

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 4308  
TO BE ANSWERED ON 21.03.2018**

**INSPECTION OF STATIONS BY OFFICERS**

**† 4308. SHRI KAPIL MORESHWAR PATIL:**

**Will the Minister of RAILWAYS be pleased to state:**

**(a) whether the Railways proposes to send any team of officers for inspection of railway stations in Maharashtra in order to resolve on the spot problems of passengers by talking with them;**

**(b) if so, the outcome thereof; and**

**(c) the follow-up action taken by the Railways in this regard till date?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF RAILWAYS**

**(SHRI RAJEN GOHAIN)**

**(a) to (c) There is already a well established mechanism in the Railways to address the issues regarding resolving the grievances of passengers on daily basis. Railway officers and supervisors do conduct regular inspection in order to resolve problems. In addition, All India Helpline No. 138, Twitter Handle @RailMinIndia are also available for lodging complaints by passengers which are forwarded to concerned authority for redressal and are resolved immediately. Certain grievances which cannot be resolved on the spot are addressed in due course of time through well established mechanism. The grievances of the passengers are taken care of by existing mechanism which is considered adequate.**

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