

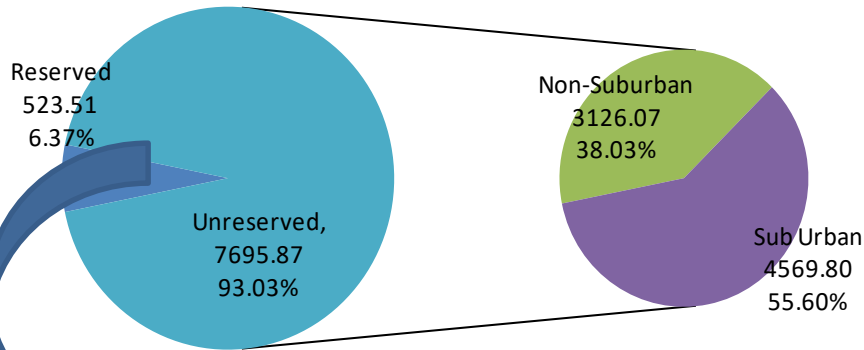
**INNOVATIVE POLICIES FOR RAIL
BASED TRANSPORT SYSTEM TO
MEET GROWING DEMAND- CASE
OF INDIA**

CURRENT PASSENGER BUSINESS

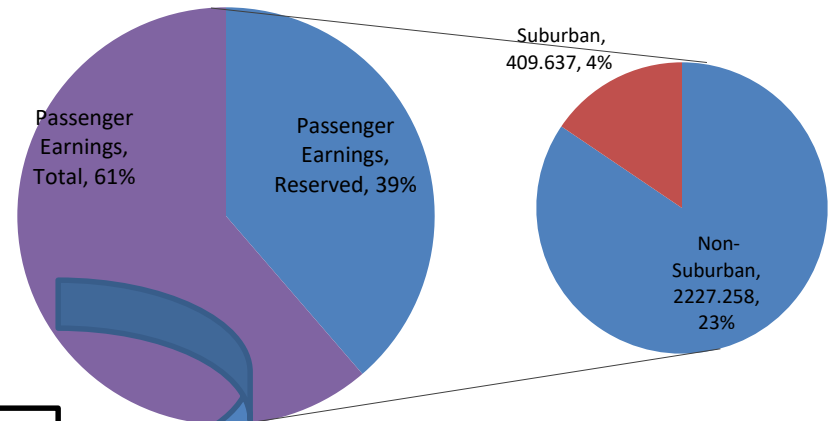
Passenger Data		
	(Millions)	
	2016-17	2017-18 Target
Passenger Booked	8219.38	8260.00
Passenger Kilometer	N.A.	11,59,900
Passenger Earnings	7132.351 \$	7534.478 \$

Passenger Segmentation		
	(Millions)	
	Passenger Booked	Passenger Earnings
Reserved	523.51	4495.457 \$
Non-Suburban	3126.07	2227.258 \$
Suburban	4569.80	409.637 \$
TOTAL	8219.38	7132.351 \$

Passenger Booked (In Millions) 2016-17



Passenger Earnings (In Millions \$) 2016-17



6.37% of Reserved Passengers contributes 63.03% of Passenger Earnings, i.e., 4495.457 \$

FULFILLMENT OF PASSENGER DEMAND

- New Trains & New Train Products: Gatimaan, Mahamana, Humsafar
- Permanent Augmentation/Extra Coaches
- Special trains
- Better connectivity with Northeast & J&K
- Suburban Services Enhanced
- Deen Dayalu Coaches
- Arrangements during Election in various States



TRAVEL- A MEMORABLE EXPERIENCE

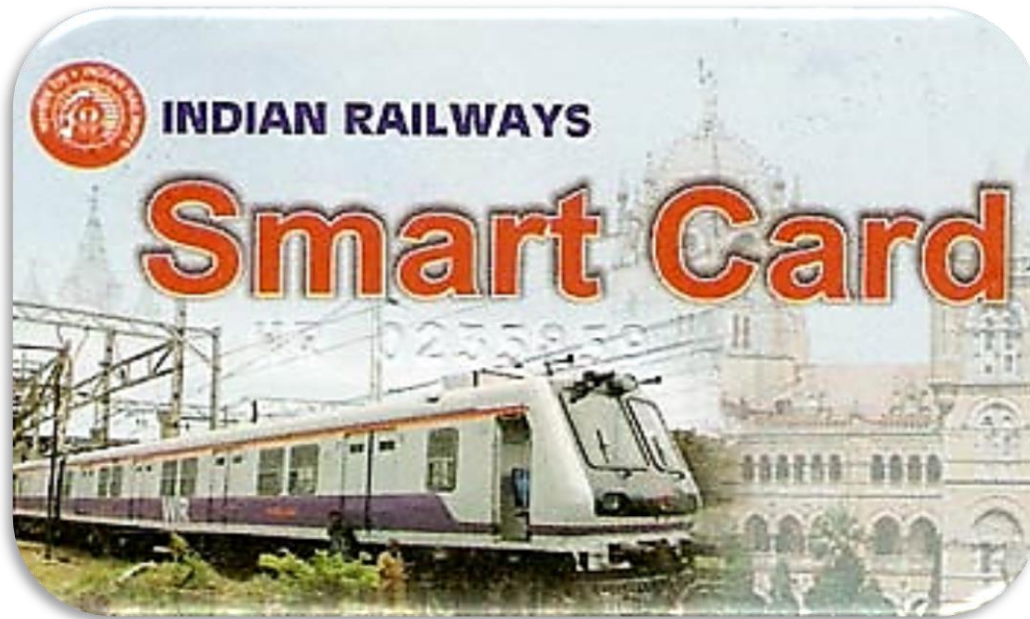


- Swachh Rail Swachh Bharat Mission:
- Travel Insurance
- Ranking of A1 & A Category Stations Based on Third Party Audit and Passenger Feedback
- Free WiFi at Railway Stations:
- Yatri Mitra Sewa
- Online Booking of Wheel Chairs
- Adarsh Station Scheme
- RDN - Railway Display Network
- Punctuality Improvement



EASE OF BOOKING

- Towards Paperless Ticketing
- Go-India Smart Card to Facilitate Cashless Transaction and to Reduce The Time Taken at Booking Counters
- Cash Operated Ticket Vending Machines (CoTVMs)
- Hand Held Terminals for Unreserved Tickets at Point Of Sale Launched at Hazrat Nizamuddin Railway Station.
- Next Generation e-ticketing System - Capacity Enhanced from 2000 Tickets/Minute to 15000 Tickets/Minute.



CATERING – MORE OPTIONS, BETTER QUALITY

- e-Catering and its Extension 408 A1 and A Class Stations.
- Optional Catering: Choice
- Unbundling of food production and distribution making state of art base kitchen and transfer catering activities to IRCTC for professional management.
- Handing-over Catering to IRCTC in a Phased Manner for Professional Management.
- Third Party Audit of Catering Services
- Water Vending Machines
- Launch of Janani Sewa



ENGAGING WITH PASSENGERS – CONNECTING & RESPONDING ON-LINE.

- Social Media – a New Perspective of Customer Engagement on Indian Railways
- Social Media Engagement Tool -I.T. Intervention to Manage and Monitor Large Volume of Grievances Effectively
- Quality Assessment through IVRS.



Piyush Tiwari
@piyush1965

@sureshprabhu sir so far i had only heard about your efficiency today i experienced it first hand when my tweet was responded to imdtly.

2:02 PM - 23 Oct 2016

abhishek tiwari
@orphanpeople

@ircatering @ccmpmer @easternrailway @railminindia Oh.. thanks a zillion for swift action.. got Rail Neer..

1:02 PM - 25 Oct 2016

Rakesh Kumar Panda
@Rakesh_rkp

@sureshprabhu tnx sir for the prompt action by officials now we Indian can share problems with their elect representative.Desh badal ra

11:14 AM - 27 Oct 2016

Coach Mitras



Introduction of Coach Mitra', a single window interface, to register all coach related complaints and requirements have been announced in Budget 2017-18. Coach Mitra will assist the passengers on all on-board issues faced by passengers on the train.

UNDERSTANDING & FULFILLING TRAVEL NEEDS

Develop Data Analytics Model for Passenger Flows.



Analysis of the passenger traffic can provide valuable information about trends in passenger movement, need for planning new trains to cater to growing demand in particular sections, impact of growth of Road Network on Railway passenger traffic, trends in migration of people across the country, passenger travel preferences etc.

Scaling Up of New Train Products



Antyodaya Express: A long-distance, fully unreserved, superfast train service, for the common man

Humsafar A fully air conditioned third AC service with an optional service for meals.

Tejas Express: Operating at speeds of 130 kmph and above, it will offer onboard services such as entertainment, local cuisine, Wi-Fi, etc.

UDAY Express: Utkrisht Double-Decker Air-conditioned Yatri (UDAY) express will be overnight double-decker, on the busiest routes.

Rail Display Network (RDN)



- Plans to install a high-tech centralized network of 200,000 screens across 2000 stations known as Rail Display Network.
- This will enable real time flow of information to passengers and also unlock huge advertising potential.
- RDN will also be used for transmission of information of national importance including disaster management.

Station Redevelopment Program

An MoU between RLDA and NBCC has been signed on 30.06.2017 for development of 10 stations. IRSDC will provide Technical inputs and will approve scheme and plans.

Name of Station	Remarks
Tirupati	Concept Plan Prepared. DPR finalized by Jan2018 and developer appointed by April 2018
Gomtinagar	
Lucknow	
Madgaon	
Ernakulam	Concept Plan Prepared. DPR finalized by March 2018 and developer appointed by June 2018
Delhi Sarai rohilla	
Nellore	
Kota	Architectural Consultant Appointed.
Pudducherry	
Thane new	Land under identification, likely not available

Redevelopment of Habibganj Station

**Cost of Commercial
development -
\$52.61 Millions.**

**Cost of Station
redevelopment –
\$15.031 Millions.**

**Work awarded on
10.03.2016.**

**Target DOC -By
December 2018**



Redevelopment of Gandhi Nagar Station

**Cost of Commercial
development (Hotel) –
\$ 16.985 Millions.**

**Cost of Station
redevelopment –
\$ 13.077 Millions.**

**Total cost of the project
\$ 36.601 Millions.**

Work awarded on 03.01.2017.

**Bhoomi poojan By Hon'ble
PM- 09.1.2017**

**Target DOC-By 8thJanuary
2019**



Metropolitan Transport Projects in various States

SN	City	Length (km)	Total Cost (In Millions)
1.	Mumbai	209	3239.469 \$
2.	Chennai	5.00	110.165 \$
3.	Hyderabad	101.05	122.739 \$
4.	Kolkata	116.9	3319.128 \$
	Total	431.95	6791.501 \$

- New Suburban Railway Systems Policy announced
- MOU has been signed with Government of Karnataka for development of Bangalore Suburban System
- Eight metro rail networks under covering a length of 370 km are operational in the country, over two dozen more projects are lined up. These projects are being coordinated by Ministry of Urban Development which has released 0.19 Bn \$ for these projects in 2014-17.

Mumbai Metropolitan Region

Population (2011 Census)

Area 4,355 km²

Population 21 million

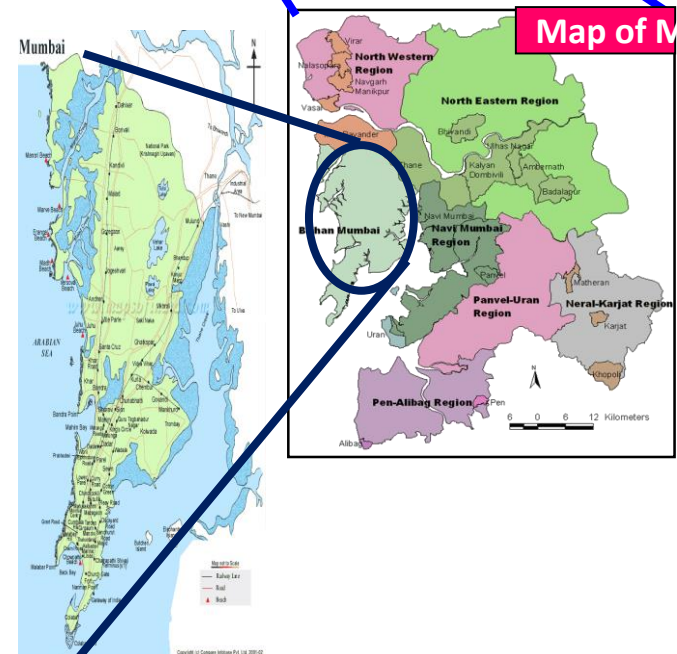
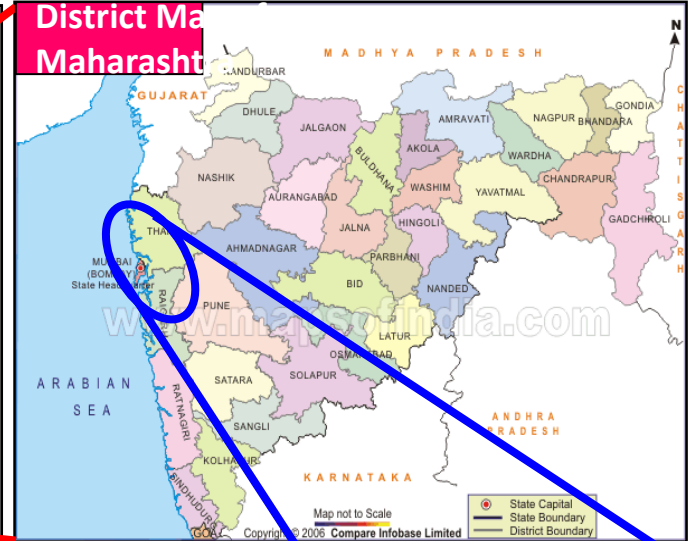
Density 4,764/km²

Greater Mumbai

Area 437.71 km²

Population 12.5 million

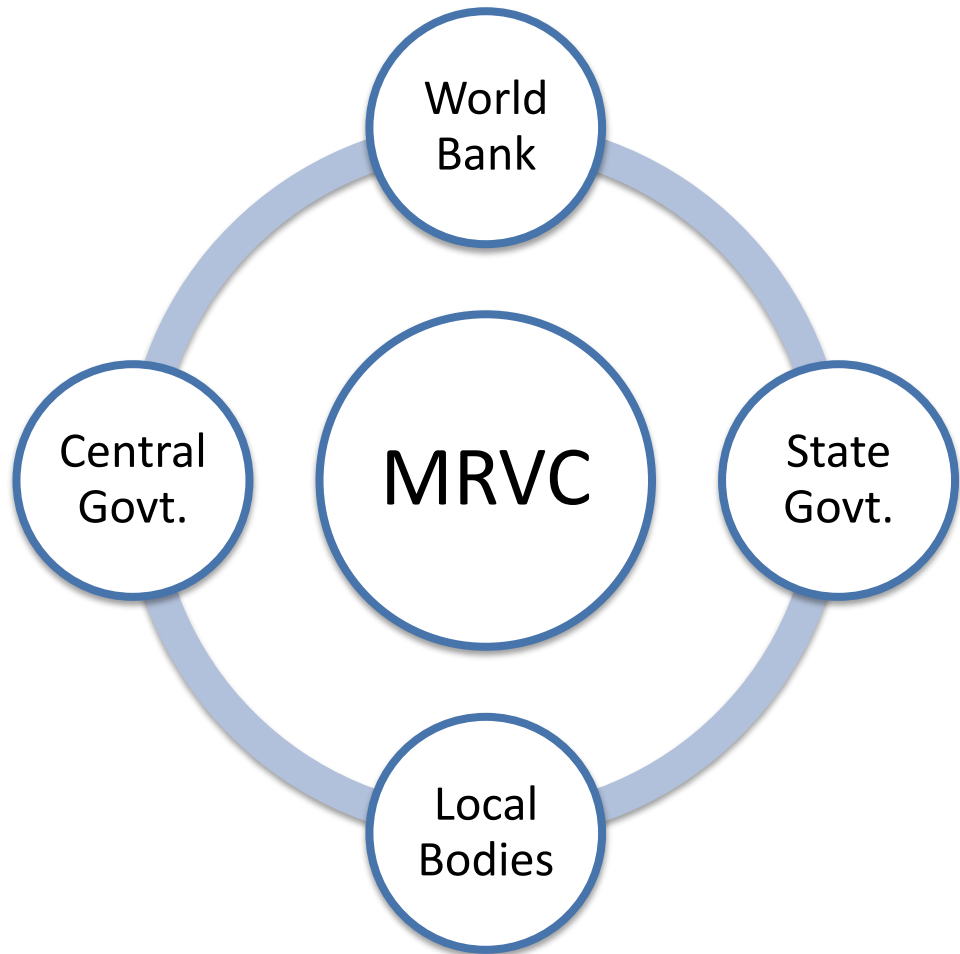
Density 20,694/km²

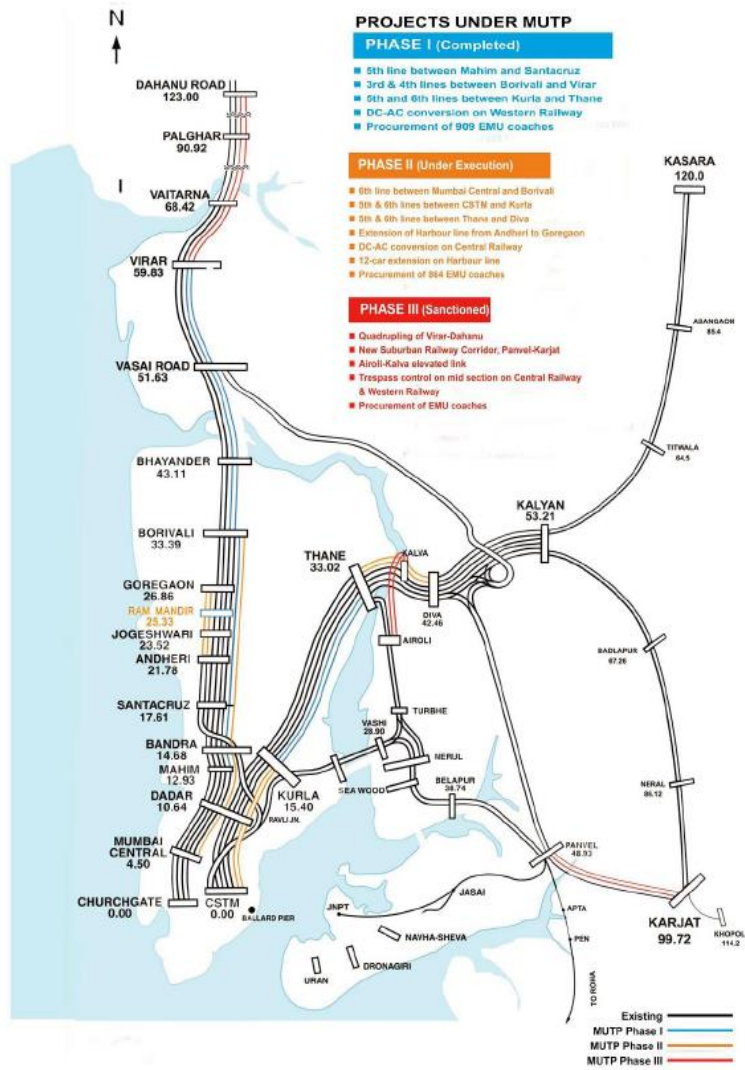


- Mumbai - the commercial & financial capital of India
- Due to its peninsular geography, the city has grown linearly.
- Present Public transport System – *Buses, Metro, Mono & Suburban Railways*

Mumbai Railway Vikas Corporation

- Joint SPV of Ministry of Railways and Govt. of Maharashtra
- Incorporated on 12.07.1999
- Equity MoR 51% GoM 49%
- Project investment 50:50
- Assets created by MRVC transferred to Indian Railways
- *Integrate Suburban Rail capacity enhancement plans with urban development plan for Mumbai region and propose investments*





Overview of Mumbai Suburban Railway System

•Jurisdiction –

➤ Central Railway

Mumbai CST–Kalyan–Kasara and Mumbai CST–Kalyan–Karjat- Khapoli

Mumbai CST–Panvel and Mumbai CST–Wadala-Andheri on Harbour line

Thane–Turbhe–Vashi on Trans-harbour line

➤ Western Railway

Churchgate–Virar–Dahanu Road

•376 Route Kms.

•1071 Track Kms.

•No. of stations – 119

•2951 trains per day

• 8 millions/day

•258/12 EMU Fleet (3096 coaches)

•Traction System –25 kV AC

मुंबई रेलवे विकास कॉर्पोरेशन लिमिटेड
Mumbai Railway Vikas Corporation Ltd.



MUTP II – Amenities at Stations by MRVC



Kurla North FOB



THAKURLI NEW HOME PLATFORM 1A & NEW FOB



Dadar FOB & Escalator



Escalator at Borivali



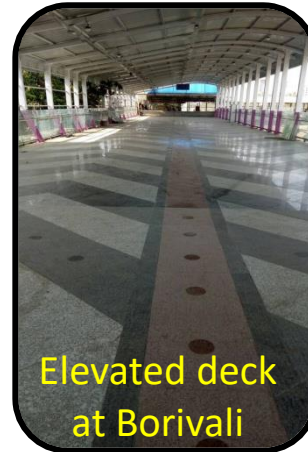
Thane FOB



New FOB at Kanjur



Jumbo fan at Borivali



Elevated deck at Borivali



New Platforms Diva Junction



Borivali FOB



Ram Mandir



Ramp at Borivali



New FoB at Diva Junction



New Platform 1 & 2 at CSMT

Beautification of Govandi Station

To create a sense of pride and belongingness in the station among the users, Sr. J. J. College of Architecture has been assigned the work of beautification with mural painting at Govandi Station. The work completed in November'2016.

BEFORE



AFTER



High Speed Era – the Bullet Train



- Mumbai to Ahmedabad - 1st corridor to be implemented at a cost of Rs. 1,08,000 crores.
- Financial & technical partner – Government of Japan
- Targeted to be commissioned by 2022
- Diamond quadrilateral connecting 4 major metros including diagonals, identified for future High Speed Rail Projects.
- Feasibility studies for Delhi- Mumbai, Delhi – Kolkata, Delhi – Nagpur, Mumbai – Nagpur, Mumbai – Chennai and Chennai-Bangalore – Mysore, initiated including 3 through Govt to Govt cooperation with Spain, Germany and China.

Semi High Speed (SHS) Initiatives

- Feasibility for nine Semi High Speed (SHS) corridors with speed of 160-200 kmph .
- Two Semi High Speed corridors sanctioned .
 - NDLS-BCT – 1478.4 km - Cost \$1681.846 Millions .
 - NDLS-HWH – 1526 km – Cost \$ 1048.424 Millions



THANK YOU