

**GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA**

UNSTARRED QUESTION NO:1926
ANSWERED ON:05.12.2012
THEFT OF METRO RAIL TOKENS
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Will the Minister of URBAN DEVELOPMENT be pleased to state:

- (a) whether tokens of Delhi Metro are being stolen;
- (b) if so, the number of Metro Rail tokens lost or stolen during the last three years and the current year;
- (c) the amount of loss suffered due to theft or loss of such tokens; and
- (d) the steps taken by the Government to check such theft in future?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT(SHRIMATI DEEPA DASMUNSI)

- (a): Delhi Metro Rail Corporation Limited (DMRC) has informed that they are losing some tokens from the system.
- (b) & (c): The details of the number of Metro Rail tokens lost or stolen and the amount of loss suffered due to loss of such tokens during the last three years and the current year, as informed by DMRC are as under:-

YEAR NO. OF TOKEN LOSS AMOUNT OF TOKEN LOSS (IN RUPEES)

2009-10	585,545	12,026,077
2010-11	998,708	16,713,963
2011-12	1,298,639	18,734,106
April '12 -	709,985	9,520,899
September '12		

Total 3,592,877 56,995,045

- (d): The following steps have been taken by DMRC to check such token loss:-
 - (i) When the system initially commenced during 2002 the system was so optimized so as to suit the Indian conditions and help smooth movement of passengers, prevent bodily injury and prevent tailgating. A revised Token Movement Procedure Order has now been implemented in the system for accountal of tokens at stations with effect from 01.03.2012 which has started showing results. Periodic drives are launched to guide/educate/sensitize public about the use of tokens.
 - (ii) The Automatic Fare Collection (AFC) system software has been modified to allow exit by tokens even if entry has not been recorded in the token. This has helped in controlling the incidents of tail gating to and consequent token loss at the exit gates.
 - (iii) Every Tuesday is observed as "Token Saving day", where in every staff has been instructed to give emphasis to collect / recover and account token from all the sources.
 - (iv) The Customer Facilitation Agents (CFAs) are deployed at important stations to monitors token tailgating and capturing of tokens from passengers.
 - (v) The Station Manager/Controllers have been directed to spend more time to supervise the AFC gates especially during peak hours to check the leakage / loss of tokens.
 - (vi) Regular announcements are made at stations that 'Carrying token away from the system in an offence under DMRC Rule'. This warning is also displayed at prominent places for the information of commuters.
 - (vii) Regular drives are carried out at the stations and a training program also being organized at Revenue Cell, briefing about leakage of tokens and ways to prevent the loss of tokens from stations.

(viii) A transparent box is placed at AFC gates for depositing tokens carried away mistakenly by passengers.

(ix) A penalty of Rs.200/- is charged from passengers carrying away tokens without depositing them at the gate. Rs 2,82,000 were collected as penalty from October 2011 to March 2012 in 1410 cases of tailgating observed.

(x) Promoting use of smart cards in a big way so as to reduce the use of tokens and consequent loss of tokens and as a result usage of smart card has increased to 64%.