

Controlling Offensive Behaviour through Fine (Penalty): A Case Study on Delhi Metro



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Abstract

Rules are followed by every human being, it starts from home, to school, to society and then to the nation. It is a natural way of getting into an organised structure without getting a punishment in any form. Violations of rules are also common and forgotten easily by the offenders as offender escape the actual pain of paying fines (penalty). The present study aims at studying the relationship between the fine (penalty) imposed and the offensive behaviour by male passengers for travelling in women coach in Delhi Metro. The findings suggest that the fine (penalty) collected from the male passengers for unlawful entry into women coach shows a decreasing trend over a period of time. So it can be concluded that the Delhi Metro has been succeeded in decreasing the offensive behaviour through imposing fines (penalty) on offenders.

Keywords: Delhi Metro, Fine (Penalty), Offensive Behavior.

Introduction

Rules are a word that signifies a standard or a norm. Different organisations, whether a corporate company, a school, a society or a country at large have different rules. Punishment in the form of fines (penalty) intends to decrease the violation of these rules.

Fine as a penalty is a money intended to be paid for an offence or breach of a rule, the amount of which is decided by the authority in advance. Indian Government has imposed many different types of fines (penalty) like driving without a license, not filing Income Tax Return (ITR) till scheduled date, travelling without a ticket, etc.

Fine (penalty) is collected with an aim to reduce the offensive behaviour. Once an individual pays money as a punishment for his behaviour he realises his mistake and gets reinforcement for not repeating it again.

Fines (Penalties) in Delhi Metro

Just like other organisations, Delhi Metro also promises the safety of its travellers and this is the reason behind framing the rules. Those who do not abide by these rules have to pay fines and penalties which are informed through many channels like display boards, audio announcements inside and outside metro coaches.

There has been many publications by the DMRC in which rules have been emphasised like a guide to Delhi Metro titled "Delhi by Metro" published by the Times Group in 2014, presents a full page of Dos and Don'ts and a warning stating "Violation of some of these may lead to prosecution and imprisonment under Delhi Metro Railway (Operation & Maintenance) Act 2002.

Review of Literature

Arpita Mukherjee (2009) analysed that mass rapid transport such as the DMRC built with government and private initiatives have increased speed, reduced congestions, and saved time and fuel. Prior to the DMRC, about 12 million people in the Indian capital commuted by buses and private transports. The DMRC has provided a comfortable and reliable mode of transportation at reasonable prices for the middle and low income groups.

A research was done by Guiller P. Pendon titled "Are Fines an Effective Sanction?" (2016) explored the perception of fourth-year students on the implementation of monetary sanctions as fines (penalty) for non-attendance in school activities. The study examined the extent to which fines (penalty) were perceived, whether or not this fines (penalty) would be re-imposed or not in the future. The findings revealed that the respondents considered fines (penalty) as an effective sanction to improve students' attendance in school activities.

Recent newspaper article dated 7th August 2018 (Hindustan Times) revealed that a huge amount (38 lakh) of fine has been collected by the DMRC from travellers who squatted on the floor of metro rail. On being asked by the reporters DMRC said in a recent statement that in view of a large number of cases of violation of rules in Metro premises, the administration has authorised station personnel to directly impose fines up to Rs 500 and realise penalties for offences such as squatting, littering, nuisance, travelling with undervalued tokens and obstructing officials on duty.

Objective of The Study

1. To gather information about the amount of fine (penalty) collected year wise for unlawful entry into women coach in Delhi Metro.
2. To study the relationship between the fine (penalty) imposed and the offensive behaviour by male passengers for travelling in women coach in Delhi Metro.
3. To study the trend of fines (penalties) imposed on male passengers to travel in women coach in Delhi Metro.

Research Methodology

The present study is a qualitative research wherein the researcher aims at gaining knowledge about the fine (penalty) imposed and the offensive behaviour by male passengers for travelling in women coach in Delhi metro.

In order to meet the desired objectives, primary data is collected from authorities of Delhi Metro through formal RTI application and related websites.

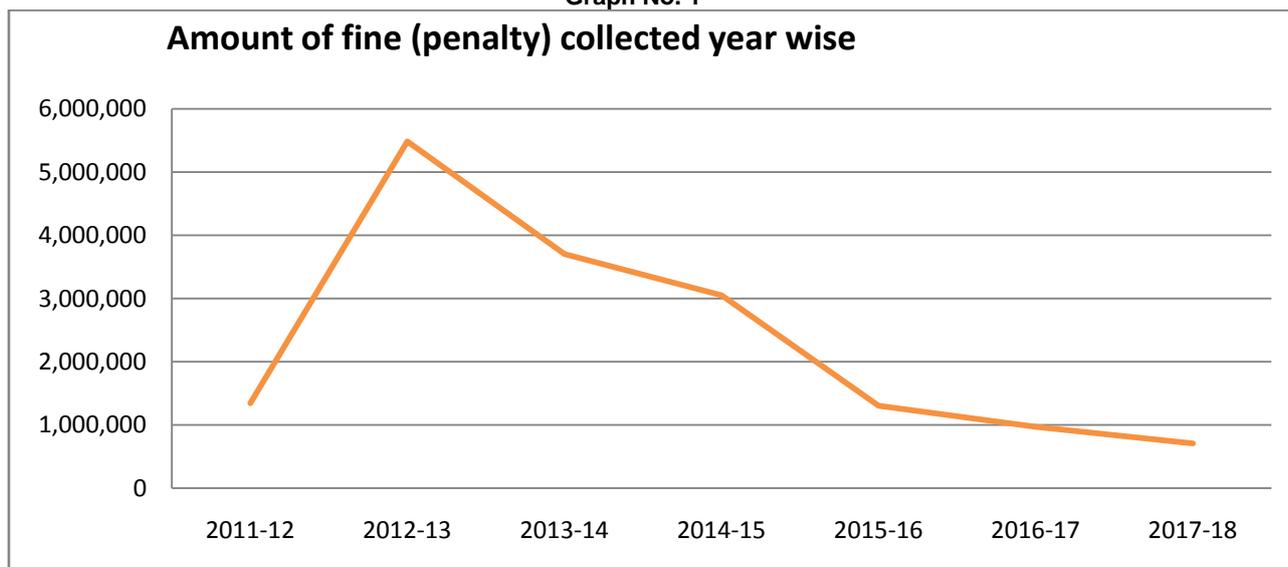
Findings of The Study

Findings of the present work are discussed with the help of the table and graph below:

Table No. 1

S.No.	Period/Financial Year	Amount (in Rs.)
1.	July 2011 to March 2012	13,44,250/-
2.	April 2012 to March 2013	54,83,250/-
3.	April 2013 to March 2014	37,01,250/-
4.	April 2014 to March 2015	30,48,750/-
5.	April 2015 to March 2016	13,02,750/-
6.	April 2016 to March 2017	09,72,000/-
7.	April 2017 to March 2018	07,07,250/-

Graph No. 1



1. The above table and graph indicate that in the year 2011-12 the amount of fines (penalty) collected by the Delhi Metro from male passengers for unlawful entry into women coach is Rs.13,44,250.
2. The amount shoots up at Rs.54,83,250 in the next year 2012-13.
3. The year 2013-14 records the lowered (than previous year) amount of fine (penalty) Rs.37,01,250.
4. The next subsequent years 2014-15, 2015-16, 2016-17 and 2017-18 show a constant decrease in the fine (penalty) amount as Rs.30,48,750, Rs.13,02,750, Rs. 9,72,000 and Rs.7,07,250 respectively.

Conclusion

1. It is evident from the facts mentioned above; that the amount collected from the male passengers

for unlawful entry into women coach shows a decreasing trend.

2. It can be concluded that the Delhi Metro has been succeeded in decreasing the offensive behaviour through imposing fines (penalty) on offenders.

Limitations of Study

1. This research paper is mainly based on primary data through RTI from Delhi Metro.
2. The present research is focussed only on Delhi Metro.
3. The study is aimed at gathering information on the penalty imposed and the offensive behaviour by male passengers for travelling in women coach in Delhi Metro and no other fines (penalty) are studied.

Remarking An Analisation

Scope for Future Work

1. The present research work may act as a base for further researches on Delhi Metro and Metro rail in other cities.
2. This piece of work may help policymakers in imposing other types of fines (penalty) and penalties on travellers who don't abide by rules and offend fellow passengers.
3. This research paper will be helpful to those who are interested in behaviour management through punishment.

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