GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

LOK SABHA
UNSTARRED QUESTION NO. 2925
TO BE ANSWERED ON 03.08.2016

SERVICE STANDARDS AT RAILWAY STATIONS

2925. SHRI RABINDRA KUMAR JENA:
      SHRI KONAKALLA NARAYANA RAO:

Will the Minister of RAILWAYS be pleased to state:

(a) the details of the complaints received by the Government from the passengers regarding poor service standards/hygiene/negligence of duties in various railway zones during the last three years and the current year, Station-wise along with the action taken thereon;

(b)whether the Government has conducted inspections in this regard and if so, the details and the findings thereof along with the mechanism put in place to monitor standards of service at railway stations;

(c) whether such deficiencies in services have also been reported in the Railway Quality Service Survey and Customer Satisfaction Index Survey; and

(d) if so, the details thereof along with the corrective steps taken by the Government in this regard?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) to (d): Government has set up different channels of registering passengers complaints/grievances viz., Complaint Books, May I help you booth/Counters at the Stations, All India Help line No.-138, Centralized Public Grievance Redress And Monitoring System

(CPGRAMS), Complaint Management System (COMS), Social Media etc. Large numbers of grievances including complaints on poor service/hygiene, negligence of duties etc. are received through these channels which are sent to the concerned authorities for prompt and speedy redressal. Regular, periodical and surprise checks are being conducted at officers/supervisors level and corrective action is taken on deficiency so pointed out. A system of daily feedback from passengers on quality of services being provided at stations and in trains has been put in place. Feedback so received on quality of services from passengers are analysed and unsatisfactory ones are sent to Division/Zones for appropriate action.

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