

File No.SCR-COML0GEG4(EMHL)/2/2021-O/o SCM/G/PCCM/SCR  
Parliament Question  
Most Urgent.



Office of the Principal Chief Commercial Manager  
South Central Railway, Ministry of Railways, Government of India, Rail Nilayam,  
Secunderabad-50025 (Telangana)  
Fax No.040-27788585 BSNL: 040-27834245 e-mail id:ccm@scr.railnet.gov.in

No. C/Comp/PG/G.IV/19/HQ/2020-21.

Date **12.03.2021**

**Sr.DCM'S- SC-HYB-BZA-GTL-GNT & NED**

**Sub: Rajya Sabha admitted unstarred question No.2826 to be asked on 19.03.21 on Complaints' and Help request received.**

1. Please find enclosed a copy of Rajya Sabha unstarred Question No:2826 to be asked on 19.03.2021 on complaints and Help request received.

2. It is requested to supplement part (a) to (c) of the question. Information with regard to call received through Helpline No.138 may please be provided in the following format:-

| Year<br>( Calendar Year)     | Number of<br>complaints received<br>through Help line<br>Nos. | Number of Help Requests<br>Received through<br>Helpline Nos | Average response time for<br>emergency request received<br>from moving trains |
|------------------------------|---|---|---|
| 2016                         |   |   |   |
| 2017                         |   |   |   |
| 2018                         |   |   |   |
| 2019                         |   |   |   |
| 2020                         |   |   |   |
| 2021 (Up to 28<br>Feb 2021 ) |   |   |   |
| Total                        |   |   |   |

3. Kindly arrange to furnish the remarks by return mail to enable this office to sent reply to Railway Board.

Mater Most Urgent- Repeat – Mater Most Urgent.

Signed by Kilari.hari  
Kishore

(K Hari Kishore )

Reason Approved.

for Principal Chief Commercial Manager

**Parliament Question  
Most Urgent**

**File No. 2021/PG/2/1/RS/ PQ**

**Dated: 12.03.2021**

**General Managers  
All Indian Railways**

**Sub: Rajya Sabha admitted unstarred Question No. 2826 to be asked on 19.03.2021 on Complaints and Help request received**

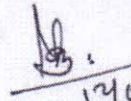
Please find enclosed a copy of Rajya Sabha unstarred Question No. 2826 to be asked on 19.03.2021 on Complaints and Help request received.

2. It is requested to supplement part (a) to (c) of the question. Information with regard to call received through Helpline No. 138 may please be provided in the following format:-

| Year (Calendar year)    | Number of complaints received through Helpline Nos. | Number of Help Request received through Helpline Nos | Average response time for emergency request received from moving trains |
|-------------------------|---|--|---|
| 2016                    |   |  |   |
| 2017                    |   |  |   |
| 2018                    |   |  |   |
| 2019                    |   |  |   |
| 2020                    |   |  |   |
| 2021 (Upto 28 Feb 2021) |   |  |   |
| Total                   |   |  |   |

3. The reply may please be furnished latest by **12.03.2021 i.e today by 1700 hrs** via email Id [sopg.rlybd@gmail.com](mailto:sopg.rlybd@gmail.com)

**DA: As above**

  
12/03/21  
(Vivek Srivastava)  
Executive Director (Public Grievances)  
Railway Board

**Copy to: DGM(G)**

*Complaints*  
*25/03/21*  
*12/03/21*

