

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 1400
TO BE ANSWERED ON 27.12.2017**

HELPLINE FOR PASSENGERS

†1400. DR. MANOJ RAJORIA:

Will the Minister of RAILWAYS be pleased to state:

- (a) the manner in which assistance is provided to passengers in distress through Indian Railway's security helpline No.182;**
- (b) the number of passengers provided assistance so far;**
- (c) whether the Railways has operationalized modern signal system under electronic interlocking during the last month;**
- (d) if so, the details of improvement made in yard remodeling facility through the adoption of the said system; and**
- (e) the manner in which passengers are likely to be benefitted as a result thereof?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 1400 BY DR. MANOJ RAJORIA TO BE ANSWERED IN LOK SABHA ON 27.12.2017 REGARDING HELPLINE FOR PASSENGERS

(a) and (b): All India Passenger Security Helpline No. 182 is operational at each of the Divisional Security Control Rooms of Railway Protection Force (RPF) over Indian Railways. It is monitored 24X7 by RPF staff. On receipt of call from a passenger in distress at Divisional Security Control Room having jurisdiction, all relevant information like nature of complaint, location of train/passenger etc. is obtained and required assistance is immediately provided to the passenger either through train escorting staff, if the train is escorted or at the next stopping station where RPF or GRP is available. Besides, the details of complaint/grievance in which action of Police or other departments of Railways is required, are disseminated as soon as possible for necessary action. Feedback is taken from the passenger by the attending RPF staff to assess the quality of assistance provided to the passenger. Since inception of Security Helpline No. 182, a total of 37882 passengers have been provided assistance upto November, 2017.

(c): During November 2017, the Railways have operationalized a total of nine (9) stations with state-of-the-art modern Electronic Interlocking signaling system. The stations are –Ajgain, Jargaon (Northern Railway), Khambhaliya (Western Railway), Kharagpur (South Eastern Railway), Bhikamkhor, Sikar (North Western Railway), Nergundi (East Coast Railway), Chandari (North Central Railway) and Rajoli (South East Central Railway).

(d): The benefits to yard remodeling due to Electronic Interlocking are:

- (i) Easier to modify signaling system during yard remodeling.**
- (ii) Lesser period of non-interlocked working.**
- (iii) Less disruption to traffic during change over.**

(e): Electronic Interlocking is state-of-the-art technology and is comparatively more reliable and safer. This results in improved punctuality, mobility and safety.
