

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAJYA SABHA
UNSTARRED QUESTION NO. 2357
ANSWERED ON 07.08.2026

STEPS TO IMPROVE CLEANLINESS AT RAILWAY STATIONS

2357 SHRI K.R.N. RAJESHKUMAR:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether Government has taken steps to improve cleanliness at railway stations and in trains;
- (b) if so, the details thereof; and
- (c) the monitoring mechanism adopted?

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (c): Cleanliness is a continuous process and every endeavour is made to keep the railway stations and trains in properly clean condition. Various measures have been taken for improving cleanliness at railway stations and trains which includes:

- Mechanized Cleaning is being carried out through professional agencies. Machines like high pressure jet cleaners, floor scrubbers, wet and dry vacuum cleaners etc. are deployed.
- At stations, twin dustbins have been provided for collection and segregation of waste at source.
- Waste generated in the trains is collected at regular interval at nominated waste handling stations.
- 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.
- Railway Board has issued Standard Operating Procedure (SoP) on Solid Waste Management covering railway stations, trains, railway colonies, hospitals, workshops, production units and all other railway establishments. SoP provides detailed guidelines regarding segregation, collection, transportation, processing and scientific disposal of waste, monitoring mechanisms and well defined responsibilities at all administrative levels.
- To ensure effective end-to-end cleanliness and hygiene management in trains, On Board Housekeeping Service (OBHS) is provided which is currently available in 1450 (pairs) identified long distance trains.
- Enhanced On-Board Housekeeping Services (OBHS) Policy has been introduced to ensure end-to-end accountability for cleanliness in all coaches (including general) through a single service

provider, technology-enabled monitoring, trained staff, and PNR-linked passenger feedback. All Zonal Railways have been instructed to implement the policy initially on five identified trains each, with further expansion in a phased manner based on performance review. Enhanced OBHS service has been rolled out in Northern Railway. Other Zonal Railways are at different stage of implementation.

- Clean Train Station (CTS) scheme at 63 stations has been implemented covering 2800 trains. Under this scheme, a dedicated team of staff equipped with cleaning equipment carries out cleaning of coach toilets & washbasins and collect garbage from train's dustbins during halt time.
- Direct discharge of human waste from trains has been eliminated through installation of bio-toilets in passenger coaches. The details of provision of bio-toilets are as under:

Period	No. of Bio-Toilets fitted
2004-2014	9,587
2014- till June 2026	3,63,990 (around 38 times)

- Passenger awareness campaigns are regularly conducted across Indian Railways for maintaining cleanliness.
- To ensure cleanliness, regular checks/surprise checks are conducted by supervisors/senior officials at Divisional, Zonal & Headquarter level.
- 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.
