



## Full study of suburban rail system soon

**Prashant Rangnekar** Posted online: Wed Feb 02 2011, 00:30 hrs

**Mumbai** : The Mumbai Rail Vikas Corporation (MRVC) has shortlisted four companies to conduct a comprehensive survey on the usage of suburban rail system by the commuters.

The study will also check the level of customer satisfaction after the suburban services were upgraded under Phase I of the Mumbai Urban Transport Project (Phase I).

Sources in MRVC said four companies — Wilbur Smith Associates, RITES, Leas Associates South Asia Ltd and a consortium of Engineering Services (I) Pvt Ltd, MVA Asia and All India Institute of Local Self Government (AILLSG) — have come forward to conduct the survey. "We are still not done with the scrutiny process," said a senior MRVC official.

Its not for the first time that the MRVC is conducting such a survey, but it is for the first time that it is planned on a large scale covering various aspects. More importantly, unlike before, when local agencies were hired to do the project, this time international firms have shown interest in conducting the survey.

The work includes survey and analysis of occupancy of passengers in different coaches from origin to destination, an estimation of passenger flow on the entire Mumbai suburban rail system and hourly variations. It also aims to focus on dispersal options available at suburban stations, especially the major ones. It would also study entry and exit at suburban stations as well as passenger counts on Foot Over Bridges (FOBs). It will also look at customer satisfaction.

"Under the MUTP, we have added many services both on the Central Railway (CR) and Western Railway (WR). We will be focusing on the commuters' response to the developments, especially the new rakes," said an MRVC official.

"The study will also help us understand passengers traffic at different stations, as over a period of time many growth centres have mushroomed beyond South Mumbai and Bandra. The survey will help us understand the trends as the ticketing revenue from various stations may not always give the exact picture," the official added.