

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 714
TO BE ANSWERED ON 26.06.2019**

COMPLAINTS REGARDING RAILWAY FACILITIES

†714. SHRI CHANDRA PRAKASH JOSHI:

Will the Minister of RAILWAYS be pleased to state:

(a) the total number of complaints received on social websites by the Railways regarding railway services/facilities and the number of complaints which have been redressed during the last three years and the current year;

(b) whether the Government has identified zone-wise such areas from where maximum complaints had been received through social websites during the said period;

(c) if so, the details thereof;

(d) whether the Railways propose to set up a separate cell in this regard where proper redressal of complaints can take place in view of rising trend of social websites; and

(e) if so, the details thereof?

ANSWER

**MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY
(SHRI PIYUSH GOYAL)**

(a) to (e): A Statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO.714 BY SHRI CHANDRA PRAKASH JOSHI TO BE ANSWERED IN LOK SABHA ON 26.06.2019 REGARDING COMPLAINTS REGARDING RAILWAY FACILITIES

(a) :

Year	Complaints received	Positive feedback received on
2016-17	1,71,109	1,00,588
2017-18	2,79,376	1,85,353
2018-19	2,47,546	1,90,842
2019-20* * Apr-Jun 19	64,051	35,508

(However, there are many instances when positive feedback is not received, even though complaints have been resolved). These figures are not available and therefore not reflected above.

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(b) and (c): Yes, Sir.

Zonal Railway	2017-18	2018-19	2019-20 (Upto 15th June)
Central Railway	14,860	16,705	4,779
East Central Railway	10,849	13,845	4,787
East Coast Railway	3,232	4,749	1,726
Eastern Railway	5,160	7,214	2,041
IRCTC	9,062	15,435	4,502
Konkan Railway	856	808	241
North Central Railway	12,641	14,582	4,034
North Eastern Railway	6,116	8,257	2,602
North Western Railway	4,496	6,275	1,966
Northeast Frontier Railway	3,287	4,717	1,626
Northern Railway	26,368	30,837	8,591
South Central Railway	5,769	7,406	2,311
South East Central Railway	2,194	2,933	901
South Eastern Railway	3,116	5,092	1,862
South Western Railway	3,509	4,601	1,783
Southern Railway	5,170	6,433	1,968
West Central Railway	6,825	8,912	2,721
Western Railway	12,196	15,168	4,102
Zones not filled	1,43,670	73,577	11,508
Total	2,79,376	2,47,546	64,051

(Zonewise data for 2016-17 is not available)

(d) & (e): A customer Complaint Management Cell is functioning round-the-clock at the level of Railway Board since 2016 to handle complaints received on social media i.e. Twitter and Facebook.