

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.3375
TO BE ANSWERED ON 10.08.2015**

RAILWAYS INTERACTIVE VOICE RESPONSE SYSTEM

**3375. SHRI ASHOK SHANKARRAO CHAVAN:
SHRI GAJANAN KIRTIKAR:
KUNWAR HARIBANSH SINGH:
SHRI SUDHEER GUPTA:
SHRI B. VINOD KUMAR:
DR. SUNIL BALIRAM GAIKWAD:
ADV. M. UDHAYAKUMAR:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have started collecting feedback from the rail passengers through their newly launched Interactive Voice Response System (IVRS) relating to the basic amenities provided in trains and at railway stations and if so, the details thereof;**
- (b) the number of calls made to the passengers daily under the system;**
- (c) the details of the feedback received from the passengers, train and station-wise; and**
- (d) the corrective measures taken/being taken by the Railways on the basis of feedback received so far?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

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

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO.3375 BY SHRI ASHOK SHANKARRAO CHAVAN, SHRI GAJANAN KIRTIKAR, KUNWAR HARIBANSH SINGH, SHRI SUDHEER GUPTA, SHRI B. VINOD KUMAR, DR. SUNIL BALIRAM GAIKWAD AND ADV. M. UDHAYAKUAR TO BE ANSWERED IN LOK SABHA ON 10.08.2015 REGARDING RAILWAYS INTERACTIVE VOICE RESPONSE SYSTEM

(a) Yes, Madam. A Passenger Feedback System through Interactive Voice Response System (IVRS) has been started by Indian Railways through Indian Railway Catering and Tourism Corporation Limited (IRCTC) with effect from 01.07.2015 on all Mail/Express and Superfast trains over Indian Railways' system. This Passenger Feedback System consists of the six areas for which a set of two questions is asked from bonafide passengers. The six areas on which questions are asked are as under:-

- i) Train Cleanliness**
- ii) Platform Cleanliness at Railway Stations**
- iii) Quality of food served to passengers in trains**
- iv) Quality of Bed Rolls supplied to passengers in Air conditioned coaches**
- v) Train Punctuality**
- vi) Cooling of ACs in coaches.**

Passengers are requested to provide their feedback on the aforesaid amenities in three categories, i.e. (1) Good (2) Satisfactory (3) Bad.

(b) Since 01.07.2015, out of a total of 3,89,342 calls that were made on an average daily basis to passengers, the solicited feedback was received in 99,312 calls on an average daily basis.

(c) Train-wise and/or Station-wise feedback are not compiled at present. Distribution of the overall feedback received from passengers is given as under:-

Total calls matured on an average per day	99312	Marks obtained*
Total Responses	99312x2=198624	198624x2=397248
Good Responses*	15921	15921x2=31842
Satisfactory Responses*	174490	174490x1=174490
Bad Responses*	8212	8212x0=0
Marks Obtained		206332

***Marks allotted for Good=2, Satisfactory=1, Bad=0**

Based on the assumption (i.e. 2 for good, 1 for satisfactory & 0 for bad), the marks obtained through the feedback for the above services is $(206332/397248) \times 100 = 51.94\%$.

(d) Responses from passengers categorized as 'Bad' are conveyed directly through the system, via e-mails and mobile phones, to the concerned Divisional authorities for effecting remedial measures promptly. General Managers of all the Zonal Railways have already been directed to sensitize all concerned officials in this regard.