

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1353
ANSWERED ON:01.12.2014
MODERNISATION OF TRAINS
Gawali (Patil) Ms. Bhavana;Sawant Shri Arvind Ganpat

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 local trains operating in Mumbai;
- (b) if so, the details thereof;
- (c) the details of the facilities available to local passengers along with the mechanism available for redressal of complaints received from the passengers; and
- (d) the steps taken by the Railways for modernisation of Mumbai local trains?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA)

(a) to (d): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO.1353 BY SHRIMATI BHAVANA PUNDALIK GAWALI PATIL AND SHRI ARVIND SAWANT TO BE ANSWERED IN LOK SABHA ON 01.12.2014 REGARDING MODERNISATION OF TRAINS

(a) & (b): Mumbai Railway Vikas Corporation Limited (MRVC) has carried out the survey of Headcount during the peak hours on Western Line, Central Line and Harbour Line in 2012. The summarised details of the survey are as under:

Western Line	
Head Count Per 12 Car	Maximum Load
Morning Slow	3950
Morning Fast	5002
Evening Slow	4308
Evening Fast	5568
Central Line	
Head Count Per 12 Car	Maximum Load
Morning Slow	3632
Morning Fast	4144
Evening Slow	4022
Evening Fast	5446
Harbour Line	
Head Count Per 12 Car	Maximum Load
Andheri-CST	3103
Panvel-CST	3993
CST-Andheri	3855
CST-Panvel	3626

The data on the daily passengers in Mumbai local trains is maintained on the basis of sale of daily tickets and season tickets. During the Financial Year 2013-14, on an average approximately 7.53 million passengers travelled daily on Mumbai suburban section.

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

Indian Railways have 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

Divisional Level- Additional Divisional Railway Managers

Stations level- Station Managers

Besides, online complaint redressal system called Centralised Public Grievance Redressal and Monitoring System (CPGRAMS) initiated by Department of Administrative Reforms and Public Grievances (DOAR&PG) also exists wherein general public can lodge their grievances online and it is processed and finalised online. Besides Department of Administrative Reforms and Public Grievances (DOAR&PG), Cabinet Secretariat (Directorate of Public Grievances), President Secretariat, Prime Minister's Office (PMO) and Department of Pension & Pensioners' Welfare (DOP&PW) also refer the cases through CPGRAMS to Ministry of Railways. This programme has been extended upto Divisional level on the Zonal Railways.

(d): The following steps have been taken for modernization of Mumbai local trains:

128 new energy efficient Electrical Multiple Unit (EMU) rakes equipped with 3-phase propulsion system have been introduced in services with improved ventilation and seating arrangement.

It has been decided to introduce 72 new EMU rakes with stainless steel car body in Mumbai suburban system for augmentation of services and replacement of old stock.

To cater to traffic requirement, the work of D.C. to A.C. conversion has been completed on Western Railway and on Igatpuri-Kalyan, Pune- Lonavala-Kalyan, Kalyan-Thane, Vasai-Diva-Panvel-Jasai, Panvel-Karjat, Karjat-Khopoli and Thane-Lokmanya Tilak Terminus (via 5th & 6th line) sections over Central Railway.