

CONTENTS

| | Paragraph | Pages |
|---|-----------|-----------|
| List of Abbreviations | | i |
| Executive Summary | | ii to iii |
| CHAPTER I: Introduction | | |
| Organizational Structure | 1.1 | 1 |
| Audit Objectives | 1.2 | 2 |
| Scope of Audit, Methodology and Sample Selection | 1.3 | 2 |
| Source of Audit Criteria | 1.4 | 3 |
| Acknowledgement | 1.5 | 3 |
| Chapter II: Operation of Suburban Train Services | | |
| Growth of Traffic-Target vis-à-vis Achievement | 2.1. | 7 |
| Punctuality of Suburban Trains | 2.2 | 7 |
| Death of passengers | 2.3 | 9 |
| Speed Restriction | 2.4 | 11 |
| Status of Rolling Stock | 2.5 | 15 |
| Infrastructure Augmentation | 2.6 | 21 |
| Chapter III: Amenities to Suburban Passengers | | |
| Deficient Passenger Amenities | 3.1 | 25 |
| Security of Passengers on Suburban Section | 3.2 | 29 |
| Security of Lady Commuters on Suburban Section | 3.3 | 31 |
| Public Complaints | 3.4 | 31 |
| Chapter IV: Financial Performance of Suburban Train Services | | |
| Operating cost vis-à-vis Earnings | 4.1 | 34 |
| Deployment of energy efficient EMU | 4.2 | 36 |
| Suburban Fare Structure | 4.3 | 36 |
| Conclusion | 4.4 | 37 |
| Recommendations | 4.5 | 38 |