

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

LOK SABHA

**UNSTARRED QUESTION NO. 3506
TO BE ANSWERED ON 02.01.2019**

REDRESSAL OF PROBLEMS IN TRAINS

**† 3506. SHRI NAGAR RODMAL:
SHRI JANARDAN MISHRA:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government has worked out any plan/made arrangement for redressal of problems of passengers in running trains;**
- (b) if so, the manner in which these problems are likely to be solved instantly along with the details thereof; and**
- (c) the number of cases solved instantly during the current year, so far?**

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.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF UNSTARRED QUESTION NO. 3506 BY SHRI NAGAR RODMAL AND SHRI JANARDAN MISHRA TO BE ANSWERED IN LOK SABHA ON 02.01.2019 REGARDING REDRESSAL OF PROBLEMS IN TRAINS

(a) There is a well-established mechanism in Railways to redress grievances of passengers. Train passengers can lodge complaints/grievances through the following modes :-

- **Complaint Books at Stations and in trains**
- **'May I help you' Counters at Stations**
- **All India Helpline Number :138**
- **Catering complaint Number: -1800111321**
- **Security helpline Number: -182**
- **SMS facility ('Clean my Coach) on 58888 to complaint against dirty coaches**
- **Centralized Public Grievance Redress And Monitoring System (CPGRAMS)**
- **Complaint Management System (CoMS)**
- **Social Media.**

Complaints received from all channels are treated on urgent basis for resolution. All efforts are made by Railway staff to redress complaints of on-board passengers, by coordinating with other departments. Recently, Railways has also introduced the concept of Train Captain who is responsible for coordinating the entire onboard team and to facilitate all services during the complete journey of the train. All on-board railway personnel and supervisors of all outsourced agencies are required to report to the Train Captain for effective control & supervision and to

ensure improvement in on-board services offered by Railways. Similarly, at stations, efforts are made by the custodians of Complaint Book to redress grievances. Complaints are logged only when it is not possible to redress them at the time of registration itself. Such complaints are resolved subsequently.

(b) The above channels of complaints can be used both by on-board passengers as well as those on the station.

(c) No separate data is maintained for redressed grievances of on-board passengers. Numbers of grievances redressed on various channels from January-November 2018 are as under:

Channel of Complaint	Complaints Resolved
CPGRAMS	40,664
COMS	49,129
TWITTER	20,140
138	32,198
182	46,305
Coach Mitra -SMS	46,300
Catering- 1800111321	1,559
