

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 3930**  
**ANSWERED ON 27.03.2026**

**PUNCTUALITY AND ON-BOARD CLEANLINESS IN TRAINS**

3930 SHRI MUKUL BALKRISHNA WASNIK:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that the punctuality index of 77 per cent has been recorded in 2024- 25 in Indian Railways, if so, the primary reasons for this poor punctuality;
- (b) the zone-wise details of average delays and the number of trains running more than three hours late during the last two years;
- (c) the total number of complaints received regarding on-board cleanliness and toilet hygiene on all relevant portals in the last two years; and
- (d) the specific steps taken to enhance On-Board Housekeeping Services (OBHS) and ensure strict adherence to train schedules?

**ANSWER**

MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND  
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a) to (d) Indian Railways makes all possible efforts to run trains on time. Indian Railways punctuality is affected due to several factors which include foggy weather, path constraints, asset maintenance and other issues, alarm chain pulling, agitations, cattle run over and other unforeseen circumstances. The steps taken in order to improve punctuality of train services include:

**Monitoring of Punctuality:**

Punctuality is accorded high priority on Indian Railways (IR). IR makes all possible efforts to run trains on time. To ensure regular, continuous and real-time monitoring of punctuality of trains, technological tools and IT systems have been put in place.

- IR is using an integrated digital platform for monitoring of train operations comprising Integrated Coaching Management System (ICMS) and Control Office Application (COA) which are integrated with National Train Enquiry System (NTES).
- Progressive advancement for automatic uptake of timings by the train movement itself, is being achieved through GPS devices fitted locomotives {Real-Time Train Information System (RTIS) and Remote Monitoring and Management of Locomotives and Trains (REMMLOT)} and Data loggers integrated with the station signaling system.
- Data loggers ensure real time and realistic reporting of arrival / departure of passenger trains at stations.

- IR has been replacing conventional coaches (ICF coaches) by modern light weight LHB coaches having state-of-the art technology. The Production units of Indian Railways are producing only LHB coaches from April 2018 onwards. The production of LHB coaches has continually increased during the years and more than 50,000 LHB coaches have been turned out. IR has also been proliferating Vande Bharat, Namo Bharat Rapid Rail and Amrit Bharat trains, quick acceleration and deceleration.

- To improve punctuality, IR also undertakes rationalisation of time tables. One such exercise, in a scientific manner, was undertaken with the assistance of IIT- Mumbai using their traffic simulator. The exercise also aimed at provisioning of fixed Integrated Maintenance blocks on all sections to minimise detention and improve punctuality.

- New generation High capacity Locomotives are being utilised for Right powering of trains.

- Further, with a view to minimise and mitigate the effect of fog and to assist the Loco Pilots run the train during foggy weather conditions the following steps have been taken by Indian Railways:

**(a) GPS based FOG SAFE DEVICE** – A Global Positioning System (GPS) based portable 'Fog Safe Device' (FSD) is being provided to Loco Pilots, which displays upcoming critical landmarks such as approaching signal, level crossing gates, permanent speed restrictions etc. in advance during poor visibility conditions like fog. This device is used for safe train operation especially during winter season and to help reduce stress on Loco Pilots while running in poor visibility conditions. As on 31.01.2026, there are 29848 Fog Safe devices available over Indian Railways.

**(b) Modified Semi-Automatic Stop Signal (MASS) System:** MASS has been introduced on the Automatic Signalling territory during abnormal conditions like Fog & Bad Weather impairing visibility. The system helps minimise delay in train operation during foggy weather conditions.

Train operation during fog and poor visibility conditions is an essential component of the training curriculum and the same has already been incorporated in the Transportation Module and Technical Module of the prescribed training syllabus for Loco Pilots (LPs) and Assistant Loco Pilots (ALPs).

**Results/Outcomes:**

Due to these initiatives, Indian railways, during 2025-26 (upto February,2026) recorded an overall punctuality of more than 77%.

No. of Zones	Punctuality percentage
3	Punctuality of more than 90%
9	Punctuality between 75% and 90%
All Zones of Indian Railways	77%

On Indian Railway network, approximately 1.3% of the trains got delayed by more than 3 hours during

the year 2025-26 (upto 15<sup>th</sup> March, 2026), as compared to 1.4% during the year 2024-25.

**The Challenges:**

Several factors, both internal and external, affect punctual running of trains which include foggy weather, path constraints, asset maintenance, alarm chain pulling, agitations, cattle run over and other unforeseen circumstances. The major challenges that affect running of trains include:

i) **Mixed Traffic** - Different types of trains with different speeds run on the same track. Vande Bharat, Mail/ Express, Passenger trains, Suburban, Freight trains, Military consignments, Engineering machines, etc. having different speed utilise the same track. This leads to requirement of precedence for passenger carrying trains over freight and other trains affecting the through running of trains.

Indian Railways has been taking many measures including infrastructure projects such as Eastern Dedicated Freight Corridor (EDFC) and Western Dedicated Freight Corridor (WDFC) to create dedicated freight paths to give exclusive access to freight trains.

ii) **Heavy Traffic load** - Indian railways run approximately 25,000 trains per day including suburban and freight trains. The major routes like Delhi - Howrah, Mumbai - Kolkata, etc are highly congested affecting punctual running of trains.

**Capacity increase of existing network :**

Increase of capacity of existing rail network has been taken up in a big way during the last 11 years.

The details of new tracks commissioned are as under:-

Period	New track Commissioned	Average commissioning of new tracks
2009-14	7,599 Km	4.2 Km/day
2014-25	34,428 Km	8.6 Km/day (more than 2 times)

Further, as on 01.04.2025, across Indian Railways, 431 Railway infrastructure projects (154 New Line, 33 Gauge Conversion and 244 Doubling) of total length 35,966 Km, costing approx. ₹ 6.75 lakh crore are sanctioned. The summary is as under:-

Category	No of Projects	Total Length NL/GC/DL (km)	Length Commissioned till Mar'25 (Km)	Total Exp upto Mar'25 (₹ in Cr)
New Lines	154	16,142	3,036	1,45,318
Gauge Conversion	33	4,180	2,997	22,753
Doubling / Multitracking	244	15,644	6,736	1,22,858
Total	431	35,966	12,769	2,90,929

Zone-wise/year-wise details of all Railway projects are made available in public domain on Indian Railway's website.

With these capacity augmentation works, the punctuality of the trains will improve.

## Cleanliness

Cleanliness is a continuous process and Indian Railways (IR) makes every endeavour to keep coaches including toilets in properly maintained and clean condition. IR has taken several measures as follows to monitor and ensure cleanliness and hygiene in coaches including toilets and improved on-board housekeeping:

- Mechanized Coach Cleaning is being ensured during primary maintenance for better cleaning of the coach including interior, exterior and toilets.
- On-Board Housekeeping Service is being provided to ensure cleanliness on run and to attend to any passenger grievance. As part of the ongoing effort to strengthen on-board services, a policy decision has been taken to engage professional, technology-enabled and financially sound service providers with the objective to ensure sustained improvement in cleanliness, hygiene, linen management and passenger interface.
- Clean Train Station service has been introduced for mechanized cleaning in identified trains during their scheduled stoppage enroute. Dedicated team of staff equipped with high pressure jet machines and cleaning equipment carries out cleaning followed by drying of coach toilets.
- All passenger coaches have been installed with bio-toilets so that no human waste is discharged from coaches on the track resulting in improved cleanliness level. The details of provision of bio toilets are as under:

Period	Number of Bio-Toilet fitted
2004-2014	9,587
2014- Till February 2026	3,66,250

- Regular monitoring for cleanliness is done through checks/inspections and complaints/feedback received through Rail Madad/RailOne app and other passenger interfaces. In case of deficiencies, penalty is imposed on service providers as per contract conditions for every passenger complaint received on Railmadad App.
- On an average about 1.1 complaints per 100 coaches per day are received on Railmadad App regarding cleanliness.

## Grievance redressal

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.

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