

Complaints received by Railways on social websites

†3057. DR. VINAY P. SAHASRABUDDHE: Will the Minister of RAILWAYS be pleased to state:

(a) the total number of complaints received by Railways on the social websites during the years 2014-15 and 2015-16, respectively, regarding railways services/amenities and the number of complaints addressed out of those;

(b) the zones from which maximum number of complaints were received through social websites during the said years, zone-wise; and

(c) whether Railways are planning to create a separate cell in this regard in view of the increasing trend of social websites in the society, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN): (a) to (c) Large number of tweets and posts, including complaints on railway services/amenities, are received on the twitter handle (@RailMinIndia) and facebook page (Ministry of Railways - India) of the Ministry every day. Such tweets and posts are forwarded to the concerned authorities for effective and speedy resolution. A 24x7 Customer Complaint Management Cell is being set up in Railway Board to organise handling of large number of tweets and posts received through social media.

Completion of ongoing railway projects in Punjab

3058. SARDAR SUKHDEV SINGH DHINDSA: Will the Minister of RAILWAYS be pleased to state:

(a) the status of ongoing railway projects in Punjab; and

(b) by when they are likely to be completed?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN): (a) The status of ongoing railway projects falling partly/fully in Punjab is as under:

1. New Line Projects:

Sl. No.	Project Name	Latest Cost (₹ in crores)	Expenditure as on 31.03.2016 (₹ in crores)	Outlay for 2016-17 (₹ in crores)
1	2	3	4	5
1.	Nangal Dam-Talwara (83.74 km) and taking over siding of Mukerian-Talwara (29.16 km)	2100	484	100

†Original notice of the question was received in Hindi.