

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
UNSTARRED QUESTION NO. 2901
TO BE ANSWERED ON 05.08.2026**

PUNCTUALITY OF TRAINS

**2901. SHRI KUNDURU RAGHUVeer:
SHRI GIRIDHARI YADAV:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government is aware that delays in Premium Trains Mail, Express, Superfast and Passenger trains have increased in recent years causing hardship to passengers, missed connecting trains, financial losses and disruption to work, education and medical travel and if so, the details thereof including the average delays of these premium trains run late during the last three years (2023-24, 2024-25 and 2025-26), train and route-wise;**
- (b) whether the Government has analysed the reasons for such delays, including congestion on high-density routes, maintenance works, signalling failures, shortage of locomotives and crew, adverse weather conditions and operational bottlenecks and if so, the details thereof including the alternative arrangements/compensation provided to the passengers;**
- (c) the details of train punctuality and the number of trains delayed by more than 30 minutes during the last five years, zone-wise;**
- (d) the steps taken to augment line capacity, modernise signalling systems, improve time- table planning, strengthen monitoring mechanisms and reduce delays;**
- (e) whether the Government has fixed any time-bound targets to improve punctuality and the details of funds allocated, achievements made and future action proposed to ensure timely railway services; and**
- (f) whether the Government has taken any steps to improve the quality of catering in view of hundreds of complaints received regarding the substandard level of catering services in the above-mentioned trains and if so, the details thereof including the concrete steps Government proposes to take in the future to ensure punctuality of premium trains**

and to make catering services world-class and if not, the reasons therefor?

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (f) Punctuality is accorded high priority on Indian Railways (IR) and all possible efforts are made to run trains on time. However, on Indian Railways, several factors affect punctuality which include foggy weather, path constraints, asset maintenance and other issues, alarm chain pulling, agitations, cattle run over and other unforeseen circumstances.

The average punctuality of trains on Indian Railways during 2023-24, 2024-25 and 2025-26 is as under:

Year	Mail/Express
2023-24	73.62%
2024-25	77.12%
2025-26	77.43%

The steps taken to improve punctuality of train services include:

- Regular, continuous and real-time monitoring of punctuality of trains using technological tools and IT systems.**
- Use of an integrated digital platform for monitoring of train operations comprising Integrated Coaching Management System (ICMS) and Control Office Application (COA) which are integrated with National Train Enquiry System (NTES).**
- Progressive advancement for automatic uptake of timings by the train movement itself, is being achieved through GPS devices fitted locomotives {Real-Time Train Information System (RTIS) and Remote Monitoring and Management of Locomotives and Trains (REMMLOT)} and Data loggers integrated with the station signaling system.**

- **Data loggers ensure real time and realistic reporting of arrival / departure of passenger trains at stations.**
- **IR has been replacing conventional coaches (ICF coaches) by modern light weight LHB coaches having state-of-the art technology. The Production units of Indian Railways are producing only LHB coaches from April 2018 onwards. The production of LHB coaches has continually increased during the years and about 50,000 LHB coaches have been turned out since 2014. IR has also been proliferating Vande Bharat, Namo Bharat Rapid Rail and Amrit Bharat trains, for quick acceleration and deceleration.**
- **To improve punctuality, IR also undertakes rationalisation of time tables. One such exercise, in a scientific manner, was undertaken with the assistance of IIT- Mumbai using their traffic simulator. The exercise also aimed at provisioning of fixed Integrated Maintenance blocks on all sections to minimise detention and improve punctuality.**
- **New generation High capacity Locomotives are being utilised for Right powering of trains.**
- **Further, with a view to minimise and mitigate the effect of fog and to assist the Loco Pilots run the train during foggy weather conditions the following steps have been taken by Indian Railways:**
 - (i) **GPS based FOG SAFE DEVICE – A Global Positioning System (GPS) based portable 'Fog Safe Device' (FSD) is being provided to Loco Pilots, which displays upcoming critical landmarks such as approaching signal, level crossing gates, permanent speed restrictions etc. in advance during poor visibility conditions like fog. This device is used for safe train operation especially during winter season and to help reduce stress on Loco Pilots while running in poor visibility conditions. As on 31.05.2026, there are 33,624 Fog Safe devices available over Indian Railways.**

(ii) Modified Semi-Automatic Stop Signal (MASS) System: MASS has been introduced on the Automatic Signalling territory during abnormal conditions like Fog & Bad Weather impairing visibility. The system helps minimise delay in train operation during foggy weather conditions.

Train operation during fog and poor visibility conditions is an essential component of the training curriculum and the same has already been incorporated in the Transportation Module and Technical Module of the prescribed training syllabus for Loco Pilots (LPs) and Assistant Loco Pilots (ALPs).

- **Modernisation of Signalling infrastructure:** Indian Railways is modernising the signalling infrastructure for enhanced reliability & safety. It is using reliable digital technology by provision of electronic interlocking systems with adequate redundancy (in power supply & transmission media), dual detection systems for train vehicle verification and replacement of electromechanical installations. Several improvement measures have been taken such as:

- a) **Provision of Electrical/Electronic Interlocking Systems with centralized operation of points and signals in place of old mechanical signalling.** It has been provided at 6671 stations as on 30.06.2026, out of which Electronic Interlocking have been provided at 3954 stations.
- b) **Complete Track Circuiting of stations to enhance safety for verification of track occupancy by electrical means has been provided at 6671 stations upto 30.06.2026.**
- c) **Axle counters for automatic clearance of Block Section, BPAC (Block Proving Axle Counter) are provided to ensure complete arrival of train without manual intervention before granting line clear to receive next train and to reduce human element. These**

systems have been provided on 6085 Block Sections up to 30.06.2026.

d) Signalling assets maintenance are planned & under taken during 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 in advance on rolling basis and executed.

- **Capacity enhancement:** Capacity enhancement of railway network has been taken up by Indian Railways in a big way during the last 12 years. The details of commissioning/laying of new track across Indian Railways are given below:-

Period	New track Commissioned	Average commissioning of new tracks
2009-14	7,599 Km	4.2 Km/day
2014-26	36,429 Km	8.32 Km/day (nearly 2 times)

As on 01.04.2026, across Indian Railways, 514 Railway infrastructure projects (169 New Line, 29 Gauge Conversion and 316 Doubling) of total length 40,000 Km, costing approx. Rs. 8.31 lakh crore are sanctioned. The summary is as under:-

Category	No. of Projects	Total Length NL/GC/DL (km)	Length Commissioned till Mar'26 (Km)	Total Expenditure upto Mar'26 (Rs. in Crore)
New lines	169	16,634	3,361	1,57,572
Gauge conversion	29	3987	3,045	24,227
Doubling	316	19,379	6,177	1,23,454
TOTAL	514	40,000	12,583	3,05,253

- **Track Infrastructure:**

Strengthening, upgradation, modernisation and improvement of track infrastructure is a continuous and ongoing process over Indian Railways. The following measures are being taken by Indian Railways to upgrade railway tracks:

- I. Modern track structure consisting of 60kg, 90 Ultimate Tensile Strength (UTS) rails, Wider and heavier Pre-stressed Concrete Sleepers (PSC) with elastic fastening, fan-shaped layout turnout on PSC sleepers and H-beam Sleepers on girder bridges are being used while carrying out primary track renewals.**
- II. The Thick Web Switches and Weldable CMS Crossings are being used in turnout renewal works.**
- III. Supply of 260m long rail panels have been increased to avoid welding of joints, thereby improving safety and riding quality.**
- IV. Thick Web Switch Expansion Joints are being used in place of earlier Conventional/Improved SEJs.**
- V. Adoption of better welding technology for rails i.e. Flash Butt Welding.**
- VI. Adoption of mechanized system for track maintenance using high output plain tampers and points & crossing tampers for improved maintainability & reliability of track.**
- VII. Deployment of state-of-the-art modern machines including Rail Grinding Machines to further improve asset reliability.**
- VIII. Mechanisation of track laying activities through use of track machines like PQRS, TRT, T-28 etc.**
- IX. Interlocking of Level Crossing (LC) Gates for enhancing safety at LC gates.**
- X. Use of advanced Phased Array technology of testing of rail and welds.**

- XI. Deployment of Integrated Track Monitoring Systems (ITMS) and Oscillation Monitoring System (OMS) for comprehensive health assessment to ascertain optimal maintenance requirements.**
- XII. Adoption of portable Track Measuring Trolley for continuous recording of track parameters in yards.**
- XIII. Using web enabled Track Management System (TMS) for integration and data analytics of the track inspection records received through various sources to enable precise maintenance inputs.**

As a result of the above measures, there has been significant increase in speed potential of the tracks. The details of speed potential of railway tracks during 2014 vis-a-vis 2026 are as under:

Sectional Speed (kmph)	2014		2026	
	Track Km	%	Track Km	%
130 & above	5,036	6.3	24,173	22.5
110 - 130	26,409	33.3	62,482	58.1
< 110	47,897	60.4	20,897	19.4
Total	79,342	100	1,07,552	100

Results/Outcomes:

Due to these initiatives, Indian railways, during 2025-26 recorded an overall punctuality of more than 77%.

No. of Zones	Punctuality percentage
3	Punctuality of more than 90%
09	Punctuality between 75% and 90%
All Zones of Indian Railways	77%

Catering services:

Indian Railways serve nearly 58 cr meals every year on average. About only 0.0008% complaints are received on average. Based on inquiry on

these complaints during the last three years, a fine of ₹ 5.13 cr has been imposed.

It is the continuous endeavour of Indian Railways (IR) to provide good quality and hygienic food to travelling passengers. In order to take passenger feedback, the complaint management system over Indian Railways has been strengthened, simplified and made more accessible over the last few years through the introduction of RailMadad Portal. With the launch of RailMadad Portal, Indian Railways provided passengers a single window system to register complaints and suggestions. Necessary steps are accordingly taken by Indian Railways from time to time to improve quality of food and services to passengers. The following measures have been taken to improve quality, hygiene, and food safety:

- Supply of meals from designated Base Kitchens.**
- Commissioning of modern Base Kitchens at identified locations.**
- Installation of CCTV Cameras in Base Kitchens for better monitoring of food preparation.**
- Shortlisting and use of popular and branded raw materials, like cooking oil, atta, rice, pulses, masala items, paneer, dairy products etc. for food production.**
- Deployment of Food Safety Supervisors at Base Kitchens to monitor food safety and hygienic practices.**
- Deployment of on-board IRCTC supervisors on trains.**
- Introduction of QR codes on food packets, enabling display of details like name of kitchen, date of packaging etc.**
- Regular deep cleaning and periodical pest control in Base Kitchens and Pantry Cars.**
- In order to ensure compliance with Food Safety Norms, Food Safety and Standards Authority of India (FSSAI) certification from designated Food Safety Officers of each catering unit has been made mandatory.**

- **Regular food sampling as a part of the inspection and monitoring mechanism to ensure quality of food on trains.**
- **Third Party Audit is done to examine hygiene and quality of food in Pantry Cars and Base Kitchens. Customer satisfaction survey is also conducted.**
- **Regular and surprise inspections by Railway/ IRCTC officials, including Food Safety Officers.**
- **Regular training is conducted by IRCTC to enhance the skills of catering staff, focusing on customer service areas, i.e., communication, courteous behaviour, service standards, personal grooming, and hygiene.**
