

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
UNSTARRED QUESTION NO. 637  
TO BE ANSWERED ON 06.12.2023**

**SECURITY OF RAILWAY PASSENGERS**

**†637. KUNWAR DANISH ALI:**

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether the Government has taken cognizance of the increasing cases of misbehavior/molestation with passengers in Railways;**
- (b) if so, the details thereof during the last ten years and the current year along with the action taken by the Government thereon;**
- (c) whether the Government proposes to increase surveillance inside train coaches for better security of railway passengers;**
- (d) if so, the details thereof; and**
- (e) whether the Government has formulated any plan to organize public awareness programmes in running trains and if so, the details thereof?**

**ANSWER**

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

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

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 637 BY KUNWAR DANISH ALI TO BE ANSWERED IN LOK SABHA ON 06.12.2023 REGARDING SECURITY OF RAILWAY PASSENGERS**

**(a) to (e): ‘Police’ and ‘Public Order’ are State subjects under the Seventh Schedule to the Constitution of India and, therefore, State Governments are responsible for prevention, detection, registration and investigation of crime and maintenance of law and order 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 railway property, passenger area and passengers and for matters connected therewith.**

**The State-wise number of incidents reported of misbehavior/molestation in Railways are published by National Crime Records Bureau (NCRB). Based on the data published by NCRB available upto 2022, there is considerable decrease in the cases of misbehavior / molestation in Railways during the year 2022 as compared to 2017, 2018 & 2019. Data of crime in the years 2020 and 2021 are not considered for comparison as the passenger train operation was curtailed due to the onset of Covid – 19. The number of cases reported of misbehavior / molestation during the year 2013-2016 over the railways have not been separately published by NCRB. Figure for the year 2023 has not been published by NCRB.**

**Surveillance is kept through CCTV cameras provided in a number of coaches & Railway Stations for enhanced security of passengers.**

**Awareness campaigns are conducted in railway premises and in train through posters, banners, distribution of leaflets, videos on Railway Display Network (RDN) etc. on regular basis to educate passengers for taking necessary precautionary measures during their journey.**

**The following steps are being taken by the Railways in coordination with GRP for safety and security of passengers in trains and at stations:-**

- 1. 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.**
- 2. For immediate assistance passengers can make complaint on Rail Madad Portal directly or through Helpline Number 139 [integrated with Emergency Response Support System (ERSS) No.112].**
- 3. Railways are in regular touch with passengers through various social media platforms like twitter, facebook, koo etc. to enhance security of passengers and to address their security concern.**
- 4. Frequent announcements are made through Public Address System to educate passengers to take precautions against theft, snatching, drugging etc.**
- 5. Under 'Meri Saheli' initiative, focused attention has been provided for safety and security of lady passengers travelling alone by long distance trains for their entire journey i.e. from originating station to destination station.**
- 6. Zonal railways have been instructed for deployment of proper combined strength of male & female RPF/RPSF personnel in train escort parties, to the extent possible.**
- 7. State Level Security Committee of Railways (SLSCR) have been constituted for all State/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.**