

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:733
ANSWERED ON:09.07.2009
MUMBAI LOCAL TRAINS
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Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have conducted any survey about the number of passengers commuting daily in Mumbai local trains;
- (b) if so, the details thereof;
- (c) the details of facilities available to local passengers including the mechanism set up for
- (d) the modernisation plans, if any, contemplated by the Railways with regard to Mumbai local trains system?

Answer

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

(a) & (b) Analysis of passengers commuting in Mumbai local trains is done on regular basis. Around 66 lakhs passengers commute daily in Mumbai local trains.

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

Indian Railway has a 4 tier Public Grievances Redressal Machinery (PGRM) constituted as under:

Level	Headed by
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Railway Board level	Executive Director Public Grievances
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Zonal Railway level	Additional General Manager/ Senior Deputy General Managers
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Divisional Level	Additional Divisional Railway Managers
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Station level	Station Managers
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(d) Modernisation Plans include procurement of state of the art 3 phase Electrical Multiple Unit (EMU) rakes, completion of DC to AC conversion, Quadrupling of Borivali - Virar Section, Virar - Dahanu Road, increase of Track Centre work for running of suburban trains, provision of 5th and 6th lines between Mumbai Central Borivali etc.