

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
UNSTARRED QUESTION NO. 1911
TO BE ANSWERED ON 11.02.2026**

RAILWAY SAFETY AND GRIEVANCE REDRESSAL

1911. MS KANGNA RANAUT:

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of passenger safety-related complaints registered during the last three years through social media platforms, including X (formerly Twitter) the IRCTC e-Query and grievance redressal platforms and out of these the number of complaints resolved within 12 hours;**
- (b) the schedule and scope of regular track maintenance, safety audits, and infrastructure inspections conducted on the Eastern Coast Railway network especially in Odisha and West Bengal;**
- (c) whether any deficiencies have been flagged in recent years and if so, the details thereof;**
- (d) whether infrastructure bottlenecks and overcrowding have been reviewed and if so, the details thereof; and**
- (e) the steps taken/being taken by the Government to enhance safety and punctuality on busy routes?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (e): RailMadad is Indian Railways grievance redressal mechanism that provides passengers an integrated platform for grievances, assistance and inquiry. In RailMadad, passengers can seek redressal through multiple channels such as Helpline number-139, RailMadad Web, App and SMS. RailMadad also allows passengers to share feedback on the resolution of their grievances.

Safety is accorded the highest priority on Indian Railways. As a consequence of various safety measures taken over the years, there has been a steep decline in the number of accidents on Indian Railways.

Number of Consequential Train Accidents has reduced as shown in the table below:-

Year	Consequential Accidents
2014-15	135
2025-26 (Till date)	12 (90% lesser)

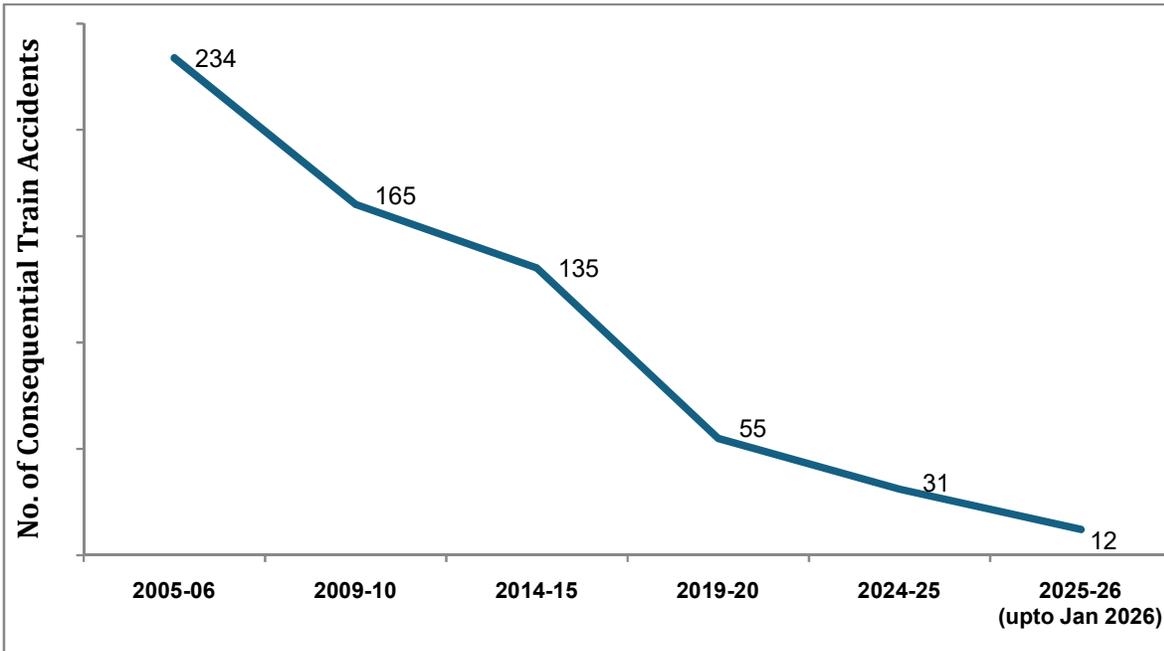
Another important index showing improvement in safety in train operations is Consequential Accidents Index, the details of which are as under:-

Consequential Accident Index:-

Year	Accident Index
2014-15	0.11
2024-25	0.03 (73% lesser)

This index measures number of consequential accidents as a ratio of total running kilometers of all trains.

$$\text{Accident Index} = \frac{\text{No. of consequential accidents}}{\text{No. of trains X million kilometers run}}$$



The various safety measures taken to enhance safety in train operations are as under:-

- 1. On Indian Railways, the expenditure on Safety related activities has increased over the years as under:-**

Expenditure/Budget on Safety related activities (Rs. in Cr.)				
2013-14	2022-23	2023-24	2024-25	2025-26
39,200	87,336	1,01,662	1,14,022	1,17,693

- 2. Electrical/Electronic Interlocking Systems with centralized operation of points and signals have been provided at 6,660 stations up to 31.12.2025 to reduce accidents due to human failure.**
- 3. Interlocking of Level Crossing (LC) Gates has been provided at 10,097 Level Crossing Gates up to 31.12.2025 for enhancing safety at LC Gates.**
- 4. Complete Track Circuiting of stations to enhance safety by verification of track occupancy by electrical means has been provided at 6,665 stations up to 31.12.2025.**

- 5. Kavach is a highly technology intensive system, which requires safety certification of highest order. Kavach was adopted as a National ATP system in July 2020. Based on deployment of Kavach version 3.2 on 1465 Rkm on South Central Railway and experience gained, further improvements were made. Finally, Kavach specification version 4.0 was approved by RDSO on 16.07.2024.**
- 6. After extensive and elaborate trials, Kavach Version 4.0 has been successfully commissioned on 1297 Route Kilometres, covering the high density Delhi - Mumbai and Delhi - Howrah routes. On the Delhi - Mumbai route Kavach ver 4.0 has been commissioned on Junction cabin - Palwal - Mathura - Nagda section (667 Rkm) & Ahmedabad - Vadodara - Virar section (432 Rkm) and on the Delhi - Howrah route on Gaya - Sarmatanr (93 Rkm) and Bardhaman - Howrah section (105 Rkm).**
- 7. Detailed instructions on issues related with safety of Signalling, e.g. mandatory correspondence check, alteration work protocol, preparation of completion drawing, etc. have been issued.**
- 8. System of disconnection and reconnection for S&T equipment as per protocol has been re-emphasized.**
- 9. All locomotives are equipped with Vigilance Control Devices (VCD) to improve alertness of Loco Pilots.**
- 10. Retro-reflective sigma boards are provided on the mast which is located two OHE masts prior to the signals in electrified territories to alert the crew about the signal ahead when visibility is low due to foggy weather.**
- 11. A GPS based Fog Safety Device (FSD) is provided to loco pilots in fog affected areas which enables loco pilots to know the distance of the approaching landmarks like signals, level crossing gates, etc.**
- 12. Modern track structure consisting of 60kg, 90 Ultimate Tensile Strength (UTS) rails, Prestressed Concrete Sleeper (PSC) Normal/Wide base sleepers with elastic fastening, fan shaped layout turnout on PSC sleepers, Steel Channel/H-beam Sleepers on girder bridges is used while carrying out primary track renewals.**
- 13. Mechanisation of track laying activity through use of track machines like PQRS, TRT, T-28 etc. to reduce human errors.**

- 14. Maximizing supply of 130m/260m long rail panels for increasing progress of rail renewal and avoiding welding of joints, thereby improving safety.**
- 15. Ultrasonic Flaw Detection (USFD) testing of rails to detect flaws and timely removal of defective rails.**
- 16. Laying of longer rails, minimizing the use of Alumino Thermic Welding and adoption of better welding technology for rails i.e., Flash Butt Welding.**
- 17. Monitoring of track geometry by OMS (Oscillation Monitoring System) and TRC (Track Recording Cars).**
- 18. Patrolling of railway tracks to look out for weld/rail fractures.**
- 19. The use of Thick Web Switches and Weldable CMS Crossing in turnout renewal works.**
- 20. Inspections at regular intervals are carried out to monitor and educate staff for observance of safe practices.**
- 21. Web based online monitoring system of track assets viz. Track database and decision support system has been adopted to decide rationalized maintenance requirement and optimize inputs.**
- 22. Detailed instructions on issues related with safety of Track, e.g. integrated block, corridor block, worksite safety, monsoon precautions, etc. have been issued.**
- 23. Preventive maintenance of railway assets (Coaches & Wagons) is undertaken to ensure safe train operations.**
- 24. Replacement of conventional ICF design coaches with LHB design coaches is being done.**
- 25. All unmanned level crossings (UMLCs) on Broad Gauge (BG) route have been eliminated by January 2019.**
- 26. Safety of Railway Bridges is ensured through regular inspection of Bridges. The requirement of repair/rehabilitation of Bridges is taken up based upon the conditions assessed during these inspections.**
- 27. Indian Railways has displayed Statutory "Fire Notices" for widespread passenger information in all coaches. Fire posters are provided in every coach so as to educate and alert passengers regarding various Do's and**

Don'ts to prevent fire. These include messages regarding not carrying any inflammable material, explosives, prohibition of smoking inside the coaches, penalties etc.

28. Production Units are providing Fire detection and suppression system in newly manufactured Power Cars and Pantry Cars, Fire and Smoke detection system in newly manufactured coaches. Progressive fitment of the same in existing coaches is also underway by Zonal Railways in a phased manner.

29. Regular counselling and training of staff is undertaken.

30. Concept of Rolling Block introduced in Indian Railways (Open Lines) General Rules vide Gazette notification dated 30.11.2023, wherein work of integrated maintenance/ repair/replacement of assets is planned up to 52 weeks in advance on rolling basis and executed as per plan.

The details of the Safety related works related to better maintenance practices, Technological improvements, better infrastructure and rolling stock etc. undertaken by Railways are tabulated below:-

S. N.	Item	2004-05 to 2013-14	2014-15 to 2024-25	2014-25 Vs. 2004-14
	Technological Improvements			
1.	Use of high-quality rails (60 Kg) (Km)	57,450 Km	1.43 Lakh Km	More than 2 times
2.	Longer Rail Panels (260m) (Km)	9,917 Km	77,522 Km	Nearly 8 times
3.	Electronic Interlocking (Stations)	837 Stations	3,691 Stations	More than 4 times

4.	Fog Pass Safety Devices (Nos.)	As on 31.03.14: 90 Nos.	As on 31.03.25: 25,939 Nos.	288 times
5.	Thick Web Switches (Nos.)	Nil	28,301 Nos.	
Better Maintenance Practices				
1.	Primary Rail Renewal (Track Km)	32,260 Km	49,941 Km	1.5 times
2.	USFD (Ultra Sonic Flaw detection) Testing of Welds (Nos.)	79.43 Lakh	2 Crore	More than 2 times
3.	Weld failures (Nos.)	In 2013-14: 3699 Nos.	In 2024-25: 370 Nos.	90 % reduction
4.	Rail fractures (Nos.)	In 2013-14: 2548 Nos.	In 2024-25: 289 Nos.	More than 88% reduction
Better Infrastructure and Rolling Stock				
1.	New Track KM added (Track Km)	14,985 Km	34,428 Km	More than 2 times
2.	Flyovers (RoBs)/Underpasses (RUBs) (Nos.)	4,148 Nos.	13,808 Nos.	More than 3 times
3.	Unmanned Level crossings	As on 31.03.14:	As on 31.03.24:Nil	Removed

	(Nos.) on BG	8,948	(All eliminated by 31.01.19)	
4.	Manufacture of LHB Coaches (Nos.)	2,337 Nos.	42,677	More than 18 times

Indian Railways makes all possible efforts to run trains on time. However, several factors affect punctual running of trains which include path constraints, asset maintenance, alarm chain pulling, agitations, cattle run over, bad/foggy weather 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. The punctuality of Mail/Express trains on Indian Railways during 2025-26 (till January, 2026) is about 78%.
