

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 2335**  
**ANSWERED ON 08.08.2025**

**FEEDBACK AND GRIEVANCE REDRESSAL MECHANISM IN RAILWAYS**

2335 # SMT. SUNETRA AJIT PAWAR:

Will the Minister of RAILWAYS be pleased to state:

- (a) the mechanisms in place to ensure meaningful public consultation and to gather feedback from common citizens, passengers and local communities during the formulation of new development policies and planning of major projects;
- (b) the extent to which the existing grievance redressal mechanisms are accessible and effective for common man facing issues related to railway services, project impacts or fare policies;
- (c) the average time taken for resolution of such complaints; and
- (d) the steps being taken to ensure transparency in the allocation of funds, tender process and progress of railway development projects, particularly those which directly affect the common man?

**ANSWER**

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

(SHRI ASHWINI VAISHNAW)

(a) to (d): 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, Railway Users' Consultative Committee/Council are generally constituted at different levels as mentioned below:-

- i. Railway Users' Consultative Committees at the Divisional levels i.e. Divisional Railway Users' Consultative Committees (DRUCCs);
- ii. Zonal Railway Users Consultative Committee at the headquarters of each Railway i.e. Zonal Railway Users' Consultative Committees (ZRUCCs);

- iii. Konkan Railway Users' Consultative Committee (KRUCC) at Konkan Railway;
- iv. Metro Railway Users' Consultative Committee (MRUCC) at Metro Railway, Kolkata;
- v. Suburban Railway Users' Consultative Committee (SRUCC) at the headquarters of each of the six Railways having separately defined suburban section i.e., Central, Eastern, Southern, South Central, South Eastern & Western Railways;
- vi. Station Consultative Committees (SCCs).

On these committees/council, various interest groups are given representation viz. Chamber of Commerce, Local Trade Association, Registered Passenger Associations, Members of Legislatures of different States, State Government representatives, representatives of Members of Parliament/Union Ministers, special interest nominees, etc. Members of Parliament themselves are also nominated on some committees on the recommendation of Ministry of Parliamentary Affairs.

The Railway Users' Consultative Committees at various levels inter-alia consider matters relating to provision of passenger amenities, proposal regarding opening of new stations, arrangements regarding time table, improvement of passenger services and facilities provided by the Railways, any subject of general public interest or public convenience or such matters affecting the passenger services and facilities.

'RailMadad' is Indian Railway grievance redressal mechanism that provides passengers an integrated platform for grievances redressal, if they face issues related to railway services. On RailMadad, a grievance/assistance/inquiry can be lodged through multiple channels i.e. helpline number – 139, RailMadad Web, App& SMS and it is resolved in real time by auto forwarding to the concerned officials.

Further, Railways has recently launched a comprehensive App, i.e. RailOne, for consolidating all public services into a single, user-friendly platform. Services like Ticket Booking, PNR status, live train running, RailMadad, etc. can be accessed through RailOne App.

The RailMadad section is available on home screen of the RailOne App, providing direct access to all RailMadad related services such as lodging grievances, tracking status and submitting feedback ratings. Additionally, the Rail Anubhav platform can also be accessed through the RailOne App.

Sanctioning and execution of works related to various projects is a continuous and ongoing process on Indian Railways. Such works are prioritized taking into account various factors like

demand from general public, its impact on safety and mobility in train operations, impact on users, etc.

Towards transparency in allocation of tenders, various steps have been taken, some of which are:-

- E-Procurement
- Providing all information related to tenders, awarded contracts in public domain.
- Standardization of tender documents, wherever applicable, and its availability in public domain.

Taking such steps to improve transparency is a continuous and ongoing exercise.

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