

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO.1389  
TO BE ANSWERED ON 31.07.2024**

**DATA REGARDING CANCELLED/DELAYED/DIVERTED TRAINS**

**†1389 SMT. JYOTSNA CHARANDAS MAHANT:**

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

- (a) whether the Government has any data regarding the trains cancelled, delayed or diverted during 2021-22 and 2022-23, if so, the details thereof and if not, the reasons therefor;**
- (b) whether the Government has taken any steps to minimize the inconvenience caused to passengers due to cancelled, delayed or diverted trains, if so, the details thereof and if not, the reasons therefor;**
- (c) whether the Government has data on complaints received from passengers in this regard;**
- (d) the details of complaints received, pending and resolved in 2021-22, 2022-23; and**
- (e) if not, the reasons therefor?**

**ANSWER**

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

**(SHRI ASHWINI VAISHNAW)**

**(a) and (b) An outlay of ₹3,730 Crore for 2021-22, ₹5,715 Crore for 2022-23 and ₹6,008 crore for 2023-24 in connection with Railway projects in Chhattisgarh has been made. In these three years, 352.30 km tracks were constructed in New line, multi-tracking and gauge conversion projects. During construction of tracks all efforts are made to maintain traffic. However, for safety reasons, train services get affected when projects are commissioned.**

**(c) to (e) Train related grievances are received through multiple channels i.e. online complain redressal portal, Railway Helpline-139, Social Media and manually. All grievances received are assigned to concerned authorities for prompt and early redressal.**

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