

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 2206
ANSWERED ON 06.08.2021

COMPLAINT OR ENQUIRY HELPLINES

2206# SMT. GEETA ALIAS CHANDRAPRABHA:

Will the Minister of RAILWAYS be pleased to state:-

(a) whether it is a fact that various complaint or enquiry helplines have been closed that were meant to address the inconvenience caused to complainants during rail travel; and

(b) if so, the steps taken to resolve complaints and enquiry quickly during train journey and the extent to which they are effective?

ANSWER

MINISTER OF RAILWAYS , COMMUNICATIONS AND ELECTRONICS &
INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)

(a) & (b) No, Sir. A number of helplines that earlier existed on the Railways for various purposes have been merged into one helpline i.e. 139 which can be used for all enquiry needs and for complaint making. 139 helpline facility is available round the clock in 12 languages.

Indian Railway has launched RailMadad, the integrated & innovative one-stop solution for customer grievance, enquiry, suggestion and assistance, providing passengers the choice to access RailMadad through multiple channels, namely, Web, App, SMS, Social Media and Helpline number (139) during the journey for expeditious resolution of their complaints.

99.93% complaints received through 139 helpline get closed and 72% of the feedback given by complainants is 'Excellent' or 'Satisfactory' in FY 2020-21.
