

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 3639
TO BE ANSWERED ON 08.08.2018**

WRONG INFORMATION FROM ENQUIRY NUMBER

†3639. SHRI HARISH CHANDRA ALIAS HARISH DWIVEDI:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government is aware about the wrong information being provided from the online rail enquiry system or enquiry number and is so, the details thereof;**
- (b) whether exact information is not often provided regarding platform number at the time of arrival of trains and station on national train enquiry system; and**
- (c) if so, the efforts being taken by the Government to overcome the above-said lacunae?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) and (b): A few cases regarding furnishing of incorrect information related to rail enquiry like train running, platform number at the time of arrival/departure of trains etc. have come to notice. Various factors like terminal congestion, signal failure, accident, alarm chain pulling, improper updation in National Train Enquiry System(NTES), negligence by staff, technological failure, etc can affect the information being provided through rail enquiry.

(c): In order to make enquiry service more effective, the NTES through which the information is disseminated has been completely integrated with Control Office Application distributed over all Divisions to capture information of trains at each station which is then updated in the NTES. With this integration, it has become feasible to give updated information regarding train running, on near real-time basis along with other train related enquiry. Besides, proper training is imparted to concerned staff and suitable action is taken against the staff if found negligent on duty.
