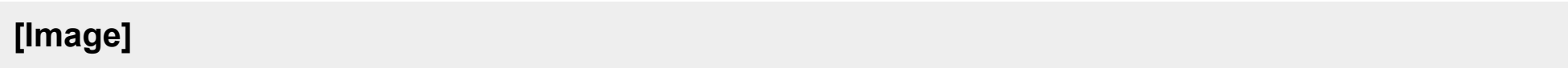


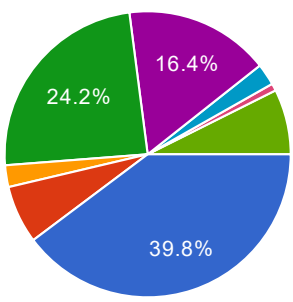
244 responses

[View all responses](#)

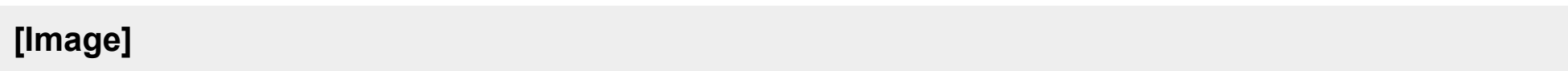
Summary



How do you get to the Metro station ?

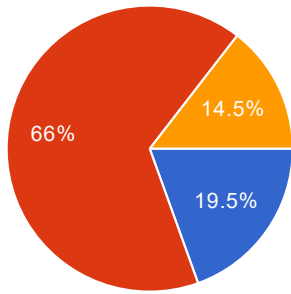


Autos are my chariot.	97	39.8%
I have my own Car bro !	16	6.6%
Where there is a bus ,there is a way !	6	2.5%
Rickshaw Or tuk tuk (battery powered)	59	24.2%
I can go anywhere on my own two feet .	40	16.4%
The little Metro Buses	6	2.5%
Go Green ! Go Cycle !	2	0.8%
Vroom ..Vroom.. 2 wheelers	18	7.4%

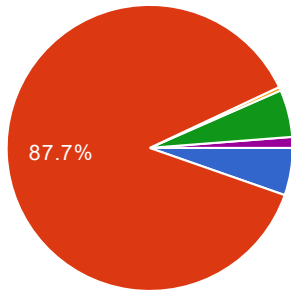


Do you use the metro parking ? If yes what are the problems you face ,if no Why not ? Please write in Other box.

Yes,Safest option.	47	19.5%
No,I don't have/use my own vehicle.	159	66%
Other	35	14.5%



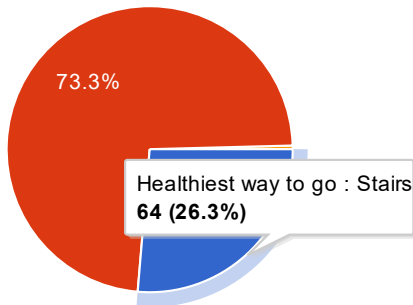
Which ticket do you travel on ?



Tokens as I travel rarely	13	5.3%
I swipe Smartcard	213	87.7%
Tourist pass ,i'm just passing through	1	0.4%
ICIC metro card #Swag	13	5.3%
The More card , as i also navigate by bus	3	1.2%

[Image]

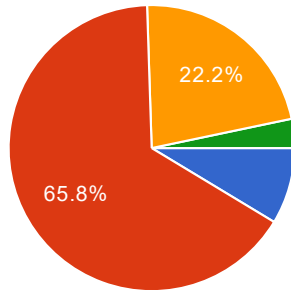
Which is your usual choice to reach the platform space?



Healthiest way to go : Stairs	64	26.3%
Escalator ,Fastest & Easiest	178	73.3%
Lift ,I don't have time to lotter around	1	0.4%

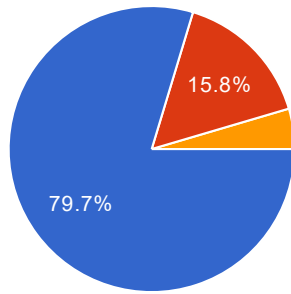
[Image]

How long do you usually have to wait for the metro?



Under 2 mins	21	8.6%
Under 5 mins	160	65.8%
Under 10 mins	54	22.2%
10 mins or above	8	3.3%

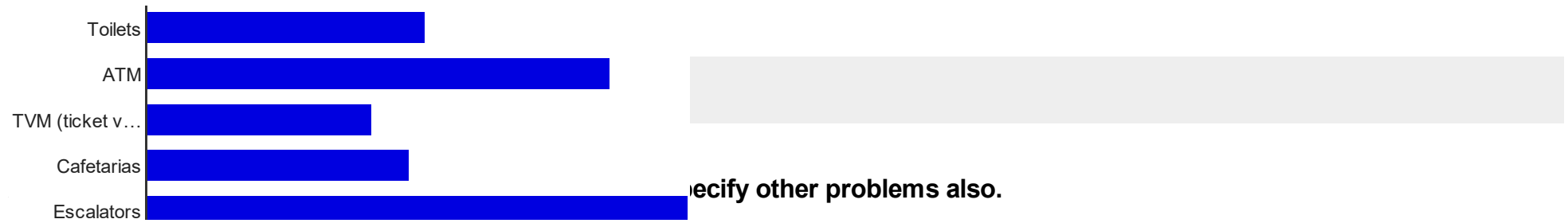
Do you feel safe waiting for the metro ? If No , why not ,please write in other.



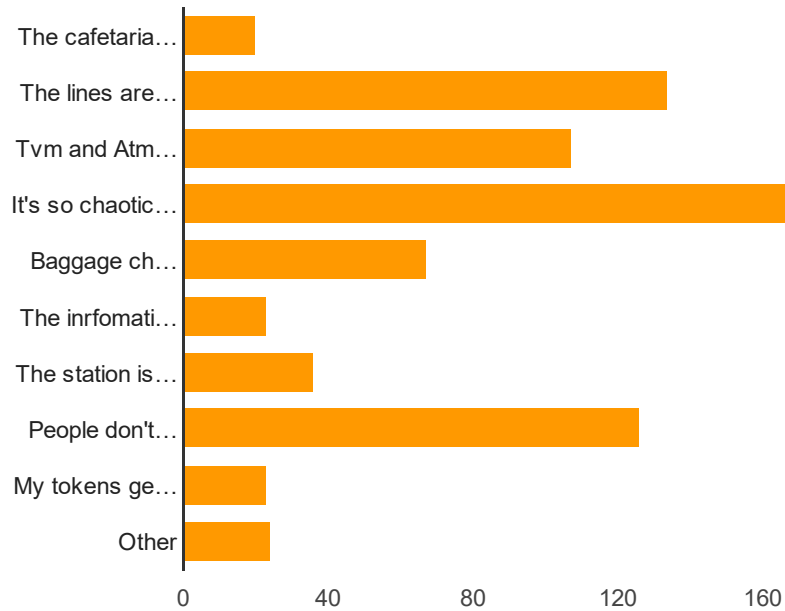
Yes, It's always busy and there are officials around	192	79.7%
No, It's not safe enough. More measures can be taken by the DMRC	38	15.8%
Other	11	4.6%

What are the facilities you use at the metro station ?

Toilets	110	46.4%
ATM	183	77.2%
TVM (ticket vending machines)	89	37.6%
Cafeterias	104	43.9%
Escalators	214	90.3%
Lifts	75	31.6%
Vending Machines	71	30%
Other	3	1.3%



Specify other problems also.

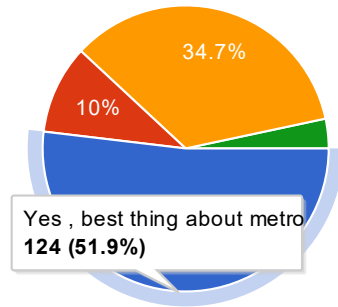


The cafetarias make the whole place dirty !	20	8.5%
The lines are so haphazard and long.	134	57%
Tvm and Atm machies mostly don't work.	107	45.5%
It's so chaotic in rush hours !	188	80%
Baggage checking is mismanaged.Your bag is always overtaken by the person behind you .	67	28.5%
The infomation boards are so confusing.	23	9.8%
The station is unkempt and dirty.	36	15.3%
People don't follow the rules	126	53.6%

My tokens get lost,or my smartcard don't work	23	9.8%
Other	24	10.2%

[Image]

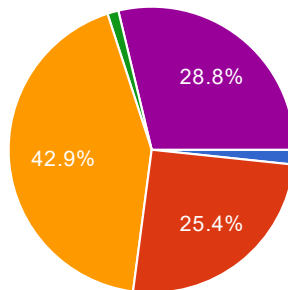
Is the train generally on time ? What are the instances when it was late ,please write in other ?



Yes, best thing about metro	124	51.9%
No I almost always have to wait	24	10%
Sometimes, It's India everything is not perfect	83	34.7%
Other	8	3.3%

[Image]

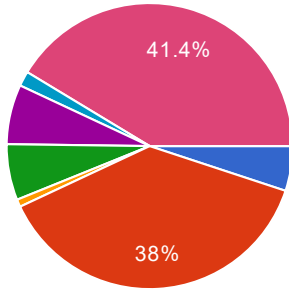
Are you able to get a seat ?



Yes, usually	4	1.7%
No :(I have to hang on the handles or support myself on the poles	61	25.4%
Depends on where and when I board	103	42.9%
No, I don't mind, I can sit on the floor	3	1.3%
No, sometime I don't even get a place to stand	69	28.8%

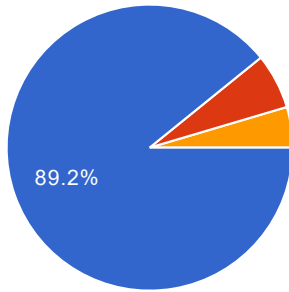
[Image]

How do you pass time in the metro ?



Read till you Bleed.	12	5.1%
Music is my escape.	90	38%
Workoholic here.	2	0.8%
Dreamland Calls	15	6.3%
Getting to know other people is the best part.	16	6.8%
Candy Crush Crazies Unite !	4	1.7%
SmartPhone Owner !	98	41.4%

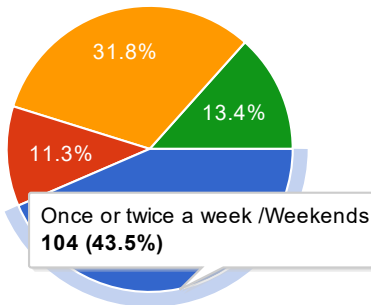
Do you feel safe riding the metro ?



Yes	214	89.2%
No	15	6.3%
Other	11	4.6%

[Image]

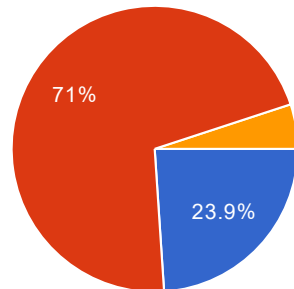
How often do you use the metro?



Once or twice a week /Weekends	104	43.5%
Weekdays, working hours	27	11.3%
I'm a frequent user , Almost everyday	76	31.8%
Rarely .Once in a blue moon	32	13.4%

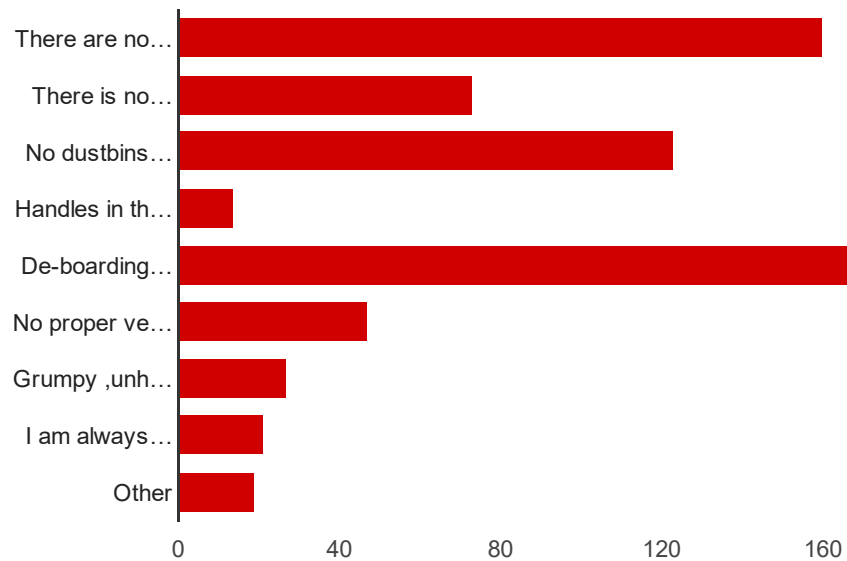
[Image]

Do you have a smartphone? Have you used the Official DMRC app? How was your experience?Elaborate.



Yes	57	23.9%
No	169	71%
Other	12	5%

Any problems that you have faced while travelling through metro?



There are not enough sitting space on the station.	160	68.7%
There is no waiting area.	73	31.3%

No dustbins anywhere.	123	52.8%
Handles in the coaches are out of my reach.	14	6%
De-boarding is very difficult in rush hours	169	72.5%
No proper ventilation	47	20.2%
Grumpy ,unhelpful officials	27	11.6%
I am always confused where I have to change or how to navigate the station.	21	9%
Other	19	8.2%

Relate any metro stories you might have heard or experienced or anything you feel might be useful.

- Girl boarded, and asked for a unreserved seat. I was confused, then I asked her why she is asking me to get up from the seat... And she said that if it was your mother or sister won't you be giving her the seat. I said with respect, you are not either one. Conclusion is that girls are taking things for granted in Metro
- Always enters in the coach which is joined with another coach it's more comfortable to stand there ;)
- The location of Yamuna Bank Metro station is very remote. One hardly finds any public transport to commute and I also unsafe.
- All the luggage scanning systems must work properly. Not even a single machine must be defective, after all it is a question of security. There must be a technical assistant always present for this all the time at every metro station.
- Pickpocketing is common in Rajiv Chowk. Do something about that.
- Hard to travel for girls!! When dressed up for an occasion ! Unsafe !!
- I was on a metro from Nehru Place to Mandi House. When the metro reached Mandi House, no one was able to deboard as people were jumping up. This should be avoided as people could have got hurt or stampede.
- People boarding train enter first while not waiting for people to exit first from train.
- Each metro coach should have a decent police in it.
- People fighting in the metros, pushing each other, not offering seats to the needy. Though it's personal behaviour but if actions taken it could be sorted...not talking about fines or warnings is easy...just set a few examples for every such issue that people think twice before misbehaving.
- No.
- Once there was a guy showing his genitals. Awful.
- I lost 2 iPhones while travelling in Metro.. that's why now I always try to avoid Metro travel. Security team is not cooperative and supportive.
- Not yet
- Once I missed my train....due to the metro to Jahangir Puri coming to Rajiv Chowk in 10 mins. during peak hours....

Reward the guard at Mandi House station on platform number 3 standing near women coaches. He is always requesting passengers to follow Metro rules, even when most people laugh by.

1) If rules are there for ladies and they ask anyone to stand then how come they eat in metros isn't it a violation of rule? 2) One day in a crowded area I saw a lady slapping a poor guy just because she was pushed by him as the crowd behind him pushed. and then the metro security people also favored that lady. Why? if she is so insecure why is she taking metro in a rush time and why not go to the "RESERVED LADIES COACH" huh??

Na

I am not a frequent metro traveller. So haven't experience anything yet.

No

metro is confusing at times. spc for those who travel less like me.

na

Issue with seats and eating inside metro is a daily problem.

once a morning i have to reach somewhere in badarpur 10kms away from badarpur metro station, that time i don't know how to reach that place by public convenience. So i asked thre many peoples , how i can be there , few peoples don't know tht, so i take help from my smart phone, but still it wasn't that much helpful.

Once there was this lady with a fracture in her arm. She had a backpack and a handbag both of which she was carrying on just one arm and there was no place for her to sit as well. It was awful that people kept boarding the train without giving a damn about the space, others' comfort or anything. They just kept pushing each other. Two of them even hurt the lady with fracture. I somehow tried to help her by taking her bags and putting my arms around her so that nobody gets on to her but it was just very upsetting.

recently a police officer was allowed to travel the metro. he was so drunk that he not even able to stand on his own as well as with a support. how was he able to enter the metro train after passing the security check???? thats the most shocking thing..

yes, I got hurt twice at RC while entering into coach because of rush and im proper arrangement. Increase frequency of 8 coaches or make proper arrangement at RC to get in coach and get out from coach. please its a serious concern

1. Rajiv chowk is a pain to get in or gwt out.. People dont get aside. 2. Opening the connectivity to badarpur from mandi house is a smart thing 3.

Metro is the best way to reach the farthest corner of delhi

Police staff is necessary inside the metro train

Male passengers generally use the last gate of ladies coach for entry and exit, making them actually travel in ladies coach

i forgot my card and had to take a token, i stood in this long queue for 20 minutes and when my turn came he said here only cards get recharged and there was no board or information regarding that and i had to stand in another line for another 30 minutes.

I saw a man sleeping at metro station. Nd no one said anything to him. But i saw a couple just sitting nd talking. They were called in by security

Pick pocketing is very common .One of my friends was victim of pick pocketing and lost 40k which was meant for her coaching fee.. Once I found two metro police talking about known pick pocketer who still a usual traveller .. They don't care to stop such people ..

all clear

Not good and safe for females due to few eve-teasers.Sr. citizens usually don't get seats.Reserved seats are always occupied by others.

Once i was travelling from MG Metro Station Gurgaon . There is a machine to recharge the metro card . There was a long queue but no one official was their to help us. i was doing 100 Rs recharge but machine was not working . Even note was stucked but no one was there to help me . After 10 min i saw an official and called him but machine was as it is . I got my money another day as they mentioned my name in register . I was in rush that days but it wasted my 20 mins .

I raised complain for less oxygen due to congestion and have to exit metro in rushy times. This eventually feel me nausea and vomating after couple of hours. We need to increase more coaches & frequency of metro trains in order to accomodate the traffic/humans.

Any suggestions or views you have which will make your commuting experience better.

Reserved coaches for students.

girls often insult boys and labor class people. They themselves sit on the seat of old and physically handicapped and never offer the seat to a needy one. They themselves break the rules and expect others to respect them. Seats for ladies should be restricted for woman above 40 years of age. A labor is more tired and needy than a girl with make up done going on a date.

Coaches and frequency should be increased as there is too much rush on every line. Security people should make sure that people make only one line while entering the metro and let the people first come outside and then go inside.

Increase trains & stations

The metro train's interior can be designed based on some themes like avenger etc. It will delight passengers. Some game activities or play stations in metro stations to pass time.

-The gap between two metros should be less -Checking rows for women should also be more than one

There should be guards at busy interchanging stations to let people deboard before everyone starts rushing in.

security is the biggest issue....i have already lost one smartphone..... the metro station and metro was so crowded.... so sumthing should be done to avoid these theft activities...!

People boarding train enters first while not waiting for people to exit first from train.

In every coach, there are 2 doors, which are not being used smartly by the people. Whenever metro stops at any station specially Rajeev Chowk, it looks like a next World War is about to begin because no one cares who is stepping out i.e. whether he/she is a small kid, a lady or an old-aged, everyone is in hurry of getting out and in without any wait and patience. I would like to suggest DMRC to make one door as EXIT door and the other as

ENTRY door. The duration for opening these doors should be more than usual time. It will not cause any chaos and accidents. Infact, people will learn some discipline and patience. One more suggestion I would like to give is that DMRC should apply some safety near the metro platform specially which remains so crowded everytime. This is required because a small push from the queue for the guy standing in front can lead him to even fall down on the track. So, a fibre wall should be there which should open only after arrival of metro.

Increase coaches and lines and stations. Improve commute between places

First most thing is to control the population of each metro coach. We need to increase more coaches & frequency of metro trains in order to accomodate the traffic/humans.

Allotment of seats could be better. General instruction should be circulated that if you a alone girl or gang of girls do travel in your authorised coach. Frequency of metros should be increased in peak hours !

Need more lines to connect more places.

There should be more dustbins seating Area should be more. Toilet should be at the platform too.

please provide dustbins.

More stations. No do something at rajiv chock. At that station i realise that world is soo populated

At busy stations, better management of queues for luggage and token is required..it is important for safety and public convenience as well

please make some additional changes in your app to show how we reach those places which are not directly connected to metro station from their respective nearby metro stations.. and please provide some dustbins on platforms also..

Na

Noida has only one metro in its share. Which covers only 7 satations here. We need more metro train to commute in noida.

Standing in queue while boarding should be made to follow strictly.

Please Increase the coaches to 8 from 6, even 10 coaches can be less at times. Make proper arrangemnet for getting in and out Make people stand in the centre and not on gate

There should be dustbins. There should be proper management during rush hours.

Atleast escalators should be on every metro station.

Plz provide proper change to ticket sellers as well as in to the TVM

At crowded places metros shud b frequent in a gap of 2 mins n no. Of passengers in a coach shud be fixed... Dat can sort a hell lot of problms. Also officials cud b gvn duty for being in evry secnd coach to take care with proper knowlegde of whtevr is happning in evry coach...they cud kp an eye by camera screens in their palm.

Increase frequency of metro trains on peak hours for the places which are on more demands.

Drinking water system at all metro station is a must. Toilet inside platform premises in all connecting stations like you have one in Rajiv Chowk.

Dustbins on the platforms More working led displays

Yes, 8 coaches and proper arrangement at RC to getting INN.

Shorter routes

Gates of each coach could be divided based entry and exit to keep the process of getting in and coming out easy. Information about the next two metros could be displayed on the station boards. The name of the upcoming station should flash on the screens because the beeping light on the board above the gate is not visible from all angles. Announcements of different notices should be reduced, they are very painful.

Security must be improved. there should be few professional guards type team to supervise.

Encircle the whole metro system with a new metro line. Connect all the extreme destinations with a circular metroline. Also create more concentric circular paths that can save even more time.

1. Buses should be provided from different location to metro station.

During rush hours make sure ac works, more frequency of trains, metro shuttles from Mayur vihar phase two to phase 1(for commuters going to noida, laxmi nagar tak k hai. But doesnt make sense to go thre)

make more interchange stations especially in the blue and yellow lines as these two lines are most crowded lines and so that the crowd on some of the stations can be controlled..

On the busy routes specially in rush hour use the 8 coaches metros more

Don't let drunkards board

'RAMPS' are required!!! Its a must!

Speedify ongoing construction in Delhi. More than half the traffic problems of Delhi will be solved. Also build more routes in NCR other than Delhi.

There must be one proper guard and cctv per coach.

Trains frequency should be increased during office hours... People have to squeeze themselves just to hang around the corner in 8 coaches train. And our so called senior citizens they ask tired school boys to vacant the seats and act like as they are older than Anna Hajare but when it comes to deboarding the train or to interchange the train they can beat Milkha Singh for sure. So that's the undue advantage which people take.

Try, bringing in more platforms and increasing in number of trains would do much help at rush hour.

Dustbins should be there. Stations need to be cleaner. Also most stations have only one escalator that switches direction according to crowd. Should at least have one in either direction and a third that switches direction according to crowd.

if they have a lot of people they should keep the token counters available accordingly to avoid time wastage of passengers,

Increase the metro frequency towards noida city center aand vaishali and the number of compartments from 6 to 8.

nope

- More seats in compartments so that more people can sit rather than hanging on handles when tired. Most countries have full car with seats and a

section for standing people.

escalators must be there at all the metro stations for both the sides to climb up or climb down.

DMRC should be strict enough to charge fines on violation of any rules.. Indians don't follow rules unless charged for the violations..

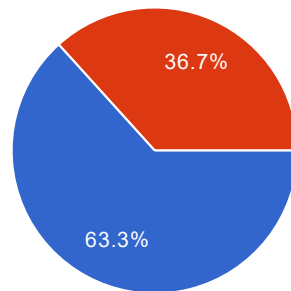
Staff needs to be friendlier and approachable for problem solving.. and help desk centres need to be increasing in high foot fall stations

There should be something that can somehow control how many people can board the train when there's not really much to even stand. Also, I guess it's very difficult to board or deboard during rush hours as people are least concerned about the ones around them. So there probably should be some sort of lanes to walk in and out at the platform itself

- make shortcuts if possible -add more stations

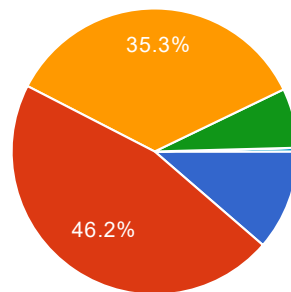
if confusion of the lines could be reduced.it would be better.

Gender



Male	150	63.3%
Female	87	36.7%

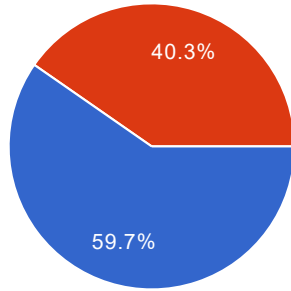
Age



15-20	27	11.3%
20-25	110	46.2%
25-30	84	35.3%
30-40	16	6.7%
40-60	0	0%
60 & above	1	0.4%

[Image]

Are you satisfied with the metro service?



Yes, It's the lifeline of Delhi	142	59.7%
No, Improvements can be made.	96	40.3%

Number of daily responses

