

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 515
TO BE ANSWERED ON 20.07.2016**

MECHANISAM TO DEAL WITH COMPLAINTS OF PASSENGERS

†515. SHRIMATI RANJANBEN BHATT:

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government is paying serious attention towards redressal of complaints of railway passengers;

(b) if so, the details thereof alongwith the details of steps taken in this regard; and

(c) if not, the reasons therefor?

ANSWER

**MINISTER OF STATE (INDEPENDENT CHARGE)
OF THE MINISTRY OF COMMUNICATIONS AND
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS**

(SHRI MANOJ SINHA)

(a) to (c): Yes, Madam. Government has set up different channels of registering passengers complaints/grievances namely, Complaints Books at the Stations and in trains, May I help you booth/Counters at Stations, All India Help line No.-138, CPGRAMS, COMS, Social Media etc. Large numbers of complaints are received through these channels which are sent to concerned authorities for prompt and satisfactory redressal.
