

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 2337
ANSWERED ON 08.08.2025

SAFETY AND INFRASTRUCTURE IN MUMBAI SUBURBAN RAILWAY NETWORK

2337. SHRI SANJAY RAUT:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that the Mumbai suburban railway network continues to face severe overcrowding, resulting in daily deaths due to falls, stampedes or boarding accidents;
- (b) whether inadequate infrastructure such as short platforms, narrow foot overbridges and absence of real-time crowd management systems is contributing to this crisis;
- (c) whether Government plans to upgrade platforms, expand foot overbridges and introduce AI-based crowd monitoring systems in the Mumbai suburban railway network; and
- (d) the details of funds allocated and utilised in the last three years under Mumbai Urban Transport Project (MUTP) and other schemes for suburban railway network safety in Mumbai?

ANSWER

MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND ELECTRONICS
& INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a) to (d): The following steps are taken for safety of passengers in Mumbai Suburban Railway network: -

1. Various awareness and sensitization campaigns are conducted by railways using social media, digital & print media.
2. Frequent announcement is made at railway stations using Loud Hailers as well as through Public Announcement systems cautioning passengers against crossing tracks, boarding moving trains and travelling on footboards.
3. Short videos for passenger awareness are also displayed in Rail Display Network at railway station.

4. Flex boards in both Hindi & Marathi languages have been installed at vulnerable locations of trespassing to caution the passengers/public against crossing railway tracks.
5. Surveillance is kept through CCTV cameras and security personnel are need based deployed on FOBs and other area of concentration of passenger for ensuring smooth and safe flow of passengers.
6. RPF staff is deployed at vulnerable locations to prevent trespassing and trespassers are prosecuted.
7. Legal action is taken against persons travelling on train rooftops, footboards and other restricted places of the train formation.

Further to handle heavy rush of passengers at stations over the Indian Railways including Mumbai area, following decisions have been taken across Indian Railways -

1. Creation of Permanent holding areas at 73 identified stations:

- During the festival season of 2024, holding areas were created outside stations. These waiting areas were able to hold large crowds at Surat, Udhna, Patna and New Delhi. Passengers were allowed to enter only when the train came to the platform.
- Similar arrangements were made during Mahakumbh at nine stations of Prayag area.
- Based on the experience of these stations, it has been decided to create permanent waiting areas outside stations at 73 stations across the country, which periodically faces heavy crowds. These include Mumbai CSMT, Lokmanya Tilak Terminus, Dadar, Mumbai Central and Bandra Terminus stations of Mumbai Suburban Railway network. Crowd build up will be controlled within the waiting area. Passengers will be allowed to go to platforms only when the trains arrive at the platform. This will decongest the platforms.
- Pilot projects have started at New Delhi, Anand Vihar, Varanasi, Ayodhya, and Ghaziabad stations.

2. Access control:

- Complete access control will be initiated at the 73 identified stations.
- Passengers with confirmed reserve tickets will be given direct access to the platforms.
- Passengers without a ticket or with a waiting list ticket will wait in the outside waiting area.
- All unauthorised entry points will be sealed.

3. Wider foot-over-bridges (FOB):

- Two new designs of 12 metre wide (40 feet) and 6 metre wide (20 feet) standard FOB have been developed. These wide FOBs with ramps were very effective in crowd management during Mahakumbh. These new standard wide FOBs will be installed in all the stations.

4. Cameras:

- Cameras helped crowd management in a big way during Mahakumbh. CCTV cameras at Railway stations and adjoining areas will aid close monitoring and management of crowd at railway station.

5. War rooms:

- War rooms at large stations will be developed. Officers of all departments will work in the war room during crowd situations.

6. New generation communication equipment:

- Latest design digital communication equipment like walkie-talkies, announcement systems, calling systems will be installed on all heavy crowd stations.

7. New design ID card:

- All staff and service persons will be given a new design ID card so that only authorised persons can enter the station.

8. New design uniform for staff:

- All staff members will be given new design uniforms so that they can be easily identified during a crisis situation.

9. Upgradation of Station Director post:

- All major stations will have a senior officer as Station Director. All other departments will report to the Station Director.
- Station Director will get financial empowerment so that he can take on-the-spot decisions for improving the station.

10. Sale of tickets as per capacity:

- Station Director will be empowered to control the sale of tickets as per capacity of the station and the available trains.

Strengthening of railway network in Mumbai area

Budget allocation has increased significantly in recent times. Budget allocation for Infrastructure projects and other works, falling fully/partly in Maharashtra is as under-

Period	Outlay
2009-14	₹ 1,171 crore/year
2025-26	₹ 23,778 crore (more than 20 times)

To decongest and to improve the connectivity in Mumbai suburban area and to meet the future demands of passengers, Mumbai Urban Transport Project (MUTP)-II costing ₹8,087 crore, MUTP-III costing ₹10,947 crore and MUTP-IIIA costing ₹33,690 crore have been sanctioned on 50:50 cost sharing basis between Ministry of Railways and Government of Maharashtra. These projects include following works in Mumbai Suburban Area:

SN	Name of project	Cost (₹ in crore)
1	6th Line Mumbai Central-Borivali (30 km)	919
2	Extension of Harbour Line Goregaon-Borivali (7 km)	826
3	Virar-Dahanu Road 3rd & 4th Line (64 km)	3587
4	5th & 6th Line CSTM-Kurla (17.5 km)	891
5	Panvel-Karjat Suburban Corridor (29.6 km)	2782
6	Airoli-Kalwa (elevated) Suburban Corridor link (3.3 km)	476
7	5th & 6th line Borivali-Virar (26 km)	2184
8	4th line between Kalyan-Asangaon (32 km)	1759
9	3rd & 4th line between Kalyan-Badlapur (14.05 km)	1510
10	Kalyan Yard-Segregation of Main Line & Suburban	866
11	Vasai bye pass line (Double line) between Naigaon and Juchandra	176
12	Trespass Control (34 locations)	551

Completion of Railway project/s depends on various factors like land acquisition by State Government, forest clearance by officials of forest department, shifting of infringing utilities, statutory clearances from various authorities, geological and topographical conditions of area, law and order situation in the area of

project/s site, number of working months in a year for particular project site due to climatic conditions etc. All these factors affect the completion time of the project/s.

In addition to above, a number of steps have been taken to strengthen and modernize suburban Railway transport to ensure safety and security such as work of procurement of rolling stock, upgradation of platforms, widening of FOBs, additional FOBs, construction of decks and provision of escalators, trespass control on mid section under MUTP-III and III A Projects. Construction of wall/fencing at boundary is also carried out at encroachment prone locations to prevent human run over in suburban section with multiple tracks.

To enhance sub-urban rail capacity, a total of 238 rakes of 12 car have been sanctioned under MUTP-III & IIIA at a cost of ₹19,293 crore. The process for procurement of these rakes has been taken up.

Redevelopment of Railway stations

Development / Redevelopment / Upgradation / Modernisation of stations on Indian Railways is a continuous and ongoing process and works in this regard are undertaken as per requirement, subject to inter-se priority and availability of funds.

Ministry of Railways has launched Amrit Bharat Station Scheme for development of Railway Stations covering 1337 Railway stations on Indian Railways including 132 stations in Maharashtra. Development works at railway stations under Amrit Bharat Station Scheme in the state of Maharashtra have been taken up at a good pace.

Till now, phase-I works of 15 stations including five stations on Mumbai Suburban area (Amgaon, Chanda Fort, Chinchpokli, Devlali, Dhule, Kedgaon, Lasalgaon, Lonand Jn, Matunga, Murtizapur Jn, Netaji Subhash Chandra Bose Itwari Junction, Parel, Savda, Shahad, Vadala Road) in the state of Maharashtra have been completed under this scheme. The works at other stations have also been taken up at good pace and progress of some of the stations is as given below:

- At Diva station, the works of redevelopment of circulating area and parking on East side, improvement to station building on East side, new entry gate, improvement to Foot Over Bridge at East side, construction of new staircase for Foot Over Bridge at East side, platform shelter of platform no. 7/8, platform raising and flooring of platform no. 5/6 and 7/8, new toilet block and sewage treatment plant on West side have been completed. The work new toilet block of platform no. 7/8 and new 6 m Foot Over Bridge at Chhatrapati Shivaji Maharaj Terminus end have been taken up.

- At Mumbra station, the works of platform flooring of platform no. 4, improvement of seating arrangement of platform no. 3, flooring of Foot Over Bridge, new toilet block, sewage treatment plant, development of circulating area on East side, improvement of ticket booking office and toilet block have been completed. The work of escalators on platform no. 1 has been taken up.
- At Titwala station, the works of two-wheeler parking and approach road on East and West side, new entrance gate, improvement of ticket booking office, new toilet block, sewage treatment plant and platform surfacing of platform no. 3 have been completed. The works of new station building and new Foot Over Bridge have been taken up.
- At Vikhroli station, the works of platform surfacing and improvement of platform shelter of platform no. 2/3 and 4, improvement of flooring and shelter of Foot Over Bridge on Mumbai end, new toilet block on Mumbai end and improvement of toilet block on Kalyan end have been completed. The works of development of circulating area on West and East side and improvement of station building on West side have been taken up. Further, as on 01.04.2025, 38 Railway projects of total length of 5,098 Km, costing ₹89,780 crore falling fully/partly in the State of Maharashtra are at various stages of planning and implementation, out of which 2,360 Km length has been commissioned and an expenditure of ₹39,407 crore has been incurred upto March, 2025.

As far as incidents of unnatural deaths are concerned, there has been a decrease in the number of such incidents reported in Mumbai Suburban Railway network during the year 2024 as compared to 2023.
