

WRITTEN ANSWERS TO STARRED QUESTIONS**Using Twitter to lodge complaints**

†*97. SHRI NARESH AGRAWAL: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that only those passengers who convey their complaints to Railways through Twitter, and not in any other way, are receiving facilities instantly, if so, the reasons therefor;

(b) whether passengers, who do not use Twitter, are not entitled to receive help from Railways; and

(c) if not, the other ways, besides Twitter, through which one can connect with Railways and receive instant help?

THE MINISTER OF RAILWAYS (SHRI SURESH PRABHU): (a) No, Sir.

(b) and (c) No, Sir. Besides Twitter, a passenger can connect with railway authorities through following ways to get instant help:

1. At every station, Station Manager is the nodal officer for redressal of grievances of passengers. Passengers can approach Station Manager for getting instant help. Passengers can also lodge their complaints in Complaint books which are kept at prominent places such as platforms, waiting halls / rooms at the station, in refreshment room and also with the guard / conductor / pantry car manager / coach attendant of the trains and chief reservation supervisors.
2. At all major stations, there are 'MAY I HELP YOU' booths / counters from where passenger can get instant help.
3. Passengers can contact TTE / Train Conductor in running train to get help.
4. Passengers can also connect with railway authorities through various Help Line Numbers available like All India Railway Help Line No. 138, Security Help Line No. 182 and Toll Free Numbers 1800-111-322 and 1800-111-321 for lodging complaints related to Security and Catering respectively.
5. A dedicated website coms.indianrailways.gov.in has been launched by Ministry of Railways to facilitate bonafide passengers for lodging complaints on-line and through App for getting instant help. Passengers can also send their complaints through SMS on No. 9717630982.

†Original notice of the question was received in Hindi.