. The meeting of ZRUCC/East Central Railway has been fixed for 28.08.2025 whereas the meeting of DRUCC/Danapur has been fixed for 20.08.2025. The meetings of these committees could not be held earlier as the composition of the committee was not complete and the names of representatives under certain categories were awaited.

All efforts are made to hold the meetings of Users' Consultative Committees as per schedule, however, at times, due to various reasons as mentioned below, it is not feasible to hold these meetings as per schedule: -

- i. Imposition of Model Code of Conduct on account of announcement of Elections.
- ii. The condition of non-holding of ZRUCC meetings during Parliamentary Sessions.
- iii. Non receipt of names of representatives under certain categories.
- iv. Receiving of names of Members of Parliament from Ministry of Parliamentary Affairs for nomination on various Consultative Committees.
- v. Other reasons including unforeseen circumstances.

However, instructions have been reiterated to all zonal Railways to hold these meetings as per schedule.

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