



Metro Mitra- Eyes & Ears Of Delhi Metro

Policy document – Metro Mitra Initiative

1.0 Background: Delhi Metro today carries more than 2.5 million commuters everyday. Over 200 trains operate for more than 12 hours and make over 2,800 trips to take people from one destination to another. In the coming years, the network is going to expand further. While the length of the Delhi Metro system will become 340 kilometres with about 240 stations, close to four million people will travel everyday by the end of 2016.

In such a scenario, issues such as the safety and security of the commuters, crowd management, problems faced by the women, the elderly and the disabled will gain greater significance. The Delhi Metro and the Central Industrial Security Force (CISF) have system in place to ensure Safe & Secure journey of commuters and will continue to provide the world class services to the commuters. DMRC is also equipped to handle emergencies. Hence there is no need for anyone to panic.

2.0 Need of Vigilant Commuters (Metro Mitras)

Timely reporting of any abnormality is a pre-requisite to initiate timely action. 25 lakhs commuters who are travelling by Metro on daily basis can be '**eyes and ears**' of Delhi Metro, if they are encouraged/educated to be vigilant and inform Delhi Metro/CISF about anything which needs immediate attention in respect of security and assist during emergency.

The 'Metro Mitra' programme is one such innovative initiative that would involve community participation of safety, security and contingency management especially evacuation from Train and Station. It will be a public outreach programme and provide the platform for such type of communication with the public. Aware and enlightened commuters will certainly be an asset to make the process smoother.





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3.0 **What Delhi Metro has already done:** The Delhi Metro, along with CISF have already taken a number of measures to ensure that they provide the best possible safe and secure services to the commuters. The following are the facilities that are already in place to tackle issues pertaining to commuter convenience:

3.1 **Trained staff:** The Delhi Metro employees posted at the Metro stations are trained to tackle all issues pertaining to commuter convenience and safety. They are trained in dealing with contingencies such as fire, natural calamities etc with special focus on safe and speedy evacuation of the people, first aid etc. DMRC's training institute at Shastri Park has a dedicated curriculum for the cadre that gets posted at the Metro stations or trains.

3.2 **Grievance Redressal Mechanisms:** A Public Complaint cell is operational that handles the complaints made by the commuters. Both DMRC and CISF run helpline services which can be accessed easily and the numbers (DMRC: 155370, CISF: 22185555) are displayed prominently inside the trains. The website of DMRC also has a feedback section, where the commuters can send their views, complaints etc. In addition, every station has a complaint book, where complaints/Suggestions etc can be registered by the commuters.

3.3 **Passenger Emergency Alarm:** All Metro coaches are fitted with Passenger Emergency Alarms, through which the commuters can directly talk to the train operators in case of any emergency and communicate their concerns.

3.4 **Other technical facilities:** Besides the above, all the underground stations have facilities such as fire alarms,





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emergency exit points, Over Head Electrification put off switches (Emergency Trip Switch-ETS), Emergency Stop Plunger (ESP), safe passages in tunnels etc to ensure that any emergency can be effectively tackled.

4.0 Who can be a Metro Mitra

A Metro Mitra is a friend willing to help Delhi Metro in delivering the best services. The Metro Mitra should be vigilant of his/her surroundings and should inform the concern to DMRC/CISF which require immediate attention of administration from Safety/Security point of view.

There is no need of any registration for becoming 'Metro Mitra'. Indeed all the commuters are Metro Mitras by virtue of the fact that they are using the services of Delhi Metro.

5.0 How the Metro Mitra can help:

The Metro Mitra is a public outreach programme, as part of which the commuters will be encouraged to

- i) be vigilant of things happening around them
- ii) inform DMRC/CISF about anything unusual with regard to Safety/Security of passengers or Delhi Metro property requiring attention/corrective action
- iii) Guide other commuters about metro services especially during emergency situations
- iv) Assist metro administration in management of any untoward incident
- v) Participate in the process of further improving the system w.r.t Safety/Security of passengers or Delhi Metro property

6.0 Important issues on which DMRC and CISF can be informed

The Metro Mitras may be encouraged to inform DMRC helpline or CISF on urgent basis in following cases:





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6.1 DMRC helpline can be contacted at Telephone number 155370 on the following safety issues

- Citing the fire anywhere in the system.
- Passengers falling/jumping on track or outside
- Any damage to DMRC property
- Anyone walking or crossing the tracks
- Unnecessary pressing of the Passenger Emergency Alarms or other similar facilities such as fire alarm, plunger, OHE put off etc.

6.2 CISF helpline number 22185555 can be contacted on the following security issues

- Unattended luggage
- Cases of pick pocketing
- Sudden gathering of aggressive people inside or outside the station premises
- Male person traveling in ladies coach
- Persons showing suicidal tendencies
- Children in distress
- Harassment of women and the elderly
- Missing persons (DMRC and CISF may constitute a centralized liaison system controlled from the OCCs)

The above list is not exhaustive but suggestive in nature. As a principle, the Metro Mitras may inform safety related issues to DMRC and security related issues to CISF.

In case of emergency, the Metro Mitras may inform first available person (DMRC or CISF) to take urgent action.





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7.0 Target Stations

Initially the scheme can be started at crowded stations as per the list at 'Annexure A' as these are the stations where the support of the Metro Mitras would be very useful.

Later on depending upon the feasibility success of the scheme it may be extended to other stations also.

8.0 How to communicate the scheme to the public

- The commuters may be communicated about the scheme through Press Release, Standees near CC/TOMs at Category A stations, Station Announcements at Category A Stations, Website & FM radio. The following information must be communicated to the public: It is a voluntary scheme for commuters to provide safe and secure service to public
- Purpose
- How to get involved
- Expectations from Metro Mitras
- Advantages to them
- Training
- Exclusions

9.0 How an interested person can approach DMRC to become a Metro Mitra

Anybody who is interested in becoming Metro Mitra can approach the Station Controller/CISF on duty of category A stations and give his contact details along with the Smart Card number which is frequently used by him/her.

10.0 How the Metro Mitra can be involved:

Commuters who have shown interest in becoming Metro Mitras as per the database available with stations can be involved with the Delhi Metro in the following manners:





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- 10.1 Education and training:** Metro Mitras can be educated about the above mentioned issues through training programmes etc. such programmes can be organized at the stations also and incorporated with the 'Know Your Metro' Programme, which is already operational.
- 10.2 Evacuation training:** Since safe evacuation is crucial for contingency situations, training regarding the same can also be imparted to the interested 'Metro Mitras' through Mock Drills. Metro Mitras may attend some of our mock drills and actively participate
- 10.3 Training for women commuters:** Custom made familiarization programmes can be created for the women Metro Mitras to educate them about means of security available to them like PEA, DMRC/CISF help line numbers, how to deal with male passengers travelling in Women Only cars etc. CISF may also impart self defence training for willing women Metro Mitras.
- 10.4 Meetings:** Periodic meetings can be organized with the active 'Metro Mitras' who can meet the DMRC and CISF authorities on a designated day and provide feedback on issues related to the Metro safety and security.
- 10.5 Films:** Films related to the issues of safety, security issues of Delhi Metro can be prepared and screened for the Metro Mitras and the commuters as a whole for their awareness and information.
- 10.6 Mock drills:** DMRC as its own as well as in association with the other agencies like DDMA, NDMA etc keeps organizing mock drills in the system to check the preparedness of issues like natural calamities, terror attacks etc. The 'Metro Mitras' can be involved in these mock drills as well.





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11.0 Exclusions

The focus of the scheme of Metro Mitras is the safety and security of metro services. The general grievance/complaints like need of Ticketing windows, to increase train frequency, increase number of cars per train, need of lift/escalators, cleanliness at stations, encroachment/presence of beggars/hawkers etc are out of purview of the Metro Mitras. There are other effective means of lodging these general complaints with Delhi Metro and concerned Civic Authorities.

12.0 How to seek help of Metro Mitras

The inherent principle is that Metro Mitras being vigilant would proactively inform the nearest Metro/CISF staff regarding any issue related with Safety & Security. However, the help of Metro Mitras may be sought through announcements inside the trains/at stations at the time of emergency/evacuations etc. For instance if Passengers have to be evacuated in tunnel from a disabled tunnel, the train operator may make an announcement in the train that if any Metro Mitra is available inside the train he is requested to make passengers calm and comfortable and guide the passengers in the process of evacuation.

13.0 Felicitation

A committee of DIG/CISF, ED/CC/DMRC, CSC/DMRC & GM/Op/DMRC would select the 5 metro Mitras on the basis of the contribution made by them during the previous financial year.

Every year maximum upto 3 Metro Mitras, who have made significant contribution in making Metro services safe and secure, would be felicitated on the foundation day (3rd May)of Delhi Metro.

14.0 Any exemption in the above policy may be permitted with the approval of Director/Operations





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Annexure-A

LIST OF 10 STATIONS

S.No.	Line	Station Code
1	Yellow	Chandani Chowk
2	Yellow/Airport	New Delhi (Yellow Line/Airport Line)
3	Yellow	Saket
4	Blue	Dwarka Mor
5	Yellow	Rajiv Chowk
6	Blue/Green	Kirti Nagar (Blue Line/Green Line)
7	Blue/Violet	Mandi House (Blue Line/Violet Line)
8	Red/Green	Inderlok (Red Line/Green Line)
9	Red/Yellow	Kashmere Gate (Red Line/Yellow Line)
10	Yellow/Violet	Central Secretariate (Yellow Line/Violet Line)

