

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 2520
TO BE ANSWERED ON 01.08.2018**

PUNCTUALITY OF TRAINS

**†2520. SHRI AJAY MISRA TENI:
SHRI DEVENDRA SINGH BHOLE:
SHRIMATI MALA RAJYA LAXMI SHAH:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether there is any provision to compensate passengers in case of late running of trains and if so, the details thereof;**
- (b) the name of States/Zones in the country particularly in northern India where automatic signal system is being installed with a view to ensuring smooth and timely running of trains;**
- (c) whether the Railways does not provide any information to passengers regarding delay of trains despite having their mobile numbers and this results into 6 to 10 hours of waiting time by the passengers at stations; and**
- (d) if so, the reasons therefor and the steps being taken to inform each passenger about late running of trains?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) to (d): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO.2520 BY SHRI AJAY MISRA TENI, SHRI DEVENDRA SINGH BHOLE AND SHRIMATI MALA RAJYA LAXMI SHAH TO BE ANSWERED IN LOK SABHA ON 01.08.2018 REGARDING PUNCTUALITY OF TRAINS

(a): There is no such provision for compensation in case of late running of trains. However, no cancellation charge or clerkage charge is levied and full fare is refunded to passengers, if the journey is not undertaken due to late running of the train by more than three hours of the scheduled departure of the train from the journey commencing station. Refund is granted subject to surrendering of the original PRS counter ticket across the counter upto actual departure of the train and in the case of e-ticket TDR is filed online before the actual departure of the train.

(b): Status of Automatic Signaling system on Indian Railways are as follows:-

As on 30.06.2018

Railways	Automatic Signaling (Unit in Route Kilometres (RKM))	
	Existing	Work in progress
Total on Indian Railways	2955	1220
Status in Northern India		
Northern Railway	242.21	135
North Central Railway	719	553

Automatic Signaling improves throughput and average speed.

(c) & (d): Enquiry related information on train running, Rescheduled trains, cancelled trains can be accessed through 139, National Train Enquiry System (NTES) website and mobile (android) based app for live

train status. Indian Railways have also introduced the facility of informing those passengers who are going to board trains from next/upcoming stations through Short Message Service (SMS) about train delay by more than one hour. This facility has been introduced for passengers of Rajdhani, Duronto, Shatabdi, Gatimaan, Tejas, Janshatabdi, Garibrath, Suvidha, superfast and Humsafar trains. In the event of rescheduling of the trains all passengers likely to board at originating station are also extended SMS service on their available and valid mobile number.
