

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
STARRED QUESTION NO. 8
TO BE ANSWERED ON 07.12.2022**

HELPLINE FOR PASSENGERS

***8. SHRI PATEL HASMUKHBHAI SOMABHAI:
SHRI RATANSINH MAGANSINH RATHOD:**

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has launched any helpline number for the passengers during travel by train in the event when someone assaults them;

(b) if so, the details thereof;

(c) if not, whether the Ministry is considering to start any helpline number for the passengers; and

(d) if so, the details thereof?

ANSWER

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

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF STARRED QUESTION NO. 8 BY SHRI PATEL HASMUKHBHAI SOMABHAI AND SHRI RATANSINH MAGANSINH RATHOD TO BE ANSWERED IN LOK SABHA ON 07.12.2022 REGARDING HELPLINE FOR PASSENGERS

(a) and (b): Yes, Sir. Indian Railways' All India Railway Helpline - 139 is available for lodging grievances and enquiries including complaints for assault with passengers during travel by train. In addition to 139, for any emergency grievances related to security, safety, and medical assistance Ministry of Home Affairs' National Emergency Response Support System 112 (ERSS-112) can also be accessed.

The helpline 139 is available round the clock in 12 languages namely - Hindi, English, Punjabi, Bengali, Assamese, Oriya, Marathi, Gujarati, Tamil, Telugu, Malayalam, and Kannada.

(c) and (d): Do not arise.
