

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 3165
TO BE ANSWERED ON 11.03.2026**

CLEANLINESS AND HYGIENE IN PASSENGER TRAINS OF TAMIL NADU

3165. SHRI RAJA A:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government has conducted any inspection, audit, passenger feedback analysis/internal assessment during the last five years to evaluate the effectiveness of cleanliness and hygiene measures especially in the passenger trains catering to Tamil Nadu and if so, the key findings along with the details of actions taken thereon; and**
- (b) the details of the steps taken by the Government to ensure cleanliness and hygiene to be maintained in the running trains across the country?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) & (b): Cleanliness is a continuous process and Indian Railway (IR) makes every endeavor to keep the trains in properly maintained and clean condition. IR conducts periodic inspections, internal audits, passenger feedback analysis and special checks to ensure cleanliness and hygiene in all the passenger trains including those catering to the state of Tamil Nadu. Passenger feedback/complaints are closely monitored through the Rail Madad portal to ensure timely redressal of issues related to cleanliness and hygiene. Railway officials conduct regular inspections to monitor cleanliness and housekeeping standards on trains. Penalties are imposed on service providers of onboard housekeeping services for deficiencies noticed with regard to on-board cleanliness. Payment of service provider is also linked with passenger feedback.

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Some of the major steps taken to ensure cleanliness and hygiene in the running trains, are as under:-

- **Mechanized Coach Cleaning is being ensured during primary maintenance for better cleaning of the coach including interior, exterior and toilets.**
- **On-Board Housekeeping Staff Service is provided in identified long distance Mail/Express trains for cleaning of coach toilets, doorways, aisles and passenger compartments during the run of the trains and to attend any passenger grievance.**
- **Clean Train Station service has been introduced for mechanized cleaning in identified trains during their scheduled stoppage enroute. Dedicated team of staff equipped with high pressure jet machines and cleaning equipment carries out cleaning followed by drying of coach toilets.**
- **Regular pest and rodent control of coaches and station areas.**
- **Awareness drives are conducted to sensitize passengers regarding maintaining cleanliness.**
- **Provision of dustbins in AC and non-AC coaches.**
- **Installation of bio-toilets in all passenger coaches.**
