



Websites/Portals of Ministry of Railways

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At present, 42 websites are being hosted in Indian Railway Web Portal which is hosted and maintained by Ministry of Railways.

There is a separate website namely www.coms.indianrailways.gov.in which handles the passenger complaint feedback, which provide the facilities to passengers to lodge complaint. The total number of complaints received since its inception are 3,70,974 .

Details of website name, website hits (average per day) along with URL are given below:-

<u>S.No</u>	<u>Website Name</u>	<u>Website URL</u>	<u>Website Hits (Average per day)</u>
1	Ministry of Railways Website	www.indianrailways.gov.in	1431472
2	Central Railway	www.cr.indianrailways.gov.in	35374
3	East Central Railway	www.ecr.indianrailways.gov.in	23295
4	East Cost Railway	www.eastcoastrailways.gov.in	17556
5	Eastern Railway	www.er.indianrailways.gov.in	37967
6	North Central Railway	www.ncr.indianrailways.gov.in	32097
7	North Eastern Railway	www.ner.indianrailways.gov.in	31350
8	North Frontier Railway	www.nfr.indianrailways.gov.in	15035
9	North Western Railway	www.nwr.indianrailways.gov.in	52059
10	Northern Railway	www.nr.indianrailways.gov.in	37730
11	South Central Railway	www.scr.indianrailways.gov.in	61540
12	South East Central Railway	www.secr.indianrailways.gov.in	13198
13	South Eastern Railway	www.ser.indianrailways.gov.in	26351
14	South Western Railway	www.swr.indianrailways.gov.in	22157
15	West Central Railway	www.wcr.indianrailways.gov.in	18093
16	Southern Railway	www.sr.indianrailways.gov.in	58747
17	Western Railway	www.wr.indianrailways.gov.in	40818
18	Kolkata Metro	www.mtp.indianrailways.gov.in	7883
19	Chittaranjan Loco Works	www.clw.indianrailways.gov.in	10369
20	Diesel Locomotive Works	www.dlw.indianrailways.gov.in	11569

21	Diesel Loco Modernistaion Works	www.dmw.indianrailways.gov.in	5366
22	Integral Coach Factory	www.icf.indianrailways.gov.in	16717
23	Rail Coach Factory	www.rcf.indianrailways.gov.in	28667
24	Rail Wheel Factory	www.rwf.indianrailways.gov.in	10974
25	Central Organization for Railway Electrification	www.core.indianrailways.gov.in	6326
26	Modern Coach Factory Raebareli	www.mcf.indianrailways.gov.in	4571
27	Rail Wheel Plant Bela	www.rwp.indianrailways.gov.in	3167
28	Mumbai vikas corportaion	www.mrvic.indianrailways.gov.in	3985
29	Rail Land Development Authority	www.rlda.indianrailways.gov.in	3211
30	Indian Railway Organization For Alternate Fuels	www.iroaf.indianrailways.gov.in	1521
31	Research Design & Standards Organization	www.rdso.indianrailways.gov.in	45614
32	Railway Rates Tribunal of India	www.rrt.indianrailways.gov.in	1206
33	Indian Railways Institute of Electrical Engineering	www.irieen.indianrailways.gov.in	3430
34	Indian Railways Institute of Mechanical and Electrical Engineering	www.irimee.indianrailways.gov.in	5288
35	Indian Railway Institute of Civil Engineering	www.ircen.indianrailways.gov.in	1519
36	Indian Railway Institute of Transport Management	www.iritm.indianrailways.gov.in	3536
37	Indian Railway Institute of Signal Engineering and Telecommunication	www.iriset.indianrailways.gov.in	3889
38	National Academy of Indian Railways	www.nair.indianrailways.gov.in	5461
39	Institute of Rail Transport	www.irt.indianrailways.gov.in	1561
40	National Rail Museum	www.nrm.indianrailways.gov.in	1345
41	Darejeeling Himalyan Railway	www.dhr.indianrailways.gov.in	1205
42	Workshop Projects Organisation Patna	http://www.wpo.indianrailways.gov.in/	3379

For cleaning, linen and other related requests of passengers in train a site “cleanmycoach.com” is managed by respective Zonal Railways. On receipt of request through website or Short Messaging Service (SMS), a message is sent by the server to the mobile number. The On Board Housing Service (OBHS) assistance is also available to passengers through SMS. OBHS staff contacts the passenger and carries out the work as per demand. Till date nearly 1,49,000 service request has been received through this website as well as SMS.

A Customer Complaint Management Cell has been set up in Railway Board to receive complaints/assistance from passengers/rail users and public at large on Twitter handle of the Ministry, namely, @RailMinIndia, @PiyushGoyal, @PiyushGoyalOffc and Facebook page “Ministry of Railways, Government of India @RailMinIndia”. After analysing such tweets, the actionable once are sent to Zones/Divisions through their respective twitter handles for speedy resolution.

This Press Release is based on the information given by the Minister of State for Railways Shri Rajen Gohain in a written reply to a question in Rajya Sabha on 29.12.2017 (Friday).

AKS/MKV/DK

(Release ID: 1514633) Visitor Counter : 2936

