

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAJYA SABHA
UNSTARRED QUESTION NO. 1555
ANSWERED ON 31.07.2026

INVENTORY MANAGEMENT OF RAILWAY LINEN

1555 SHRI SANJAY SINGH:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether over ₹100 crore worth of railway linen has reportedly gone missing in just four years and whether the Ministry has fixed responsibility for these losses;
- (b) whether the Ministry has the reasons for losses are primarily due to theft, contractor lapses, or administrative negligence;
- (c) whether the cost of missing linen is recovered from onboard attendants or housekeeping staff through deductions from their wages, if so, the quantum of money recovered during the last five years; and
- (d) the reasons for non-adoption of the digital inventory systems by Indian Railways to track linen as used in hotels, hospitals and airlines?

ANSWER

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

(a) to (d) Indian Railways (IR) provides clean and hygienic linen to all passengers travelling in AC classes. During train operations, some losses of linen items such as bedsheets, pillow covers, towels, blankets and pillows are reported due to theft, pilferage, damage due to wear & tear, misplacement during operations.

Service providers working for the linen management on trains are responsible for proper accountal of linen distributed to the passengers. These agencies are supposed to distribute fresh linen and collect used linen from the passengers.

Recovery on account of shortage or loss of linen is made from the service provider responsible as per terms & conditions of the contract. Therefore, no financial loss is incurred by IR on account of theft of linen.

Indian Railways is progressively adopting technology-enabled systems for improving linen management. CCTV cameras have been installed in all laundries of Indian Railways to monitor linen management and laundry operations.
