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C&AG Audit report on Railways Presented in Parliament

Audit Report No. 31 of 2026 – 'Union Government (Railways) – Compliance Audit Report' was laid on the table of Rajya Sabha and Lok Sabha on 12 August 2026. The Report contains significant results of the Thematic Audit of the Ministry of Railways of the Union Government on "Passenger amenities and sanitation at non-suburban railway stations in Indian Railways".

The Thematic Audit was undertaken on a pan-India basis, covering 512 non-suburban railway stations across 16 Railway Zones, to assess whether the efforts of Indian Railways to ensure provision of passenger amenities and sanitation at stations yielded the intended benefits.

The instances mentioned in this Report are those which came to notice in the course of test audit for the period 2019-20 to 2023-24 as well as those which came to notice in earlier years, but could not be reported in the previous Audit Reports; instances relating to the period subsequent to 2023-24 have also been included, wherever necessary.

Summary of the audit findings:

- Audit of passenger amenities and sanitation at railway stations revealed persistent and widespread deficiencies across Indian Railways, despite detailed norms and timelines prescribed by the Railway Board since 1952 and reiterated comprehensively in April 2018.

(Para 2.1)

- Out of 512 stations inspected, 458 stations (more than 89 *per cent*) were deficient in one or more Minimum Essential Amenities (MEAs), including drinking water, seating, toilets, platform shelters, fans, water coolers and signage. Even high-revenue, high-footfall NSG-1 to NSG-3 stations exhibited significant shortfalls.

(Para 2.1.1.1 and Para 2.1.1.3)

- Analysis of Passenger Amenities Management System (PAMS) data (February 2025) confirmed that deficiencies persisted across all station categories and Zones, indicating systemic gaps rather than isolated cases. Audit further observed that no time-bound action plans were prepared for bridging gaps in recommended and desirable amenities, contrary to Railway Board instructions.

(Para 2.1.1.5, Para 2.1.2 and Para 2.1.3)

- Provision of amenities for Divyangjans was found to be inadequate and non-compliant with the Rights of Persons with Disabilities Act, 2016, with substantial deficiencies in accessibility infrastructure, information systems, toilets, ramps, tactile pathways, lifts and announcements, including at NSG-1 stations.

(Para 2.2 and Para 2.2.1)

- Medical care arrangements at stations were largely inadequate, with emergency medical rooms and AIIMS-recommended medical boxes absent at a majority of stations, posing risks to passenger safety.

(Para 2.3)

- Sanitation infrastructure also remained deficient, marked by non-functional toilets, inadequate facilities in pay-and-use and continued existence of unauthorised entry points affecting cleanliness and safety.

(Para 2.4 and Para 2.5)

- Audit observed non-compliance with National Green Tribunal (NGT) directions regarding maintenance of station-wise webpages for dissemination of information on amenities, sanitation practices and action plans. As of March 2024, no Zone had operationalised such webpages.

(Para 2.6)

- A review of 395 passenger amenity works undertaken during 2019–20 to 2023–24 showed that 59 *per cent* of works were delayed, with delays ranging from one to over four years, and only 41 *per cent* completed within stipulated timelines, depriving passengers of timely access to essential facilities. Several works suffered inordinate delays exceeding three years due to defective planning, non-availability of material/skilled labour and contractor failures.

(Para 2.7.1 and Para 2.7.2)

- Despite repeated assurances and availability of funds, there was persistent underutilisation of Budget Grant for provision of passenger amenities, ranging between 36 *per cent* and 44 *per cent* during 2019–20 to 2023–24, even in non-COVID years, highlighting deficiencies in planning and execution rather than financial constraints.

(Para 2.7.4)

- Deficiencies exist in maintenance of amenities provided at stations. Non-functional toilets and unhygienic condition of toilets/urinals was observed. Deficiencies in management of garbage and sanitation at station premises continue to persist. Despite incurring significant expenditure for station cleaning activities, there were deficiencies in sanitation at stations.

(Para 3.1 to Para 3.2.2, 3.2.4)

- Deficiencies in implementation of station cleaning contracts exist. Non-compliance to Standard Bid Document (SBD) by the zones and non-uniformity in adoption of SBD across the Divisions were noticed.

(Para 3.2.3)

- Inspection of the water supply systems was not carried out as per prescribed periodicity. There was shortfall in testing of drinking water for residual chlorine, bacteriological analysis and chemical analysis. Low/high level of chlorine in drinking water, presence of total coliforms bacteria (including E-coli bacteria) as well as deficiencies in parameters tested indicated unsatisfactory quality of drinking water at stations.

(Para 3.2.6.1)

- ZRUCC and DRUCC meetings were not conducted as per prescribed periodicity in any Zonal Railway during 2022–24.

(Para 4.1)

- Audit observed that monitoring mechanisms for passenger amenities and station cleanliness were largely ineffective, despite the existence of multiple committees, inspection systems and IT platforms. The functioning of Service Improvement Groups (SIGs) suffered major shortfalls with mandatory inspections not conducted at a large number of ‘A1’ and ‘A’ category stations, and inadequate supervision and documentation at divisional and zonal levels.

(Para 4.2)

- Enforcement of anti-littering rules was weak, marked by inadequate passenger awareness and insufficient publicity of deterrent measures.

(Para 4.3)

- Passenger grievance data indicated an increase in complaints relating to cleanliness, water availability, medical assistance and electrical facilities, alongside high and rising passenger dissatisfaction with complaint resolution.

(Para 4.4)

- Persistent shortfalls in amenities were attributable to inadequate monitoring of implementation of the RB Circular dated 9 April 2018, absence of time-bound action plans, weak oversight of fund utilisation under Plan Head 53 and inconsistent prioritisation of works at zonal level.

(Para 4.6)

- Audit concludes that deficiencies in monitoring, enforcement and accountability at all levels diluted the objective of ensuring minimum essential passenger amenities and sanitation standards at stations, despite the availability of policies, systems and financial resources.

(Para 4.7)
