



दिल्ली मेट्रो रेल कॉर्पोरेशन लि० DELHI METRO RAIL CORPORATION LTD.

(A JOINT VENTURE OF GOVERNMENT OF INDIA AND GOVT. OF DELHI)

Train Depot, Shastri Park, East Approach Road, Delhi-110053

No.DMRC/PC&S/Dec-2010/1020
To

Dated: 28 Dec 2010

Ms/Mr. Virag R Dhulia,

Dear Madam/Sir,

Ref: Your letter dated 01 Dec 2010

With reference to your letter under reference regarding media reports about beating of male passengers in DMRC, we would like to inform you that the matter pertains to local police. Hence, we have forwarded your letter to the security agencies for further action in this regard.

Further, we would like to inform you that DMRC has taken following measures for creating passenger awareness amongst passengers regarding coach reserved for ladies passengers w.e.f 02 Oct 2010:

- Deployment of Customer Facilitation Agents at selected stations.
- Provision of signage.
- Creating awareness amongst commuters through appropriate means including media, deployment of mobile squads & through volunteers from Delhi Metro Citizen Forum.
- Provision of penalty of offenders.

Further, your suggestion to reserve separate coach '**only for men**' is not found feasible.

Assuring you of our best services. Thanking you for patronizing our services.

Yours sincerely

Public Complaints Officer