

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 2959
TO BE ANSWERED ON 06.08.2025**

SAFETY INSPECTION OF METRO RAILWAYS

2959. DR. THIRUMAAVALAVAN THOLKAPPIYAN:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Union Government conducts any safety inspection of Metro railways;**
- (b) if so, the details thereof;**
- (c) whether any Grievance Redressal Mechanism for the Metro rail commuters is functional;**
- (d) if so, the details thereof; and**
- (e) if not, the reasons therefor?**

ANSWER

**MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY**

(SHRI ASHWINI VAISHNAW)

(a) to (e): The subject of metro railways is dealt with by the Ministry of Housing and Urban Affairs (MoHUA).

The Commissioner of Metro Railway Safety (CMRS) which functions under the administrative control of the Ministry of Civil Aviation (MoCA) is mandated primarily to carry out safety certification of new Metro lines before opening them for public carriage. CMRS ensures that statutory safety parameters are complied with, prior to the commencement of operations, as per the provisions of the Metro Railways (Operation and Maintenance) Act, 2002, issued by Ministry of Housing and Urban Affairs (MoHUA).

Metro rail corporations such as Delhi Metro, Mumbai Metro, Maha Metro, etc. have grievance redressal systems that include multiple channels for passenger support. The metros offer 24 X 7 customer care helpline numbers, online complaint portals and mobile apps, dedicated email addresses, and active engagement through social media platforms for real-time assistance. The National Capital Region Transport Corporation (NCRTC) has launched a mobile application named “Namo Bharat Connect App” for its commuters.
