

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:1157  
ANSWERED ON:04.03.2010  
PASSENGER FACILITIES IN CHENNAI LOCAL TRAINS  
Rajendran Shri C.

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether the Railways have conducted any survey on the number of passengers commuting daily in Chennai local trains;
- (b) if so, the details thereof;
- (c) the details of facilities available to local passengers including mechanism for redressal of their grievances; and
- (d) the further steps contemplated for redressal of grievances of passengers in this regard?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI K.H. MUNIYAPPA)

(a): Yes, Madam.

(b): During the survey conducted on a working day i.e. 21.07.2008 and a holiday i.e. 20.07.2008, the percentage occupancy on different sections during peak hours and lean hours was found as under:-

Section	(Period 21.7.08)		(Period 20.7.08)	
	Working day	Holiday		
	% occupancy	% occupancy		

	Peak	Lean	Peak	Lean
--	------	------	------	------

Chennai Beach/ Central-Gummidipundi	2146	71	54	57
--	------	----	----	----

Gummidipundi-Chennai Central/ Beach	389	40	248	48
--	-----	----	-----	----

Arakkonam-Chennai Central/ Beach	310	210	172	122
-------------------------------------	-----	-----	-----	-----

Chennai Central/ Beach-Arakkonam	274	115	167	110
-------------------------------------	-----	-----	-----	-----

Chennai Beach- 331 209 177 104  
Chingalpattu

Chingalpattu- 335 169 197 123  
Chennai Beach

Velacherry-Chennai 198 44 110 25  
Beach

Chennai Beach- 180 30 120 20  
Velacherry

(c) & (d): Facilities like Computerized Booking offices, high level platforms, platform shelters, drinking water, water coolers, seating arrangements, toilets, lighting arrangements, Foot over bridges, public address system, catering stalls, pay and use toilets, etc. have been provided at suburban stations.

Regarding redressal of grievances, station supervisory officials attend to grievances. Further complaint books are available at the station for recording passenger complaint. Passengers can also E-mail their complaints on the Railway Website. These are being attended to and reply sent to public regarding action taken. This is a continuous process.