

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 6179
TO BE ANSWERED ON 04.04.2018**

REDRESSAL OF PUBLIC GRIEVANCES

6179. ADV. NARENDRA KESHAV SAWAIKAR:

Will the Minister of RAILWAYS be pleased to state:

(a) whether there are lot of complaints/grievances from the public about various railway projects and if so, the details thereof; and

(b) whether the Government has adequate mechanism for the redressal of public grievances and if so, the details thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) & (b): Proposals/suggestions/representations/complaints, both formal and informal, regarding Railway projects concerning New Line, Gauge Conversion and Doubling are received from State Governments, Ministries of Central Government, elected representatives, organisations/public etc. by Railways at various levels including Railway Board, Zonal Railways, Divisional Office etc. As receipt of such proposals/complaints/suggestions is a continuous and dynamic process, centralised compendium of such requests is not maintained. However, to redress the grievances, well established mechanism does exist at different levels starting from field units, Zonal Railways, Ministry of Railways etc.

Government has set up different channels of registering passengers complaints/grievances namely, Complaint Books at the Stations and in trains, May I help you booth/Counters at Stations, All India Help line No.138, Centralized Public Grievance Redress And Monitoring System (CPGRAMS), Complaint Management System (COMS), Social Media etc. Large numbers of complaints are received through these channels which are sent to concerned authorities for prompt and speedy redressal.
