



CONSCIOUS CITIZEN FORUM

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Date : 14th Sept., 2013

To
Hon'ble Railway Minister
Railway Department
Govt. of India,
239, Rail Bhavan,
Rafique Marg,
New Delhi-110 001.

Subject : Security measures to protect women passengers and to provide special facility for lady passengers at ticket counter in Mumbai/Maharashtra.

Respected Sir,

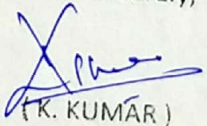
In light of today's scenario in Society which developed feeling of insecurity in women sector of this nation due to increasing crime against women, following measures for local trains are suggested by our social organization.

- 1 There should be separate Queue for ladies passengers for taking daily tickets and season tickets. In any condition, women passengers should not be compelled to stand in the Queue of gents passengers. When there is separate bogie in local and through trains for ladies in Railways, why there is no separate provision of ticket counters at railway stations for lady passengers.
- 2 **Emergency Buzzer in ladies compartments** be installed which should be made functional after 8.00 pm. which should be connected with motorman's cabin. Multy-points arrangement together with the provision of siren and speaker in side and out side the ladies compartment shall be the appropriate measure for women security. This multy-point emergency buzzer should also be connected with GPRS system with the control room of nearby suburban railway station. **C.C. T.V. circuit be installed in between ladies compartment and motorman's cabin** which shall be kept in functioning condition after 8.00 pm. This is badly required in Mumbai in Maharashtra.
- 3 ATVM / Smart cards are now popular amongst the educated people for getting quick local tickets. But now-a-days every educated passenger is having Smart card. 50 % ATVM machines are found dis ordered due to technical fault on suburban Rly. Stn. So wherever there is ATVM machine found in functioning condition, there also we find long Queue.

... 2/-

- 4 So there should be provision of separate ATVM machines exclusively kept for women passengers at every railway station. If technically possible Women Smart card can be designed for lady passengers. But in any condition there should be no inconvenience for lady passengers while taking local ticket or season ticket. The reason is that women are many times travelling with children or small kids and she face severe inconvenience while detaining in long Queue for ticket and from humanity point of view Railway department should do something for women passengers by which feeling of security in the mind of women passengers will be developed and it will cause to maintain self respect of women.
- 5 It is the observation that the ladies toilets available in suburban railway stations are always found in unclean and ugly condition. Railway should depute lady Railway officers to take review of cleanliness of ladies toilets on suburban stations. It is also seen that the gents are using railway toilets in free of cost but ladies passengers are imposed few bucks / money on the pretext of maintenance charges for cleanliness, but we never find clean and tidy ladies toilets on suburban railway stations. Periodical visits of lady railway officers are required on suburban railway stations.
- 6 Provision of separate child care room equipped with first aid box and good sitting arrangement be made on railway platform for women passengers who carry kids with them in train journey. Such lady passengers require 5 to 10 minutes rest after getting down from the train on the railway station of their desired destination. This special child care room can be titled as Zula Ghar for Women and Child. The facility of Special child care room can be availed by pregnant women passengers too because many times the pregnant lady passengers suffer from suffocation and other health problem due to heavy crowd in local trains. Provision of well equipped Child Care Room for such women can be proved as an exclusive gift for women passengers in this Mahila Varsha / Women Year celebration by the Railway Department.

Thanking you,

Yours Sincerely,

 (T.K. KUMAR)

Copy submitted to :-

- 1 The Chief Minister, Maharashtra State.
- 2 The DRM, HQ. Central Railway and Western Railway at Mumbai CST station/ Churchgate/ Bandra Railway Station, Mumbai.

महिला डिब्बों में लगेंगे CCTV कैमरे

प्लैटफॉर्मों
की भी बढ़ेगी
ऊंचाई

■ रिपोर्टर, मुंबई



यात्रियों की सुविधा को ध्यान में रखते हुए वेस्टर्न रेलवे अपने प्लैटफॉर्मों की ऊंचाई बढ़ाने पर विचार कर रही है। गौरतलब है कि फिलहाल प्लैटफॉर्म की ऊंचाई 840 मिलीमीटर तक है, कुछ प्लैटफॉर्म पर यह ऊंचाई कम या अधिक भी होती है, जिससे जनता को परेशानियों से दो चार होना पड़ता है। इस अंतर को कम करने के लिए वेस्टर्न रेलवे ने कमिश्नर फॉर रेलवे सेफ्टी के पास इस ऊंचाई को 920 मीमी करने की सिफारिश भेजी है। इसके अतिरिक्त वेस्टर्न रेलवे की फास्ट लाइन पर

यात्रियों के भारी भीड़ को देखते हुए इस ट्रैक पर 15 डिब्बों वाली ट्रेनों की संख्या बढ़ाने जा रही है।

यह जानकारी चर्चगेट स्थित वेस्टर्न रेलवे के मुख्यालय में प्रेस कॉन्फ्रेंस के दौरान वेस्टर्न रेलवे के जीएम हेमंत कुमार ने दी। उन्होंने भीड़ कम करने के लिए गौरेगांव तक प्रस्तावित हार्बर लाइन का काम अप्रैल 2014 तक खत्म होने की उम्मीद जताई। उन्होंने बहु प्रतीक्षित एयर कंडीशन लोकल के

भी अगले साल जुलाई तक आने की उम्मीद जताई। जीएम के तौर पर हेमंत कुमार ने अपना पहला टारगेट ट्रेनों में होने वाली भीड़ को कम करना बताया। रेलवे डब्बों में महिला सुरक्षा को गंभीर मुद्दा मानते हुए उन्होंने चार से पांच ट्रेनों में पायलट प्रॉजेक्ट के तौर पर सीसीटीवी कैमरे लगाने की बात कही। प्रयोग सफल रहने पर अगले महीने से इसके लिए टेंडर प्रक्रिया शुरू करने का भी आश्वासन दिया।

CCTV cameras soon in women's coaches on trains: Rly minister

HT Correspondent

letters@hindustantimes.com

MUMBAI: The women's coaches of suburban trains will be fitted with CCTV cameras as a safety measure, railway minister Suresh Prabhu said on Friday.

"We will install cameras in the passage area of the compartments," he said, adding steps will be taken to improve coordination between the railway protection force (RPF) the government railway police (GRP).

Speaking at an event in CST, a day after proposing a complete

UNCLOG PLANS

Railway minister Suresh Prabhu on Thursday proposed an integrated transport authority for Mumbai and also suggested staggered office timings at public and private firms, to reduce the load on the suburban trains.

overhaul of the city's suburban rail infrastructure, Prabhu said a solution for the city's lifeline must be worked out before the number of commuters double.

Coastline and underground

transport options need to be explored to reduce the burden on the suburban network, Prabhu said. "We cannot say there is no solution. We need to find one. An integrated transport system could help the city and this was discussed with the CM. We need workable solutions," he said.

To better coordination between the RPF and GRP, Prabhu said a national-level conference will be held on January 15 in the Capital, where home minister Rajnath Singh and other officials concerned will brain storm ideas to improve passenger security.

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ALIVE

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'Install alarm buzzer in local ladies coaches'

Introduce 24x7 Female Guards, 1 Helpline: Panel

Manthan K Mehta | TNN

Mumbai: A parliamentary panel has asked the railway board to install an emergency alarm system, CCTV cameras and ensure 24/7 presence of women security guards inside ladies' coaches of suburban trains to prevent crimes against women.

The February 2014 standing committee report—Suburban Train Services of Indian Railways, with Particular Emphasis on Security of Women Passengers—has recommended a number of measures to improve women commuters' safety.

The committee has recommended an alarm or a warning bell in the ladies' coach that must be connected to the loco cabin and guard cabins. "It should immediately indicate the coach number and, if feasible, a link should be provided to the RPF booth of a nearby station."

The committee has also asked the railways to speed up activation of a uniform helpline. The report said different zones have different helpline numbers, which creates confusion. "The number should be displayed outside schools, colleges, offices and women's hostels."

The panel has suggested that coaches be guarded by women personnel "at all times". It has also asked the railways to ensure a visible security presence at stations and on trains.

It also observed that representation of women in the RPF is a negligible 1.7% even as the policy specifies 10% reservation for women in the force. It added, "Underrepresentation of women in the RPF is one of the rea-

SAFETY ON THE RIGHT TRACK

Parliamentary panel has made certain recommendations to prevent crimes against women in suburban local trains

Buzzer system |

How it works

► An alarm or warning bell must be linked to the motorman or the guard's cabin | It should indicate from which coach the bell has gone off | If possible, it must be linked to nearest station's RPF booth



A common helpline across all zones | Currently, different zones have different numbers, creating confusion



Women's security personnel in ladies' coaches at all times



Non-intrusive CCTVs in women's coaches

3 avoidable recent crimes

AUG 18, 2013 | US' Michelle Marks was mugged between Marine Lines and Charni Road

JULY 27, 2013 | A drunk molested a nurse in a 5.41am local at Mahalaxmi

MAY 2, 2013 | Delhi's Preeti Rathi (23) was attacked with acid in Bandra. She died later

sons for lack of security. The process of recruiting women constables should be expedited."

The report has also taken a dim view of unauthorized vendors in ladies' coaches. It has recommended security cameras inside coaches and on platforms. The panel, though, cautioned that such surveillance should not compromise privacy.

comment of the poster after go, for which taken our permission," said and

8.4.15

CCTV cams in WR ladies' coaches in 3 months

Will Have Max Recording Period Of 30 Days

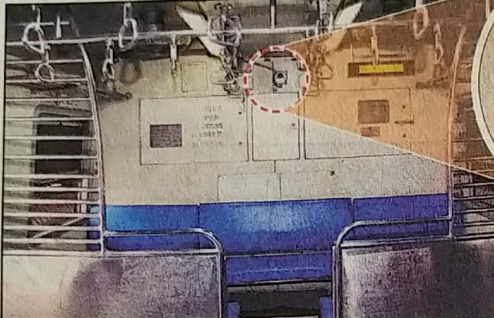
ManthanK.Mehta
@timesgroup.com

Mumbai: Women commuters on Western Railway can feel more secure as CCTVs are likely to be installed in three rakes in less than three months. WR has awarded tenders for the project, which is likely to cost Rs 6.5 lakh per rake.

These cameras will have a resolution of three-mega pixels and wide angles that will cover all corners of the compartment. They will have a maximum recording period of 30 days.

A WR official said, "Trials are being undertak-

EYE ON COMMUTER SECURITY



BEST BUSES
> CCTV cameras with 72 hours of uninterrupted footage have been installed in 2,800 buses

> Remaining 1,400 buses will get CCTVs soon



TRAIN

> Four CCTVs in 3 ladies' compartments of 3 rakes on WR



COST | ₹6.5 lakh for three compartments in each rake



INSTALLATION | 3-4 months according to the contracts

en in the car shed to assess the capabilities of the system and the angle of the cameras."

The official added that the cameras are to be in-

stalled in three-four months according to the contracts but efforts are being made to expedite the work sooner. The official said, "The cameras will be placed at the en-

try and exit of the compartment to capture any image of the intruder." The cameras are based on traction technology that can withstand shock and vibrations as trains

often clock 80-100kmph on the suburban section. WR had first initiated CCTV trials in May-June, but the poor image quality of the gadgets put the plan on hold.

A railway official admitted it was not possible to monitor live feed in real time as 1,305 services are operated at a frequency of around four minutes throughout the day. But the presence of CCTV cameras will deter criminals from entering the compartment.

The move to instal CCTV cameras in ladies compartments was prompted by attacks on women commuters in a running train. Commuters welcomed the initiative. Smita Gor, a Borivli resident said, "The presence of CCTVs will definitely act as deterrent and the images can be produced as evidence to ensure faster trial."

महिला डिब्बों में CCTV कैमरे

अलार्म सिस्टम से भी होंगे लैस



यूनिफार्म हेल्पलाइन सिस्टम डेवलप

समिति ने भी एक यूनिफार्म हेल्पलाइन सिस्टम डेवलप करने पर भी जोर दिया है, जिसे सार्वजनिक स्थलों, स्कूलों, कॉलेजों व दफ्तरों के साथ कामकाजी महिलाओं के छात्रावास के बाहर प्रदर्शित किया जाना चाहिए.

मुंबई, कासं. यात्रियों की सुरक्षा व्यवस्था के मद्देनजर संसदीय पैनल ने लोकल के महिला डिब्बों को सीसीटीवी कैमरे तथा आपातकालीन अलार्म सिस्टम से लैस करने के साथ-साथ पर्याप्त सुरक्षा गार्ड्स तैनात करने की सिफारिश की है. समिति की सिफारिशों में महिला कोच अलार्म के जरिए मोटरमैन, ड्रायवर और गार्ड के अलावा नजदीकी आरपीएफ बूथ से भी जोड़ने की सलाह दी गई है. इस आपातकालीन अलार्म को इलेक्ट्रॉनिक सविलेंस सिस्टम से अटैच किया जाना चाहिए, ताकि गार्ड और ड्रायवर को यह पता चल सके कि किस डिब्बे से अलार्म बजाया गया.

महिला सुरक्षा रक्षकों की संख्या बढ़ाओ

आरपीएफ में महिलाओं की संख्या 1.7 प्रतिशत ही है, जो बहुत कम है, जिसे 10 प्रतिशत किया जाना चाहिए, ताकि हर महिला डिब्बों में महिला सुरक्षा रक्षकों की तैनाती संभव हो सके. इसके लिए भर्ती प्रक्रिया में तेजी लाते हुए शीघ्रता-शीघ्र खाली पड़े पद भरने की भी सिफारिश संसदीय समिति द्वारा की गई है.

हॉकर मुक्त कोच

विशेषकर महिला डिब्बे को हाकरों और वेंडरों से मुक्त रखा जाना चाहिए. किसी भी हाकर या वेंडर को महिला डिब्बों में प्रवेश नहीं दिया जाना चाहिए. यहां तक महिला वेंडरों के भी डिब्बों में प्रवेश की अनुमति नहीं है, बावजूद इसके महिला डिब्बों में वेंडरों को अक्सर उन्मुक्त विचरण करते देखा जा सकता है.

चर्चित हादसे

18 अगस्त 2013 को अमेरिकी नागरिक मिशेल मार्क्स पर मरीन लाइन्स और चर्नी रोड स्टेशन के बीच एक गर्दुल्ले ने हमला कर दिया था, बाद में इस मामले में राजकुमार तिवारी नामक एक आरोपी को गिरफ्तार किया गया.