

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 3347
TO BE ANSWERED ON 23.03.2022**

COMPENSATION FOR TRAIN DELAYS

3347. SHRI JAYADEV GALLA:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government aims to provide compensation to all the passengers who faces train delays and not only for selected trains;**
- (b) if so, the amendments that has to be done to the existing rules to provide such compensation;**
- (c) whether the Government plans to make those amendments;**
- (d) if so, the timeline of implementation of such amendments;**
- (e) if not, the reasons therefor; and**
- (f) the train delays that have occurred in the past year along with the reasons for such delays?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (f) OF UNSTARRED QUESTION NO.3347 BY SHRI JAYADEV GALLA TO BE ANSWERED IN LOK SABHA ON 23.03.2022 REGARDING COMPENSATION FOR TRAIN DELAYS

(a) to (e): There is no provision for compensation to passengers for delay of trains. However, full refund of fare is granted without deduction of cancellation or clerkage charge to all passengers holding reserved, RAC and wait listed tickets, if the journey is not undertaken due to late running of train by more than three hours of the scheduled departure of the train from station commencing journey, provided ticket is cancelled/ ticket deposit receipt (TDR) is filed as the case may be as per Railway Passengers (Cancellation of tickets and refund of fare) Rules 2015 within the prescribed time limit.

(f): During April 2020 to March 2021, a total of 11806 trains got delayed owing to factors like fog, capacity constraints including path constraints on saturated routes, asset failures, alarm chain pulling, agitations, bad weather and other unforeseen circumstances.
