

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAJYA SABHA
UNSTARRED QUESTION NO. 1554
ANSWERED ON 31.07.2026

INCONVENIENCE FACED BY RAILWAY PASSENGERS

1554# SHRI BABUBHAI JESANGBHAI DESAI:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it has come to the notice of Government that rail passengers at various railway stations and in trains across the country, including Gujarat, are facing serious inconvenience due to excessive overcrowding, the entry of unreserved passengers into reserved coaches, persistent delays in train services, inadequate cleanliness and technical difficulties in online ticket booking;
- (b) if so, the details thereof, State-wise; and
- (c) concrete steps taken by Government to provide solution to these problems, including measures for crowd management, improving punctuality, augmentation of coach capacity, maintenance of cleanliness at platforms and in coaches, upgradation of IRCTC system and strengthening passenger safety?

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (c): Indian Railways (IR) have significantly increased the facilities for passengers demanding general class travel. During the financial year 2024-25 alone, 1250 general coaches have been utilised in various long-distance trains to have at least 4 general class coaches. Similarly, during the year 2025-26 about 870 Coaches including 160 General Class coaches have been utilised for permanent augmentation.

To cater to the travel demand of the low and middle income families, Indian Railways(IR) have taken up manufacturing of 17,000 non-AC coaches (general/sleeper).

On Indian Railways, the percentage of non-AC coaches is about 70%, while the percentage of non-AC seats is around 78% as compared to AC seats which is around 22%. The details are as under:

Table 1: Distribution of Coaches:

Type of Coaches	No. of Coaches	Percentage
Non-AC coaches (general and sleeper)	~62,000	~70%
AC coaches	~27,000	~30%
Total coaches	~89,000	100%

Table 2: Distribution of Seats:

Type of Seats	Number of Seats	Percentage
Non-AC Seats	~54 lakhs	~78%
AC Seats	~15 lakhs	~22%
Total Seats	~69 lakhs	100%

Moreover, to provide greater accommodation for the passengers using General and non-AC Sleeper Coaches, the extant policy regarding composition of Mail/Express trains provides for 12 (Twelve) General class & Sleeper class non- AC coaches and 08 (eight) AC-Coaches, in a train of 22 coaches, thereby providing greater accommodation for the passengers using General and non-AC Sleeper Coaches.

Further, to cater to the needs of passengers desirous of availing unreserved accommodation, Indian Railways (IR) operate unreserved non-AC passenger trains/ MEMU / EMU etc. for affordable travel, which are in addition to the unreserved accommodation (coaches) available in Mail/Express services.

SPECIAL TRAINS

IR also operates Special train services during festivals, holidays, etc. to cater to the extra needs of passengers and supplement the accommodation available by regular services.

Accordingly, the number of Special trains operated across the Indian Railways network, to facilitate the passengers during Summer/winter vacations, festivals like Holi, Durga Puja, Diwali, Chhath, Christmas, Sabrimala, Id-ul-fitr etc. are as below:

Year	No. of trips
2023-24	~40,500
2024-25	~85,400
2025-26	~80,500

Indian Railway, in its constant endeavour to provide affordable, good quality services to all sections of society, introduces new train services, augments the existing trains and also runs special trains.

NEW TRAIN VANDE BHARAT, AMRIT BHARAT AND NAMO BHARAT RAPID RAIL

New Design Trainsets:

Indian Railways is focussed on providing affordable, good quality services to all sections of society. Railways has developed the following trains:

Vande Bharat services:

Indian Railways, with a view to improve travel experience of the passengers, have introduced indigenously designed and manufactured Vande Bharat trains (Chair Car/Sleeper) with modern coaches, advanced safety features and passenger amenities.

Vande Bharat (Chair Car) Train service:

These new Vande Bharat Chair Car Trains have following features:

- Jerk Free Semi-Permanent couplers.
- Fitted with KAVACH
- Centrally controlled Automatic Plug Doors and Fully Sealed wider gangways.
- Emergency Alarm Push buttons and Talk Back Units on all Coaches.
- Improved fire safety – Aerosol based fire detection and suppression system in electrical cabinets and lavatories.
- Higher acceleration with design/operating speed of 180/160 KMPH.
- Driver-Guard communication with voice recording facility & Crash hardened memory.

- Air conditioning units provided with indigenously developed UV-C lamp based disinfection system for deactivating 99% harmful bacteria from conditioned air to improve the hygiene standards inside the passenger area.
- Better Ride Comfort.
- CCTVs in all Coaches.
- For Divyangjan passengers special lavatory in the driving coaches on each end.
- Coach condition monitoring System (CCMS) display with remote monitoring

As on 27.07.2026, the following 81 pairs of Vande Bharat train services (Chair Car) are being operated on the Indian Railways network:

S. No.	Train No. and Name
1	22435/22436 New Delhi - Varanasi Vande Bharat Express
2	22439/22440 Sri Mata Vaishno Devi Katra - New Delhi Vande Bharat Express
3	20901/20902 Gandhinagar Capital - Mumbai Central Vande Bharat Express
4	22447/22448 Amb Andura - New Delhi Vande Bharat Express
5	20607/20608 Mysuru - MGR Chennai Central Vande Bharat Express
6	20825/20826 Nagpur - Bilaspur Vande Bharat Express
7	22301/22302 New Jalpaiguri - Howrah Vande Bharat Express
8	20833/20834 Secunderabad - Visakhapatnam Vande Bharat Express
9	22223/22224 Sainagar Shirdi - Chhatrapati Shivaji Maharaj (T) Vande Bharat Express
10	22225/22226 Solapur - Chhatrapati Shivaji Maharaj (T) Vande Bharat Express
11	20171/20172 Nizamuddin - Rani Kamalapati Vande Bharat Express
12	20701/20702 Tirupati - Secunderabad Vande Bharat Express
13	20643/20644 Coimbatore - Chennai Vande Bharat Express
14	20977/20978 Chandigarh - Ajmer Vande Bharat Express
15	20633/20634 Thiruvananthapuram- Kasargod Vande Bharat Express
16	22895/22896 Puri - Howrah Vande Bharat Express
17	22457/22458 Dehradun - Anand Vihar Vande Bharat Express
18	22227/22228 Guwahati - New Jalpaiguri Vande Bharat Express
19	20911/20912 Nagpur - Indore Vande Bharat Express
20	22229/22230 Madgaon - Chhatrapati Shivaji Maharaj (T) Vande Bharat Express
21	22349/22350 Ranchi - Patna Vande Bharat Express
22	20661/20662 Dharwar - Bengaluru Vande Bharat Express
23	20173/20174 Rewa - Rani Kamalapati Vande Bharat Express

24	22549/22550 Gorakhpur - Prayagraj Vande Bharat Express
25	12461/12462 Sabarmati - Jodhpur Vande Bharat Express
26	22925/22926 Okha - Ahmedabad Vande Bharat Express
27	20665/20666 Tirunelveli - Chennai Egmore Vande Bharat Express
28	20677/20678 Narsapur - Chennai Vande Bharat Express
29	20703/20704 Yesvantpur -Kacheguda Vande Bharat Express
30	20631/20632 Thiruvananthapuram- Mangaluru Vande Bharat Express
31	26963/26964 Udaipur - Asarva Vande Bharat Express
32	22347/22348 Patna - Howrah Vande Bharat Express
33	20835/20836 Puri - Rourkela Vande Bharat Express
34	20897/20898 Ranchi - Howrah Vande Bharat Express
35	22415/22416 New Delhi - Varanasi Vande Bharat Express
36	20641/20642 Coimbatore - Bengaluru Cant Vande Bharat Express
37	20645/20646 Mangaluru - Madgaon Vande Bharat Express
38	20705/20706 Chhatrapati Shivaji Maharaj (T) - Nanded Vande Bharat Express
39	22477/22478 Sri Mata Vaishno Devi Katra - New Delhi Vande Bharat Express
40	22425/22426 Anand Vihar - Ayodhya Cantt. Vande Bharat Express
41	22487/22488 Amritsar - Delhi Vande Bharat Express
42	22962/22961 Mumbai Central - Ahmedabad Vande Bharat Express
43	20707/20708 Visakhapatnam - Secunderabad Vande Bharat Express
44	20663/20664 Chennai - Mysuru Vande Bharat Express
45	22233/22234 Patna - New Jalpaiguri Vande Bharat Express
46	22470/22469 Khajuraho - Nizamuddin Vande Bharat Express
47	22231/22232 Bengaluru - Kalburagi Vande Bharat Express
48	20841/20842 Visakhapatnam - Bhubaneswar Vande Bharat Express
49	22345/22346 Gomti Nagar - Patna Vande Bharat Express
50	20887/20888 Varanasi - Ranchi Vande Bharat Express
51	22545/22546 Dehradun - Lucknow Jn Vande Bharat Express
52	22490/22489 Varanasi - Meerut City Vande Bharat Express
53	20627/20628 Nagercoil - Chennai Egmore Vande Bharat Express

54	20671/20672 Bengaluru Cantt - Madurai Vande Bharat Express
55	22500/22499 Deoghar - Varanasi Vande Bharat Express
56	22309/22310 Jamalpur - Howrah Vande Bharat Express
57	20871/20872 Rourkela - Howrah Vande Bharat Express
58	20893/20894 Patna - Tatanagar Vande Bharat Express
59	20892/20891 Tatanagar - Brahmapur Vande Bharat Express
60	22303/22304 Gaya - Howrah Vande Bharat Express
61	20669/20670 Pune - Hubballi Vande Bharat Express
62	20673/20674 Pune - Chhatrapati Shahu Maharaj (T) Vande Bharat Express
63	20101/20102 Secunderabad - Nagpur Vande Bharat Express
64	20829/20830 Visakhapatnam - Durg Vande Bharat Express
65	21893/21894 Patna - Tatanagar Vande Bharat Express
66	21895/21896 Patna - Tatanagar Vande Bharat Express
67	20176/20175 Banaras - Agra Cantt. Vande Bharat Express
68	26901/26902 Veraval - Sabarmati Vande Bharat Express
69	26401/26402 Srinagar - Shri Mata Vaishno Devi Katra Vande Bharat Express
70	26403/26404 Srinagar -Shri Mata Vaishno Devi Katra Vande Bharat Express
71	26502/26501 Patliputra - Gorakhpur Vande Bharat Express
72	26751/26752 KSR Bengaluru - Belagavi Vande Bharat Express
73	26406/26405 Amritsar - Shri Mata Vaishno Devi Katra Vande Bharat Express
74	26101/26102 Pune - Ajni Vande Bharat Express
75	26302/26301 Jogbani -Danapur Vande Bharat Express
76	26481/26482 Delhi Cantt - Jodhpur Vande Bharat Express
77	26471/26472 Delhi Cantt - Bikaner Vande Bharat Express
78	26462/26461 Delhi - Firozpur Cantt. Vande Bharat Express
79	26651/26652 Ernakulam - KSR Bengaluru Vande Bharat Express
80	26506/26505 Khajuraho - Banaras Vande Bharat Express
81	26504/26503 Saharanpur -Gomtinagar Vande Bharat Express

Vande Bharat Sleeper Train service:

These Vande Sleeper Class Trains have following features:

Broad Technological advancements and safety features provided in these Vande Bharat Sleeper Trains are as below:

- Jerk-Free Semi permanent couplers and Anti Climbers.
- Fitted with KAVACH.
- Higher acceleration with design/operating speed of 180/160 KMPH.
- Crashworthy Design of Car body complying with EN standards.
- Fire barrier doors at the end of each coach for compliance of Fire Safety standards.
- Aerosol based fire detection and suppression system in electrical cabinets and lavatories.
- Regenerative braking system for energy efficiency.
- Air conditioning units provided with indigenously developed UV-C lamp based disinfection system for deactivating 99% harmful bacteria from conditioned air to improve the hygiene standards inside the passenger area.
- Centrally controlled Automatic Plug Doors and Fully Sealed wider gangways.
- CCTVs in all coaches.
- Emergency talk-back unit for communication between Passenger and Train Manager/Loco Pilot in case of emergency.
- For Divyangjan passengers special lavatory in the driving coaches on each end.
- Centralized Coach Monitoring System for better condition monitoring of passenger amenities such as Air conditioning, Saloon Lighting etc.
- Ergonomically designed ladder for ease of climbing on to upper berths.

As on 27.07.2026, the following 02 Vande Bharat Sleeper Express are being operated on the Indian Railways network:

S.No.	Train No. and Name
1	27575/27576 Howrah - Kamakhya Vande Bharat Sleeper Express

Amrit Bharat service:

To provide affordable means of transportation to the low and middle income families, Indian Railways have introduced Amrit Bharat services that are fully non-AC modern trains. The present composition of Amrit Bharat consists of 11 General Class coaches, 8 Sleeper Class coaches, 01 Pantry car and 02 Luggage cum Divyangjan coaches.

High Speed and enhanced Safety standards are the hallmarks of these trains with 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.

As on 27.07.2026, the following 36 pairs Amrit Bharat Express services are being operated on the Indian Railways network:

S.No.	Train No. and Name
1	11015/11016 Lokmanya Tilak (T) - Saharsa Amrit Bharat Express
2	13697/13698 Gaya - Delhi Amrit Bharat Express
3	15293/15294 Muzaffarpur - Charlapalli Amrit Bharat Express
4	15557/15558 Darbhanga - Anand Vihar (T) Amrit Bharat Express
5	15561/15562 Darbhanga - Gomtinagar Amrit Bharat Express
6	15567/15568 BapudhamMotihari - Anand Vihar (T) Amrit Bharat Express
7	22361/22362 Rajendranagar (T) - New Delhi Amrit Bharat Express
8	13433/13434 SMVT Bengaluru - Malda Town Amrit Bharat Express
9	13435/13436 Malda Town - Gomtinagar Amrit Bharat Express
10	15133/15134 Chhapra - Anand Vihar (T) Amrit Bharat Express
11	14047/14048 Sitamarhi - Delhi Amrit Bharat Express
12	14627/14628 Saharsa - Chheharta Amrit Bharat Express
13	19623/19624 Madar - Darbhanga Amrit Bharat Express
14	16601/16602 Erode - Jogbani Amrit Bharat Express
15	19021/19022 Udhna - Brahmapur Amrit Bharat Express
16	15671/15672 Kamakhya - Rohtak Amrit Bharat Express
17	20609/20610 New Jalpaiguri - Tiruchchirappalli Amrit Bharat Express
18	16597/16598 SMVT Bengaluru - Alipurduar Amrit Bharat Express
19	11031/11032 Panvel - Alipurduar Amrit Bharat Express
20	16107/16108 Tambaram - Santragachi Amrit Bharat Express
21	13065/13066 Howrah - Anand Vihar (T) Amrit Bharat Express
22	22587/22588 Sealdah - Banaras Amrit Bharat Express
23	20603/20604 New Jalpaiguri - Nagercoil Amrit Bharat Express
24	15949/15950 Dibrugarh - Gomti Nagar Amrit Bharat Express
25	16121/16122 Tambaram - Thiruvananthapuram Central Amrit Bharat Express
26	16329/16330 Nagercoil - Mangaluru Amrit Bharat Express
27	17041/17042 Charlapalli - Thiruvananthapuram North Amrit Bharat Express
28	16619/16620 Podanur-Dhanbad Amrit Bharat Express
29	16357/16358 Nagercoil-Charlapalli Amrit Bharat Express
30	15673/15674 Charlapalli - Kamakhya Amrit Bharat Express

31	17065/17066 Charlapalli - Shalimar Amrit Bharat Express
32	22589/22590 Banaras- Hadapsar Amrit Bharat Express
33	22111/22112 Lokmanya Tilak(T)- Ayodhya Amrit Bharat Express
34	14663/14664 Amritsar- New Jalpaiguri Amrit Bharat Express
35	19725/19726 Khatipura- Darbhanga Amrit Bharat Express
36	11431/11432 Pune - Danapur Amrit Bharat Express

Namo Bharat Rapid Rail service

Indian Railways have introduced Nammo Bharat Rapid Rail services. These services are aimed to enhance the travel experience to the suburban and regional commuters for short distance travel. The prominent features of Nammo Bharat Rapid Rail are as follows:

1. Centrally controlled Double Leaf Automatic Sliding Doors.
2. CCTVs for safety and passenger surveillance.
3. Modular interior with Cushioned Seats and Sealed Flexible Gangway.
4. Emergency Talk System.
5. Continuous LED lighting with Energy Efficient Lighting system.
6. FRP Modular Toilets with vacuum evacuation.
7. Fully Air-Conditioned trains with Driver cab AC.

As on 27.07.2026, the following 4 Nammo Bharat Rapid Rail services are in operation:

S.No.	Train Number and Name
1	94801/94802 Ahmedabad-Bhuj Nammo Bharat Rapid Rail
2	94803/94804 Jaynagar-Patna Nammo Bharat Rapid Rail

Punctuality:

Punctuality is accorded high priority on Indian Railways (IR) and all possible efforts are made to run trains on time. However, on Indian Railways, several factors affect punctuality which include foggy weather, path constraints/congestion, asset maintenance and other issues, alarm chain pulling, agitations, cattle run over and other unforeseen circumstances.

The overall punctuality of trains on Indian Railways during 2025-26 was more than 77%.

The steps taken to improve punctuality of train services include:

- A. Regular, continuous and real-time monitoring of punctuality of trains using technological tools and IT systems.
- B. Use of 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).
- C. 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.
- D. Data loggers ensure real time and realistic reporting of arrival / departure of passenger trains at stations.
- E. 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 about 50,000 LHB coaches have been turned out since 2014. IR has also been proliferating Vande Bharat, Nammo Bharat Rapid Rail and Amrit Bharat trains, for quick acceleration and deceleration.
- F. 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.

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

H. 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:

(i) 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 31.05.2026, there are 33,624 Fog Safe devices available over Indian Railways.

(ii) 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 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%

Safety and Security of Passengers

The following steps are being taken by the Railways in coordination with Government Railway Police (GRP)/Local Police for safety and security of passengers at stations: -

- For immediate assistance to railway passengers, the online grievance redressal mechanism 'RailMadad' provides an integrated platform for raising grievances, seeking assistance, and making inquiries. Through RailMadad, passengers can seek redressal via multiple channels such as Helpline number 139, the RailMadad website, mobile app, and SMS. The platform also enables passengers to share feedback on the resolution of their grievances.
- Railways remain in regular touch with passengers through various social media platforms, viz. Twitter, Facebook etc., to enhance passenger security and address their security concerns.
- Frequent announcements are made through Public Address System to educate passengers to take precautions against theft, snatching, drugging etc.
- Surveillance is maintained through CCTV cameras installed in several coaches and railway stations to enhance passenger security.
- 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.
- Coordination with GRP/State Police and concerned railway departments are made for ensuring crowd management.
- Vulnerability assessment is done across railway stations and accordingly Government Railway Police (GRP) & Railway Protection Force (RPF) staff are deployed to the extent possible at

sensitive locations to regulate crowd smoothly during the heavy rush period and render real time assistance to passengers.

- viii. GRP & RPF staff are deployed at foot-over bridges to regulate crowd smoothly in order to avoid stampede like situation during the heavy rush period and render real time assistance to passengers.

Further to handle heavy rush of passengers at stations over the Indian Railways, following decisions have also been taken by railways -

- I. Creation of Permanent holding areas at identified stations for crowd management over Indian Railways: The Ministry of Railways has initiated plans to establish passenger holding areas to decongest the platforms at stations, designed as comfortable, organized spaces with essential amenities such as seating, drinking water, toilets, ticketing facilities, information displays, and security checks to handle peak-hour footfall. Holding area at New Delhi Railway Station has already been commissioned, easing congestion and enhancing passenger convenience with facilities like additional ticket counters, Automatic Ticket Vending Machines (ATVMs), Passenger Awareness System (PAS), electronic train information boards, CCTV surveillance, luggage scanners, Door Frame Metal Detectors (DFMDs), uninterrupted power supply, improved lighting, High Volume Low Speed (HVLS) fans, fire-fighting and lightning protection systems, RO drinking water, and separate toilets for men, women, and Divyangians.
- II. Provision of complete access control, allowing passengers with confirmed reserved tickets direct entry to the platforms, while those without tickets or holding waiting list tickets are accommodated in designated outside waiting areas. Complete access control is being provided where passengers with confirmed reserved tickets are given direct access to the platforms whereas, passengers without a ticket or with a waiting list ticket wait in the holding area.
- III. Provision of a large number of AI-enabled CCTV cameras at railway stations and adjoining areas to facilitate close monitoring and effective crowd management.
- IV. Establishing War rooms at major stations, where officers from all departments can work in coordination to manage crowd situations effectively.
- V. Installation of latest design digital communication equipment like walkie-talkies, announcement systems, calling systems on all heavy crowd stations.
- VI. Issuing of newly designed QR-based ID cards to all staff and service personnel to ensure controlled and secure access to the station.
- VII. Providing new design uniforms to all staff members so that they can be easily identified during a crisis situation.
- VIII. Designating a senior officer at all major stations, as the Station Director, vested with financial powers to take on-the-spot decisions for station improvement. All other departments to report directly to the Station Director to ensure unified command and efficient management.
- IX. Empowering Station Director to control the sale of tickets as per capacity of the station and the available trains.

Maintenance of Cleanliness

Indian Railways make every endeavour to keep trains & stations in properly maintained and clean condition to ensure passengers comfort and a pleasant travel experience. Various measures have been taken to enhance passenger comfort and ensuring the availability of essential amenities on board trains and at stations. Key measures include: -

- i. Mechanized Cleaning at major stations is being carried out through professional agencies. Machines like high pressure jet cleaners, floor scrubbers, wet and dry vacuum cleaners are deployed for better cleanliness of stations.
- ii. All passenger coaches have been installed with bio-toilets so that no human waste is discharged from coaches on to the track and resulted in improved cleanliness level of platform & station.
- iii. Provision of colour coded twin dustbins have been made at various stations for segregation of bio-degradable and non-biodegradable waste, at source.

- iv. Mechanized Coach Cleaning is ensured during primary and secondary maintenance for better cleaning of the coach including interior, exterior and toilets.
- v. Clean Train Station (CTS) Scheme is provided at identified stations to improve the cleanliness of trains en-route by undertaking mechanized cleaning.
- vi. On Board Housekeeping Services (OBHS) is provided to maintain cleanliness and hygiene in long-distance trains during run of the train. Currently, OBHS is provided in approximately 1,450 pairs of trains.
- vii. Regular Pests and Rodent control is done in all coaches and at stations.
- viii. Dustbins have been provided in all passenger coaches and waste generated inside trains is collected and disposed at designated en-route stations identified for this purpose.
- ix. 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.
- x. Rail Madad portal has been developed to enable passengers to highlight their needs and seek assistance on passenger amenities, cleanliness, security etc, on mobile app or through SMS irrespective of class of travel.

Strengthening of Online Ticketing System

The reservation ticket booking system of Indian Railways is a robust and highly secure system equipped with industry-standard, state-of-the-art cyber security controls. Indian Railways has taken several technical and administrative measures to strengthen its online ticketing system which includes:

- i) Aadhaar authentication to book tatkal tickets: A provision has been made to allow only Aadhar authenticated passengers to book Tatkal tickets online. To curb misuse and improve fairness in tatkal bookings, Aadhaar based One-Time Password (OTP) verification for online tatkal ticket booking has also been introduced on selected trains.
- ii) Application layer security control: Several application-level security controls have been implemented at multiple levels to avoid scripting, Brute-Force Attack and DDoS (Distributed Denial of Service) attacks. To optimize system performance, Indian Railways has implemented a Content Delivery Network (CDN) to offload static content and reduce direct traffic on internet ticket booking website system. Further, Anti-bot solutions have been deployed to filter nongenuine users.
- iii) Network and infrastructure layer security controls: The entire ICT (Information and Communication Technology) infrastructure has been deployed on high availability mode to minimize failures.
- iv) Physical security controls: The system is hosted in a captive data centre facility at Chanakyapuri, New Delhi secured with CCTV footage and restricted physical access. The facility is ISO 27001 (Information Security Management System) certified.
- v) Security Audit and Monitoring: The system is integrated with CERT-In TSAP (Threat & Situational Awareness Projects) for round the clock monitoring of security incidents and events.
- vi) Administrative measures: Several anti-fraud measures have been adopted to prevent unauthorized access and to ensure seamless booking for genuine users. Rigorous revalidation and verification of user accounts have been done. During 1st Jan 2025 to 30th June 2026, about 3.04 crore suspicious user IDs have been deactivated and about 6.22 crore suspicious user IDs have been put under revalidation during the same period. 530 complaints have been lodged on the National Cyber Crime Portal pertaining to suspicious PNRs.

However, improvement in the system and technological upgradation is an ongoing process on Indian Railways subject to technical feasibility and availability of resources.
