

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAJYA SABHA
UNSTARRED QUESTION NO. 2369
ANSWERED ON 07.08.2026

SEVERE OVERCROWDING IN GENERAL AND SLEEPER CLASS COACHES

2369 SHRI JOSE K. MANI:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether Government has taken note of severe overcrowding in general and sleeper class coaches on several routes;
- (b) whether any assessment has been made regarding passenger safety arising out of such overcrowding, if so, the details thereof;
- (c) the steps taken to increase coach capacity and introduce additional trains on congested routes; and
- (d) whether Government proposes to increase the number of general class coaches in long distance trains?

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (d): 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.

AMRIT BHARAT AND NAMO BHARAT RAPID RAIL SERVICES:

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

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: -

- i. 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.

- ii. 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.
- iii. Frequent announcements are made through Public Address System to educate passengers to take precautions against theft, snatching, drugging etc.
- iv. Surveillance is maintained through CCTV cameras installed in several coaches and railway stations to enhance passenger security.
- v. 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.
- vi. Coordination with GRP/State Police and concerned railway departments are made for ensuring crowd management.
- vii. 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 Divyangjans.
- 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.
