

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 3214
TO BE ANSWERED ON 19.03.2025**

UNHYGIENIC CONDITION OF COACHES

†3214. SHRI UJJWAL RAMAN SINGH:

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of complaints received regarding the unhygienic conditions in railway coaches due to the disposal/storage of used food plates during the year 2020-24;**
- (b) the details of measures/efforts taken/being taken by the Government to address the complaints received;**
- (c) whether the Government proposes to improve the current cleaning methods for maintaining cleanliness in railway coaches and for efficient and effective waste management; and**
- (d) if so, the details thereof and if not, the reasons therefor?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (d): Indian Railways has RailMadad as a unified portal for providing assistance and redressing grievances of passengers at stations and in trains. In FY 2022-23, 99.99% of grievances were resolved. In FY 2023-24, 99.98% of grievances were resolved.

Indian Railways constantly endeavor to provide clean and hygienic environment to passengers. Cleaning of coaches including toilets of trains is done at both ends including mechanised cleaning. On-Board Housekeeping Services (OBHS) is a system implemented to ensure cleanliness and sanitation in long-distance trains. OBHS includes regular cleaning of coaches, toilets, doorways, and passenger areas during the journey. OBHS plays a important role in garbage disposal management like Collection of Garbage, Segregation of Waste (Encouraging passengers to dispose of waste in designated bins), Periodic Cleaning, Disposal at Designated Stations (Garbage is collected and handed over at specific railway stations where waste management facilities are available).

Toilets are cleaned frequently and there is a well established redressal mechanism for addressing cleanliness issues during the run of the train. Provision of Clean Train Station (CTS) has been done for limited mechanized cleaning attention to identified trains. All trains have been fitted with bio-toilets which help in maintaining cleanliness in trains as well as at tracks/station.
