## 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 ( Calndar Year)	Number of complaints received through Help line Nos.	Number of Help Requests Received through Helpline Nos	Average response time for emergency request received from moving trains
2016			
2017			
2018			
2019			
2020			
2021 (Up to 28 Feb 2021 )			
Total			The second second second

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
Da(eKi2Hari2Kishore)
Reason(Choprovidesv.
for Principal Chief Commercial Manager

Dated: 12.03. 2021

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

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

DA: As above

(Vivek Srivastava) Executive Director (Public Grievances) Railway Board

Copy to: DGM(G)

combaints

EF5 R. No. 843528/AMC dt. 10-03-21
psdp@rb.railnet.gov.in (422)

Complaints and help request received

From: rsqns@sansad.nic.in

Tue, Mar 09, 2021 05:03:00

PM

Subject: Complaints and help request received

To: psdp@rb.railnet.gov.in

PROVISIONALLY ADMITTED QUESTION FOR THE RAJYA

SABHA

AM/C 10/03/2021

Starred/Unstarred Diary No .-- S4192

The Question will be put down for -- 19/03/2021

Answer on the Ministry Department -- Railways ( RLY )

Complaints and help request received

Dr. Santanu Sen: Will the Minister of Railways be pleased to state

- (a) the details of number of complaints and help requests received through various helpline numbers, year-wise in last five years;
- (b) the average response time, in case of emergency request from a moving train; and

(c) the details of how has it improved over a period of five years?

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