

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 5539
TO BE ANSWERED ON 06.04.2022**

SAFER TRAVEL TO PASSENGERS

5539. SHRI S. JAGATHRAKSHAKAN:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Ministry has taken any steps to provide safer travel to train passengers;**
- (b) if so, the details thereof; and**
- (c) if not, the reasons therefor?**

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 UNSTARRED QUESTION NO. 5539 BY SHRI S. JAGATHRAKSHAKAN TO BE ANSWERED IN LOK SABHA ON 06.04.2022 REGARDING SAFER TRAVEL TO PASSENGERS

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

The following steps are also 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. Railway Help Line number 139 is operational (24x7) over Indian Railways for security related assistance to passengers in distress.**
- 3. Drives are conducted from time to time against the entry of unauthorized persons in trains and railway premises.**
- 4. Through various social media platforms viz. twitter, facebook etc., Railways are in regular touch with passengers to enhance security of passengers and to address their security concern.**
- 5. Frequent announcements are made through Public Address System to educate passengers to take precautions against theft, snatching, drugging etc.**
- 6. CCTV cameras have been provided in 5400 coaches and 850 Railway stations for enhancing security of passengers.**

- 7. Regular co-ordination meetings are conducted with GRP/Civil Police for collection and sharing of criminal intelligence.**
- 8. A Pan-India initiative “Meri Saheli” was launched by RPF on 17.10.2020 with the objective to provide enhanced safety and security to lady passengers travelling by trains for their entire journey i.e. from the originating station to destination station. The focus is to provide the security to lady passengers especially those travelling alone and to instil a sense of security in them. Teams of lady officers and staff have been formed who are well trained and briefed about the objective.**
- 9. Emergency Talk Back System and Closed Circuit Television Surveillance Cameras have been provided in ladies compartments/coaches of all newly manufactured Electrical Multiple Unit (EMU) and Air-conditioned rakes of Kolkata Metro. Flasher lights have also been provided in ladies coaches in EMU rakes in some zonal railways.**
- 10. 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.**
