

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAJYA SABHA
UNSTARRED QUESTION NO. 1570
ANSWERED ON 31.07.2026

COMPLAINTS AGAINST RPF

1570# SHRI RAMJI LAL SUMAN:

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of complaints received against the Railway Protection Force (RPF) personnel deployed for railway security during the last three years;
- (b) the details of the action taken so far against the RPF personnel while disposing of these complaints;
- (c) the current status of the action taken so far in connection with the incident that occurred in July this year at Agra Railway Station, wherein RPF personnel assaulted a railway employee; and
- (d) whether, in view of the poor performance of the RPF, the Railways will consider handing over this task to the CISF to ensure better security?

ANSWER

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

(SHRI ASHWINI VAISHNAW)

(a) to (d): Receipt of complaints against railway employees including Railway Protection Force (RPF) and action on such complaints is an ongoing process. Multiple avenues are available for lodging complaints against railway employees, including personnel of the RPF, such as Rail Madad, CPGRAMS, E-mail, and other designated channels. Upon receipt of such complaints, due verification and enquiry are undertaken in accordance with established norms. Based on the outcome of these enquiries, appropriate action is initiated against the concerned personnel under the relevant provisions.

In July 2026, an incident occurred at Agra Cantt. Railway Station, where RPF personnel allegedly assaulted a railway employee. In response, four RPF staff of Agra Cantt. were placed under suspension immediately. In this regard, an Inter-departmental Joint Enquiry Committee has been constituted.

Further, there is no proposal for handing over railway security to CISF.
