

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
UNSTARRED QUESTION NO. 490
TO BE ANSWERED ON 22.07.2026**

SANITATION AND DRINKING WATER FACILITIES IN TRAINS

†490. SHRI DHARMENDRA YADAV:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government is aware of the fact that the sanitation system in various trains of the country, especially cleanliness of toilets and availability of water is still not at a satisfactory level and if so, the details thereof;**
- (b) the details of complaints received regarding cleanliness in trains and railway stations and their disposal during the last three years, year and zone-wise;**
- (c) the details of steps, technology/monitoring system implemented by the Government to ensure regular availability of clean drinking water and clean toilet facilities to the passengers; and**
- (d) the corrective measures taken/being taken by the Government to make the grievance redressal system of Railways more effective, transparent and time bound?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (d) Cleanliness is a continuous process and Indian Railway (IR) makes every endeavour to keep the trains clean and maintain availability of water in toilets. However, due to heavy passenger usage, en-route depletion of water, complaints regarding cleanliness of toilets and availability of water are sometimes received. Such complaints are attended promptly through the established maintenance and grievance redressal mechanisms.

RailMadad is Indian Railways grievance redressal mechanism that provides passengers an integrated platform for grievances, assistance and inquiry. Regular monitoring for cleanliness is done through checks/inspections and complaints/feedback received through Rail Madad/RailOne app and other passenger interfaces. In RailMadad, passengers can seek redressal through multiple channels such as Helpline number-139, RailMadad Web, App and SMS. Details of grievances resolved during last three years is as under: -

Year	% of total grievances resolved
2023-2024	99.98%
2024-2025	99.99%
2025-2026	99.98%

Some of the major steps taken to ensure cleanliness and hygiene and to ensure regular availability of clean drinking water and clean toilet facilities, are as under: -

- IR has adopted “Uniform Drinking Water Quality Monitoring Protocol” as standardized by department of Drinking Water and Sanitation in February 2013. Drinking water supplied to the passengers at railway stations through water taps is suitably treated, as per requirement. Regular tests are conducted to ensure its quality. Further, instructions for implementation of the Indian Railway Water Policy, 2017, have also been issued to ensure availability of water at station premises. The policy envisages modernization of railway water supply systems by upgrading water supply infrastructure, replacing manually operated valves with automatic valves, and adopting SCADA (Supervisory Control and Data Acquisition)-based control systems.**
- To cater the need of travelling passengers, Rail Neer being the exclusive brand of Indian Railways along with other approved brands of Packaged Drinking water is being sold on trains and stations.**
- Mechanized Coach Cleaning is being ensured during primary maintenance for better cleaning of the coach including interior, exterior and toilets.**
- On-Board Housekeeping Service is being provided to ensure cleanliness on run and to attend to any passenger grievance. As part of the ongoing effort to strengthen on-board services, a policy**

decision has been taken to engage professional, technology-enabled and financially sound service providers with the objective to ensure sustained improvement in cleanliness, hygiene, linen management and passenger interface.

- **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.**
- **All passenger coaches have been installed with bio-toilets so that no human waste is discharged from coaches directly on the tracks resulting clean tracks and railway premises. The details of provision of bio toilets are as under:**

Period	Number of Bio-Toilet fitted
2004-2014	9,587
2014- Till June 2026	3,63,990

- **Regular water filling in overhead tanks for toilets before train departure at en-route nominated watering stations.**
