GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

LOK SABHA

UNSTARRED QUESTION NO. 659
TO BE ANSWERED ON 03.12.2025

OVERCROWDING IN SUBURBAN TRAINS UNDER CENTRAL AND WESTERN RAILWAY

659. PROF. VARSHA EKNATH GAIKWAD:
SHRI SANJAY DINA PATIL:

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government is aware of severe overcrowding and congestion in suburban trains operating under Central and Western Railway in Mumbai;
(b) if so, the average number of passengers travelling per coach against the prescribed capacity during peak hours;
(c) whether the Government has conducted any study to assess the demand-supply gap and proposes to introduce additional services, extended rakes or new coaches to ease congestion and if so, the details thereof;
(d) whether any projects have been approved to expand track capacity, modernise signalling and segregate suburban and long-distance rail traffic and if so, the details thereof;
(e) the details and present status of such projects including assistance from international agencies; and
(f) the measures taken/being taken to enhance passenger safety including construction of foot overbridges, escalators, lifts and improved crowd management systems at suburban stations?

ANSWER

MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)

(a) to (f): To address the increasing demand over the suburban railway network in Mumbai area, following steps have been taken:-

I. To cater to the needs of the commuters of Mumbai, Suburban services including AC-EMUs are being operated. At present Western Railway runs 1406 services including 109 AC services, while Central Railway runs 1810 services including 80 AC services.

After extension of all platforms on the slow corridor between Virar and Andheri, the numbers of 15 car services have been increased from 79 to 211 in a phased manner.

Besides, introduction of new trains including suburban services on any route/section depends on various factors which include:

- **Capacity of that section**
- **Availability of path**
- **Availability of required rolling stock**
- **Availability of matching infrastructure for rolling stock**
- **Maintenance requirement of railway tracks and other assets**

II. To improve and augment the capacity of rail network in Mumbai suburban area, 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. 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

SN	Name of project	Cost (₹ in crore)
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 (5.73 km)	176
12	Trespass Control such as FOBs etc. (34 locations)	551

Also, a total of 238 rakes of 12 cars 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.

Presently, 17 rakes of AC EMUs with Automatic Door Closure System are operating on Mumbai Suburban Network. A decision has been taken for development of two Non-AC EMU rakes with Automatic Doors Closure mechanism, by ICF, Chennai. These EMU rakes shall have Automatic Doors, Vestibules, Roof Mounted Ventilation Unit and Doors with Louvers for air circulation.

III. Following steps have been taken to improve signaling system and increasing capacity:

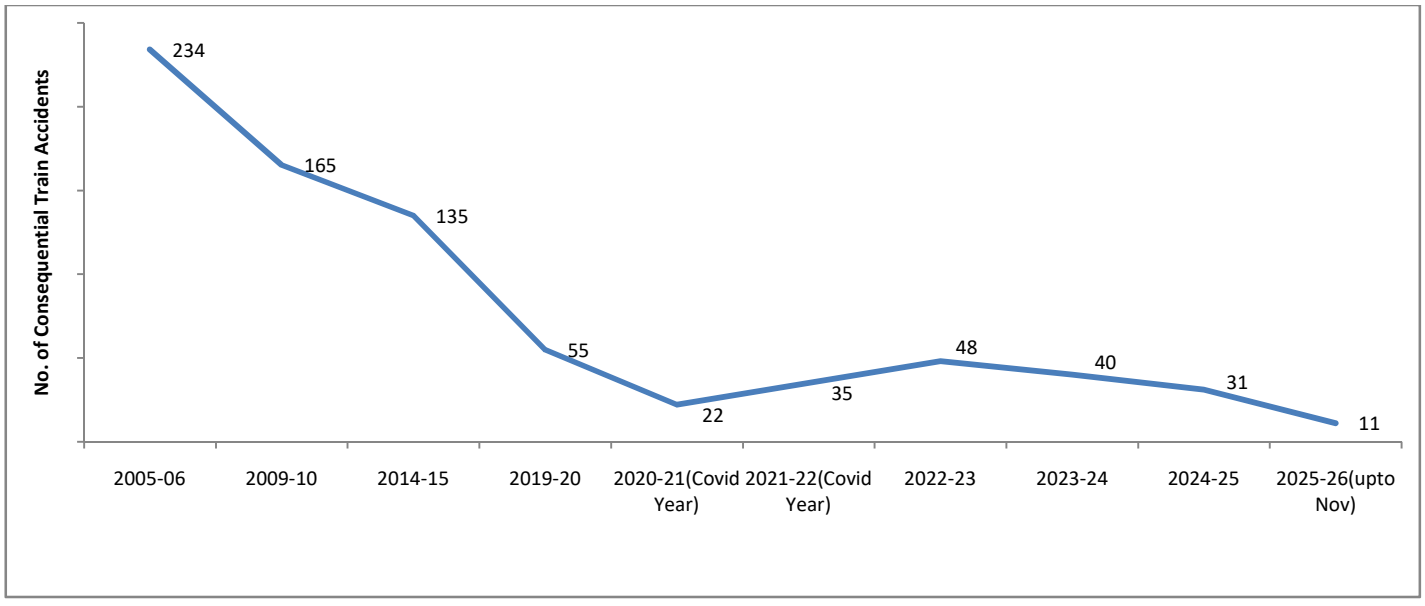
1. **Remodelling works in connection with increase in number of coaches from 12 to 15 on suburban trains for CSMT – Kalyan Section of Central Railway has been sanctioned.**
2. **Existing Signalling system is being replaced by Electronic Interlocking at 7 stations (Dadar, Lower Parel, Marine lines, Charni Road, Ram Mandir, Churchgate and Bandra Terminus) of Western Railway. Out of this Electronic Interlocking work at Lower Parel has been commissioned and work is in progress at Dadar.**
3. **Reliability Enhancement measures like provision of dual detection systems are being provided at Bhayander, Naigoan, Mahim, Prabhadevi and Dahanu Road stations of Western Railway and work is in progress.**

IV. For ease of passenger, different amenities like Escalators, Elevators, Platform Extensions, Skywalks/ Highwalks, Elevated Decks, new FOBs, interconnection with FOBs, improved signages, lighting and ventilation etc, are being provided under various works of MUTP III and IIIA. Accordingly, 142 lifts and 237 escalators have been provided at 84 suburban railway stations over Central and Western Railway.

V. Safety is accorded the highest priority on Indian Railways. As a consequence of various safety measures taken over the years, there has been a steep decline in the number of accidents. Consequential Train Accidents have reduced from 135 in 2014-15 to 31 in 2024-25 as shown in the graph below.

It may be noted that the Consequential Train Accidents during the period 2004-14 was 1711 (average 171 per annum), which has declined to 31 in 2024-25 and further to 11 in 2025-26 (upto November, 2025).

Another important index showing improved safety in train operations is Accidents Per Million Train Kilometer (APMTKM) which has reduced from 0.11 in 2014-15 to 0.03 in 2024-25, indicating an improvement of approx. 73% during the said period.



The various safety measures taken to enhance safety in train operations are as under:-

1. On Indian Railways, the expenditure on Safety related activities has increased over the years as under:-

Expenditure/Budget on Safety related activities (Rs. in Cr.)				
2013-14 (Act.)	2022-23 (Act.)	2023-24 (Act.)	2024-25	2025-26
39,463	87,327	1,01,651	1,14,022	1,16,470

2. Electrical/Electronic Interlocking Systems with centralized operation of points and signals have been provided at 6,656 stations up to 31.10.2025 to reduce accident due to human failure.
3. Interlocking of Level Crossing (LC) Gates has been provided at 10,098 Level Crossing Gates up to 31.10.2025 for enhancing safety at LC Gates.
4. Complete Track Circuiting of stations to enhance safety by verification of track occupancy by electrical means has been provided at 6,661 stations up to 31.10.2025.
5. Kavach is a highly technology intensive system, which requires safety certification of highest order. Kavach was adopted as a National ATP system in July 2020. Kavach is provided progressively in phased manner. Initially, Kavach Version 3.2 was deployed on 1465 RKm of South Central Railway and 80 RKm of North Central Railway. Kavach specification Version 4.0 was approved by RDSO on 16.07.2024.

   After extensive and elaborate trials, Kavach Version 4.0 has been successfully commissioned on Palwal-Mathura-Kota- Nagda section (633 RKm) on Delhi- Mumbai route and on Howrah-Bardhaman section (105 RKm) on Delhi-Howrah route. Kavach implementation has been taken up in balance sections of Delhi-Mumbai and Delhi-Howrah route.

   Further, Kavach implementation has been taken up on 15,512 RKm covering all Golden Quadilateral (GQ), Golden Diagonal (GD), High Density Network (HDN) and identified sections of Indian Railways.

6. Detailed instructions on issues related with safety of Signalling, e.g. mandatory correspondence check, alteration work protocol, preparation of completion drawing, etc. have been issued.
7. System of disconnection and reconnection for S&T equipment as per protocol has been re-emphasized.
8. All locomotives are equipped with Vigilance Control Devices (VCD) to improve alertness of Loco Pilots.
9. Retro-reflective sigma boards are provided on the mast which is located two OHE masts prior to the signals in electrified territories to alert the crew about the signal ahead when visibility is low due to foggy weather.
10. A GPS based Fog Safety Device (FSD) is provided to loco pilots in fog affected areas which enables loco pilots to know the distance of the approaching landmarks like signals, level crossing gates, etc.
11. Modern track structure consisting of 60kg, 90 Ultimate Tensile Strength (UTS) rails, Prestressed Concrete Sleeper (PSC) Normal/Wide base sleepers with elastic fastening, fan shaped layout turnout on PSC sleepers, Steel Channel/H-beam Sleepers on girder bridges is used while carrying out primary track renewals.
12. Mechanisation of track laying activity through use of track machines like PQRS, TRT, T-28 etc. to reduce human errors.
13. Maximizing supply of 130m/260m long rail panels for increasing progress of rail renewal and avoiding welding of joints, thereby improving safety.
14. Ultrasonic Flaw Detection (USFD) testing of rails to detect flaws and timely removal of defective rails.
15. Laying of longer rails, minimizing the use of Alumino Thermic Welding and adoption of better welding technology for rails i.e., Flash Butt Welding.
16. Monitoring of track geometry by OMS (Oscillation Monitoring System) and TRC (Track Recording Cars).
17. Patrolling of railway tracks to look out for weld/rail fractures.

18. **The use of Thick Web Switches and Weldable CMS Crossing in turnout renewal works.**
19. **Inspections at regular intervals are carried out to monitor and educate staff for observance of safe practices.**
20. **Web based online monitoring system of track assets viz. Track database and decision support system has been adopted to decide rationalized maintenance requirement and optimize inputs.**
21. **Detailed instructions on issues related with safety of Track, e.g. integrated block, corridor block, worksite safety, monsoon precautions, etc. have been issued.**
22. **Preventive maintenance of railway assets (Coaches & Wagons) is undertaken to ensure safe train operations.**
23. **Replacement of conventional ICF design coaches with LHB design coaches is being done.**
24. **All unmanned level crossings (UMLCs) on Broad Gauge (BG) route have been eliminated by January 2019.**
25. **Safety of Railway Bridges is ensured through regular inspection of Bridges. The requirement of repair/rehabilitation of Bridges is taken up based upon the conditions assessed during these inspections.**
26. **Indian Railways has displayed Statutory "Fire Notices" for widespread passenger information in all coaches. Fire posters are provided in every coach so as to educate and alert passengers regarding various Do's and Don'ts to prevent fire. These include messages regarding not carrying any inflammable material, explosives, prohibition of smoking inside the coaches, penalties etc.**
27. **Production Units are providing Fire detection and suppression system in newly manufactured Power Cars and Pantry Cars, Fire and Smoke detection system in newly manufactured coaches. Progressive fitment of the same in existing coaches is also underway by Zonal Railways in a phased manner.**

28. Regular counselling and training of staff is undertaken.

29. Concept of Rolling Block introduced in Indian Railways (Open Lines) General Rules vide Gazette notification dated 30.11.2023, wherein work of integrated maintenance/ repair/replacement of assets is planned up to 52 weeks in advance on rolling basis and executed as per plan.

30. The details of the Safety related works related to better maintenance practices, Technological improvements, better infrastructure and rolling stock etc. undertaken by Railways are tabulated below:-

S.N.	Item	2004-05 to 2013-14	2014-15 to 2024-25	2014-25 Vs. 2004-14
	Technological Improvements			
1.	Use of high-quality rails (60 Kg) (Km)	57,450 Km	1.43 Lakh Km	More than 2 times
2.	Longer Rail Panels (260m) (Km)	9,917 Km	77,522 Km	Nearly 8 times
3.	Electronic Interlocking (Stations)	837 Stations	3,691 Stations	More than 4 times
4.	Fog Pass Safety Devices (Nos.)	As on 31.03.14: 90 Nos.	As on 31.03.25: 25,939 Nos.	288 times
5.	Thick Web Switches (Nos.)	Nil	28,301 Nos.	
	Better Maintenance Practices			
1.	Primary Rail Renewal (Track Km)	32,260 Km	49,941 Km	1.5 times
2.	USFD (Ultra Sonic Flaw detection) Testing of Welds (Nos.)	79.43 Lakh	2 Crore	More than 2 times
3.	Weld failures (Nos.)	In 2013-14: 3699 Nos.	In 2024-25: 370 Nos.	90 % reduction
4.	Rail fractures (Nos.)	In 2013-14: 2548 Nos.	In 2024-25: 289 Nos.	More than 88% reduction

	Better Infrastructure and Rolling Stock			
1.	**New Track KM added (Track Km)**	**14,985 Km**	**34,428 Km**	**More than 2 times**
2.	**Flyovers (RoBs)/ Underpasses (RUBs) (Nos.)**	**4,148 Nos.**	**13,808 Nos.**	**More than 3 times**
3.	**Unmanned Level crossings (Nos.) on BG**	**As on 31.03.14: 8,948**	**As on 31.03.24: Nil (All eliminated by 31.01.19)**	**Removed**
4.	**Manufacture of LHB Coaches (Nos.)**	**2,337 Nos.**	**42,677**	**More than 18 times**

VI. The following steps are taken for safety of passengers in Mumbai Suburban Railway network: -

1. **Coordination with GRP/State Police are made for ensuring crowd management.**
2. **GRP & RPF staff is deployed at foot-over bridges and other sensitive locations to regulate crowd smoothly in order to avoid stampede like situation during the heavy rush period and render real time assistance to passengers.**
3. **Frequent announcement is made at railway stations using Public Announcement systems as well as through Loud Hailers cautioning passengers against crossing tracks, boarding moving trains and travelling on footboards/rooftops.**
4. **Short videos for passenger awareness are also displayed in Rail Display Network at railway station.**
5. **Intelligence units(CIB/SIB) and plain cloth staff are deployed for collection of information regarding rush. Accordingly arrangements are made associating GRP/Police.**

6. State Level Security Committee of Railways (SLSCR) under the chairmanship of DGP have been constituted of the state for regular monitoring and review of security arrangements of the Railways.
7. For immediate assistance, passengers can make complaint on Rail Madad Portal directly or through Helpline Number 139 [integrated with Emergency Response Support System (ERSS) No.112].
8. Railways are in regular touch with passengers through various social media platforms like Twitter & Facebook etc. to enhance security of passengers and to address their security concern.
9. Surveillance is kept through CCTV cameras provided at Railway stations and in coaches for enhanced security of passengers.
10. Various awareness and sensitization campaigns are conducted by railways using social media, digital & print media.
11. Flex boards in both Hindi & Marathi languages have been installed at vulnerable locations of trespassing to caution the passengers/public against crossing railway tracks.
12. Legal action is taken against persons travelling on train rooftops, footboards and other restricted places of the train formation.

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