

Local rcles



“Improving the State of New Delhi Railway Station”

Collective inputs from over 85,000 Citizens in circle

“Making Railways Better”

(Current State, Issues, Root Causes and Proposed Solutions)

April 14, 2015



Improving the State of New Delhi Railway Station

Executive Summary

The New Delhi Railway station is one of the biggest in the country in terms of the number of passengers it handles. New Delhi railway station is the busiest and largest railway station in India. It handles over 350 trains and 500,000 passengers daily with 16 platforms. Although some changes have taken place over the years, a lot is still desired by the travellers for their safety, security and comfort.

The 85,000 strong “Making Railways Better” online community has come together to collectively identify the key issues, root causes and solutions for Improving the State of New Delhi Railway Station and the community expects that Indian Railways will work towards implementing the identified solutions.

Issues identified:

1. Approach to station from Paharganj side is totally flawed
2. There is heavy traffic congestion outside the railway station
3. No one is ready to take responsibility to correct the traffic flow outside the station
4. No provision for safe movement of people who get down to board trains or come to board their car, along with luggage
5. The auto-rickshaws parked outside the main gate leave little space for passengers to move to the station
6. Prepaid auto rickshaw system is very poor
7. Auto rickshaws refuse to take passengers even after the passenger has a prepaid slip
8. The waiting rooms on the platform are uncomfortable and unhygienic
9. Ticket queues are very long
10. Escalators don't work and no lifts are there on the new Delhi railway stations
11. Lack of facilities like wheel chair for the old and disabled
12. There is not enough space for parking at the station
13. Parking contractors outside the station overcharge
14. The coolies charge exorbitantly during rush hours
15. No proper taxi stand. Finding a taxi at New Delhi railway station becomes a nightmare
16. Many pick-pockets operate on the Delhi station
17. Availability of hygienic food is a problem on Delhi railway station
18. The food vendors overcharge for food and sell at a higher price than the MRP
19. Toilets are in a pathetic state



20. The waiting rooms and small and dirty There is no option available for disabled person's

Root Causes Identified:

1. The number of people that visit the New Delhi railway station are way more than it can actually handle
2. Paharganj has always been a congested area
3. Paharganj is close to Sadar Bazar which is a famous wholesale market and hence the traffic congestion
4. Cars and autos park in the wrong lane at the station
5. Coolies don't have a standard rate chart or there are no checks on adherence to it
6. Prepaid auto booth doesn't have control over the auto drivers
7. Auto drivers just want to make good money from the tourists who turn up and don't know about the fares
8. Auto/taxis waiting there have a nexus with the local cops
9. Waiting rooms have not been renovated for years
10. Number of tickets windows are less as compared to the number of people queuing up
11. Parking contractors team up with the local police to charge more than the printed rate for parking
12. The General Railway Police is lazy and ignore the happenings around them
13. There is little check on vendors on the station selling sub-standard food or selling without license
14. Toilets do not have regular water supply and hence stay dirty
15. Lack of pragmatic thinking on part of local platform management

Solutions Identified:

1. Entry to the station should be restricted to ticket holders only and only passengers requiring assistance should be allowed to bring someone (post a platform ticket)
2. CCTV cameras should monitor all platforms, entry and exit of the stations
3. Multiple counters for security check should be put in place
4. Genuine passengers should be asked to come early for boarding the train after security check
5. Passengers should be permitted to enter the platforms only an hour before the departure of the train
6. Railways must look at expanding the area available at the station so that facilities such as waiting room / toilets / dormitories / restaurants can be constructed to accommodate the passengers rush
7. Traffic police should man the signal at the station 24x7, to ease the traffic congestion
8. Coolies not obeying the rate-chart should be reported to the union and suspended



9. Auto rickshaws/taxis should be asked to move out immediately after dropping the passengers and not keep waiting
10. Random checks should be carried by GRP to ensure non travellers, vendors, unauthorized porters aren't using the platform to stay or solicit business
11. The waiting room at the New Delhi railway station should be renovated
12. Ticket vending machines should be installed at the stations to ease the crowd on the ticket windows
13. Visitors must be able to purchase platform tickets online from the comfort of their homes in advance, using their mobile number / email ID
14. More passengers should be diverted towards the Ajmeri Gate side as that entrance is bigger and has more space to cars as well
15. The contract of the parking vendors who are over charging, should be suspended
16. Better quality eateries should be allowed to open shops at the station
17. Maintenance of the station and toilet cleanliness should be outsourced to a private vendor
18. Escalators should be installed at different places, keeping in mind the women and the elderly
19. Wheelchairs should be made available to assist the handicap
20. All the trains coming to Delhi should be divided equally among the 4 major stations – New Delhi, Old Delhi, Nizamuddin and Anand Vihar
21. The city buses must change their route to the Ajmeri Gate side, as the road on the Paharganj side is too congested for Bus movement
22. The road from Connaught place (Chelmford Road) to the railway station could be made one way to the station side and Basant Road and Main Bazaar road could be made one way away from the station



State of New Delhi Railway Station – A few citizen posts and comments:

1. The waiting room area should be made bigger to enable it to handle more passengers. In case of shortage of space, the waiting area can be made a multi-level one. Escalators (which remain operational), lifts and staircases should be provided to help passengers reach the waiting area – **Nihal Kumar**
2. The entry from Ajmeri gate : there is no proper marked lanes , the infrastructure is poorly designed and lot of space is wasted ,poor upkeep of the roads, the road is poorly laid out ,once you come out and enter there is so mess no police persons are there to control Please amend that and you will find the rush at Phar Ganj side reduced - **Mamjeet Singh Ahluwalia**
3. There is a serious problem of people parking their cars in the drop-off area for indefinite period. Traffic Police should take strict action there as it is being done at the Delhi Airport. This problem is very acute on Ajmeri Gate side – **Bhushan Mohan**
4. Provide trolleys, escalators in all platforms for easy movement of people and luggage. Continuous cleaning, steep fine for littering, track cleanliness, are much needed – **Sankaran Diravayan**
5. Encourage people to work with railways - give bonus points, gift coupons and freebies for vendors for being helpful, courteous, active, and receiving positive feedback. Blocking vendors, parking helpers, auto rickshaws, coolies by black listing them will not help – **Ramkrishna Mallya**
6. A simple straight question to the railway authorities. Are our platforms physically challenged and elderly passengers' friendly? So far the answer is NO. Either our platform's height to be raised to be level with the entrance of the coaches or the bogies should be squatter to fit the existing platforms. This concept and convenience has been ably addressed in our metros why not our national railways? – **Susheel Paul**
7. Ramps should be constructed instead of just stairs so that crossing platforms becomes easier for disabled/old/sick/wheelchair bound passengers. Ramps will also help in reducing the dominance of coolies as passengers with strollers (wheeled suitcases) would be able to carry them around without having to bargain with coolies. Heavy penalty should be imposed on those sleeping on the platforms, making the platform dirty or destroying public property – **Aditya Kulshreshtha**
8. With ramps, people with medical problem can walk across various platforms instead of taking stairs, alternatively have escalators/Lift at all platforms – **Gurpakar Singh**