

GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)

No.MORLY/R/E/2020/00091

New Delhi, dated .02.2020

Sh Nikhil Khurana,
WZ-1604, Nangal Raya,
New Delhi-110046

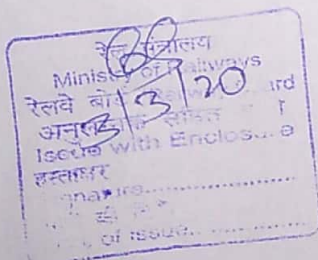
Dear Sir,

Sub: Information sought by Sh. Nikhil Khurana
Ref: RTI application No. . MORLY/R/E/2020/00091 dt.06.01.2020

Kindly refer to your letter dated 06.01.2020 seeking information under the Right to Information Act, 2005.

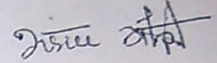
2. The requisite information are provided as under:

Item No.	Information sought by the Party	Ministry's response (Reply text)
1	Provide the name, designation, contact number and email id of competent authority to decide/restrict/change the frequency or number of complaint to be filed in Rail Madad Portel per day from a particular user id, email ID or mobile number.	Item No.1 to 4 The RTI Act provides access to information that is available and existing in material form with the public authority. The Act does not cast an obligation upon the public authority to collect, collate and create information. A public authority is also not required to furnish information which require drawing of inferences, making assumptions, providing advice/opinion to an applicant.
2	Provide the initial policy document approved by competent authority for number of complaints can be filed by bonafide passenger or the citizen whichever the case may be in RailMadad Portel per day from a particular user id, email id or mobile number.	RailMadad platform is in evolving stage.
3	Provide the approval given by competent authority to decide/restrict/change the frequency or number of complaint to be filed in Rail Madad Portel per day from a particular user id, email ID or mobile number	To strengthen and stabilise RailMadad and due to some technical reasons restricted of 5 complaints per day per ID has been put. In due course, this restriction will be addressed once the system get stabilised.
4	Provide the email id, name and designation with contact details to which changes/suggestions for RailMadad can be sent. Also provide number of complaints received for changes/suggestion for better working of Rail Madad till date.	Contact details of Nodal Officer: Executive Director(PG), Railway Board, Phone No. 23386203 email: edpg@rb.railnet.gov.in No information on suggestion by public on improvement in RailMadad working is available. However, suggestions received from Zonal Railways/ user department are regularly incorporated for RailMadad improvement.



Contd...2/-

3. However, in case, you are not satisfied with the information, you may prefer an appeal within 30 days as provided in the Act to the First Appellate Authority, Executive Director (PG), Railway Board, Room No. 507-A, Rail Bhawan, New Delhi-110001.



(Sanjay Gauri)
Joint Director (PG)

Copy to: RTI Cell, Railway Board, New Delhi – for information please

o/c