CHAPTER IV

PART B

PROFILE OF SOUTH-WESTERN RAILWAY

4.B.A Origin Of South-Western Railway – A Brief Note

The South-Western Railway became operational on 1st April 2003 as a new zone carved out of Southern Railway. The headquarters of South-Western Railway is at Hubli in Karnataka State. It comprises three divisions-reorganized Hubli Division from South Central Railway, Bangalore and Mysore Divisions of Southern Railway. The new zone spreads across 3051 route kms and 3590 kms of track length carved out from Southern and South Central Railway Zones.

The South-Western Railway zone encompasses railway routes passing through Karnataka and parts of Tamil Nadu, Andhra Pradesh, Goa and Maharashtra. The end-points of the zone are Miraj and Hotgi (border of Maharashtra) in northern part, while Bellary (Karnataka) and Dharmavaram (Andhra Pradesh) in eastern part, Chamarajanagar (Karnataka), Jolerpettai and Salem (Tamil Nadu) in southern part, Talaguppa and Kankanadi (Karnataka) and Vasco (Goa) in western part.
South-Western Railway At A Glance

There are three Divisions of Bangalore, Hubli and Mysore falling under the jurisdiction of South-Western Railway Zone.

It covers 338 stations, runs 210 trains daily with personnel of 31,027 numbers charged with 316 Officers. There are two workshops and 2 diesel sheds with a total route length of 3051 kms- 2559 route kms. of broad gauge and 492 route kms. of meter gauge. The zone boasts of punctuality of trains much higher than the Railway Board target of 95%. It is claimed that the mail/express trains had 97.46% punctuality rate, followed by 97.58% of MR Trains and 99.13% of passenger trains.
4.B.2 Various Passenger Amenities Available At South-Western Railway Zone

The South-Western Railway offers following passenger amenities under its network especially for the services' users.

Interactive Telephonic Enquiry (IVRS) /

The Interactive Voice Receiving System facilitates enquiries such as reservation availability, current status of waitlisted/RAC tickets of any trains on the Indian Railway network.

Touch Screen Information System /

The Touch Screen Information System is currently operational at few reservation offices in Bangalore. It provides real time access to information about reservation, status of tickets etc.

Passenger Operated Enquiry Terminal (POET) /

This facility provides reservation related information such as availability of accommodation and current status of reservation ticket.
**PRS Centres Over Zone**

Passenger Reservation System has 10 centres at Hubli, 20 in Bangalore and 06 at Mysore division.

**National Train Enquiry System**

There are 04 NTES available over South-Western Railway network and the details of the running of the train are updated once in 15 minutes.

**Sptm Centres Over Zone**

There are nine stations equipped with Self Printing Ticketing System.

**Integrated Train Enquiry System (Call Centre)**

With effect from 2004, it is the facility by which rail enquiry system is accessible by a common telephonic number-139 from anywhere in Karnataka state. It has a voice recognition facility for station and train names, SMS, and quick query for PNR ticketing, departure, arrival, status and all other queries related to train services.
4.B.3 Profile Of Railway Located At Bangalore City

The city of Bangalore was a tiny village called Berdakalooru in the erstwhile Vijayanagar Empire where Kempegowda of Magadi, a local chieftain, laid its foundation in the year 1537 A.D.

The city later became the capital of Mysore state, which is now called as Karnataka. The metamorphosis of Bendakalooru into the present megalopolis of Bangalore has been phenomenal and this city today is well known as Garden City, Information Technology capital of India, Silicon Valley of India etc.

City of Bangalore got its first Broad Gauge railway line from Jolarpettai to Bangalore Cantonment in the late 18th century, later extended to Bangalore city. Meter Gauge lines from Bangalore to Mysore, Pune and Hindupur were added later in phases.

In order to keep pace with the phenomenal expansion of the city, the present main railway station building was constructed in 1965. The Meter Gauge lines were converted in phases making Bangalore city a Unigauge (Broad Gauge) station in 1997 with about 890 route kms. of the division taking off from here. The city today is well connected to all the important...
places in India by direct trains. 66 pairs of trains operated from and to Bangalore city as well as passing through which also includes one Rajdhani Express between Bangalore city and Nizamuddin and one Shatabdi Express between Chennai and Mysore.

Bangalore city had the credit of being one of the model stations in Southern railway system. It was the largest of the 74 stations in the division governed by the then Southern Railway. The average earnings of the station amounted Rs.30 lakhs, which formed about 34% of the divisional earnings during 2002-03 under the umbrella of Southern Railway. Presently the station comes under Bangalore division governed by the South-western railway with effect from 01-04-2003. It handles about 1 lakh originating passengers daily, which has registered an increase of 88% over the last 5 years.
Computerized reservation system introduced by Indian Railways in 1989 became a countrywide network in 1999. IVRS facility introduced for reservation enquiries has been extended to arrival and departure enquiries also. Regular telephone enquiries with call queue facility, National Train Enquiry System and Touch screen enquiry are the additional facilities available for the benefit of the customers.

A Customer Facilitation Centre functions in the concourse of the station rendering on the spot assistance in various aspects. The facilities include interface enquiry, electrical, mechanical and RPF assistance, provision of wheel chairs, confirmation and reservation enquiries and current reservation etc.

Being the highest passenger handling station of the Division, Bangalore city is also the biggest parcel and luggage handling station, and was the second largest in Southern Railway. Parcel traffic contributes an average of originating earnings of Rs. 2.7 lakhs per day from about 100 tonnes of parcels booked, with luggage traffic supplementing with an average of Rs.30,000 from 10 tonnes of luggage. In tune with the increase in passenger traffic, the combined parcel and luggage traffic has also registered an increase of 61% over the last 5 years.
4.B.4 Introduction To Bangalore Division

Bangalore Division originally became operational on 11th May, 1981. The Division was carved out from the Madras and erstwhile Mysore Divisions. At present it is a part of South-Western Railway network and is on uni-gauge system. It encompasses 11 districts of three states like Karnataka, Tamil Nadu and Andhra Pradesh. The division has 890.5 route kms. of track, out of which 540.63 Km. are in Karnataka, 178.92 Km in Tamil Nadu and 170.95 Km in Andhra Pradesh. There are 98 stations, out of which 71 are situated in Karnataka, 13 in Tamil Nadu and 14 in Andhra Pradesh.

The Bangalore Division of South-Western Railway covers 8 sections like Bangalore-Mysore, Bangalore-Tumkur, Bangalore-Dharmavaram, Bangalore-Salem, Kolar-Bangarpet, Bangarpet-Marikoppam, Yeshwanthpur-Chikkaballapur and Bangalore-Jolarpettai.
Classification Of Stations

<table>
<thead>
<tr>
<th>Class of Station</th>
<th>Annual Passenger Earnings (Rs.)</th>
<th>Total No. of Stations</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>More than 6 crores</td>
<td>4</td>
</tr>
<tr>
<td>B</td>
<td>3-6 crores</td>
<td>2</td>
</tr>
<tr>
<td>C</td>
<td>Suburban</td>
<td>Nil</td>
</tr>
<tr>
<td>D</td>
<td>1-3 crores</td>
<td>7</td>
</tr>
<tr>
<td>E</td>
<td>Less than 1 crore</td>
<td>65</td>
</tr>
<tr>
<td>Halts</td>
<td></td>
<td>20</td>
</tr>
</tbody>
</table>

Table 5.1. Classification of stations based on Annual Passenger Earnings.
(Source: Report of the Inspection Committee of South-Western Railway, Bangalore.)

Development Of Bangalore Division

The Bangalore division has always been a major coaching division. It is basically a passenger oriented division. There was no major freight loading station and the major trunk route between Chennai and Bangalore was always on Broad Gauge. The major routes to Mumbai, New Delhi and Howrah, the Bangalore-Dharmavaram section were converted into Broad Gauge in the late 70s. Consequently, the gauge conversion that took place after 1990 had less impact on the division than on other gauge converted routes. The gauge conversion of the division was more or less completed by 1995.
The table shows statistical information about the traffic during 1998-99 to 2003-04-

<table>
<thead>
<tr>
<th>SI No</th>
<th>Category</th>
<th>98-99</th>
<th>99-00</th>
<th>00-01</th>
<th>01-02</th>
<th>02-03</th>
<th>03-0 Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Originating loading(M.T.)</td>
<td>84</td>
<td>118</td>
<td>105</td>
<td>126</td>
<td>152</td>
<td>15</td>
</tr>
<tr>
<td>2</td>
<td>Loading in Tonnes</td>
<td>422</td>
<td>608</td>
<td>751</td>
<td>874</td>
<td>1017</td>
<td>77</td>
</tr>
<tr>
<td>3</td>
<td>TU Releases daily Averages(M.T.)</td>
<td>467</td>
<td>522</td>
<td>582</td>
<td>633</td>
<td>691</td>
<td>73</td>
</tr>
<tr>
<td>4</td>
<td>Wagon holding(Nos.)</td>
<td>2485</td>
<td>2394</td>
<td>2419</td>
<td>2813</td>
<td>2618</td>
<td>286</td>
</tr>
<tr>
<td>5</td>
<td>Diesel EKM</td>
<td>461</td>
<td>462</td>
<td>446</td>
<td>432</td>
<td>436</td>
<td>44</td>
</tr>
<tr>
<td>6</td>
<td>AC EKM</td>
<td>430</td>
<td>478</td>
<td>496</td>
<td>481</td>
<td>498</td>
<td>49</td>
</tr>
<tr>
<td>7</td>
<td>Wagon Turn Around</td>
<td>2.6</td>
<td>2.3</td>
<td>2.3</td>
<td>2.5</td>
<td>2.1</td>
<td>2</td>
</tr>
<tr>
<td>8</td>
<td>T/O Daily average</td>
<td>927</td>
<td>1052</td>
<td>1183</td>
<td>1273</td>
<td>1305</td>
<td>141</td>
</tr>
<tr>
<td>9</td>
<td>H/O Daily average</td>
<td>931</td>
<td>1054</td>
<td>1184</td>
<td>1278</td>
<td>1309</td>
<td>144</td>
</tr>
</tbody>
</table>

Table 5.2...Statistics of Traffic of Bangalore Division of South-Western Railway.
(Source: Report of the Inspection Committee of South-Western Railway, Bangalore.)

The average daily originating loading rose from 126 in 1988-89 to 152 in 2002-03, denoting an increase of 21% The loading in M.T. went up from 598 in 1987-88 to 1017 in 2002-03 which is 70% increase over the past. The inward releases increased from 413 wagons per day in 1988-89 to 735 wagons per day in 2003-04, which is an increase of 78%. Further the wagon turn-round improved from 3.5 in 1988-89 to 2.1 in 2003-04.

At present, Bangalore division runs 58 trains per day out of which 52 are passenger trains and 6 are rail buses. It handles average 1 lakh
passengers daily, earns Rs.85 lakhs per day out of which Rs.57 lakhs are from Passenger Reservation System and Rs.28 lakhs from Booking Offices.

The originating earnings of the Bangalore Division have been impressive before and after the inception of South-Western Railway Zone. According to the divisional balance-sheets, the division had originating earnings to the tune of Rs.233.17 crores during 1999-2000, which increased to Rs.248.70 crores during 2004-05 till October, 2004. The following figures show that the division is making surplus over its expenditure over the years.

### ORIGINATING EARNINGS OF BANGALORE DIVISION
(Rs. in Crores)

<table>
<thead>
<tr>
<th>Year</th>
<th>Earnings</th>
<th>Expenditure</th>
<th>Balance (+/-)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999-00</td>
<td>233.17</td>
<td>n.a.</td>
<td>n.a.</td>
</tr>
<tr>
<td>2000-01</td>
<td>272.93</td>
<td>n.a.</td>
<td>n.a.</td>
</tr>
<tr>
<td>2001-02</td>
<td>316.03</td>
<td>n.a.</td>
<td>n.a.</td>
</tr>
<tr>
<td>2002-03</td>
<td>356.46</td>
<td>237.68</td>
<td>+118.78</td>
</tr>
<tr>
<td>2003-04</td>
<td>415.11</td>
<td>244.53</td>
<td>+170.58</td>
</tr>
<tr>
<td>2004-05</td>
<td>248.70</td>
<td>141.58</td>
<td>+107.12</td>
</tr>
<tr>
<td>upto Oct.04</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 5.3... Originating earnings of Bangalore Division
The Bangalore Division under the umbrella of South-Western Railway Zone has a surplus of Rs.107.12 crores upto October 2004. It indicates the financial viability of the Division.

**Goods Traffic**

Bulk of goods traffic, the division handles, is inward traffic. Following are the main streams of inward traffic:

![Graph showing the originating earnings of Bangalore Division](source: Report of the Inspection Committee of South-Western Railway, Bangalore.)
<table>
<thead>
<tr>
<th>COMMODITY</th>
<th>QUANTUM PER WEEK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Petroleum</td>
<td>14-20 rakes</td>
</tr>
<tr>
<td>Foodgrains</td>
<td>4-14 rakes</td>
</tr>
<tr>
<td>Fertilizers</td>
<td>Not available</td>
</tr>
<tr>
<td>Cement</td>
<td>5-10 rakes</td>
</tr>
<tr>
<td>Steel</td>
<td>01 rake</td>
</tr>
</tbody>
</table>

**Table 5.4...Goods traffic of Bangalore Division**

(Source: Report of the Inspection Committee of South-Western Railway, Bangalore.)

The loading target for the current year is 1.2 million tones. Till-date 1.9 M.T. have already been loaded upto December 2003. The streams of outward traffic include containers, Toyota cars, sugar, foodgrains, wood waste, military traffic and tillers.

In addition to the above, the Bangalore Division also handles petroleum, foodgrains, fertilizers, coal, and iron ore goods traffic. About 75% of freight earnings come from Container traffic being loaded in CONCOR depot at Whitefield. Thus the division earns Rs.18 lakhs per day (in terms of an average), other earnings are Rs.7 lakhs and total earnings daily stand at Rs.110 lakhs average.
4.B.5 Functional Departments Of Bangalore Division

General Branch

The General Branch is headed by the Divisional Railway Manager and Additional Divisional Railway Manager. The main functions of this branch are:

- Handling the official communication of the Bangalore division,
- To facilitate inspection of GM/SWR and Railway Board,
- Compilation of Monthly Confidential reports,

Day to day administration of the Division.

Public Relations Branch

This is headed by the DRM, ADRM and a Public Relations Officer, which is involved in promoting railway services and maintaining public profile of the Bangalore division of South-Western Railway.

Management Information Service Centre

This department looks after the implementation of the Information Technology development of Bangalore Division.
Commercial Branch

The functions of the commercial department are numerous and some of the important functions include:

- Fares and freight rates,
- Acceptance and booking of traffic,
- Transshipment of goods,
- Delivery of goods,
- Loss and damage claims,
- Claims prevention,
- Refund of fares and freight,
- Catering and vending services,
- Marketing of rail services.

This branch is headed by the Divisional Commercial Manager.

Personnel Branch

This branch is headed by the Divisional Personnel Officer is assisted by Assistant personnel and welfare officer. This branch mainly caters to the needs and welfare of employees of Bangalore Division.
Accounts Branch

This comes under the control of the Senior Divisional Finance Manager and Additional Manager. The duties of the finance department are to maintain accounts of the division, exchequer control, conducting of internal audit and advice in divisional control of expenditure.

Stores Branch

The Stores department has the responsibility of organizing procurement required by different branches of Bangalore Division and also main inventory available in the division.

Operating Department

This department divides the Bangalore Division into three control sections, which are continuously operated by efficient controllers.

Signal And Tele Communications Branch

The main duty of this branch is to communicate with the drivers about the movement of different trains passing over the station. It also eliminates the human failures while dealing with the trains.
Electrical Branch

This branch is headed by the Senior Divisional Electrical Engineer who is in charge of power supply arrangements at all stations of Bangalore Division.

Traction Distribution Department

This department is managed by DEE/TRD and AEE/TRD and mainly meets the tough gradient section transport of freight and parcel, which is essentially needed in efficient working of this division.

Mechanical Branch

It plays a pivotal role in the functioning of Bangalore Division. It basically maintains the rolling stock consisting of coaches, wagons, diesel locos and has close coordination with Operations Department of the Division in Train services.

Civil Engineering Branch

It is under the administrative control of Sr.DEN/Coordinator/SBC and maintains the life-line of railways i.e. the tracks, ensuring safe and smooth transit of passengers.

Security Branch

This branch deals with matters like safety of belongings of passengers/freight and ensures non-occurrence of thefts.
4.B.6 Amenities And Facilities Available For Passengers At Bangalore Division

The Bangalore Division is taking special efforts in executing various passenger amenity works. The Division is consistently spending more money than the budget grants provided by the Government for enhancing and improving the passenger amenities. During 2002-03, the Division had already spent Rs.60 lakhs over and above the budget grant meant for passenger amenities.

<table>
<thead>
<tr>
<th>Year</th>
<th>Budget Grant in Rs. Lakhs</th>
<th>Expenditure in Rs. Lakhs</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000-01</td>
<td>205</td>
<td>211</td>
</tr>
<tr>
<td>2001-02</td>
<td>139</td>
<td>249</td>
</tr>
<tr>
<td>2002-03</td>
<td>117</td>
<td>179</td>
</tr>
</tbody>
</table>

Table 5.5... Income and expenditure heads of Bangalore Division.

(Source: Report of the Inspection Committee of South-Western Railway, Bangalore.)
Availability of important passenger amenities provided by the Bangalore Division includes foot over bridge, Public address system, PRS Centres, Self Printing Ticketing Machines (SPTMS), vegetarian refreshment room, non-vegetarian refreshment room, vegetarian light refreshment stall, water coolers, facilities for physically handicapped/challenged passengers, cloakroom, retiring rooms etc.
Important Passenger Amenities At Bangalore Divisional Railway Station

- Facilities for physically challenged passengers including car parking, ramps to facilitate movement of wheelchairs into station, reservation office and drinking water sinks in all platforms;
- Platform shelter extension on 2nd, 3rd, 5th, and 6th platforms, additional shelter on platform nos. 9th and 10th,
- Cement concrete apron on platform no. 1,
- Provision of high mast lamps at second entry,
- LED display boards at Bangalore city and cantonment railway stations,
- Improved signages at city station,
- Additional seating arrangements and platform shelter with extension at Dharmpuri and Hosur stations,
- Cloakrooms and lockers available at platform 1,
- Wheelchairs and stretchers available round the clock in the inspector's office at station,
- Computerized reservation office located near the station building,
- Waiting rooms separately available for ladies, gents and upper class travelers,
- Retiring rooms and dormitories for the staff as well as for the passengers,
- Post office with speed post facility and medical shop in the station,
• Telecom center for local, STD, ISD with telegram facility,
• Internet parlour in the station concourse,
• Book-stall with various linguistic literature,
• Refreshments with vegetarian and non-vegetarian food,
• Tourist center maintained by Karnataka State Tourism Development Corporation with different tourist packages,
• Fruit stall run by HOPCOMS,
• Pre-paid autorickshaws near main entrance,
• Two and four wheeler parking near the station with overnight parking facility,
• Bus facility operating 7 trips per day,
• Call taxi by private call taxi operators.
• ATM facility in the station concourse and reservation office.

Innovations Undertaken In Bangalore Division

Several innovations have been undertaken in Bangalore Division. Some of them are:

1. Video monitoring of accident site,
2. Multi channel communication at accident site,
3. E-tracking and Recording of track during OMS Run,
4. Private number exchanger,
5. Departmental mapping of all major track installations,
6. Train Actuated Warning Device at Kengeri,
7. Development of pneumatic testing rig and improvement in reliability of RTTM blower bearing,
8. Development of fixtures for testing large after coolers,
10. Modification in spray nozzle,
11. Facility for drying sand before being put in locos,
12. Development of simulator for speed checks,

NOTES AND REFERENCES:


3. www.bangaloredivision.org/org_chat.htm