

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 1565
ANSWERED ON 01.08.2025

**ENCROACHMENT AND CLEANLINESS AT PARK CIRCUS RAILWAY STATION,
KOLKATA**

1565. SHRI SAMIK BHATTACHARYA :

Will the Minister of RAILWAYS be pleased to state:

- (a) whether Government is aware of the severe encroachment issues at Park Circus Railway Station, Kolkata including the presence of hawkers blocking pavements and reducing passenger accessibility;
- (b) if so, steps taken to remove unauthorized encroachments and ensure free movement of commuters;
- (c) whether Government has received complaints regarding safety concerns at the station due to presence of anti-social elements;
- (d) if so, the measures being implemented to enhance security, including deployment of Railway Protection Force (RPF) personnel and installation of CCTV surveillance; and
- (e) whether Government has taken note of the unhygienic conditions at the station which pose health risks to passengers?

ANSWER

MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)

(a) to (e): Indian Railways have carried out eviction drives from time to time at Park Circus Railway Station for removal of encroachments, but these efforts have not been successful due to lack of support from the State Government.

Indian Railways takes necessary action to address complaints related to passenger security through round-the-clock deployment of Railway Protection Force (RPF) personnel and the use of technology like CCTV surveillance systems. The deployment of security staff is based on factors such as station vulnerability, timing, location, threat perception, and past crime data. This deployment is reviewed regularly, and security personnel are optimally assigned at stations in coordination with Government Railway Police (GRP) to prevent crimes and take action against offences.

Maintenance of cleanliness in the station premises is a continuous process. Several measures have been taken by the Railway to maintain hygienic conditions including Swachh Bharat Abhiyan cleanliness drive, installation of garbage bins to segregate waste at source, improving water disposal systems, and increasing the frequency of cleaning services at stations.

Further, with a view to improve the standard of cleanliness, the Railway regularly takes multi-pronged action by synergizing technology, educating users, providing equipment for mechanized cleaning, rag picking, pest control and garbage disposal to ensure proper cleanliness. Additionally, 'Pay & Use' scheme has been implemented for effective cleaning and maintenance of toilets.
