

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 874
TO BE ANSWERED ON 26.06.2019**

SMS SERVICE FOR PASSENGERS

†874. SHRI LALLU SINGH:

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government proposes to formulate a plan for providing information to the passengers through SMS regarding delay in operation of trains like Rajdhani and Shatabdi;

(b) if so, the details thereof and the time by which the said facility is likely to be made operational in the trains plying to Bihar ;

(c) whether the passengers have to pay any charges for availing this facility; and

(d) if so, the details and the reasons therefor?

ANSWER

MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY

(SHRI PIYUSH GOYAL)

(a) and (b) : At present, in case a train gets delayed by more than an hour, then Short Message Service (SMS) alerts are sent to the passengers boarding the train from the next/upcoming station. This facility which was initially introduced in Rajdhani and Shatabdi type of trains has since been extended to cover other Mail/Express trains also. The SMS is sent to the passengers who furnish their mobile number at the time of booking Railway tickets.

(c) and (d) : At present, no charges are payable by passengers for receiving these SMS alerts.
