

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 650  
TO BE ANSWERED ON 23.07.2025**

**REGULAR DELAYS FOR PANCHAVATI AND RAJYA RANI EXPRESS TRAINS**

**650. SHRI RAJABHAU PARAG PRAKASH WAJE:**

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether the Government has taken cognisance of regular delays in both the directions for Panchavati (12109/12110) and Rajya Rani (17611/17612) Express trains while travelling between Mumbai CSMT and Nashik Road stations;**
- (b) if so, the reasons for the same and the details of the steps taken by the Government to prevent such delays in future;**
- (c) whether the Government has taken cognisance about lack of cleanliness, hygiene and even water availability at times in the above-mentioned trains;**
- (d) if so, the details of steps taken to address the problems;**
- (e) whether the Government considers increasing number of coaches, particularly unreserved coaches in above mentioned trains which are of immense importance for season ticketholders, if so, the details thereof; and**
- (f) whether the Government considers reducing travel time of the above-mentioned trains while travelling towards Mumbai so that the trains may reach CSMT before 9.30AM which will help daily commuters, if so, the details thereof?**

**ANSWER**

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

**(SHRI ASHWINI VAISHNAW)**

- (a) to (f) Indian Railways makes all possible efforts to run trains on time. Several factors affect punctual running of trains which include foggy weather, path constraints, asset failures, alarm chain pulling, agitations,**

**cattle run over and other unforeseen circumstances. Based on assessments of factors impeding the punctual running of trains, remedial measures, both short term and long term, are initiated. High priority is accorded to making resources available for speedy execution of critical capacity augmentation as these on completion inter-alia facilitate improved efficiency and reliability in train operations.**

**12109/12110 CSMT-Manmad Panchavati Express and 17611/17612 CSMT-H.S. Nanded Rajya Rani Express have maintained an overall punctuality of more than 80% during the last three months. 12109/12110 CSMT-Manmad Panchavati Express is having a load of 22 coaches which includes 9 General Class coaches and 2 MST Coaches for facilitating commuters while 17611/17612 CSMT-H.S. Nanded Rajya Rani Express has a load of 17 coaches which includes 04 General Class Coaches. Besides, augmentation of train services is an on-going process on Indian Railways subject to traffic justification, operational feasibility and availability of resources.**

**Speeding up of train services is an on-going process on Indian Railways (IR) and is dependent on various factors like Maximum Permissible speed(MPS) of the sections, the gradient of the sections enroute, speed potential of rolling stock/Loco, availability of path, maintenance corridor blocks, permanent and temporary speed restrictions, signalling system, etc. To optimally utilise the resources, train services on IR are charted at Maximum Permissible Speed keeping in view the speed potential of Rolling Stock.**

**Cleanliness is a continuous process and Indian Railways make every endeavour to keep trains in properly maintained and clean condition. Railways have taken several measures as follows, to ensure thorough cleanliness/water availability in coaches:-**

**(a) On-Board Housekeeping Staff Service is being provided during the train journey to ensure cleanliness and attend any passenger complaint received. This ensures speedier resolution of the complaints.**

**(b) Mechanized Coach Cleaning is being ensured during primary maintenance for better cleaning of the coach including interior, exterior and toilets.**

**(c) Regular inspections are done during maintenance at Depots/Sheds etc. as per prescribed schedule/ periodicity for ensuring the proper upkeep of various systems including watering in coaches. Further, to ensure availability of adequate water in coaches throughout the journey, watering is done at en-route stations at defined intervals.**

**(d) All passenger coaches have been installed with bio-toilets so that no human waste is discharged from coaches on the track resulting in improved cleanliness level.**

**(e) Rail Madad portal has been developed for passengers' use to seek help online and raise complaints, if required and provide feedback on their satisfaction with the resolution. Passengers' feedback for both the trains are being regularly monitored.**

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