

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.4014
TO BE ANSWERED ON 10.08.2016**

COMPLAINTS THROUGH SOCIAL MEDIA

4014. SHRI KALIKESH N. SINGH DEO

Will the Minister of RAILWAYS be pleased to state:

(a) the average number of complaints, feedback and SOS received via social media, particularly Twitter and Facebook, IVRS and IR website on a daily basis during the last two years and the current year;

(b) whether measures have been taken to bring more passengers into Twitter and Facebook and if so, the details thereof and the budgetary allocation for the same and if not, the reasons therefor;

(c) whether information about SOS through social media has been advertised on trains, platforms and stations and if so, the details thereof and if not, the reasons therefor; and

(d) the average time taken to respond to complaints and suggestions on the website of IR and measures undertaken to speed up the response time?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) to (d) Large number of tweets/posts, including complaints, feedback, urgent messages (SOS), are handled every day through website, IVRS and social media. The average number of complaints received daily through Complaint Management System (COMS) is 267 and approximately 31000 cases of feedback on IVRS since inception.

All efforts are being made to bring more and more railway passengers on Twitter and Facebook through publicity/notices posted on social media from time to time. There is no separate budgetary allocation for this purpose. The cases of prompt assistance and resolution of complaints reported by passengers are also tweeted/re-tweeted and posted from time to time. The immediate assistance and speedy resolution of complaints received by passengers through social media has drawn attention of media. The twitter handle and facebook page of the Ministry is gaining popularity amongst general public which is reflected in the increased number of followers count at the rate of 3500 per day on the Ministry's Twitter handle @RailMinIndia and 10,66,671 'likes' on the Ministry's facebook page ("Ministry of Railways – India"). The complaints and suggestions received on IR website are attended promptly for satisfactory resolution.
