

**Redressal of grievances of passengers**

†1478. SHRI LAL SINH VADODIA: Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that Railways are seriously considering redressal of grievances of passengers;
- (b) if so, whether Government has taken any step in this regard, till date; and
- (c) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN): (a) to (c) Yes, Sir. Government has set up different channels of registering passengers complaints/grievances namely, Complaint Books at the Stations and in trains, May I help you booth/Counters at stations, All India Help line No. 138, Centralized Public Grievance Redress And Monitoring System (CPGRAMS), Complaint Management System (COMS), Social Media etc. Large numbers of complaints are received through these channels which are sent to concerned authorities for prompt and speedy redressal.

**Enhancing speed of trains and upgradation of railway stations**

†1479. SHRI LAL SINH VADODIA: Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that Government is seriously considering to enhance the speed of trains and technical upgradation of railway stations;
- (b) if so, whether any step has been taken by Government in this direction till date; and
- (c) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAJEN GOHAIN): (a) and (b) With a view to increasing speed of trains in Indian Railways, 'Mission Raftaar' has been announced in the Railway Budget 2016-17.

The mission envisages a target of doubling of average speed of freight trains and increasing the average speed of all non-suburban passenger trains by 25 kmph in next 5 years. In order to implement it, a cross-functional directorate has been created in Railway Board.

Technical development of railway stations in this regard includes advanced signalling technology-based systems such as electronic interlocking, train protection and warning systems, etc. to ensure safe and efficient running of trains at higher speeds.

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†Original notice of the question was received in Hindi.