

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 1963
TO BE ANSWERED ON 07.03.2018**

GRIEVANCE PORTAL IN RAILWAYS

**†1963. SHRI OM PRAKASH YADAV:
SHRI NAGAR RODMAL:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government is going to launch any such portal for the railway personnel through which they can make complaints regarding shortcomings in the railways without revealing their identity;**
- (b) if so, the details thereof; and**
- (c) the number and details of the complaints received by the Government through such portal in the States of Madhya Pradesh and Bihar?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(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 UNSTARRED QUESTION NO. 1963 BY SHRI OM PRAKASH YADAV AND SHRI NAGAR RODMAL TO BE ANSWERED IN LOK SABHA ON 07.03.2018 REGARDING GRIEVANCE PORTAL IN RAILWAYS

(a)&(b): Indian Railways have launched a web based 'Voluntary Safety Reporting System' in the month of February 2018 for reporting of potential unsafe practices noticed by the Railway employees.

(c): Indian Railways does not maintain State-wise details of the data reported on the portal; however the cases reported over Zonal Railways covering the States of Madhya Pradesh and Bihar are as under:

| Zonal Railways | Number of cases (upto 28.02.2018) |
|-----------------------------------|--|
| North Central Railway | 2 |
| South Central Railway | 15 |
| South East Central Railway | 9 |
| West Central Railway | 13 |
| Central Railway | 18 |
| Western Railway | 22 |
| Eastern Railway | 7 |
| East Central Railway | 7 |
| Northeast Frontier Railway | 24 |
