

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 2588
TO BE ANSWERED ON 11.12.2024**

CUSTOMER CARE CENTRE FOR COMPLAINTS

†2588. SHRI ABHAY KUMAR SINHA:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government proposes to set up any customer care centre to address the complaints of the passengers;**
- (b) if so, the time by which it is likely to be setup and if not, the reasons therefor;**
- (c) whether any customer complaints mechanism is in existence;**
- (d) if so, the number of complaints received during the last two years; and**
- (e) the number of complaints disposed of successfully along with the details thereof?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (e): RailMadad is Indian Railways grievance redressal mechanism that provides passengers an integrated platform for grievances, assistance and inquiry. In RailMadad, a grievance/assistance/inquiry can be lodged through multiple channels i.e. Helpline number-139, RailMadad Web, App, SMS as well as through Social Media (Twitter and Facebook). In FY 2022-23, 99.99% of grievances were resolved. In FY 2023-24, 99.98% of grievances were resolved. In addition to this, 1,43,728 assistance in FY 2022-23 and 2,29,966 assistance in FY 2023-24 were provided to passengers through RailMadad.
