

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO.5304  
TO BE ANSWERED ON 05.04.2023**

**CANCELLATION OF TRAIN SERVICES**

**5304. ADV. DEAN KURIAKOSE:**

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether the Government has understood the hardships of the passengers when trains are cancelled without warning due to reasons like maintenance;**
- (b) if so, the number of times this type of train service cancellation has happened to trains passing through Kerala in the last six months along with the details thereof;**
- (c) whether the information about train cancellation is communicated to the passengers, if so, the details thereof; and**
- (d) whether the Railways is responsible for the safe journey of the passengers since the cancellation of the train is a decision of the railway, if so, the steps taken for the welfare of the passengers after cancellation of a train service?**

**ANSWER**

**MINISTER OF RAILWAYS, COMMUNICATIONS AND  
ELECTRONICS & INFORMATION TECHNOLOGY**

**(SHRI ASHWINI VAISHNAW)**

**(a) to (d) Indian Railways, has to resort to last minute cancellation of trains only under unavoidable circumstances such as dislocation due to natural calamities, accidents etc. or to carry-out emergency safety related works. To facilitate passengers, e-information about train cancellation is communicated to the passenger's registered mobile number through SMS as soon as the train is marked as cancelled. Apart from the automated SMS, in some cases manual SMS is also being dispatched to the passenger's registered mobile number. Further, train cancellation information is also available on the website <https://enquiry.indianrail.gov.in> . Indian Railways do not operate trains on State-wise basis, as Railway network straddles across State boundaries. However, over Southern Railway, which also serves the State of Kerala, 199 train services were cancelled during last 6 months to undertake maintenance works, important for ensuring safety of operation.**

**\*\*\*\*\***