

(e) and (f) The CPWD has informed that 10 major complaints are not attended since June, 2012 whereas 4 minor complaints are not attended since 18th August, 2012. No action for fixing responsibility is required, as the complaint is attended depending on factors such as availability of agency or contract and permission and availability of allottee.

Operational problem of metro rail services by DMRC

2003. SHRI AAYANUR MANJUNATHA: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether Delhi Metro Rail is frequently facing the problem of technical snags resulting in slow speed, overcrowding, delay and stampede and other operational problems in the recent past few months;

(b) if so, the details thereof;

(c) whether the DMRC has taken any steps for the smooth and hassle-free operations of metro rail services;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI SAUGATA RAY): (a) No, Sir. Delhi Metro Rail Corporation Ltd. (DMRC) has informed that they are not frequently facing the problem of technical snags resulting in slow speed, overcrowding, delay and stampede and other operational problems in the recent past few months.

(b) Does not arise.

(c) and (d) DMRC has taken the following measures for the smooth and hassle free operation of metro rail services:-

(i) All failures are promptly analyzed and corrective actions taken.

(ii) The fleet of trains has been augmented by converting 93 4-car trains to 6-car trains for enhanced passenger comfort. During peak hours, 24 additional trains are used daily.

(iii) Regular announcements inside trains/stations are made for guidance of the passengers.

- (iv) Steel barriers have been provided at 8 platforms of interchange stations to prevent accidental fall.
- (v) Customer Facilitation Agents have been deployed at the 88 busy stations for passenger guidance, smooth train movement and to prevent any untoward incident.
- (e) Does not arise.

Expansion of NCR upto Gwalior

†2004. SHRI RAGHUNANDAN SHARMA: Will the Minister of URBAN DEVELOPMENT be pleased to state:

- (a) the details of norms laid down for the expansion of National Capital Region and the basis on which the Planning Board selects any area or land for inclusion in the National Capital Region;
- (b) whether any plan for expansion of National Capital Region upto Gwalior is under consideration in near future; and
- (c) if so, by when this work will be completed?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI SAUGATA RAY): (a) National Capital Region Planning Board (NCRPB) has informed that there are no norms for extension of National Capital Region (NCR).

The Study Group on Policy Zones, Demographic Profile and Settlement Pattern, constituted for preparation of Regional Plan-2021, examined the matter of inclusion of additional areas in NCR and recommended that the area of NCR need to be extended to the extent its boundary coincides with the district boundaries as prevailing in 2001 and further recommended for the inclusion of the total area of Alwar District.

The Study Group further recommended that the area of NCR may not be further extended at least upto the year 2021 because of the following:

"The existing area of NCR has not developed as envisaged and any extension will amount to spreading of scarce financial resources thinly."

(b) and (c) NCRPB has also informed that at present, NCRPB has no plan for expansion of NCR upto Gwalior.

† Original notice of the question was received in Hindi.