

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 2381  
TO BE ANSWERED ON 01.08.2018**

**COMPLAINTS THROUGH TWITTER**

**†2381. SHRIMATI RITI PATHAK:**

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

- (a) whether complaints received by the Railways from passengers by way of Twitter are being resolved on urgent basis and the complaints received from other modes are not paid any attention and if so, the reasons therefor;**
- (b) whether the passengers not using Twitter are not entitled to receive any help from the Railways; and**
- (c) if not, the names of such modes other than Twitter through which one can communicate with the Railways and seek immediate assistance in case of need?**

**ANSWER**

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

**(SHRI RAJEN GOHAIN)**

**(a): There is a well established mechanism in the Railways to address the issues regarding resolving the grievances of passengers on daily basis. Large numbers of complaints are received through various channels which are sent to concerned authorities for prompt and speedy redressal. All complaints received from any mode are treated on urgent basis for resolution.**

**(b): Does not arise.**

**(c): 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).**

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