

including passenger services, Mail/Express services, Superfast train services, Rajdhani/Shatabdi services, Duronto services etc. While speed of certain class of train services is below 55 kmph, Rajdhani/Shatabdi services, Duronto services and Superfast services run at much higher speeds.

Consequential train accidents *i.e.* collisions, derailments, Manned Level Crossing accidents, fire in trains and miscellaneous incidents excluding incidents of trespassing at unmanned level crossings have consistently declined from 335 in 2001-02 to 269 in 2002-03, 239 in 2003-04, 169 in 2004-05, 169 in 2005-06, 123 in 2006-07, 129 in 2007-08, 115 in 2008-09, 100 in 2009-10, 93 in 2010-11, and further to 77 in 2011-12.

(b) Safety is accorded the highest priority by Indian Railways and all possible steps are undertaken on a continual basis to prevent accidents and to enhance safety. These include timely replacement of over-aged assets, adoption of suitable technologies for upgradation and maintenance of track, rolling stock, signalling and interlocking systems, safety drives, and inspections at regular intervals to monitor and educate staff for observance of safe practices. Safety devices/systems being introduced to prevent accidents include provision of Block Proving Axle Counters (BPAC), Auxiliary Warning System (AWS), Vigilance Control Device (VCD), Train Protection Warning System (TPWS), Train Collision Avoidance System/Anti Collision Device (ACD), etc.

Regarding multi functional complexes, 196 stations have been identified for development of Multi Functional Complexes (MFCs) so far. These have been entrusted to different executing agencies *viz.* IRCON International Limited, RITES Limited, Rail Vikas Nigam Limited (RVNL), Rail Land Development Authority (RLDA) and Zonal Railways for execution. Once completed, MFCs are expected to raise the level of customer satisfaction through provision of enhanced passenger amenities at stations.

#### **Online reservation of train tickets**

905. SHRI AVINASH PANDE: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government is aware that in case of tickets not being confirmed, online reservations through IRCTC stand cancelled;

(b) whether Government is aware that the website records an average of 4.47 lakh e-tickets per day since the new timing of tatkal tickets came into force on July 7, as against 3.60 lakh it used to record earlier;

(c) whether Government plans to take any action to address the inconvenience and grievances of passengers with cancelled online tickets;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI K.J. SURYA PRAKASH REDDY): (a) Yes, Sir. In case of fully waitlisted tickets on which all the passengers are waitlisted, the names of all the passengers booked on that ticket are dropped from the reservation charts and refunds are credited to the respective bank accounts.

(b) The change in the timings of Tatkal was made effective from 10.07.2012. The Indian Railway Catering and Tourism Corporation (IRCTC) website recorded its highest booking of 4.95 lakh e-tickets in a single day on 13th July, 2012. The average internet ticket booking was around 3.74 lakh per day in the month of October, 2012.

(c) to (e) Refunds of waitlisted e-tickets are processed by the system and the money is credited automatically into the account of the concerned. For expediting the processing of confirmed e-tickets, on which refunds are sought after chart preparation, the following measures have been taken:

(i) The EDR (Exceptional Data Report) system has been installed to facilitate faster verification of travel details of passengers.

(ii) Enhanced Coaching Refund system has been developed by CRIS (Centre for Railway Information Systems) and implemented over the Zonal Railways to enable faster processing of refund cases.

System improvement based on the customer feedback is a continuous process.

#### **Jansadharan Ticket Booking Sevaks**

906. SHRI AMBETH RAJAN: Will the Minister of RAILWAYS be pleased to state:

(a) whether Jansadharan Ticket Booking Sevaks (JTBS) Scheme introduced by Government is working satisfactorily;

(b) if so, the details thereof; and