

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

STARRED QUESTION NO:299
ANSWERED ON:15.04.2010
PUNCTUALITY STATUS OF INDIAN RAILWAYS
Ramshankar Dr.

Will the Minister of RAILWAYS be pleased to state:

- (a) the punctuality status of Indian Railways during the last two years, year-wise;
- (b) whether there is any provision for compensating the passengers in the event of delays;
- (c) if so, the details thereof;
- (d) whether the Railways propose to formulate any concrete action plan to improve the punctuality status;and
- (e) if so, the details thereof?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (KUMARI MAMATA BANERJEE)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (e) OF STARRED QUESTION NO. 299 BY PROF. RAM SHANKAR TO BE ANSWERED IN LOK SABHA ON 15.04.2010 REGARDING PUNCTUALITY STATUS OF INDIAN RAILWAYS.

(a) to (e): The punctuality status of mail/express trains on Indian Railways for the year 2008-09 and 2009-10 is not strictly comparable as the data on punctuality of mail/express trains maintained from January 2009 is on the basis of ICMS (Integrated Coaching Management System). The punctuality status of mail/express trains on Indian Railways for the year 2008-09 was 85% and was maintained manually. ICMS is a computerized on line system for coaching train operations and for recording factors affecting passenger carrying trains and their en-route detentions which has been introduced to bring about more accuracy and transparency. Moreover, Railways being a soft target, often a large number of disruptions to railway operations is caused by various organizations which adversely impact the punctual running of trains. The punctuality of trains is also severely impacted by foggy weather witnessed in northern India during winters. Despite all these factors, the punctuality status of mail/express trains on Indian Railways for the year 2009-10 is 74%.

There is no provision for compensation to passengers on Indian Railways who have already boarded the train. In case of late running, full refund of fare is admissible for those passengers not intending to travel by a train running more than three hours late.

The following steps have been taken by Indian Railways to ensure safe operations and the punctuality of passenger carrying trains:

1. Intensive, round the clock monitoring of trains at all three levels viz. Divisional, Zonal Head Quarters and Railway Board.
2. Launching of punctuality drives from time to time.
3. Running of trains at maximum permissible speed except during adverse weather conditions like fog, for safety considerations.
4. Improvements in time tabling to provide a clear path.
5. Improvement in standard of maintenance of assets to reduce equipment failures.
6. Counseling and motivating staff to ensure punctual running.
7. Liaison with State Government to tackle the Law and Order problems and miscreant activities.
8. Up-gradation of technology of track, rolling stock and signaling.