

## THE HINDU

Metro squads book 17,000 offenders  
23 Aug 2008

*Each team checks 15 trains in a four hour shift  
60 inspections are done in a day*

NEW DELHI: A month into existence, the flying squads set up by the Delhi Metro Rail Corporation have already booked more than 17,000 commuters for offences ranging from ticket-less travelling to objectionable behaviour.

To check untoward incidents inside trains and stations, the DMRC had set up four flying squads. These squads are mandated to counsel and issue fines to offenders.

As per the data collated by the DMRC, 2,762 passengers have been caught sitting on the floor of the coaches, which is not permitted, while 2,340 passengers were caught travelling on seats reserved for ladies. Over a thousand have been caught walking on escalators, 1,742 for unauthorised use of the lift, 1,279 for not maintaining etiquette while boarding and de-boarding and 1,303 for leaning on coach doors.

The flying squads have also caught 479 passengers travelling with undervalued ticket and 55 without tickets and these passengers were fined up to Rs. 200 each.

Each flying squad team consist of a station manager, a station controller, a CISF official and two private security guards. Each team checks 15 trains in a four hour shift and 60 inspections are done in a day by these squads.

Even as the flying squads have taken up the role of counselling passengers on etiquette and adherence to rules, the DMRC will also collaborate with the Foundation for Restoration of National Values to encourage commuters to stick to rules.

“DMRC Managing Director Dr. E. Sreedharan firmly believes that all public goods and services can best serve India when users have a sense of belonging, and national pride towards such facilities, and exhibit behaviour in conformity with this intrinsic value system,” said a DMRC

official referring to the tie-up with the Foundation.

It is with this aim that the Foundation will inspire commuters, and through them the whole nation to uphold values, the officials said.

The DMRC has launched a "Value Guide" programme where it will work with some of the commuters (who will volunteer) and work with them in spreading awareness about values and restoring them. "DMRC hopes to accomplish this through mentoring, film clips, announcements, etc. In this endeavour, FRNV will provide necessary know-how and guidance. Those commuters who would like to become Value Guides can send their details at metrovaluechampions@gmail.com and the FRNV will assist the DMRC in working out a concrete programme to train the Value Guides," the official said.

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Times of India

Metro bid to instil values in commuters

TIMES NEWS NETWORK

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New Delhi: After 18,000 prosecutions by flying squads failed to show much of a visible change in behaviour of Delhi Metro users, the corporation has tied up with the Foundation for Restoration of National Values (FRNV) with the aim of instilling better values and making passengers behave in a more disciplined manner.

With Metro ridership soaring over the 8 lakh mark, ensuring discipline on the system and keeping the trains and stations clean is turning out to be a difficult task for Delhi Metro Rail Corporation (DMRC). Each flying squad conducts several surprise checks at Metro stations and in trains on a daily basis, but even this doesn't seem to be enough. "Crores of rupees are being spent to employ 25-50 persons per station to keep it clean. Special guards have been recruited at busy stations just to ensure that people enter the trains in queues and allow passengers to deboard first," explained Anuj Dayal, DMRC's chief PRO.

Now, DMRC and FRNV are planning to change the way Delhiites perceive the Metro system and instil a sense of pride about the “worldclass” facility which the city has got, which people need to use with care. The efficient running of the system requires involvement of all users as well as those who are responsible for different aspects of operations and maintenance. The Value Guide program will involve volunteer commuters, called “Metro Champions” who will discipline the others on effective use of the Metro. For this, those interested in becoming Metro Champions can send in their details to DMRC at metrovaluechampions@gmail.com.

The corporation will screen all entries and selected persons will undergo training at Metro’s training school where they will be told how to check others. DMRC is also planning to train the volunteers in self defence so that they are confident even if they face aggression from other commuters. FRNV has an advisory board comprised of former CJI MN Venkatachaliah, Tata group chairman Ratan Tata, former chief vigilance commissioner N Vittal and former NCW chairperson Vibha Parthasarathi.

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# Behave in Metro or pay

**HT Correspondent**  
New Delhi, August 22

THE NEXT time you board a Metro train, be at your best behaviour.

In the last one-month, Delhi Metro's flying squads have caught and fined over 500 passengers for travelling with undervalued or without tickets.



**METRO WATCH**

The Delhi Metro Rail Corporation (DMRC) had formed four special inspection squads to con-

duct checks and identify offenders who litter, damage, squat or even play music at high volume in a

Metro train or station.

The number of offenders caught by these teams, which conduct 60 inspections every day, is a staggering 17,465.

The most common offences are sitting on the coach floor, pushing and shoving other commuters while boarding or de-boarding the train, able-bodied men sitting in seats meant for women, senior citizens and disabled passengers, leaning against or keeping hands on the train doors and walking on the escalator.

## MOST COMMON OFFENCES IN METRO



- Sitting on coach floor
- Leaning or keeping hands on train doors
- Men occupying women's seats
- Commuting with undervalued or no tickets
- People occupying seats reserved for senior citizens and the disabled
- Boarding/de-boarding the train in a disorderly manner
- Walking on escalators
- Playing loud music

"We Delhiites don't have patience. Littering is common and people sit on seats reserved for women," said DMRC spokesman Anuj Dayal.

"It is a mammoth level of problems we are facing when Metro is just carrying around 8 lakh passengers every day. When Metro's network expands and we expect 20 lakh passengers to use the system, only punitive measures are not going to help."

In order to inculcate values and a

sense of ownership, DMRC has joined the National Commission for Restoration to advise it on how to restore the city.

DMRC has also launched a 'Metro Guide Programme' to educate its commuters in about civic values.

These commuters are 'Metro champions', would be DMRC.

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