

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 1027
ANSWERED ON 28.07.2023

ONE STOP CENTER AT RAILWAY STATIONS

1027 # SHRI VIVEK THAKUR:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Ministry of Railways has sent proposal to Ministry of Women and Child Development to open One Stop Center to help women victims at railway stations under the Nirbhaya Fund;
- (b) if so, the details thereof; and
- (c) if not, the reasons therefor?

ANSWER

MINISTER OF RAILWAYS, COMMUNICATIONS AND
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a) to (c): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF UNSTARRED QUESTION NO.1027 BY SHRI VIVEK THAKUR TO BE ANSWERED IN RAJYA SABHA ON 28.07.2023 REGARDING ONE STOP CENTER AT RAILWAY STATIONS

(a) to (c): 'Police' and 'Public Order' are State subjects under the Seventh Schedule to the Constitution of India and, therefore, State Governments are responsible for prevention, detection, registration and investigation of crime and maintenance of law and order on Railways through their law enforcement agencies viz. Government Railway Police (GRP)/Local Police. Railway Protection Force (RPF) supplements the efforts of GRP/Local Police to provide better protection and security of passenger area and passengers and for matters connected therewith.

Ministry of Women and Child Development is implementing Scheme of One Stop Centre (OSC) as a component of sub-scheme 'Sambal' under Mission Shakti, to provide integrated services to the women. The proposals for establishment of OSCs are sent to the Ministry of Women and Child Development by the Department of Women and Child Development of the concerned State /UT.

However, the following steps are being taken by the Railways in coordination with GRP/Local Police for safety and security of passengers, including women passengers, in trains and in railway premises:-

1. On vulnerable and identified routes/sections, trains are escorted by Railway Protection Force in addition to trains escorted by Government Railway Police of different States daily.
2. For immediate assistance, passengers can make complaint on Rail Madad Portal directly or through Helpline Number 139 (integrated with National Emergency No. 112).
3. Railways are in regular touch with passengers through various social media platforms viz. Twitter, Facebook , Koo etc. to enhance security of passengers and to address their security concerns.
4. Surveillance is kept through CCTV cameras provided in 7264 coaches in trains and 866 Railway stations for enhanced security of passengers.
5. Frequent announcements are made through Loud Hailers, Public Address System etc. to sensitize passengers to take precautions against theft, snatching, drugging etc.
6. Under 'Meri Saheli' initiative, focused attention has been provided for safety and security of lady passengers travelling alone by long distance trains for their entire journey i.e. from originating station to destination station.
7. Zonal railways have been instructed for deployment of proper combined strength of male & female RPF/RPSF personnel in train escort parties, to the extent possible.
8. Awareness campaigns through, Nukkad Nataks, Dramas, Plays, posters, banners and distribution of leaflets etc. are conducted on regular basis to educate passengers as well as women passengers for taking necessary precautionary measures during the journey.

9. Frequent drives are conducted against entry of male passengers into the compartments reserved for ladies.
10. State Level Security Committee of Railways (SLSCR) have been constituted for all State/Union Territories under the Chairmanship of respective Director General of Police/Commissioners of Police in States/Union Territories for regular monitoring and review of security arrangements of the Railways.
