



“Feedback on Railway Helplines”

(Collective inputs from over 95,000 Citizens in Make Railways Better community)

Feedback on railway helpline - 139

1. Many times, the phone keeps ringing and no one answers
2. Waiting time is too much
3. People who answer the phone are not courteous
4. There is a lot of disturbance and background noise while on these helplines
5. The information provided on 139 is mostly incorrect
6. People answering the phone do not take accountability
7. Many times the line gets disconnected while talking
8. Nowadays, many advertisements have been added to 139 which takes a lot of time to get the required information
9. One gets just standard answers from the helpline and there is no way of getting answers to specific questions.

Feedback on new railway helplines - 138 and 182

1. Many travellers are not even aware of these helplines
2. Untrained person handle 138 and 182 calls
3. Executives taking 138 calls don't have any answers about a food complaint and asks the complainant to call a different number
4. Attitude of the answering staff is lethargic
5. No acknowledgement is provided on making a complaint on 138 or 182
6. Even if a complaint is lodged on the helpline, there is no guarantee of it being resolved
7. It is virtually impossible to track the status of a complaint made on these helplines
8. Many times, the complaint is just ignored.

This checklist is prepared from the responses received in the 95,000+ strong 'Make Railways Better' Citizens' Online Community. To join visit – <http://tinyurl.com/Make-Railways-Better>