

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:4419
ANSWERED ON:17.12.2009
CENTRE FOR RAILWAY INFORMATION SYSTEM
Ramasubbu Shri S.

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways are aware of the problems being faced by the passengers due to frequent late running of trains and inaccurate information about the running of trains;
- (b) if so, whether the Centre for Railway Information Systems(CRIS) has any proposal to improve and upgrade its technology for providing accurate information to the passengers about the running status of the trains;
- (c) if so, the details thereof;
- (d) whether there is also a proposal to compensate the passengers in case of trains running late beyond certain hours; and
- (e) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS(SHRI K.H. MUNIYAPPA)

- (a) to (c) Yes, Madam. Centre for Railway Information Systems(CRIS) is integrating train running information system with National Train Enquiry System with forecasting provisions for providing more accurate information.
- (d)& (e) While there is no provision for compensation to passengers 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.