GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 925
ANSWERED ON 06.02.2026

PASSENGER FACILITIES AND QUALITY OF SERVICE

925# DR. SANDEEP KUMAR PATHAK:

Will the Minister of RAILWAYS be pleased to state:

(a) the current status of passenger trains in the country in terms of on-time performance, cleanliness, safety and crowd management;

(b) the total number of passenger complaints received by the Railways in the last three years, the average timeline and the disposal rate for resolving these complaints, year-wise and State-wise details thereof;

(c) the concrete steps taken to improve the facilities for general category and suburban passengers; and

(d) time-bound action plan and monitoring mechanism of Government to provide passengers with safe, accessible and quality services, the details thereof?

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (d) Safety is accorded the highest priority on Indian Railways. As a consequence of various safety measures taken over the years, there has been a steep decline in the number of accidents. Number of Consequential Train Accidents has reduced as shown in the table below:-

Year	**Consequential Accidents**
2014-15	135
2025-26 (Till date)	12 (90% lesser)

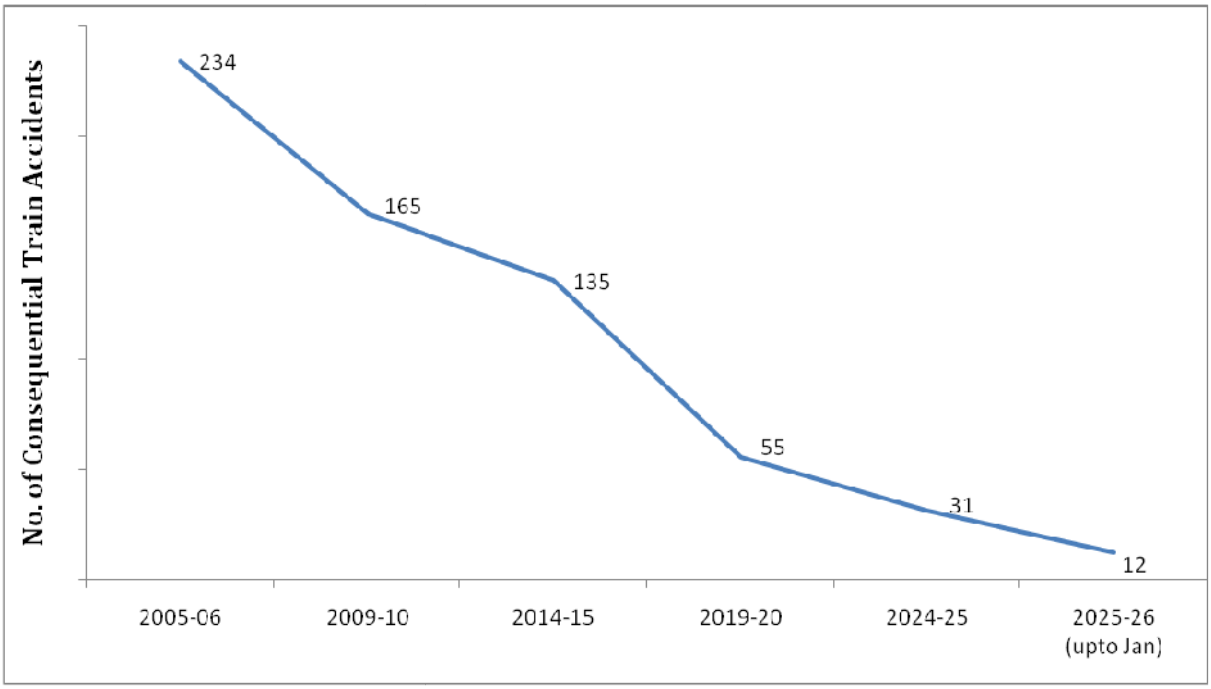
Another important index showing improvement in safety in train operations is Consequential Accidents Index, the details of which are as under:-

Consequential Accident Index:-

Year	**Accident Index**
2014-15	0.11
2024-25	0.03 (73% lesser)

This index measures number of consequential accidents as a ratio of total running kilometers of all trains.

$$\text{Accident Index} = \frac{\text{No. of consequential accidents}}{\text{No. of trains X million kilometers run}}$$



The various safety measures taken to enhance safety in train operations are as under:-

1. On Indian Railways, the expenditure on Safety related activities has increased over the years as under:-

Expenditure/Budget on Safety related activities (Rs. in Cr.)				
2013-14	**2022-23**	**2023-24**	**2024-25**	**2025-26**
39,200	**87,336**	**1,01,662**	**1,14,022**	**1,17,693**

2. Electrical/Electronic Interlocking Systems with centralized operation of points and signals have been provided at 6,660 stations up to 31.12.2025 to reduce accidents due to human failure.
3. Interlocking of Level Crossing (LC) Gates has been provided at 10,037 Level Crossing Gates up to 31.12.2025 for enhancing safety at LC Gates.
4. Complete Track Circuiting of stations to enhance safety by verification of track occupancy by electrical means has been provided at 6,665 stations up to 31.12.2025.
5. Kavach is a highly technology intensive system, which requires safety certification of highest order. Kavach was adopted as a National ATP system in July 2020. Based on deployment of Kavach version 3.2 on 1465 RKm on South Central Railway and experience gained, further improvements were made. Finally, Kavach specification version 4.0 was approved by RDSO on 16.07.2024.
6. After extensive and elaborate trials, Kavach Version 4.0 has been successfully commissioned on 1297 Route Kilometres, covering the high density Delhi - Mumbai and Delhi - Howrah routes. On the Delhi - Mumbai route Kavach ver 4.0 has been

commissioned on Junction cabin - Palwal - Mathura - Nagda section (667 Rkm) & Ahmedabad - Vadodara - Virar section (432 Rkm) and on the Delhi - Howrah route on Gaya – Sarmatanr (93 Rkm) and Bardhaman - Howrah section (105 Rkm).

7. Detailed instructions on issues related with safety of Signalling, e.g. mandatory correspondence check, alteration work protocol, preparation of completion drawing, etc. have been issued.
8. System of disconnection and reconnection for S&T equipment as per protocol has been re-emphasized.
9. All locomotives are equipped with Vigilance Control Devices (VCD) to improve alertness of Loco Pilots.
10. Retro-reflective sigma boards are provided on the mast which is located two OHE masts prior to the signals in electrified territories to alert the crew about the signal ahead when visibility is low due to foggy weather.
11. A GPS based Fog Safety Device (FSD) is provided to loco pilots in fog affected areas which enables loco pilots to know the distance of the approaching landmarks like signals, level crossing gates, etc.
12. Modern track structure consisting of 60kg, 90 Ultimate Tensile Strength (UTS) rails, Prestressed Concrete Sleeper (PSC) Normal/Wide base sleepers with elastic fastening, fan shaped layout turnout on PSC sleepers, Steel Channel/H-beam Sleepers on girder bridges is used while carrying out primary track renewals.
13. Mechanisation of track laying activity through use of track machines like PQRS, TRT, T-28 etc. to reduce human errors.
14. Maximizing supply of 130m/260m long rail panels for increasing progress of rail renewal and avoiding welding of joints, thereby improving safety.
15. Ultrasonic Flaw Detection (USFD) testing of rails to detect flaws and timely removal of defective rails.
16. Laying of longer rails, minimizing the use of Alumino Thermic Welding and adoption of better welding technology for rails i.e., Flash Butt Welding.
17. Monitoring of track geometry by OMS (Oscillation Monitoring System) and TRC (Track Recording Cars).
18. Patrolling of railway tracks to look out for weld/rail fractures.
19. The use of Thick Web Switches and Weldable CMS Crossing in turnout renewal works.
20. Inspections at regular intervals are carried out to monitor and educate staff for observance of safe practices.

21. Web based online monitoring system of track assets viz. Track database and decision support system has been adopted to decide rationalized maintenance requirement and optimize inputs.
22. Detailed instructions on issues related with safety of Track, e.g. integrated block, corridor block, worksite safety, monsoon precautions, etc. have been issued.
23. Preventive maintenance of railway assets (Coaches & Wagons) is undertaken to ensure safe train operations.
24. Replacement of conventional ICF design coaches with LHB design coaches is being done.
25. All unmanned level crossings (UMLCs) on Broad Gauge (BG) route have been eliminated by January 2019.
26. Safety of Railway Bridges is ensured through regular inspection of Bridges. The requirement of repair/rehabilitation of Bridges is taken up based upon the conditions assessed during these inspections.
27. Indian Railways has displayed Statutory "Fire Notices" for widespread passenger information in all coaches. Fire posters are provided in every coach so as to educate and alert passengers regarding various Do's and Don'ts to prevent fire. These include messages regarding not carrying any inflammable material, explosives, prohibition of smoking inside the coaches, penalties etc.
28. Production Units are providing Fire detection and suppression system in newly manufactured Power Cars and Pantry Cars, Fire and Smoke detection system in newly manufactured coaches. Progressive fitment of the same in existing coaches is also underway by Zonal Railways in a phased manner.
29. Regular counselling and training of staff is undertaken.
30. Concept of Rolling Block introduced in Indian Railways (Open Lines) General Rules vide Gazette notification dated 30.11.2023, wherein work of integrated maintenance/ repair/replacement of assets is planned up to 52 weeks in advance on rolling basis and executed as per plan.

The details of the Safety related works related to better maintenance practices, Technological improvements, better infrastructure and rolling stock etc. undertaken by Railways are tabulated below:-

SN	Item	2004-05 to 2013-14	2014-15 to 2024-25	2014-25 Vs. 2004-14
	Technological Improvements			
1.	Use of high-quality rails (60 Kg) (Km)	57,450 Km	1.43 Lakh Km	More than 2 times
2.	Longer Rail Panels (260m) (Km)	9,917 Km	77,522 Km	Nearly 8 times

3.	Electronic Interlocking (Stations)	837 Stations	3,691 Stations	More than 4 times
4.	Fog Pass Safety Devices (Nos.)	As on 31.03.14: 90 Nos.	As on 31.03.25: 25,939 Nos.	288 times
5.	Thick Web Switches (Nos.)	Nil	28,301 Nos.	
	Better Maintenance Practices			
1.	Primary Rail Renewal (Track Km)	32,260 Km	49,941 Km	1.5 times
2.	USFD (Ultra Sonic Flaw detection) Testing of Welds (Nos.)	79.43 Lakh	2 Crore	More than 2 times
3.	Weld failures (Nos.)	In 2013-14: 3699 Nos.	In 2024-25: 370 Nos.	90 % reduction
4.	Rail fractures (Nos.)	In 2013-14: 2548 Nos.	In 2024-25: 289 Nos.	More than 88% reduction
Better Infrastructure and Rolling Stock				
1.	New Track KM added (Track Km)	14,985 Km	34,428 Km	More than 2 times
2.	Flyovers (RoBs)/Underpasses (RUBs) (Nos.)	4,148 Nos.	13,808 Nos.	More than 3 times
3.	Unmanned Level crossings (Nos.) on BG	As on 31.03.14: 8,948	As on 31.03.24:Nil (All eliminated by 31.01.19)	Removed
4.	Manufacture of LHB Coaches (Nos.)	2,337 Nos.	42,677	More than 18 times

Punctuality:

Indian Railways makes all possible efforts to run trains on time. However, several factors affect punctual running of trains which include path constraints, asset maintenance, alarm chain pulling, agitations, cattle run over, bad/foggy weather and other unforeseen circumstances. Based on assessments of factors impeding the punctual running of trains, remedial measures, both short term and long term, are initiated. High priority is accorded to making resources available for speedy execution of critical capacity augmentation as these on completion inter-alia facilitate improved efficiency and

reliability in train operations. The punctuality of Mail/Express trains on Indian Railways during 2025-26 (till January,2026) is about 78%.

Cleanliness:

Cleanliness is a continuous process and every endeavour is made to keep the passenger trains in properly maintained and clean condition. Various measures have been taken for Improving cleanliness of passenger trains which includes:

- To ensure safe and eco-friendly disposal of human waste, all coaches are fitted with bio-toilets. Bio-toilets use bacterial treatment to decompose waste, preventing direct discharge on tracks and reducing foul smell, corrosion, and unhygienic conditions.
- Mechanized Cleaning of passenger coaches is carried out during primary and secondary maintenance. Machines like high pressure jet cleaners, floor scrubbers, wet and dry vacuum cleaners etc. are deployed.
- Implementation of Clean Train Station (CTS) scheme at nominated stations for limited mechanized cleaning attention to identified trains during their scheduled stoppages enroute.
- On Board Housekeeping Service (OBHS) is provided in long distance trains for cleaning of coach toilets, doorways, aisles and passenger compartments during the run of the trains.
- Special Cleanliness Campaigns under Swachh Bharat Abhiyan and cleanliness drives/campaigns are organized regularly over Indian Railways with the objective to achieve significant and sustainable improvements in cleanliness standards.
- Waste generated inside trains is collected and disposed at designated en-route stations identified for this purpose.
- Regular Pests and Rodent control is done in all coaches.
- Provision of dustbin in all passenger coaches.

Security of Passenger:

Regarding safety and security of passengers the following steps are being taken in trains and at stations by the Railways in coordination with GRP/Local Police:-

i. On vulnerable and identified routes/sections, trains are escorted by Railway Protection Force in addition to trains escorted by Government Railway Police of different States daily.

ii. For immediate assistance passengers can make complaint on Rail Madad Portal directly or through Helpline Number 139 (integrated with Emergency Response Support System(ERSS) No.112).

iii. Surveillance is kept through CCTV cameras provided in number of coaches and railway stations for enhanced security of passengers.

iv. Railways are in regular touch with passengers through various social media platforms viz. twitter, facebook, etc. to enhance security of passengers and to address their security concern.

v. Frequent announcements are made through Public Address System to educate passengers to take precautions against theft, snatching, drugging etc.

vi. Under 'Meri Saheli initiative, focused attention has been provided for safety and security of lady passengers travelling alone by long distance trains for their entire journey i.e. from originating station to destination station.

vii. Zonal railways have been instructed for deployment of proper combined strength of male & female RPF/RPSF personnel in train escort parties, to the extent possible.

viii. State Level Security Committee of Railways (SLSCR) have been constituted for all State/Union Territories under the Chairmanship of respective Director General of Police/Commissioner of States/Union Territories for regular monitoring and review of security arrangements of the Railways.

Catering services:

Steps taken to improve Catering/Vending facilities at Stations is as under:

- Adequate Provision of Catering services at the stations is made through static catering units, viz. Jan Ahaar, Refreshment Room, Food Plazas, Fast Food unit, Milk stalls and Catering/Vending Stalls.
- Affordable and economy meals are made available to passengers at stations through static units and dedicated service counters placed at platforms.
- With the objective to facilitate the passengers to buy essential items required during the travel, provision of Multi Purpose Stalls has been made.
- Supply of Rail Neer to meet the demand of Packaged Drinking water.

Monitoring Mechanism & Time-bound action plan in Catering services:

- Installation of CCTV Cameras in Base Kitchens for Real time monitoring of food preparation.
- Deployment of Food Safety Supervisors at Base Kitchens to monitor food safety and hygienic practices.
- Deployment of on-board IRCTC supervisors on trains.
- Introduction of QR codes on food packets, enabling display of details like name of kitchen, date of packaging etc.
- To ensure compliance with Food Safety Norms, Food Safety and Standards Authority of India (FSSAI) certification from designated Food Safety Officers of each catering unit has been made mandatory.
- Regular and surprise inspections by Railway/IRCTC officials, including Food Safety Officers.
- Regular food sampling as a part of the inspection and monitoring mechanism to ensure quality of food on trains.

- Third Party Audit is done to examine hygiene and quality of food in Pantry Cars and Base Kitchens.
- Robust grievance redressal & feedback mechanism in place through Rail Madad portal.

Modernization and Improvement/Upgradation of Rolling Stock :

Modernization and Improvement/up-gradation of Rolling Stock to enhance safety, convenience and comfort of passengers is a continuous and ongoing process on Indian Railways. The work of replacement of earlier ICF coaches with safer and more modern LHB coaches has been taken up in a phased manner. Technologically superior LHB coaches have better riding, improved aesthetics and features like Lightweight design, Anti climbing features, Air suspension (Secondary) with failure indication system, stainless steel shell and disc brake system etc.

Production of LHB coaches during 2014-25 vis-à-vis 2004-14 is as under:

Period	LHB coaches manufactured
2004-14	2,337 nos.
2014-25	42,677 nos. (more than 18 times)

Railways have developed fully non-AC modern train named as Amrit Bharat express. Already 54 services are in operation. Presently, these modern trains comprise of 11 General Class coaches, 8 Sleeper Class coaches, 01 Pantry car and 02 Luggage cum Divyangjan coaches.

These trains have following enhanced features and amenities:

I. Better aesthetics of seat and berths with enhanced look & feel on the lines of Vande Bharat Sleeper.

II. Jerk Free Semi-Automatic Couplers.

III. Improved Crashworthiness in coaches by provision of crash tube.

IV. Provision of CCTV system in all coaches and Luggage room.

V. Improved designs of toilets.

VI. Improved design of Ladder for ease of climbing on to the berth.

VII. Improved LED Light fitting & Charging Sockets.

VIII. Provision of EP assisted braking system.

IX. Aerosol based fire suppression system in toilets and electrical cubicles.

X. USB Type-A and Type-C mobile charging sockets.

XI. Emergency Talk Back system for two-way communication between Passenger and Guard/Train Manager.

XII. Non-AC pantry with enhanced heating capacity.

XIII. Fully sealed gangways with quick release mechanism for easy attachment and detachment.

Namo Bharat Rapid Rail has been introduced to enhance the travelling experience of suburban and regional commuters for inter-city short distance movement by harnessing the features of Vande Bharat Trains. Presently, 4 Namo Bharat Rapid Rail services are in operation on the Indian Railway network. The prominent features of Namo Bharat Rapid Rail are as follows:

I. Centrally controlled Double Leaf Automatic Sliding Doors.
II. CCTVs for safety and passenger surveillance.
III. Modular interior with Cushioned Seats and Sealed Flexible Gangway.
IV. Emergency Talk System.
V. Continuous LED lighting with Energy Efficient Lighting system.
VI. FRP Modular Toilets with vacuum evacuation.
VII. Fully Air-Conditioned trains with Driver cab AC.

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. State-wise data of grievances is not maintained in RailMadad. In FY 2023-24, 99.98%, in FY 2024-25, 99.99% and in FY 2025-26 (upto December,25), 99.98% of total grievances were resolved in RailMadad.

*****