

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:4256  
ANSWERED ON:06.09.2012  
SUB URBAN LOCAL TRAINS  
M.Thambidurai Dr.

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

- (a) whether the Railways have conducted any survey to find out the number of passengers commuting daily in the Chennai local trains and other urban cities;
- (b) if so, the details thereof;
- (c) whether there has been any complaint regarding the inadequate facilities available to the local passengers using sub-urban trains;
- (d) if so, the details thereof and the response of the Railways thereto; and
- (e) the steps taken by the Railways to modernise the urban local railway systems in the country including Chennai sub-urban?

**Answer**

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

- (a) & (b): During the Financial Year 2011-12, approximately 4310 million passengers (approximately 11.77 million passengers on a daily basis) travelled in local trains on separately defined suburban sections of Indian Railways including that of Southern Railway, Chennai.
- (c) & (d): Some complaints regarding lack of amenities have been received. Special Complaint Monitoring cells have been set up at Divisional and Zonal levels to monitor complaints and take necessary action. In suburban Electrical Multiple Units (EMU) trains, various steps have been taken viz. better seating arrangements, improved aesthetic, interiors, introduction of stainless steel coach body, passenger information display & announcement system, improved ventilation etc.
- (e) Modernisation of Indian Railways including suburban section of Chennai is a continuous process for which steps are taken from time to time, some of which include Mumbai Urban Transport Project in Mumbai area, Mass Rapid Transit System in Chennai area, Extension of Metro Railway Kolkata, etc.