

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:206
ANSWERED ON:05.12.2013
DELAYS IN TRAIN OPEPRATIONS
Ram Shri Purnmasi

Will the Minister of RAILWAYS be pleased to state:

- (a) whether Railways are aware of the difficulties being faced by the passengers due to repeated delays in train operations and supply of wrong information thereof;
- (b) if so, the details thereof;
- (c) whether the Centre for Railway Information Systems (CRIS) has any proposal to upgrade and improve its technology for providing accurate information to passengers in respect of train operation and if so, the details thereof;
- (d) whether there is any proposal to provide compensation to passengers in case of inordinate delay in train operation; and
- (e) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 206 BY SHRI PURNMASI RAM TO BE ANSWERED IN LOK SABHA ON 05.12.2013 REGARDING DELAYS IN TRAIN OPEPRATIONS.

(a) & (b) It is the constant endeavour of Indian Railways to run trains punctually and relaying correct information to passengers about delayed trains. While there has been an improvement of 3.3% in the punctuality of Indian Railways for the period 01.09.2013 to 30.11.2013 vis-À-vis the corresponding period of previous year, to that extent passenger inconveniences due to delayed running has been reduced. However, when trains are delayed due to accidents, fog, breaches and inclement weather conditions resulting in diversions and rescheduling of trains, accurate forecasting of trains schedules, at times, becomes difficult which may result in inconveniences to the travelling public and updating of train movement on real time basis.

(c) Functioning of National Train Enquiry System (NTES) has been improved for providing accurate and reliable information to passengers by sourcing train running timing directly from Control Office Application (COA) and by suitable changes in the logic for calculation of expected arrival and departure timings of the trains. A new web interface of train enquiry has also been developed and launched from 6th September 2013 to provide near real-time train running information to passengers in a more user friendly manner . Further improvement in the system is an ongoing process.

(d) No, Madam.

(e) Does not arise.