

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 3401
TO BE ANSWERED ON 22.03.2017**

SAFETY OF PASSENGERS

†3401. SHRI TAMRADHWAJ SAHU:

Will the Minister of RAILWAYS be pleased to state?

- (a) the details of the measures taken to improve the safety in Railways along with the State-wise details of the number of cases of theft of luggage of passengers during the last three years;**
- (b) whether there is any provision to give compensation to the passengers for loss due to theft of their luggage;**
- (c) if so, the number of cases in which payment of compensation was made to the passengers; and**
- (d) the number of passenger railway trains in which CCTV cameras have been installed following the scheme to install CCTV cameras in all the passenger trains?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(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. 3401 BY SHRI TAMRADHWAJ SAHU TO BE ANSWERED IN LOK SABHA ON 22.03.2017 REGARDING SAFETY OF PASSENGERS

(a): Policing on Railways being a State subject, prevention of crime, registration of cases, their investigation and maintenance of law and order in Railway premises as well as on running trains are the statutory responsibility of the State Governments, which they discharge through Government Railway Police (GRP)/District Police. However, Railway Protection Force (RPF) supplements the efforts of GRP by providing better protection and security of passenger area and passengers and for matters connected therewith.

The following steps are also being taken by the Railways to improve safety and security in Railways:

- 1. On vulnerable and identified routes/sections, 2500 trains (on an average) are escorted by Railway Protection Force daily, in addition to 2200 trains escorted by Government Railway Police of different States daily.**
- 2. Surveillance is kept through CCTV cameras, provided at about 344 stations over Indian Railways, to ensure safety and security of passengers.**
- 3. Security Help Line number 182 is made operational over Indian Railways for security related assistance to passengers in distress.**
- 4. An Integrated Security System (ISS) consisting of surveillance of vulnerable stations through Close Circuit Television Camera Network, Access Control etc. has been sanctioned to improve surveillance mechanism over 202 railway stations.**
- 5. Frequent announcements are made through Public Address System to educate passengers to take precautions against theft, snatching, drugging etc.**

- 6. Joint drives by Commercial Department and RPF are conducted from time to time against the entry of unauthorized persons in trains and railway premises.**
- 7. Close liaison is made by RPF with the State Police/GRP authorities at all levels for prevention of crime, registration of cases, their investigation and maintenance of law & order in Railway premises as well as on running trains.**

The number of cases of theft of luggage of passengers reported over Indian Railways during the years 2014, 2015 and 2016 is appended.

(b): Responsibility of Railway as carrier of luggage is laid down in Section-100 of the Railways Act, 1989. As per the said Section, railway administration shall not be responsible for the loss, destruction, damage, deterioration or non-delivery of any luggage unless a railway servant has booked the luggage and given a receipt therefor and in the case of luggage which is carried by the passenger in his charge, unless, it is also proved that the loss, destruction, damage or deterioration was due to the negligence or misconduct on its part or on the part of any of its servants.

(c): The number of cases in which payment of compensation has been made for theft of goods/parcel/luggage are as under-

Year	Number of cases in which payment of compensation has been made for theft of goods/parcel/luggage
2014	29
2015	13
2016	15

(d): No decision has been taken by the Ministry of Railways to install Close Circuit Television (CCTV) cameras in all the passenger trains. Rather, in order to improve the safety of passengers, the Ministry of Railways has installed CCTV cameras on a limited number of coaches of trains on a pilot basis. The progress with regard to the same is as under:-

- **CCTV cameras have been installed in the entire rake (all 21 coaches) of train No. 12497/12498 Shan-e-Punjab Express of Northern Railway.**
- **CCTV cameras have been provided in ladies compartments of 45 EMU (Electric Multiple Unit) coaches each by Central Railway and Western Railway in Mumbai area.**
- **Rail Coach Factory/Kapurthala has provided CCTV cameras in 3 Humsafar rakes, each having 22 coaches.**
- **Modern Coach Factory/Rae Bareli has turned out 4 Humsafar rakes with CCTV cameras, each having 22 coaches.**
- **Besides, above, Integral Coach Factory/Chennai has provided CCTV cameras in 4 coaches on trial basis.**

APPENDIX REFERRED TO IN REPLY TO PART (a) OF UNSTARRED QUESTION NO. 3401 BY SHRI TAMRADHWAJ SAHU TO BE ANSWERED IN LOK SABHA ON 22.03.2017 REGARDING SAFETY OF PASSENGERS

(a): The number of cases of theft of luggage of passengers reported over Indian Railways during the years 2014, 2015 and 2016 is as under:-

Zonal Railway	Number of cases of theft of luggage of passengers		
	2014	2015	2016
Central	3670	3972	4651
Eastern	712	781	774
East Central	1079	988	1194
East Coast	499	538	657
Northern	2267	3654	4011
North Central	441	815	845
North Eastern	228	464	475
Northeast Frontier	206	176	285
North Western	674	684	629
Southern	555	676	486
South Central	1649	1914	2046
South Eastern	317	330	526
South East Central	348	542	580
South Western	289	237	405
Western	1797	2778	2910
West Central	2421	2701	3362
