

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA

UNSTARRED QUESTION NO. 2338

ANSWERED ON 19.12.2025

FARES RECOVERED AGAINST OPERATING COST

2338 DR. ASHOK KUMAR MITTAL:

Will the Minister of RAILWAYS be pleased to state:

- (a) details of the number of passenger journeys undertaken in non AC general and sleeper classes and percentage of fares recovered against operating costs since 2020, the State-wise and year-wise;
- (b) details of reported passenger complaints or incidents related to overcrowding, dirty or non functional toilets and water shortages in general and sleeper coaches since 2020, the State-wise and year-wise;
- (c) the details on comparative expenditure per passenger kilometer on coach maintenance, cleaning and sanitation since 2020, State-wise and year-wise; and
- (d) whether Government is considering accelerating non-fare revenue efforts to fund service improvements and reduce dependency on passenger fare hikes?

ANSWER

MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)

(a) to (d): The details of passengers travelled on Indian Railways, the passenger kilometers and expenditure on coach maintenance etc. are available in Annual Statistical Statements and Detailed Demand for grants (Demand No. 85) of Indian Railways which are available on website of Indian Railways (<https://indianrailways.gov.in>).

Indian Railways strives to provide affordable services to all strata of the society and gave subsidy of ₹60,466 crore on passenger tickets in 2023-24. This amounts to concession of 45% on average, to every person, travelling on Railways. In other words, if the cost of providing service is ₹100, then the price of ticket is ₹55 only. This subsidy is continuing for all passengers.

RailMadad is Indian Railways grievance redressal mechanism that provides passengers an integrated platform for grievances, assistance and inquiry. In RailMadad, passengers can seek redressal through multiple channels such as Helpline number-139, RailMadad Web, App and SMS. RailMadad also allows passengers to share feedback on the resolution of their grievances. Railways serves about 2 crore passengers per day on average. About 0.008% complaints per passenger are received on average in respect of unauthorized passenger, dirty toilets and coach water availability in sleeper & unreserved coaches on RailMadad.

Several steps have been taken by Indian Railways to increase Non Fare Revenue through advertisement and other innovative ideas like:

- Advertisement through Rail Display Network (RDN) at stations.
- Advertisement through Out of Home (OOH).
- Advertisement on Mobile Assets like coaches and inside train.
- Innovative solutions to enhance passengers satisfactions like Provision for sleeping pods, Single Brand Premium Outlet, Kiosk for providing facility for booking auto & taxis, providing E-Wheel chair facility on payment basis, Health Kiosk, Medical store to sell Generic medicines.
- Licence fee from Parking contracts.
- Land Monetisation.
