

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
UNSTARRED QUESTION NO. 2823
TO BE ANSWERED ON 05.08.2026**

HYGIENE STANDARDS IN SUPERFAST TRAINS

2823. SHRI RAJEEV RAI:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government has assessed the condition of coaches and toilet facilities in long distance superfast trains vis-à-vis prescribed service life and hygiene standards and if so, the details thereof;**
- (b) the number of coaches due for replacement and the timeline fixed for their upgradation, zone-wise;**
- (c) the number of complaints received including Twitter/Social Media regarding unclean/non- functional toilets, inadequate water supply etc. during the last five years along with the action taken, year-wise; and**
- (d) the details of the measures adopted by the Government to ensure regular inspection, timely coach replacement and compliance with prescribed hygiene and sanitation standards in such trains?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (d) Modernization and Improvement/up-gradation of Rolling Stock to enhance safety, convenience and comfort of passengers is a continuous and ongoing process on Indian Railways and replacement/repair of coaches is carried out based on condition/completing codal life etc.

The work of replacement of earlier ICF coaches with safer and more modern LHB coaches has been taken up in a phased manner. Technologically superior LHB coaches have better riding, improved aesthetics and features like Lightweight design, Anti climbing features, Air

suspension (Secondary) with failure indication system, stainless steel shell and disc brake system etc.

Production of LHB coaches during 2014-26 vis-à-vis 2004-14 is as under:

Period	LHB coaches manufactured
2004-14	2,337 nos.
2014-26	49,366 nos. (more than 21 times)

Indian Railways make every endeavour to keep trains in properly hygienic and clean condition to ensure passengers comfort and a pleasant travel experience. Various measures to improve hygiene and cleanliness in trains are as following:

- **Mechanized Coach Cleaning is ensured during primary and secondary maintenance for better cleaning of the coach including interior, exterior and toilets.**
- **On Board Housekeeping Services (OBHS) is provided to maintain cleanliness and hygiene in long-distance trains during run of the train.**
- **Clean Train Station (CTS) Scheme is provided at identified stations to improve the cleanliness of trains en-route by undertaking mechanized cleaning.**
- **All mainline passenger coaches have been installed with bio-toilets.**
- **Regular Pests and Rodent control is done in all coaches.**
- **Dustbins have been provided in all passenger coaches and waste generated inside trains is collected and disposed at designated en-route stations identified for this purpose.**
- **Special Cleanliness Campaigns under Swachh Bharat Abhiyan and cleanliness drives/campaigns are organized regularly over Indian**

Railways with the objective to achieve significant and sustainable improvements in cleanliness standards.

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.

Further, Regular inspections are done during maintenance at Depots/Sheds etc. as per prescribed schedule/ periodicity for ensuring the proper upkeep of coaches and maintaining hygiene and sanitation standards.
