

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 5069
TO BE ANSWERED ON 24.07.2019**

SAFETY OF PASSENGERS IN TRAINS

†5069. SHRI P.P. CHAUDHARY:

Will the Minister of RAILWAYS be pleased to state:

- (a) the zone-wise details of the number of complaints received from the passengers especially from the women passengers with regard to the difficulties faced by them during the last five years;**
- (b) the details of the new steps taken by the Government for the security of train passengers during the last five years;**
- (c) the new steps proposed by the Government for passenger safety in the coming year;**
- (d) whether the Government proposes to install CCTV cameras in each coach of the trains;**
- (e) if so, the details of the roadmap thereof; and**
- (f) if not, the measures contemplated by the Government in this regard?**

ANSWER

**MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY
(SHRI PIYUSH GOYAL)**

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (f) OF UNSTARRED QUESTION NO. 5069 BY SHRI P.P. CHAUDHARY TO BE ANSWERED IN LOK SABHA ON 24.07.2019 REGARDING SAFETY OF PASSENGERS IN TRAINS

(a): The zone wise details of the number of security related complaints received from passengers including women passengers over Indian Railways during the years 2014 to 2018 are appended. However, no specific gender-wise data is maintained regarding complaints related to difficulties faced by passengers over Indian Railways.

(b) & (c): Policing on Railways being a State subject, prevention of crime, registration of cases, their investigation and maintenance of law & 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 to provide better protection and security of passenger area & passengers. Cases of Indian Penal Code (IPC) crime in Railways are registered and investigated by the concerned Government Railway Police. However, following measures are being taken by the Railways in coordination with Government Railway Police to ensure security of passengers including women passengers:-

- 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. Security Help Line number 182 is made operational over Indian Railways for security related assistance to passengers in distress.**
- 3. Through various social media platforms viz. twitter, facebook etc., Railways are in regular touch with passengers including women to enhance security of passengers and to address their security concern.**
- 4. Drives are conducted against entry of male passengers into compartments reserved for women passengers and persons apprehended are prosecuted as per law.**
- 5. Ladies Special trains running in Metropolitan cities are being escorted by lady RPF personnel. In other trains, where escorts are provided, the train escorting parties have been briefed to keep extra vigil on the lady passengers travelling alone, ladies coaches en-route and at halting stations.**

- 6. Surveillance is kept through CCTV cameras, provided at about 473 stations over Indian Railways, to ensure safety and security of passengers.**
- 7. All Railway Stations and passenger carrying trains are planned to be progressively provided with CCTV based surveillance system.**
- 8. Frequent announcements are made through Public Address System to educate passengers to take precautions against theft, snatching, drugging etc.**
- 9. Regular coordination is made 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.**
- 10. 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.**
- 11. In order to increase representation of women in RPF to the level of 10%, 4517 out of 9739 vacancies notified in the year 2018 were notified for women.**

(d) to (f): Ministry of Railways have taken steps to install CCTV cameras in all coaches of Suburban trains, Premium trains, Mail Express and Passenger trains for ensuring safety and security of passengers. CCTV cameras have been provided in 1300 coaches till date.

Works have been sanctioned for installation of CCTV cameras in 58276 coaches of Premium, Mail/Express and Suburban trains. In Phase-I, CCTV cameras in 7020 coaches of such trains have been targeted for completion by March 2021. The work has been entrusted to RailTel, a Public Sector Undertaking Ministry of Railways.

APPENDIX REFERRED TO IN REPLY TO PART (a) OF UNSTARRED QUESTION NO. 5069 BY SHRI P.P. CHAUDHARY TO BE ANSWERED IN LOK SABHA ON 24.07.2019 REGARDING SAFETY OF PASSENGERS IN TRAINS

(a): The zone wise details of the number of security related complaints received from passengers including women passengers over Indian Railways during the years 2014 to 2018 are as under:

Railway	Number of security related complaints received from passengers				
	2014	2015	2016	2017	2018
Central	20	1841	2212	2605	3274
Eastern	105	242	521	1314	1238
East Central	16	285	597	812	492
East Coast	23	258	490	681	935
Northern	477	826	1631	2069	3878
North Central	0	961	1156	1613	2086
North Eastern	0	38	47	51	114
Northeast Frontier	0	9	252	297	511
North Western	74	253	472	740	1919
Southern	61	302	845	1393	1666
South Central	411	1041	894	866	841
South Eastern	2	128	594	800	1070
South East Central	44	119	372	613	1110
South Western	0	64	172	136	84
Western	23	191	972	4534	6401
West Central	17	380	506	617	3377
