

Remarks on the items of Memorandum submitted by MoneyLife Foundation to Hon'ble Minister of Railways and Coal.

1	<p><u>Recurring fractures on railway tracks in Mumbai division</u></p> <p>Between January 2014 and October 2017, there were 525 fractures on railway tracks in the Mumbai divisions of Western and Central Railways. These recurring fractures on the rail tracks are really worrisome and endanger the lives of all commuters.</p> <p>Prayer: Kindly appoint an expert investigating agency or a high-level Committee to find a permanent solution to these rail fractures.</p>
Remarks	<p>The Rail fractures in Mumbai area are a matter of concern. External factors like large scale trespassing, heavy encroachment, garbage disposal, sewage discharge on tracks by outsiders/slum dwellers near and on the tracks, inadequate drainage and related issues, insufficient margin for maintenance blocks due to capacity constraints are main contributory factors for Rail fractures. Necessary measure/steps are undertaken by Railway administration to address the above problem areas.</p> <p>During the current year Approximately 2 Lakh Cubic Meter of garbage has been removed from the Tracks. Regular inspections and meetings are also held with Civic bodies to resolve the related issues so that outside interference in the track area is checked.</p> <p>Strengthening of Track Structure is a continuous work. Important works like Rail Renewal, Sleeper Renewal, Deep screening, and Ballast Insertion have been fast tracked.</p> <p>Lifting of Track is being done as per feasibility in Mumbai suburban section to improve resilience of track and reduce cases of rail fractures.</p> <p>RDSO (Research Designs and Standards Organization) is an organisation in Indian Railways which is exclusively dedicated to R&D only. RDSO is conducting Technical investigations in a professional manner to find out possible solutions of the problem.</p>

2	<p><u>Comprehensive solution for the Mumbai Suburban Rail Network</u></p> <p>The Mumbai Suburban Rail Network is not equipped to handle the daily load of almost 80 lakh commuters or to take the necessary steps to ensure safe travel for them. In the absence of uniformity in decision making by the Western and Central Railway divisions, it is the commuters who continue to suffer.</p> <p>Prayer: The Ministry of Railways and the Railway Board must take a holistic approach and create a single body for the Mumbai Suburban Rail Network, to take over responsibility and decision making powers from Western and Central Railways. This will facilitate and expedite decision making and bring uniformity in the working of the Suburban Rail Network, resulting in safe commute for daily passengers.</p>
Remarks	<p>Mumbai Suburban system is having three major networks – Two on Central Railway (Main Line, Harbour & Trans Harbour lines) and one on Western Railway. All these networks also handle and deal with large number of long distance Mail/Express, Passenger and Freight trains. These suburban networks are managed by respective Zonal Railways i.e. Central Railway and Western Railway.</p> <p>Keeping in view the requirement of travelling public, capacity enhancement works are undertaken from time to time.</p> <p>Due to serious neglect in terms of infrastructural inputs in the past; most intensively used suburban network which carries more than 8 million passengers everyday (which is nearly one third of the total passenger traffic on Indian Railway) system could not keep pace with the increasing traffic requirements.</p> <p>Now holistic plan has been drawn to improve the infrastructure including the track renewal etc; and to ensure the availability of funds for these infrastructural works.</p> <p>Following Two major projects have been planned to improve the Infrastructure of Mumbai suburban:</p> <ol style="list-style-type: none"> 1. MUTP-III costing approximately Rs 10,947 Crore. 2. MUTP-III-A costing approximately Rs 54,777 Crore <p>Zonal railways are being empowered alongwith infrastructural inputs to handle growing demands of Mumbai.</p> <p>Railway Board has also constituted a Task Force vide letter No. 2017/PL/20/1, dated 25.10.2017 (Copy enclosed) to deliberate upon measures required to ensure modernisation and sustainability of Mumbai Suburban System.</p>

3	<p><u>Action taken on the committee report on “Review of Rising trends of Accidental deaths in Mumbai Suburban</u></p> <p>On 1 December 2015, the Railway Minister had appointed a Committee, consisting of three members of Parliament (MPs), the general manager (GM) of Central Railway, two Municipal Commissioners (MCGM and KDMC) and two members from the public to review the rising trend of accidental deaths in the Mumbai Suburban Rail Network.</p> <p>In its report submitted in January 2016 to the Railway Board, the Committee on page no.17 says, "The Harbour line is using 36 rakes at present with 4 minutes' headway and will need another 36 rakes to ensure two minutes' headway."</p> <p>Prayer: Immediate action on the recommendations of the Committee Report for increasing the number of rakes and frequency of trains on the Harbour line.</p>
Remarks	<p>To enhance the Carrying Capacity of the Trains following actions have been taken:-</p> <ul style="list-style-type: none"> • In 2016, all 590 services in the harbour line had been converted from 9 car to 12 car services, thereby increasing the carrying capacity by 33%. This is equivalent to introduction of 196 new trains of 9 car each. • In recent past, 14 services have been added to Harbour line and 14 services have been added to Trans-Harbour line. • The work of CBTC has been included under MUTP-IIIA in the Master Plan. This will help in reducing the headway and augmenting the existing capacity by 60% (approx). <p>At present 39 rakes have been deployed in Harbour and Trans Harbour Corridors.</p> <p>Under MUTP-III, 47 additional rakes are being procured for Mumbai suburban with the following features:</p> <p>Under MUTP-III-A, 210 new rakes will be procured for Mumbai suburban with advance and better facilities. This will ensure adequate availability of rakes on Mumbai Suburban including Harbour line.</p> <p>Further a proposal of Rs 1124 Crore, to make 15 car rakes run, feasible, has also been submitted to Railway Board.</p>

4	<p><u>Report of the Commissioner of Railway Safety – (CRS)</u></p> <p>There are reports of deaths or injuries caused to the commuters daily. A local train accident in 2014 due to a defect in the manufacturing of Schaku coupler resulted in the separation of bogies and derailment near Titwala (CR)</p> <p>Prayer: The Commissioner of Railway Safety should be given more powers to ensure safety of passengers and implementation of safety measures within fixed time limits instead of just preparing and submitting Reports to the Railway Board.</p>
Remarks	<p>The CRS is an independent institution with adequate powers under Ministry of Civil Aviation.</p>
5	<p><u>Absence of any object detection system on railway tracks</u></p> <p>At present, there exists no system / mechanism to detect any metal / wooden object placed on the railway track on Mumbai Suburban Rail Network. This could lead in derailment or accident of the train running on the track.</p> <p>Prayer: Immediate compliance with the Bombay High Court directive dated 17 March 2017.</p>
Remarks	<ul style="list-style-type: none"> ➤ There is system of daily foot inspection of track in addition to the inspection done by various field officials. Further, special patrolling is also done during extreme weather conditions and special drives are also launched on regular basis to check and remove any unwanted objects, if any, from and near the track to eliminate such possibility. ➤ The Railway Protection Force also takes necessary action to prevent any such miscreant activity.
6	<p><u>Strengthen the Parsik Tunnel on Central Railway’s Thane-diva fast track.</u></p> <p>Water seepage caused by an increase in human habitation over the tunnel is making the Thane to Diva fast track a dangerous route for commuters as well as all trains. This is also endangering j lives of lakhs of commuters who travel i daily on this route.</p> <p>Prayer: Remove all encroachments from the top of the tunnel and its proximity in coordination with the local municipal authority, after conducting a structural audit of the tunnel.</p>

Remarks	<ul style="list-style-type: none"> ➤ Critical encroachments in Parsik Tunnel have been removed in close co-ordination with Civic bodies. ➤ Assessment and design of seepage control measures in Parsik tunnel of Mumbai division, Central Railway, has been carried out by CSIR - Central Institute of Mining & Fuel Research, Roorkee. Further action is under process.
7	<p><u>Curtailling powers of the Railway Board and bestowing more executive powers on the DRM and GM.</u></p> <p>The Railway Board at present is vested with all the executive powers, which makes the Divisional Railway Managers and General Managers fully dependent on the Railway Board. This is hampering speedy solution in several issues, such as infrastructural improvements or safety of commuters.</p> <p>Prayer: The Railway Board should function only at the policymaking level and delegate all executive powers to Divisional Railway Managers (DRMs) and General Managers (GM).</p>
Remarks	<p>Review of delegation of powers is undertaken from time to time and large scale delegation of powers to GMs/DRMs has already been done.</p> <p>Additional Financial powers have been delegated to the Field Offices alongwith strengthening of administrative setup in the Field Units.</p> <p>Copy of latest such circulars are enclosed.</p>
8	<p><u>Allow cancellation / re-issuance of Season Ticket</u></p> <p>There is no facility for reissue of a season ticket at present as it was rolled back years ago. Season tickets are issued on the basis of an ID card issued by the Railways or any other valid ID issued by the Government. This ID number and the season ticket number, printed on the ticket should enable reissue of lost/ stolen season ticket and authorise re-issuance of a new one for the remaining period.</p> <p>Prayer: To allow reissuance of a lost/ stolen/ misplaced season ticket and authorise reissue of a new one on the basis of the ID card and photocopy of such lost/stolen or misplaced ticket for the remaining validity period.</p>

Remarks	The facility for retrieving Season Ticket has been provided in case of paperless season tickets booked using UTS mobile app. In case the mobile with the App. is lost and the passenger reinstalls the UTS app, the season ticket can be retrieved.
9	<p><u>Installation of CCTVs inside the train ticket examiner (TTE) Rooms at all railway stations</u></p> <p>There have been incidents of train ticket examiners (TTE) assaulting and extorting money from the ticketless passengers inside the TTE rooms. On 17 December 2017, one CCTV camera was installed inside the TTE room and another at the Railway Protection Force (RPF) office at Dadar Central station, Mumbai and thereafter no complaint about any ill treatment or corruption inside that room has been reported. Also, the revenue might possibly have risen to some extent due to curbing of j bribery by Railway officials.</p> <p>Prayer: CCTV cameras should be installed in each TTE and RPF rooms / offices at railway stations. This drive; should be started with the Mumbai division and should be subsequently implemented all over India.</p>
Remarks	<p>Installation of CCTV cameras inside the TTE's and RPF Offices at all Railway stations of Indian Railways is a policy issue and needs to be examined.</p> <p>Hon'ble Supreme Court Guidelines are already being followed for procedure for arrest, ensuring no Human Right Violation during custody. In view of the above there is no need to provide CCTV cameras inside RPF offices.</p> <p>However Railway Board is examining the possibility of installing CCTVs in all coaches and on all stations.</p>
10	<p><u>Recruitment of Government Railway Police (GRP) personnel</u></p> <p>Around 4,000 posts for the Govt. Railway Police (GRP) in the Mumbai division have been approved 20 years ago, of which around 500 are vacant. The Commissioner-GRP has recommended additional 7,200 personnel, mostly female. GRP are State Police and are appointed in the Railways on deputation. The Railways pay 50% of the salary while the State Government pays the remaining 50%.</p> <p>Prayer: To fill the vacant posts at the earliest and appoint 7,200 additional Govt. Railway Police personnel for the Mumbai division.</p>

Remarks	<ul style="list-style-type: none"> • Vacant posts of GRP are to be filled up by the State Government. • Proposals for creation of additional posts are under examination. • In addition, technological inputs including provision of Integrated Security Systems covering CCTV cameras at all stations and on EMU/MEMU/DEMU/Rajdhani/Shatabadi, Duronto and Mail/Express Trains are planned to be provided.
11	<p><u>Immediate compensation to the passengers for train delays/ accidents</u></p> <p>The National Consumer Disputes Redressal Commission (NCDRC) has already passed orders to compensate passengers, who suffered due to delayed trains. One passenger, injured at Churchgate railway station due to a metal object falling on him, was eventually paralysed.</p> <p>Prayer: Indian Railways should immediately compensate such passengers as per the order issued by the NCDRC.</p>
Remarks	<ul style="list-style-type: none"> • The Railways are not liable to compensate passenger for delays as per Indian Railway Act, 1989. • Accident victims are compensated as per extant provisions. • In case of any untoward incidence passengers are also provided necessary medical aid including hospitalization if necessary. <p>Accident Victims are compensated as per Judgement/Orders given by Hon'ble Railway Claims Tribunals.</p>
12	<p><u>Delegation of the RPF constables in coaches reserved for disabled passengers</u></p> <p>Several times, able-bodied passengers, many of whom are either police or Railway personnel, occupy the coach reserved for divyang disabled commuters in suburban trains.</p> <p>Prayer: Delegate at least one RPF constable inside each coach reserved for disabled passengers on Mumbai suburban trains to make sure that able-bodied commuters do not enter these coaches. Also direct the ticket checkers; to conduct surprise checks in such reserved coaches.</p>

Remarks	<ul style="list-style-type: none"> • Surprise checks are being conducted by RPF and necessary action taken under the Railways Act. • Security Helpline 182 is functioning round the clock and complaints received by Helpline are attended to immediately by RPF and redressed. • Regular drives are also conducted by ticket checking squads. • Video Surveillance (CCTV cameras) are also planned to be provided in all EMU trains. It will act as deterrent and will also help in nabbing the culprits.
13	<p><u>Protection of child rights at railway stations</u></p> <p>On 11 December 2013, the Railway Board issued Standard Operative Procedures (SOP) for the protection of \ child rights at all railway stations across the country. This was the outcome of a directives issued by the Delhi High Court and guidelines issued by the Railway Board.</p> <p>Prayer: Compliance by the General Manager "with the said directives and fixing responsibility. Also, initiate strict action for non-compliance over the past four years.</p>
Remarks	As per SOP issued by Ministry of Railways, Kiosks have been provided at CSMT, Kalyan, Mumbai Central, Nagpur, Ratlam and Ahmedabad Stations and provisions of SOP are being followed in co-ordination with NGOs.
14	<p><u>Overdue payments on water bills by the Railways to Brihan Mumbai Municipal Corporation (BMC)</u></p> <p>The Railways (Western & Central) have not paid the water charges bill of Rs400 crore to the Bombay Municipal Corporation (BMC) since 2001. Thus under Rule no.4.7 of MCGM Water Charges/ the BMC has levied 2% additional monthly charges on those outstanding water dues. This penalty that the Railways will pay now, could have been used for improving infrastructure or passenger amenities.</p> <p>Prayer: To initiate immediate payment of all the pending dues owed by the Railways to the BMC. Also, take action on the erring officials responsible for non-payment of the dues to BMC within the stipulated time.</p>
Remarks	<ul style="list-style-type: none"> • Regular payments are being made to MCGM. • The amounts under dispute, if any, are discussed for resolution with MCGM in regular system of Meetings and Liasoning. <p>Such Bilateral issues are discussed and resolved from time to time.</p>

15	<p><u>Validity of Konkan Railway tickets (reserved or unreserved) for travel on local trains from Panvel</u></p> <p>Long distance commuters on Western and Central Railway are allowed to continue their journey on suburban trains with valid tickets. However, the same facility is not available for Konkan Railway passengers. They are required to buy separate tickets for suburban rail travel to their destination causing harassment.</p> <p>Prayer: To permit Konkan Railway passengers to continue their journey on suburban trains with a valid (reserved / unreserved) ticket without having to buy a separate suburban-railway ticket.</p>
Remarks	<p>The Suburban facility, for reserved/ unreserved Konkan Railway tickets via Panvel upto LTT/DR/ CSMT, can be presently availed via Diva, Thane and CSMT route i.e. the route where the path of mail/express trains and suburban route are same.</p> <p>A proposal has been initiated to consider allowing to avail suburban services to Konkan Railway passenger via different routes of Harbour lines. (Copy enclosed).</p>
16	<p><u>Merger of RPF and Government Railway Police (GRP)</u></p> <p>The Railway Protection Force (RPF) and Government Railway Police (GRP) function under the control of the Union government and State government, respectively. Both serve different purposes and functions. Being unaware of this difference, commuters often fail to report the matter to the appropriate body (RPF/ GRP).</p> <p>Prayer: To provide an alternative by either merging the two bodies or by devolving the duties of RPF to GRP, since the latter has more powers for enforcement of law and order than the RPF.</p>
Remarks	<p>This is a policy issue and needs to be examined. It involves Centre-State and Inter-Ministerial issues.</p>
17	<p><u>Violations of Supreme Court guidelines by the RPF in arrest procedures</u></p> <p>RPF personnel, while making arrests, violated Supreme Court directives in cases of DK Basu vs the State of West Bengal and Arnesh Kumar vs the State of Bihar. The RPF departmental inquiry report clearly shows violation of the constitutional rights guaranteed under Articles 21 and 14 of the Constitution of India.</p> <p>Prayer: Ensure strict compliance of the Supreme Court directives in such cases and hold senior RPF officers accountable and responsible for non-compliance of the Supreme Court directives / guidelines about arrests.</p>

Remarks	Supreme Court directives and provisions of CrPC are followed by RPF officials.
18	<p><u>Dismissal should be the only punishment in proven cases of corruption</u></p> <p>RPF fails to comply with the directive laid down by the Supreme Court, which states that, "dismissal is the only punishment for charges of corruption."</p> <p>Prayer: The two RPF personnel caught on camera while collecting bribes at LTT (Kurla Terminus Mumbai) must be dismissed forthwith.</p>
Remarks	Action is taken as per the provisions of Disciplinary and Appeal Rules.
19	<p><u>Noise pollution at Railways Stations</u> A Survey report conducted by Awaaz Foundation on noise pollution at railway stations in Mumbai has raised many important issues</p>
Remarks	<ul style="list-style-type: none"> ➤ At identified locations, Motorman and Loco Pilots are required to sound the horn so as to avoid any untoward incident. ➤ Announcements in station areas are played for public services to provide information to the passengers.