

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
STARRED QUESTION NO. 91
TO BE ANSWERED ON 26.07.2023**

SAFETY OF SENIOR CITIZENS

***91. SHRI RAMESH BIDHURI:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government has taken any steps for providing safe and convenient journey of senior citizens of the country;**
- (b) if so, the details thereof; and**
- (c) the steps taken for better and convenient travel of senior citizens at Railway Stations and trains across the country?**

ANSWER

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

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF STARRED QUESTION NO. 91 BY SHRI RAMESH BIDHURI TO BE ANSWERED IN LOK SABHA ON 26.07.2023 REGARDING SAFETY OF SENIOR CITIZENS.

(a) to (c): 'Police' and 'Public Order' are State Subjects under the Seventh Schedule to the Constitution of India. State Governments are responsible for prevention, detection, registration and investigation of crime and maintenance of law and order etc. on Railways through their law enforcement agencies viz. Government Railway Police (GRP)/District Police. Railway Protection Force (RPF) supplements the efforts of GRP/District Police to provide better protection and security to passengers.

The following steps are being taken by the Railways in coordination with GRP for security, safety and to provide convenient journey to passengers including senior citizens:

- i. On vulnerable and identified routes/sections, trains are escorted by Railway Protection Force in addition to trains escorted by Government Railway Police of different States daily.**
- ii. For immediate assistance passengers can make complaint on Rail Madad Portal directly (integrated with National Emergency No. 112).**
- iii. RPF personnel proactively provide assistance to elderly passengers taking special attention under mission "Operation Seva". RPF has also launched a focused operation called "Operation Dignity" for rescue of elderly, sick, differently abled and other adults in need of care and protection.**
- iv. Railway are in regular touch with passengers through various social media platforms viz. Twitter, Facebook, Koo etc. to enhance security of passengers and to address their security concerns.**
- v. Frequent announcements are made through Public Address System to educate passengers to take precautions against theft, snatching, drugging etc.**
- vi. Round the clock surveillance is kept through CCTV cameras provided in 7264 coaches in trains and 866 Railway stations for enhanced security of passengers.**
- vii. Under 'Meri Saheli' initiative, focused attention has been provided for safety and security of lady passengers including senior citizens**

travelling alone by long distance trains for their entire journey i.e from originating station to destination station.

- viii. State level Security Committee of Railways (SLSCR) have been constituted for all States/Union Territories under the Chairmanship of respective Director General of Police/Commissioner of States/Union Territories for regular monitoring and review of security arrangements of the Railways.**
- ix. There is provision to allot lower berths to Senior Citizens and Female passengers of 45 years and above automatically, even if no choice is given, subject to availability of accommodation at the time of booking.**
- x. A combined reservation quota of six to seven lower berths per coach in Sleeper class, four to five lower berths per coach in Air Conditioned 3 tier (3AC) and three to four lower berths per coach in Air Conditioned 2 tier (2AC) classes (depending on the number of coaches of that class in the train) has been earmarked for senior citizens, female passengers of 45 years of age and above and pregnant women.**
- xi. Ticket checking staff has been permitted to allot lower berths falling vacant in the train on priority to senior citizen or a pregnant woman or a person with disability, who has been allotted upper/middle berth.**
- xii. Separate unreserved accommodation has also been earmarked for senior citizens on suburban sections.**
- xiii. Separate reservation counters are also earmarked for them at major reservation centers subject to demand and availability of space.**
- xiv. Wheel chairs are provided at most of the Railway Stations & Battery Operated Vehicles are also available at some major stations.**
- xv. 'May I Help You' booths have been provided at major stations to facilitate passengers.**
- xvi. To facilitate movement of passengers especially senior citizens and Persons with Disability (PwD), ramps, signage are provided at major Railway Stations. Escalators and Lifts are also being provided progressively at Railway stations.**
