

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:5581
ANSWERED ON:10.05.2012
MUMBAI LOCAL TRAINS
Sukur Shri Jadhav Baliram

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have conducted any survey in regard to the number of daily passengers in Mumbai local trains;
- (b) if so, the details thereof;
- (c) the details of the mechanism set up to address the complaints of passengers and facilities available to the local passengers; and
- (d) the details of the modernization scheme taken up by the Railways with regard to Mumbai local train system?

Answer

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

(a) & (b): Yes, Madam. A survey was conducted by Mumbai Railway Vikas Corporation Limited (MRVC) in September 2009. The data on the daily passengers in Mumbai local trains is maintained on the basis of sale of daily tickets and season tickets. During 2011-12, on an average 74.24 lakh passengers travelled daily by Mumbai local trains.

(c): Indian Railways has a four tier Public Grievances Redressal Machinery (PGRM) constituted as under:-

Railway Board's level Executive Director, Public Grievances
Zonal Railways level Additional General Manager/Senior Deputy General Managers
Divisional level Additional Divisional Railway Managers
Stations level Station Managers

The facilities available to local passengers include booking windows, Coupon Validating Machines, Automatic Ticket Vending Machines (ATVMs), Train indicators, Public Address System, seating arrangement etc.

(d): Modernization of Mumbai local Trains has been taken up under Mumbai Urban Transport Project- MUTP I and MUTP II at the cost of `4175 crores and `5300 crores respectively by Mumbai Railway Vikas Corporation Limited (MRVC).