

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.2277
TO BE ANSWERED ON 03.08.2015**

GRIEVANCE REDRESSAL IN RAILWAYS

2277. SHRI NALIN KUMAR KATEEL:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have adopted any mechanism for redressal of the grievances of train passengers and if so, the details thereof;**
- (b) the number of complaints received from the passengers relating to poor quality of catering services etc. during the last three years, category-wise and year-wise; and**
- (c) the steps taken by the Railways for disposal of such complaints/grievances?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

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

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF UNSTARRED QUESTION NO.2277 BY SHRI NALIN KUMAR KATEEL TO BE ANSWERED IN LOK SABHA ON 03.08.2015 REGARDING GRIEVANCE REDRESSAL IN RAILWAYS

(a) Yes, Madam. The mechanism of monitoring complaints and of grievance redressal existing on Indian Railways, operates at different levels viz Stations, Divisions, Zonal Railway Headquarters and the Railway Board. The Station Managers are nominated for redressal of complaints and Public Grievances at stations. Additional Divisional Railway Managers have been nominated as Public Grievance Redressal Officers at Division's level. Additional General Managers function as the Director of Public Grievances on Zonal Railways. An Executive Director coordinates the subject in the Railway Board and monitors performance of Zonal Railways on a regular basis. Besides, a new Complaint Management System (COMS) portal has been launched by Hon'ble Minister of Railways on 02.03.2015 which consists of the following application:-

- A mobile app based complaints and suggestions application (currently on the android platform)**
- A web based complaints and suggestions application on URL www.coms.indianrailways.gov.in**

- An SMS based complaints and suggestions application on the number 9717630982.

(b) The number of complaints received from the passengers relating to poor quality of catering services etc. during the last three years, category-wise and year-wise are as under:-

Year	Type of unit	Number of complaints related to poor quality of catering services
2012 (01.01.2012 to 31.12.2012)	Mobile	1536
	Static	124
	Total	1660
2013 (01.01.2013 to 31.12.2013)	Mobile	2557
	Static	167
	Total	2724
2014 (01.01.2014 to 31.12.2014)	Mobile	2845
	Static	141
	Total	2986
2015 (01.01.2015 to 30.06.2015)	Mobile	1377
	Static	100
	Total	1477

(‘Mobile’ refers to complaints related to Pantry cars in trains and ‘Static’ refers to catering units like refreshments rooms, Food Plazas, Tea/Food Stalls etc. at stations).

(c)Improvement of catering services is an on-going process. Steps taken/being taken to further improve the catering services include

(i) Third Party Audit of catering services to be conducted at periodic intervals by independent and reputed auditing agencies accredited by NABCB (National Accreditation Board for Certification Bodies) as empanelled by the Zonal Railways. (ii) Introduction of E-Catering so that passengers can book the food of their choice through internet. (iii) A centralized Catering Service Monitoring Cell (CSMC) has been set up having a toll free number 1800-111-321 for prompt redressal of the passenger grievances related to the catering activities for real time assistance to travelling public. (iv) Imposition of stringent punitive action including heavy penalties in case of deficiencies in services. (v) A fine of ₹ 1,68,38,100/- has been imposed on the service providers by Zonal Railways in 2123 cases between 18.01.2013 till 30.06.2015 including termination of contracts in 15 cases during the last three years.

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