

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 568
ANSWERED ON 26.07.2024

SAFETY OF PASSENGERS IN TRAINS AND AT STATIONS

568 SHRI JAGGESH:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that the Hubballi division of South Western Railway has taken various steps in view of recent attacks on passengers to ensure safety of passengers in trains and at stations;
- (b) whether manning of coaches and ticket checking by TTE is being ensured;
- (c) whether CCTV cameras have been installed, if so, the list of stations where these have been installed; and
- (d) any other steps taken by Government to ensure safety of passengers in trains and at stations?

ANSWER

MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO. 568 BY SHRI JAGGESH ANSWERED IN RAJYA SABHA ON 26.07.2024 REGARDING SAFETY OF PASSENGERS IN TRAINS AND AT STATIONS.

(a) to (d): '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)/District Police. Railway Protection Force (RPF) supplements the efforts of GRP/District Police to provide better protection and security to railway property, passenger area and passengers and for matters connected therewith.

Manning of coaches and ticket checking by travelling ticket examiners is being done.

Surveillance is kept through CCTV camera provided at 1051 railway stations over Indian Railways to ensure safety and security of passengers.

The following steps are being taken by the Railways in coordination with GRP/Local Police for safety and security of passengers in trains and at stations:-

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 Emergency Response Support System(ERSS) 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 concern.
4. Frequent announcements are made through Public Address System to educate passengers to take precautions against theft, snatching, drugging etc.
5. 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.
6. 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.
7. State Level Security Committee of Railways (SLSCR) have been constituted for all State/Union Territories under the Chairmanship of respective Director General of Police/Commissioner of States/Union Territories for regular monitoring and review of security arrangements of the Railways.