

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 990  
TO BE ANSWERED ON 08.02.2023**

**STUDY ON SPECIFIC NEEDS OF RAILWAY PASSENGERS**

**990. DR. SANJEEV KUMAR SINGARI:**

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

- (a) whether the Government has conducted any study or survey to understand the specific needs of the railway passengers;**
- (b) if so, the details thereof and the steps taken in response to the findings;**
- (c) if not, the reasons therefor;**
- (d) whether the Government has undertaken any initiatives to obtain feedback and suggestions from railway passengers; and**
- (e) if so, the details thereof and if not, the reasons therefor?**

**ANSWER**

**MINISTER OF RAILWAYS, COMMUNICATIONS AND  
ELECTRONICS & INFORMATION TECHNOLOGY**

**(SHRI ASHWINI VAISHNAW)**

**(a) to (c): Indian Railways continuously endeavor to provide better passenger services for the convenience of travelling passengers. Passenger feedback on grievances resolved and suggestions are received through various channels including social media platforms, RailMadad etc. In addition, Railway officers/officials while doing onboard/station inspections do interact with passengers. Improvement in passenger services based upon passenger feedback is a continuous and ongoing process.**

**(d) & (e): There is an existing system of receiving feedback from railway passengers about resolution of their grievances on Indian Railways grievance redressal portal - RailMadad. In addition, railway passengers/general public can also give suggestions on RailMadad portal which are auto-assigned to concerned authorities.**

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