

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO.641  
TO BE ANSWERED ON 20.07.2016**

**COMPLAINTS THROUGH SOCIAL MEDIA**

**641. SHRI CHANDU LAL SAHU :**

**Will the Minister of RAILWAYS be pleased to state:**

**(a) the number of Twitter complaints received by the Twitter handles @Ministry of Railways and @SureshPrabhu in the last six months;**

**(b) the number of complaints that have been addressed via Twitter; and**

**(c) the details of resources spent by the Ministry on the handling of Twitter accounts?**

**ANSWER**

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

**(SHRI MANOJ SINHA)**

**(a) to (c): The twitter handle @RailMinIndia of Ministry of Railways and @sureshPrabhu has been receiving large number of tweets every day including complaints. Such tweets are forwarded to the concerned authorities on their twitter handles for speedy resolution. At present, twitter account of the Ministry is handled largely by the existing manpower by utilising the available infrastructure and resources.**

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