

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
UNSTARRED QUESTION NO. 632
TO BE ANSWERED ON 22.07.2026**

**DIFFICULTIES FACED BY PASSENGERS TRAVELLING IN
GENERAL/UNRESERVED/SLEEPER CLASS COACHES**

632. DR. LATA WANKHEDE:

SMT. SHAMBHAVI:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railway Board has taken direct cognizance of the extreme overcrowding, lack of ventilation and safety hazards faced by passengers travelling in general, unreserved and sleeper class coaches across long-distance trains;**
- (b) if so, the total number of new regular Amrit Bharat and special non-AC general category trains introduced during the last two financial years to manage peak festive rushes particularly in Bihar and Madhya Pradesh;**
- (c) whether the Government is systematically increasing the total number of general and sleeper coaches in existing popular trains and if so, the details thereof;**
- (d) the concrete measures taken/being taken by the Government to ensure functional lights, clean mobile charging points, and hygienic running water in all non-AC public compartments; and**
- (e) the steps taken/being taken by the Government to expand automated ticket vending machines at small rural stations?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (e): On Indian Railways, traffic pattern of passengers is not uniform throughout the year and it varies over lean and peak periods. During peak rush periods, the occupancy of the trains especially on popular routes remains full whereas during lean period and on less popular routes, there is sub optimal utilization.

With a view to meet the demand of passengers travelling in unreserved coaches, Indian Railways (IR) have significantly increased the facilities for passengers demanding general class travel. During the financial year 2024-

25 alone, 1250 general coaches have been utilised in various long-distance trains to have at least 4 general class coaches. Similarly, during the year 2025-26 about 870 Coaches including 160 General Class and during the year 2026-27 (up to 30.06.2026) about 190 coaches including 20 general class coaches have been utilised for permanent augmentation.

To cater to the travel demand of the low and middle income families, Indian Railways have taken up manufacturing of 17,000 non-AC coaches (general/sleeper).

On IR, the percentage of non-AC coaches, is about 70% as indicated below:

Distribution of coaches:

Non-AC coaches (general and sleeper)	~62,000	~70%
AC coaches	~27,000	~30%
Total coaches	~89,000	100%

Moreover, to provide greater accommodation for the passengers using General and non-AC Sleeper Coaches, the extant policy regarding composition of Mail/Express trains provides for 12 (Twelve) General class & Sleeper class non- AC coaches and 08 (eight) AC-Coaches, in a train of 22 coaches, thereby providing greater accommodation for the passengers using General and non-AC Sleeper Coaches.

Further, to cater to the needs of passengers desirous of availing unreserved accommodation, Indian Railways (IR) operate unreserved non-AC passenger trains/ MEMU / EMU etc. for affordable travel, which are in addition to the unreserved accommodation (coaches) available in Mail/Express services.

Amrit Bharat service:

To provide affordable means of transportation to the low and middle income families, Indian Railways have introduced Amrit Bharat services that are fully non-AC modern trains. The present composition of Amrit Bharat consists of 11 General Class coaches, 8 Sleeper Class coaches, 01 Pantry Car and 02 Luggage cum Divyangjan coaches.

High Speed and enhanced Safety standards are the hallmarks of these trains with following enhanced features and amenities:

- Better aesthetics of seat and berths with enhanced look & feel on the lines of Vande Bharat Sleeper.**
- Jerk Free Semi-Automatic Couplers.**
- Improved Crashworthiness in coaches by provision of crash tube.**
- Provision of CCTV system in all coaches.**

- Improved designs of toilets.
- Improved design of Ladder for ease of climbing on to the berth.
- Improved LED Light fitting & Charging Sockets.
- Provision of EP assisted braking system.
- Aerosol based fire suppression system in toilets and electrical cubicles.
- USB Type-A and Type-C mobile charging sockets.
- Emergency Talk Back system for two-way communication between Passenger and Guard/Train Manager.
- Non-AC pantry with enhanced heating capacity.
- Fully sealed gangways with quick release mechanism for easy attachment and detachment.

As on 30.06.2026, the following 36 pairs Amrit Bharat Express services are being operated on the Indian Railways network:

SN	Train No. and Name
1	11015/11016 LokmanyaTilak (T) – Saharsa Amrit Bharat Express
2	13697/13698 Gaya - Delhi Amrit Bharat Express
3	15293/15294 Muzaffarpur –Charlapalli Amrit Bharat Express
4	15557/15558 Darbhanga – AnandVihar (T) Amrit Bharat Express
5	15561/15562 Darbhanga –Gomtinagar Amrit Bharat Express
6	15567/15568 BapudhamMotihari– Anand Vihar (T) Amrit Bharat Express
7	22361/22362 Rajendranagar (T) - New Delhi Amrit Bharat Express
8	13433/13434 SMVT Bengaluru - Malda Town Amrit Bharat Express
9	13435/13436 Malda Town –Gomtinagar Amrit Bharat Express
10	15133/15134 Chhapra– AnandVihar (T) Amrit Bharat Express
11	14047/14048 Sitamarhi - Delhi Amrit Bharat Express
12	14627/14628 Saharsa –Chheharta Amrit Bharat Express
13	19623/19624 Madar – Darbhanga Amrit Bharat Express
14	16601/16602 Erode –Jogbani Amrit Bharat Express
15	19021/19022 Udhna–Brahmapur Amrit Bharat Express
16	15671/15672 Kamakhya – Rohtak Amrit Bharat Express
17	20609/20610 New Jalpaiguri - Tiruchchirappalli Amrit Bharat Express
18	16597/16598 SMVT Bengaluru – Alipurduar Amrit Bharat Express

19	11031/11032 Panvel– Alipurduar Amrit Bharat Express
20	16107/16108 Tambaram –Santragachi Amrit Bharat Express
21	13065/13066 Howrah – AnandVihar (T) Amrit Bharat Express
22	22587/22588 Sealdah - Banaras Amrit Bharat Express
23	20603/20604 New Jalpaiguri – Nagercoil Amrit Bharat Express
24	15949/15950 Dibrugarh - Gomti Nagar Amrit Bharat Express
25	16121/16122 Tambaram - Thiruvananthapuram Central Amrit Bharat Express
26	16329/16330 Nagercoil – Mangaluru Amrit Bharat Express
27	17041/17042 Charlapalli - Thiruvananthapuram North Amrit Bharat Express
28	16619/16620 Podanur-Dhanbad Amrit Bharat Express
29	16357/16358 Nagercoil-Charlapalli Amrit Bharat Express
30	15673/15674 Charlapalli– Kamakhya Amrit Bharat Express
31	17065/17066 Charlapalli - Shalimar Amrit Bharat Express
32	22589/22590 Banaras- HadapsarAmrit Bharat Express
33	22111/22112 LokmanyaTilak(T)- Ayodhya Amrit Bharat Express
34	14663/14664 Amritsar- New Jalpaiguri Amrit Bharat Express
35	19725/19726 Khatipura- Darbhanga Amrit Bharat Express
36	11431/11432 Pune –Danapur Amrit Bharat Express

Special Trains

IR also operates Special train services during festivals, holidays, etc. to cater to the extra needs of passengers and supplement the accommodation available by regular services.

Accordingly, the number of Special trains operated across the Indian Railways network, to facilitate the passengers during Summer/winter vacations, festivals like Holi, Durga Puja, Diwali, Chhath, Christmas, Sabrimala, Id-ul-fitr etc. are as below:

Year	No. of trips
2023-24	~40,500
2024-25	~85,400
2025-26	~80,500

The measures taken by the Government to ensure functional lights and mobile charging points are as under: -

- i. It is ensured that 100% of lights and mobile charging points in coaches are functional before placing the rakes on platforms.**
- ii. Lights of the coaches are switched on from nominated stations.**
- iii. In case of receipt of passengers' complaints, action is taken to address not only complaints there and then itself but also to reduce them further.**
- iv. Special Drives like Summer and Pre-Monsoon Drives are conducted to ensure that preventive measures are taken well in time and to avoid occurrence of faults/failures in electrical equipments.**
- v. Name and mobile number of divisional control and concerned staff are displayed at prominent locations of coaches for quick assistance and disposal of complaints.**

Indian Railway (IR) makes every endeavour to maintain availability of water in toilets. Regular water filling in overhead tanks of coaches is ensured before train departure at maintenance depots as well as at en-route nominated watering stations.

To improve overall passenger experience, Railways has launched RailOne App on 01.07.2025. The App can be downloaded from Android Play Store and Apple App Store. This App enables passengers to book reserved as well as unreserved tickets on mobile phone. This App combines all the public facing services of Indian Railways like reserved ticketing, unreserved ticketing and platform ticketing, train enquiry, PNR enquiry, Railmadad, etc. into a single platform. This, in effect, brings the Passenger reservation system facility to passenger's palm. Till date more than 4.55 crore downloads of this app have been done. On an average, about, 9.65 lakh tickets are being booked on the RailOne App Daily (2.75 lakh reserved and 6.89 lakh Unreserved). The passengers can book both reserved and unreserved tickets very conveniently using this app.
