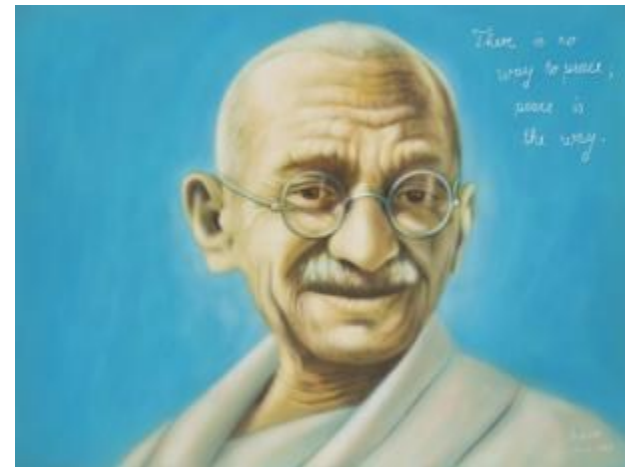


JUNE
7
1893

On the night of **7 June 1893**, Mahatma Gandhi, was thrown off a train at the Pietermaritzburg Railway Station, South Africa. He had refused to move from a whites-only compartment. That incident gave birth to Non-violence Movement.

Gandhiji wrote: "I was afraid for my very life. I entered the dark waiting-room. There was a white man in the room. I was afraid of him. What was my duty? I asked myself. Should I go back to India, or should I go forward with God as my helper, and face whatever was in store for me? I decided to stay and suffer. My active non-violence began from that date."



Gujarati who lost legs in 1998 train tragedy still inspires

Anil Singh, TNN | Apr 20, 2011, 01.30am IST
AHMEDABAD: Gritty sportswoman Arunima Sinha stirred the nation's conscience much the same way as a Gujarati girl from Mumbai had a decade ago. The girl, Jaybala Ashar, had lost both her legs when the mugger she was grappling with threw her out of a Mumbai local train.

That was in October 26, 1998 when Jaybala had boarded an early morning train from Churchgate for her college. Her bravery and unbroken spirit in hospital made her a heroine in Mumbai, which was reeling under a crime wave.

Politicians, celebrities and students crowded Nair Hospital for a glimpse of the brave girl. Several institutions came forward to help and felicitate her, including the railways which gave her the Veerbala award. There was a great clamour for the culprit to be arrested but a 25-member task force failed to zero in on them man, suspected to be a drug addict.

However, the incident forced the government to set up the much-needed railway police commissionerate for Mumbai. Today, if women commuters in Mumbai feel safer, it is because of Jaybala. Ever since the incident, all women's compartments have an armed police guard in the early morning and late night.

Jaybala received over Rs 6 lakh as donation from various agencies including the Railway Ministry, the state government, individual donors and also a computer with an internet connection from actor Shammi Kapoor.

OCTOBER

26

1998

**Jayabala
was thrown
off a train**

● STANDING UP TO TRAIN ROBBERS

Sr Serene turns into a role model

Express News Service
Thrissur, February 4

Why has assistant professor Sister Serene of Vimala College here, who lost one leg and one hand, become a role model for the students at the college?

"She fought with her fate and proved with her willpower that one can rewrite destiny," the students say.

Sr Serene had been travelling on March 18, 2003, in the women's compartment of the Guruvayur-Chennai Egmore Express when two men entered the compartment from Thrissur railway station.

Though the women in the compartment asked the two to leave the compartment, the men refused to do so saying they would leave at the next station and it was a mistake that they entered the compartment. However, as the train picked up speed, the two men attacked the women

to snatch their gold ornaments. When Sr Serene and another woman protested, the two pushed them to the door and then out of the train. Everything happened in a short time, even before the guard heard the cries of women and pulled the chain.

The train stopped near Muriyad railway gate and the men jumped from the train and disappeared. Students say those who meet Sr Serene for the first time would soon realise that the accident, which everyone would want to forget, hardly made any change in her dreams, thoughts and aims. "She was a good teacher even before the accident took place.

Today, not only is she one of the best teachers at the college, but also a role model for all of us, who want to do something in this world," students say.

MARCH

18

2003

**Sr Serene
was thrown
off a train**

TRAIN OUTRAGE:

Express News Service
Thrissur, February 6

SOUMYA, 23, who was brutally assaulted after she was pushed down from a running local train a week ago, succumbed to her injuries at the Thrissur Medical College Hospital on Sunday afternoon.

Medical College authorities said Soumya's brain had stopped functioning from 10 am on Sunday.

The body will be handed over to the family after con-

ducting post-mortem examination on Monday. It is hoped that more evidence could be collected in the post-mortem which would help the police in their investigation.

Daughter of Manjakkadu Mullakkal Ganeshan and Sumathi of Shoranur, Soumya was on her way home in the Ernakulam-Shoranur Passenger on Tuesday night when the accused, Govinda Swamy, 30, entered the ladies compartment from Vallathol Nagar Railway Station and tried to nab her bag.



Soumya

FEBRUARY

2

2011

Molested girl passes away

When she resisted, Govinda Swamy pushed her out of the train and jumped after her. When she fell down, her head hit the rocks and she became unconscious. Govinda Swamy took her to a nearby vacant spot and molested her, according to the police.

The Railway authorities, police and local people came to know of the incident when the passengers informed the train guard that they saw a man and woman "jumping" out of the train.

The police later found Soumya lying in a pool of blood. She had severe head injuries and a fractured skull. They rushed her to the Thrissur Medical College Hospital.

Even as the police were able to nab the accused soon, Soumya's condition worsened day by day.

The doctors were helpless as she was not responding positively to the treatment. She was pronounced dead at 3 pm.

See P 4 >

The accused faces the noose

Considering the nature of the crime, this case is the rarest of rare-cases and the accused can get meet. Case can be registered on charges of IPC (punishment for murder) and 376 (punishment for molestation).

Additional Director General of Prosecution and Additional

Strengthen Railway Police: The strength of Railway Police (GRP) has to be increased immediately. The number of GRP has not increased in proportion with the increase in number of trains. At present there are only about 500 railway police personnel. There should be a minimum of around 1,500 police men to provide foolproof security to passengers.

— **Jacob Pannose**
Director General of Police



**Soumya
was thrown
off a train**

Sonu Sinha thrown out from train, loses leg

Thursday, 14 April 2011 12:04

23-year-old national-level football and volleyball player Sonu Sinha (Arunima Sinha) lost her leg when she was thrown out of a running train by three persons who tried to rob her on Monday night. Though the incident took place three days ago, it came to the notice of the media very late.

The thieves pushed her out of the Padmavathi Express between Chenati and Bareilly railway stations in UP when she was travelling by it to reach Delhi to take an examination, police said.

When she was pushed out, she fell on the parallel track on which another train was running in reverse direction. Her left leg below the knee was crushed as she was hit by the moving train.

A profusely bleeding Sonu Sinha was immediately taken to a hospital at Barielly in a very serious condition. "Her left leg was badly damaged and her right leg had injuries. She had also suffered some head injuries. Our entire team has been treating her. Her left leg has been amputated," said a doctor from the team of doctors treating her.

APRIL

11

2011

**Arunima
was thrown
off a train**

**WHO
CARES
US?**

Bus didn't stop at bus stop. Shop owner, who questioned it was manhandled by anti-social elements

Citizen who questioned the over-speed of the bus was beaten to death by the bus crew

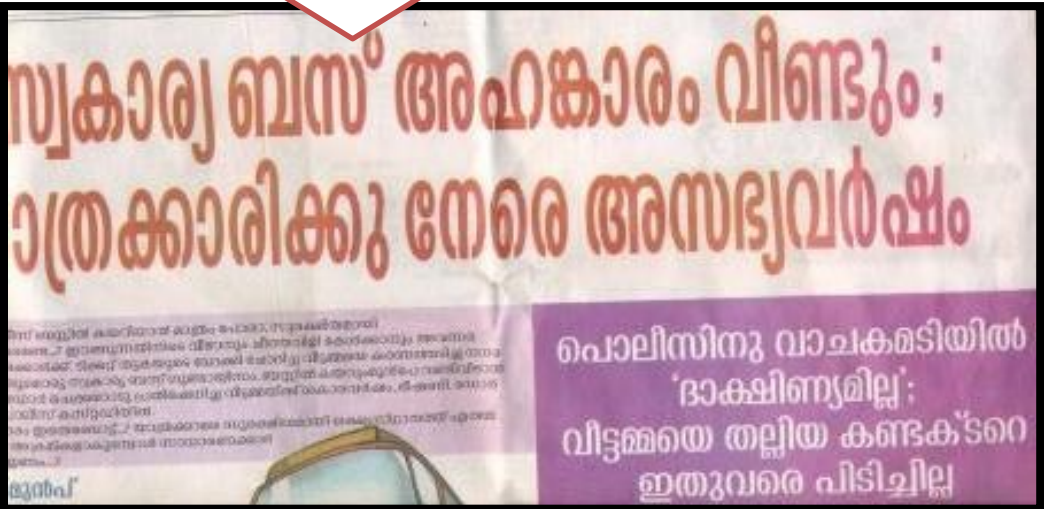


Private Bus hindered the track of Ambulance was taken to police custody

Conductor slapped a lady passenger, who claimed the balance of her ticket



Bus crew showered abusive words on a lady passenger



violence

Two students lost their lives on school opening day in road accidents.



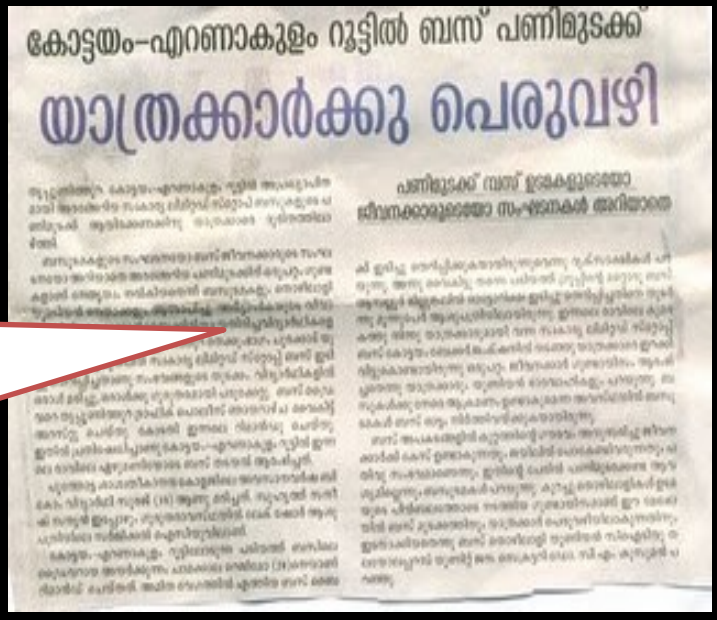
tragedy

Hartal: Passenger trains were blocked for hours.



A young mother with her child and luggage at Ernakulam south railway station on hartal day waiting for hours to get their train

Bus strike on Kottayam – Ernakulam route: Hard time for the commuters.



torture

Lack of medical aid, ex-Service man lost his life in train. Family spent 12 hours with the body in train.



City didn't lend a helping hand, woman died of bleeding on road.



negligence

Let's

**change
the way**

We

travel

**An Invitation to change
our Destiny**



**PASSENGER
RIGHTS DAY**

We are too vigilant about our rights. Human rights, fundamental rights, labour rights, consumer rights, women rights and now the gay rights. But, what about our **Passenger Rights?**

History of Passenger Rights Movement



On December 1, 1955 in Montgomery, Alabama, **Parks**, age 42, refused to obey bus driver James Blake's order that she give up her seat to make room for a white passenger. Her action was not the first of its kind: **Irene Morgan**, in 1946, and **Sarah Louise Keys**, in 1955, had won rulings before the U.S. Supreme Court and the Interstate Commerce Commission respectively in the area of interstate bus travel. Nine months before Parks refused to give up her seat, 15-year-old **Claudette Colvin** refused to move from her seat on the same bus system. But unlike these previous individual actions of civil disobedience, Parks' action sparked the **Montgomery Bus Boycott**.

**What
WE
have to
DO?**

- Define **Passenger Rights** like consumer rights and declaration of Passenger Rights
- Advocacy for the enactment appropriate laws to protect passenger rights
- Defining **Passenger Services standards (PSS)**
- Actions to ensure that Passenger Service Providers (PSP) are accepting and following Passenger Service Standards
- Advocacy for declaring and observing **June 7** as **International Passenger Rights Day**

Passenger
RIGHTS
Draft



PASSENGER RIGHTS

1. The Right to Safety and Security

- Condition of vehicle and shelters (bus stand, bus stop, railway station etc)
- Over all hygiene (vehicles, toilets, hotels, shops etc)
- Crew-made casualties (moving vehicle before boarding or alighting)
- Security of life and assets

2. The Right against cancellations or delays due to man-made causes

- Actions that block the passenger movements (Bandh, harthals, strikes, processions, road blocks, traffic blocks for VIP movements etc)
- Cancellation of journey (full/part) for the benefit of service provider
- Overall man-made delays
- Optimized journey time



PASSENGER RIGHTS

3. The Right for courteous service and comfort

- Crew behavior and supportive staff behavior
- Comfort in bus and bus station
- Ease of boarding and alighting

4. The Right to be informed

- Proper information on arrival time, departure time, running time, fare etc
- Sharing facts to make an informed choice
- Protection against misleading information



PASSENGER RIGHTS

5. The Right to be heard

- Considering passenger views in policy making
- Development of passenger transport industry based on passenger needs and wants
- Removal of laws and rules which create inconvenience to customers

6. The Right to redress

- Fair settlement on claims
- 24 hrs passenger service cells and control room



PASSENGER RIGHTS

What You Can Do

1. Advocate **Passenger Rights**
2. If you know MLAs/MPs personally, please talk to them to initiate Passenger Rights Enactments
3. If you are a Passenger Service Provider, respect Passenger Rights and follow Passenger Service Standards
4. If you have contacts in media, write your bad travelling experiences in newspapers and magazines to get public and government attention
5. **By forwarding this presentation to your friends, you can advocate Passenger Rights and be a part of Passenger Rights Movement**

Join with us to change the WAY WE TRAVEL



**PASSENGER
RIGHTS**

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