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## Press Release

### Chennai Metro Rail Limited Launches

#### Dedicated Women's Helpline for Enhanced Passenger Safety

Chennai Metro Rail Limited is committed to providing a seamless, safe, and secure travel experience for all passengers, with a particular focus on women's safety. Today, on International Women's Day, CMRL is proud to announce the launch of a dedicated Women's Helpline – 155370 to further strengthen its safety net.

#### 24/7 Support for Women Commuters

The Women's Helpline Number 155370 is a 24/7 woman-operated service designed to provide immediate assistance and support to women commuters facing any distressing situations while traveling on the Chennai Metro. This helpline offers a range of services, including emergency response, ensuring women have access to timely help whenever needed. Presently, this number is activated on BSNL network and activation on other networks is in progress.

In addition to the new helpline, CMRL has already implemented several initiatives to ensure women's safety:

**Pink Squad:** A team of female security personnel trained in martial arts and self-defence techniques, offering a reassuring presence, and fostering a positive passenger experience.

**Dedicated Waiting Areas and Signage:** Well-lit stations with clearly marked dedicated waiting areas for women on platforms, adjacent to reserved women's coaches.

**Separate Public Toilets:** Clean and accessible public toilets for men, women, and universally accessible unisex toilets available at all stations with clear signage.

**Feeding Rooms:** Stations feature dedicated feeding rooms with diaper changing facilities for mothers with young children.

**24/7 Helpline:** A dedicated helpline for safety, anti-harassment, and health emergencies, accessible to passengers round the clock.

#### Safety Features within Trains

**Women's Coaches:** Dedicated coaches reserved for women on every train.

**Reserved Seating:** Eight seats in each coach are reserved for women, elderly people, differently abled passengers, and caregivers, with clear signage for easy identification.

**Wheelchair Accessibility:** Dedicated wheelchair spaces in the first and last coach of every train.

**CCTV Surveillance:** Comprehensive CCTV coverage throughout trains and stations for enhanced monitoring.

### **Safe Environment beyond Stations**

**CCTV Monitoring:** Parking spaces at all stations are monitored by CCTV cameras, deterring any potential issues.

**Zero-Tolerance Policy:** CMRL has a zero-tolerance policy for sexual harassment, with a dedicated helpline number and posters displayed prominently at stations to raise awareness.

**Chennai Metro Rail Limited Website:** The website provides comprehensive passenger information, including station maps, train timings, facility details, and accessibility features.

**Employment Opportunities:** CMRL encourages women to apply for jobs in operations and maintenance, with a commitment to giving preference to women from the local community.

**Improved Accessibility:** CMRL is actively working to enhance accessibility in areas surrounding stations, including creating step-free, universally accessible routes for wheelchair users, tactile pavers for visually impaired passengers, clear signage, and dedicated station controllers who can provide personalized assistance to the elderly and people with disabilities.

**Well-Lit Pick-Up and Drop-Off Areas:** All stations have well-lit pick-up and drop-off areas with universally accessible footpaths for a safe and convenient commute.

Hence, CMRL urges all women passengers to save the Women's Helpline Number **(155370)** on their phones and utilize it without hesitation if need arises while traveling on the Chennai Metro.

**Issued By: Joint Director / Public Relations Officer**

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