

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 598
ANSWERED ON 26.07.2024

SAFETY AND SECURITY OF RAILWAY PASSENGERS

598 SHRI ABDUL WAHAB:

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of thefts reported in Indian railways in the last five years, year-wise, zone wise;
- (b) the details of luggage missing reported in Indian Railways in the last five years, year-wise, zone-wise;
- (c) the details of cases of theft and luggage missing cases resolved and unresolved, separately, in the last five years, year-wise, zone-wise;
- (d) the details of food poisoning incidents reported in Indian railways in the last five years, with details of trains; and
- (e) actions taken by railways to ensure the safety and security of railway passengers?

ANSWER

MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 598 BY SHRI ABDUL WAHAB ANSWERED IN RAJYA SABHA ON 26.07.2024 REGARDING SAFETY AND SECURITY OF RAILWAY PASSENGERS

(a) to (e): ‘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.

Data related to crime on Indian Railways are published by National Crime Records Bureau in its publication Crime in India , which is available on their official website.

The following steps are 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 National Emergency No.112).
3. Railways 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 concern.
4. Frequent announcements are made through Public Address System to educate passengers to take precautions against theft, snatching, drugging etc.
5. CCTV cameras have been provided in coaches and at Railway Stations for enhanced security of passengers.
6. 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.
7. 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.
8. 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.
