

NMRC: 6th foundation day on 05.11.20.

1. Operational Highlights-

- Punctuality – 99.77%
- Reliability – 99.89%
- Ridership during 2020-
Average - 15124 (Before lockdown –22,758 Post lockdown- 4021)

2. COVID initiatives –

a. During Lockdown: -

- System kept live
- Checking of functionality & fitness of various systems/assets, daily test trains running.
- Video conferencing with executives of various wings of NMRC at regular intervals.
- Online courses for staff - Technical & regarding COVID.

b. Post lockdown: -

- Restarting passenger services: Partial on 07-09-2020. Full on 12-09-2020
- Special thrust on **Mask, Social distance & sanitization**
- Daily intensive cleaning of stations & trains, frequent cleaning of passenger contact locations
- SOP implementation like – Signages. Announcements, Markings, Passenger screening team – Mask, temperature by thermal sensor, encouraging “Aarogya Setu” app, hand sanitization of passengers.
- Deputation of station officers & supervisors (flying squads)
- CCTV monitoring
- Penalty on masks/spitting

3. System improvements in last one year-

3.1. ATO & ATB commissioned in Oct'20.

- Automatic control of acceleration, coasting, braking, stopping of trains and opening of Train doors without manual intervention
- Minimizes the chances of human error.
- Better riding comfort.
- Wide choice of Speed profiles for various levels of runtimes, acceleration and traction power consumption
- Energy conservation.

3.2. ATP in Depot in Oct'20.

3.3. Public Information Display System (PIDS), Public Announcement System (PAS) commissioned in July'20.

4. Special initiatives –

- 4.1. Pink stations (Pari chowk & Sec-76)
- 4.2. Pride station (Sec-50)

5. Vision –

- 5.1. To increase ridership
- 5.2. To maintain high standards of public services.
- 5.3. Positive image in passengers.
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