

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 3556
TO BE ANSWERED ON 08.08.2018**

COMPENSATION ON DELAY OF TRAINS

3556. SHRI ANOOP MISHRA:

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of TDRs filed against train delays in the last year;**
- (b) the major reasons for delay in trains in the past year:**
- (c) the steps the Government has taken to maintain punctuality of trains;**
- (d) whether the Government plans to bring in a policy to offer compensation for delayed trains or refund superfast surcharge in case of delayed superfast trains; and**
- (e) if so, the details thereof?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO.3556 BY SHRI ANOOP MISHRA TO BE ANSWERED IN LOK SABHA ON 08.08.2018 REGARDING COMPENSATION ON DELAY OF TRAINS

(a): Total number of 6,84,519 TDRs were filed in the year 2017-18 against delay of trains by more than three hours, which is the criterion for admissibility of refund under the extant rules.

(b) & (c): In the past years, trains got delayed not only due to the factors related to its internal working but also external factors which are beyond the control of Railways. In addition to asset failures, certain factors such as line capacity and terminal capacity constraints on account of increasing passenger and freight traffic, adverse weather conditions (fog, rains, breaches), intermittent natural calamities such as floods, cyclones, heavy rains, heavy road traffic at level crossing gates across the Indian Railways network, mid-section run over cases involving cattle and humans etc. also adversely affect the Punctuality of trains over Indian Railways.

Indian Railways have taken various initiatives such as prioritization of preventive maintenance of assets to minimize asset failures, capacity enhancement of projects by construction of additional loop lines at stations, doubling, construction of third line corridors, automatic signaling, construction of limited height subway to replace level crossings, Road Under Bridges (RUB) and Road Over Bridges (ROB) etc. In addition, Zonal Railways have also been advised to have better coordination with Civil and Police authorities of States to deal with situations arising out of law and order problems. In order to avoid passenger inconvenience due to late running of trains, sending of intimation through SMS regarding late running of trains has also been introduced in some trains.

Further, provision of extra rakes wherever operationally feasible, is also undertaken to ensure that minimum inconvenience is caused to passengers.

(d) & (e): At present, there is no such proposal.
