A Round Table discussion with Non Railway Stake Holders on railway security issues was held on 18.05.2017 at India Habitat Centre, New Delhi.

Hon’ble MR, Hon’ble MOSR(G), Member Staff, Finance Commissioner, Member Engineering, DG/RPF and other senior officers of Railway Board, Officers of Security Directorate, CSCs, Senior Police officers from various States, Representatives from NGOs/National Commission for Women/NCPCR, Railway Commuters Association and Private Sector graced the occasion. List of participants is attached at Annexure ‘A’.

Speakers were drawn from different fields to give views on railway security related issues and to suggest ways and means to further improve security environment over Indian Railways. List of Speakers, topic and minute to minute programme is enclosed as Annexure ‘B’.

The conference commenced with lighting of lamp by Hon’ble MR, MOSR(G), Board Members and DG/RPF.

Welcome address by DG/RPF:

DG/RPF welcomed Hon’ble MR, Hon’ble MOSR(G), MS & other Board Members, Delegates, representatives of NGOs, press media and all the distinguished guests. The following points were emphasized by DG/RPF in his welcome address:

- Indian Railways is the lifeline of the nation running about 12000 passenger trains daily.
- Role of RPF is changing from traditional duties towards passenger centric security duties.
- RPF escorts 2500 trains and GRP is escorting 2200 trains daily, as a result there is downward trend in passenger related crime in trains.
- People centric approach is critical to improve security environment over Railways and a mechanism of mutual trust among Police, NGO, passengers is to be ensured. Efforts have been made in the past but desired results have not been achieved.
- There is need to integrate technology, CCTVs, forensics, vulnerability analysis modules, behavioral assessment trainings, etc. to meet emerging security related challenges.
- Use of social media viz Twitter, Facebook and Security helpline (182) have already been introduced to provide better security to passengers. Other tools like Security
Applications have also been operationalised by some Zonal Railways to provide timely security related assistance to passengers especially women.

- RPF personnel are rising to the occasion to serve passengers. A case in point is the supreme sacrifice of Shri K.V. Prabhujyothi, SI/RPF/Mandya who laid his life to serve the cause of passenger safety and security. In another case, RPF staff prevented sexual assault on a woman passenger at Yamuna Bridge in Delhi Division. Sub-Inspector Rekha Mishra along with RPF staff of CSTM has earned a name for the organisation by rescuing 434 children so far at CST railway station, Mumbai.
- RPF has also restored lost luggage/valuable items of passengers worth Rs.5.87 crores in 2016 & 2017 (Up to March).
- 28 stations are being developed as tourist stations in collaboration with Ministry of Tourism. RPF is actively providing assistance and facilitating passenger services.
- Increasing trend of sabotage is a cause of concern and we need to find ways and means to ensure track security. As a result of staff alertness, several instances of attempted sabotage have been averted. Senior officers of State Police are exhorted to take appropriate action in this regard.

**Address by Member Staff:**

Member Staff welcomed Hon’ble MR, MOSR(G), Board Members, State Police officers, all the distinguished guests, panelists and other guests. The following areas were emphasized by Member Staff:

Indian Railways serve large population of the country. Indian Railway is the largest passengers carrying organization and fourth largest freight carrying transport system in the world. Challenges before this huge system are big. Security over railways is the responsibility of concerned States and GRP is responsible for crime prevention and detection over Railways. RPF is performing security duties over railways and certain sections under Railways Act and prosecution under RP(UP) Act. Various Parliamentary Committees have indicated areas which need further improvement and a holistic approach has to be adopted to further improve the security environment over Indian Railways. Innovative ideas in every sphere and feedback mechanism from all the stakeholders are required to evaluate the effectiveness of the security measures taken by the Government. This Round Table discussion on Security is the brain-child of our innovative & dynamic Hon’ble MR and such discussions on other areas have also been held.

Member Staff further emphasized that brain-storming and exchange of ideas by representatives from different Govt. agencies, State Police, NGOs, Private Sectors etc. will contribute towards further improving security environment. He concluded his address by exhorting for synergized action by all agencies towards better security environment over Indian Railways.
Address by Hon’ble MOSR(G):

Hon’ble MOSR(G) addressed the gathering and emphasized that security over railways is a big challenge which we need to take up in all sincerity. In view of growing challenges to railway security, much more needs to be done to further strengthen security over railways. RPF has no power so far as passenger related offences are concerned.

In view of futuristic initiatives of Indian Railways viz. like High Speed Bullet Trains, physical security will not suffice and further use of technology and digital security will be required. All these issues need to be discussed in brain-storming sessions by this conference, since railways have wide areas of operations and security of the system is a bigger challenge.

Address by Hon’ble MR:

While addressing the conference, Hon’ble MR emphasized that the challenge to railways security system is very high. Railway network is vulnerable since it is open from all sides with possibility of intrusion. Therefore, idea was devised to invite all non railway stakeholders for this brain storming session to suggest ways and means to improve security over Indian Railways.

The issue of security of passengers travelling in trains and stations is very important. Technological aspects will have to be taken care of. KRCL and some sections in Western Railway have set up centralized control system which needs to be further emulated over Indian Railways. Incidents of sabotage are on rise and this issue needs to be extensively examined. Use of technology is the need of the hour in tracking and nabbing criminals. Intelligence gathering is also very important with emphasis on effective utilization of actionable intelligence gathered to prevent occurrence of sabotage cases. There is a need for a forensic wing exclusively for railways and integration of Railway security with data bank of NCRB, etc. for proper investigation of crime.

Theft, dacoity, etc. are other challenges for railways. Since law and order is a State subject, close coordination is required with GRP for smooth train operations over Indian Railways. It is pertinent to mention that crime in Railways is more in those states where law and order position is not good. All these aspects need to be kept in view to appreciate and address security related concerns.

These issues will have to be thoroughly examined in this discussion to come out with suggestions for further improvement in the system.
SESSION-I:

CSC/RPF/WR Shri. Uday Shukla moderated the session and shed light on issues concerning care and protection of children and problems faced by differently abled persons. He invited speakers to give their views on the following topic:

**Topic-I:** Discussion on Security of Trafficked/ Runaway/Destitute children & Specially-abled persons found on Railways.

Speakers:

1. **Shri Amod Kumar Kanth IPS (Rtd), General Secretary, Prayas:** During his brief talk, he touched upon the following issues:
   - Child Labour Regulation Act has already been passed by the Parliament and Rules are being framed under this Act.
   - RPF is doing a commendable job in protection and care of children rescued in railway premises. Role of RPF has dramatically changed over the years. Earlier, these issues were handled only by GRP.
   - Railways are critical so far as issue of protection and care of children is concerned.
   - Children constitute about 42% of population of the country and welfare of this large number is the responsibility of all stake-holders. Prayas have old association with railways in the field of protection and care of children.
   - 85 million children don’t go to school and it is presumed that they are being used as child labour. 50% of the lost children remain un traced and they become victim of kidnapping, exploitation, child labour etc.
   - 30-35 million children in India need care and protection and a large proportion of these children falls in railway areas.
   - It is the legal as well as moral duty of every railway employees to ensure care and protection of children in railway area.

**Intervention by Moderator:**

- Railways are basically on the receiving end of the problem while issues which force children to leave home are essentially socio-economic in nature which should be seen in civil areas.
- No study has been done as to how well children are rehabilitated after handing over to NGO.
2. **Shri Yashwant Jain, Member, NCPCR:**

- Shri Yashwant Jain stated that Railways is a major channel for child trafficking.
- He appreciated the efforts of RPF and the level of its sensitivity towards child rescue and protection issues.
- He stressed the need for basic knowledge and availability of relevant Acts and Rules related to child protection at GRP and RPF stations.
- He also suggested to use AADHAR database to identify the rescued child.

3. **Shri S. Navin Sellaraju, Director, Railway Children India:**

- All Zonal railways have officers who are sensitive towards the issue of care and protection of children. With formulation of SOP, Nodal officers have been identified with clear cut role and responsibilities towards child protection issues.
- An eco system is being developed where railways, child welfare committees, RPF/GRP, etc. all have to work together.
- As a result of concerted efforts, 5294, 7044, 9819 children have been rescued in the years 2014, 2015 and 2016 respectively.

**Intervention by Moderator:**

- Problem is faced with regard to restoration of children below 7-8 years who are unable to tell their name and correct address sometimes due to language problem also.
- A national website may be developed, where information and photographs of such children may be uploaded and shared.

**Intervention by Shri Amod Kumar Kanth IPS (Rtd), General Secretary, Prayas:**

- CCTNS is a Govt. of India’s project where modules on child offenders, child victims and missing information will be made available. This may be useful in the field of child protection, care and rescue.

4. **Shri T. M. N. Deepak (State President, December 3 Movement, Chennai):**

- Principle of UNCRPD is respect for inherent dignity/right of the differently abled persons should be adopted by Indian Railways.
- There is serious issue of security threat to differently-abled persons in coaches reserved for them. Consumption of liquor and many such nefarious activities occur in such coaches.
• Problem related to access to bathroom, berth, etc. to differently-abled persons in coaches needs to be addressed and resolved.
• Differently-abled persons run the risk of theft of their belongings even in the hands of people who try to help them. Absence of facilities by itself means security threat for differently-abled persons.
• Section 162 of the Railways Act may be amended to include offences for encroachment in disabled coaches.
• Encroachment of disabled coaches by Staff members belonging to railway departments and Police Personnel is a matter of concern.
• Grave security threats exists for women with disability travelling in rail, such as consumption of alcohol by fellow passengers, threat, sexual abuse etc.
• Evicting of ticketless disabled persons may be done in very careful and sensitive manner.
• He suggested design and development of an effective police protocol for live monitoring of security in coaches reserved for the differently abled.
• Redesigning of disable friendly coaches and station premises must be done.

**Question and Answer Session:**

• ADG/Railways Assam advised that information about child recovered by GRPs of different states also needs to be collected and reflected in the data.
• Shri D.B. Kasar, CSC/SWR raised the issue that finger print of rescued children and parents may be taken and RPF should have facility of accessing and uploading the information in the website of Ministry of Women and Child Development.
• Shri Raghuveer, DSC/Palghat raised the issue that the figures of rescue of children by RPF is increasing every year which is a cause of concern as our focus should be on how to bring down the child trafficking with the rehabilitation of rescued children.
• Shri S. Navin replied that it may be due to proactive role by security agencies and also better awareness that more and more such cases are being detected by persons working in the field of child rescue.

**Topic-II:** Discussion on Security of women on Railway - Challenges & Solutions.

CSC/RPF/WR Shri. Udaip Shukla moderated the session and shed light on following issues concerning women security before commencing the discussion:

• Railway system has peculiarity of different kind of eco system.
• Compartments have been reserved for women passengers and ladies special trains are being run in suburban sections.
• There is miniscule presence of women staff in RPF as well as GRP.
• Cases of crime against women are mostly reported in the night hours or in non-peak hours, when occupancy of coaches is less.
• CCTV cameras in platforms have helped in detection of many cases.

He invited Speakers to enunciate their views on the above topic.

Speakers:

1. Dr. Satbir Bedi IAS, Member Secretary/NCW:

• Member secretary, NCW, Dr. Satbir Bedi allegorically presented the life cycle of a lady passenger over the Indian Railways by elaborating the plight and predicament faced by the ladies travelling on Railways at each stage, sometimes from the unwelcome touch in the queue at the ticket counter, sometimes by the bullying of coolies demanding higher charges seizing the opportunity by cornering a woman passenger travelling alone and sometimes by the unrestrained and unruly fellow passenger.
• She suggested that these problems must be addressed by the Railways so as to ensure the safe, secure and comfortable travel of a lady passenger.
• She further suggested better co-ordination between RPF and GRP is required with Proactive Policing to ensure travel of women by rail with dignity.
• She suggested that TTEs of the Commercial Department must be trained to develop expertise and be given responsibilities to act as the first informers to competent agencies in case of any untoward incident especially involving a lady passenger.
• Dr Bedi further emphasized on systematic vulnerability mapping of crime on women in Railways and publicizing the punishments of such acts so that they can act as deterrent.
• NCW can organise programme for RPF and GRP personnel for sensitization of their staff.

2. Mrs. Sraddha More, President, Maharashtra Rajya Mahila Pravasi Sanghathan:

• Mrs Shradhha More shared her day to day experience as a suburban commuter and the persecution and inconvenience that a lady commuter has to go through in regular travel experience.
• She applauded the role of RPF in enhancing the security measures for augmenting women security over Mumbai Suburban Railways.
• She stated that RPF Security Helpline number 182 is popular among suburban passengers and suggested that the number of lines of 182 may be increased so that every distress call reaches the security control room.
• She further suggested that RPF personnel should be trained in vernacular and different languages. Behavioral training may also be given to the personnel attending calls of the Security helpline for ease of reporting.
• Smt. Shradhha also pointed out that workshops, seminars and training of the public regarding standard operating procedures of the railways is of utmost importance.

3. Sunita Thakur, Counselor & Legal Advisor, Jagori, New-Delhi:

• Real time sharing of experiences while working in field helped her in assessing issues concerning women security in railways.
• Announcement regarding penal provisions and flashing of messages in coaches will help a lot in sensitisation of passengers.
• Training of RPF, GRP and Commercial staff in gender sensitisation should be frequently conducted.
• Problem of security of women in unreserved coaches, encroachment of differently-abled coaches, harassment of passengers by daily commuters are issues which require attention of Railways.
• Railway catering system may be strengthened so that situation is not exploited by unauthorised vendors.
• Issue regarding male passengers standing near toilets and blocking the passage for women to use such facilities needs to be appropriately addressed.
• Railways need to limit issuance of wait-listed tickets to check over-crowding and subsequent harassment of bonafide passengers.
• Additional Telephone line may be added to handle calls at 182.
• Patrolling of coaches, security of ladies coaches and disabled coaches need to be strengthened.
• Overcharging by vendors should be looked into and such practices should be curtailed at appropriate level.

4. Dr. B Sandhya IPS, ADGP/South Zone, Kerala:

• Attention towards the case of brutal rape, assault and killing of a woman passenger namely Soumya in a train in Kerala was drawn as an eye-opening case so far as issues concerning women security in railways are concerned. The culprit was a
repeated offender. Such offenders need to be tracked down. For this purpose, railway needs to use technology such as face-recognition techniques through CCTV cameras.

- Alarm system should be provided in ladies reserved compartment and all trains should be covered with alarm system.
- In an incident of elopement of four children, no one could detect the unusual circumstances of children buying ticket and boarding the train.
- More RPF and GRP staff are required and there is need for mixed patrol groups for security in stations premises and trains.
- Training in gender sensitisation of security personnel needs to be organised.
- Illumination of railway platforms and yards is required to check occurrence of crime in dark spots in railway areas.
- Feedback mechanism from railway users should be developed for effective security system.
- Proper signage for lady reserve compartments, publicity of helpline numbers etc. should help in security awareness.
- Entry of drunken passengers in railway premises and trains should be restricted and enforcement officers should take action against such persons.
- Women should be allowed to change seat in case of harassment by any co-passengers.
- Issue concerning QRT, disaster management, better communication system, etc. needs to be properly addressed.
- Patrolling of platform/trains by local police should be allowed and railways should write to States for this purpose.
- Community policing in railways should be encouraged to ensure better security arrangements for women passengers.

The session ended with handing over of mementos to the panelist by DG/RPF.

SESSION-II:

CSC/RPF/NR Shri. Sanjay Kishore moderated the session and invited Speakers to give their views on the following topic:

**Topic-I:** Discussion on Measures to Control Theft, Snatching/Robbery, Dacoity & Drugging on Railways.

**Speakers:**
1. Shri Gopal Gupta IPS, DGP/Rlys/UP:

- In Uttar Pradesh, 1000 trains are escorted by GRP and 700 trains are escorted by RPF and 700 trains go unescorted. UP/GRP is escorting trains by deploying 2 personnel and RPF is escorting by deploying 3-4 personnel. RPF escorting strength may be diluted so that escorting may be provided to more unescorted trains.
- There is need for data bank of vendors and provision of proper I-Card for all such persons engaged in providing services in railway system, so that passengers are able to identify genuine person.
- A handbill has been printed by GRP/UP which may be widely publicised. A WhatsApp user group number is printed in this handbill. Six points concerning security of passengers are covered and given in the handbill. This handbill may be useful for passenger.
- Issues of overcrowding and access control in station platforms need to be appropriately addressed.

2. Shri Jasminder Singh IPS, DG (Rlys)/Punjab:

- DG/Railway/Punjab Shri Jasminder Singh IPS, expressed the importance of the presence of CCTV Cameras and suggested the prospect of Joint Control Rooms of RPF and GRP for ease of sharing information.
- He also stressed on extending the connectivity of CCTNS to RPF.
- He highlighted the importance of reducing the response time after a crime has been reported on Railways.
- He suggested that the presence of a kiosk of RPF and GRP at a centrally located visible area of the platform manned by at least one lady personnel among others will make the reporting of the crime hassle free.
- He also discussed regarding the floating traffic in railways which causes jurisdictional issues as along with the passenger the crime scene is also moving. He discussed extracts from specific cases where passengers did not want to report the crime as the jurisdictional area was too far from their destination. Even if crime is reported, many a times the complainant would not turn up at the trial due to long distance.
- Hence he suggested that a fixed location for reporting the crime may be allocated in the moving train to facilitate ease of reporting a crime in Railways.
3. Shri Shashikant N. Paryekar, Chairman, Mumbai Suburban Railway Passenger Association:

- Shri Paryekar enunciated that one of the prime causes of crime in Railways is that Railway premises lack access control and emphasized on the need of limiting the entry and exit points.
- He further added that platforms are overcrowded and dirty due to presence of numerous food stalls.
- He highlighted the need and importance of training of Uniformed Personnel regarding technology used in access control like Door Frame Metal detectors and Hand held Metal Detectors.
- He further added that the fines in Railway Act may be increased so as to act as a deterrent for repeated offenders along with a suggestion for introducing digital fines.

Summing up by Moderator:

The Moderator, CSC/NR Shri Sanjay Kishore concluded the Discussion stating the fact that the figures of Theft of passenger belonging have been on a rise compared to last year, whereas the figures of robbery, dacoity and drugging have substantially reduced. He also mentioned the role of GRP as a stakeholder in identifying the black spots in Railway premises during placement of CCTV Cameras allocated from the Nirbhaya fund. He appreciated the panelists’ suggestions regarding sharing of CCTNS data bank with RPF and also the suggestion for intensive training of staff deputed for access control and visible centrally located RPF and GRP kiosks for better grievance and swift passenger complaint redressal.

With collation of valuable inputs came-up in the discussion by the august assembly, the moderator closed the topic.

Topic II: Sabotage & Suspected incidents of Sabotage in Railways and Preventive Measures.

Speakers:

1. Shri. Niket Kaushik IPS, CP/ Rlys, Mumbai:

- CP/Railways Mumbai Shri Niket Kaushik IPS stated that security is a seamless issue having no specific jurisdiction, however due to different state and organizational jurisdictions standard security procedures have been formed by every organization rather than taking the holistic coordinated view of all agencies on board.
• He stated that the city of Mumbai has witnessed 22 blasts since 1989 and stressed greatly on the formulation of a concrete long term, short term and immediate security plan taking all stakeholder agencies on board.
• He also discussed about the security scheme of 2008 published by the Railways and conversed about its implementation.
• He also suggested certain security measures like turnstile gates and larger and more extensive involvement of public or organized public participation to address the issues of sabotage in railways.

2. Shri. Hitesh Sharma, General Secretary, Janhit Prayas Samiti:

• Shri. Hitesh Sharma delved on the aspect of encroachments near the railway track which becomes a direct and indirect cause of sabotage or sabotage like incidents, stone pelting incidents etc that endanger the lives of the passengers.
• He discussed on the proximity of the encroachments near railway tracks which is dangerous for train operation.
• He applauded the RPF Mitra Yojana and enunciated various initiatives taken under the same and suggested that RPF Mitra Yojana may be categorically used to increase the public interface for extending the immediate information base for reporting any sabotage, sabotage like incidents or track obstruction, to use the organized public interface as force multipliers.

3. Shri. K. V. Singh Deo IPS, ADGP/Rlys/Assam:

• Shri. K V Singh Deo, IPS elaborately discussed on the different kinds of sabotage and the need to categorically differentiate sabotage and mischief. According to him, most of the incidents taking place on Railways fall under the category of Mischief and not Sabotage.
• He also suggested rigorous and extensive use of existing resources by track patrolling and recommended creating a base for sharing the mobile phone number of the Gangmen/Trackmen patrolling the track along with the mention of their duty shifts.
• He also suggested the innate and immediate requirement of CCTV cameras at all platforms in all stations, cloak rooms and vital installations of railways.
• Shri. Singh Deo also pointed out that the unattended and scattered railway Materials near the track can be very easily used for obstructing the train operations and track movement either by mischief or by any nefarious design.
• He further reiterated the need for increasing the strength GRP personnel all over Indian Railways.
4. Smt. Parul Mathur IPS, SP/Rlys, Raipur:

- Smt Parul Mathur pointed out the kinds of sabotage in Railways and focused on the sabotage in Maoist affected areas. She emphasised that the presence of GRP and RPF must be increased in Maoist affected areas.
- She suggested use of modern technology like UAVs to keep surveillance on the track operation in such areas.
- She also discussed about the grave issues in Maoist areas regarding construction of new track and also the paucity and need of infrastructure of GRP Thanas and offices in these areas. She further mentioned that additional 65 posts for GRP are yet to be sanctioned.
- She further suggested that joint mock drills may be conducted to ensure alertness and the standard operating procedures regarding sabotage may be issued.

Summing up by Moderator:

- Issues concerning definition of sabotage as raised by ADG/Railways Assam are well taken.
- Reasons for railway system increasingly becoming target for sabotage needs to be further examined.
- Sensitisation and soft skill training to GRP/RPF staff for friendly behaviour with passengers is a continuous process and efforts have already been made in this direction.
- Connectivity with gang man etc. to avail their services for better track security is an issue which may be further taken up at appropriate level.

The session ended with handing over of mementos to the panelists by DG/RPF.

SESSION-III:

CSC/RPF/WCR Shri R.K. Malik moderated the session and invited speakers to give their views on the following topic:

Topic-I: Discussion on Awareness Programmes, Use of technology to improve security in Railways and Safeguard against Cyber crime in Railways.

Speakers:
1. Shri Jasminder Singh, IPS DG (Rly)/Punjab:

- Cyber Crime has been defined under IT Act passed by the Parliament. Under the provisions of this Act, minimum Inspector level officers are authorised for investigation. Competency of RPF/GRP may be assessed at Inspector level with regard to dealing of cyber cases under IT Act. Investigating officer may be adequately trained to handle Cyber crime cases. Experts will have to be hired or appointed by agencies for effective investigation of crime.
- In Punjab, there is a separate wing for investigation and operation.
- All the issues concerning Cyber security in railway system will have to be adequately assessed and addressed.

2. Shri Subodh Kaul, Director, Eyewatch:

- Issues raised in first session with regard to security of women passengers may be effectively addressed with the App developed by Eyewatch.
- A presentation on the functioning of Eyewatch App with features and working pattern in railway system was highlighted.
- The unique features of the Eyewatch App like prior audio recording, video recording and tracking were further highlighted.
- For this application to function, smart phones will be required by the user and in normal 2G phone, message needs to be texted.

3. Shri Amrendra Kumar Pandey, Manager, CSR, Bennett Coleman & Co. Ltd, New-Delhi:

- There is gap with regard to proficiency in Hindi and English language in India. Under corporate social responsibility initiative, Bennett Coleman is providing assistance in imparting learning of English language to under privileged.
- He offered services of Bennett Coleman in imparting English language skills to RPF and Police personnel for better understanding and interaction with customers in a friendly way.

Topic-II: Impact of Privatization & Outsourcing on the security of Indian Railways & Remedial measures.

Speakers:
1. **Shri Sumit Sharma, M/s VPSSR Facilities, New-Delhi:**

   - In premium trains like Rajdhani and Shatabdi, there is proper checking and access control. However, in mail/express trains, problem of unauthorised persons entering coaches exists.
   - Entry of unauthorised vendors should be prohibited in trains since after commission of an offence, house-keeping staff is often blamed and subjected to enquiry by different agencies.
   - Jurisdiction of RPF should be extended for verification of antecedents of persons employed on outsourcing.
   - Platform entry of unauthorised person should be checked and security at New Delhi station in the morning and evening hours while departure of premium trains needs to be further strengthened for better security of passenger luggage.
   - Aadhar may be utilised for verification of address of outsourced persons.

2. **Shri Ravilesh Kumar, GGM/IRCTC:**

   - We are living in an age of social awareness and specialisation where accountability is fixed. Outsourcing is a trend which is here to stay and we have to live with it.
   - It needs to be assessed as to whether we have taken ample measures to address security related issues while outsourcing services.
   - Earlier, it was seen as a job orientation matter and security related issues were not looked into appropriately. Security Directorate may develop a model SOP for inclusion for incorporation in any future tender document.
   - Once we have put in appropriate conditions in tender document, police verification can be made compulsory before hiring people.
   - Persons engaged on outsourcing basis need to be considered part of the organisation.

3. **Shri Sushil Tandon, Proprietor Doon Caterer:**

   - Problem of unauthorised vendors should be properly addressed at appropriate level over Indian Railways.
   - Services of Aadhar are being used for verification of persons who are being engaged on hiring.
   - Printed rates are available on the items sold by the caterer in the train.
Issues raised by Delegates:

- Aadhar may be utilised for address verification. However, criminal antecedents need to be verified through local police only (CP/Mumbai).
- Crime in AC coaches during night hour is on rise and passengers raise the issue that since AC coaches are manned, how unauthorised persons enter in AC coaches and commit crime.
- Poor quality of food in trains is a cause of concern.

Summing up by Moderator:

- As per available information, 22 lakh Railways Act offenders have been prosecuted by RPF, which include 2 lakh unauthorised vendors. However, as per available data about 10,000 authorised vendors are only available over Indian Railways. As such, the issue of gap in demand and supply needs to be adequately addressed.
- Rates of food items served in trains needs to be published for information of common passengers.

The session ended with handing over of momentous to panelist by DG/RPF.

Concluding remarks by DG/RPF:

- Citizen-Centric and customer friendly policy needs to be devised and we all have to work towards that direction. We need to move towards the direction where a common man is treated with dignity and respect.
- Shri Amod Kanth is a pioneer in the field of child rights and that he has lauded the role of RPF in child care and protection initiatives.
- Railways need to put best foot forward to rescue lost and run away children.
- Right synergy with corporate sector needs to be developed for child right issues.
- The ideas and thought provoking issues raised by Shri.T.M.N.Deepak, State president, December 3 Movement, Chennai were very important as what he said was having tremendous sensibilities.
- The scenario of travelling passenger painted by Smt. Dr. Satbir Bedi, Member Secretary from NCW is heart touching and very important and we need to understand it in right perspective. With sensitivity, we can make a world of difference.
- NCW has come forward for training of RPF personnel and we need to sensitize our staff and avail of the opportunity.
- The issue of security in coaches reserved for the differently abled persons needs to be taken up in all sincerity. We all need to take a pledge to make coaches reserved for differently abled persons safe and free from criminal activities and unauthorised persons. A drive shall be conducted by RPF at all levels to make these coaches safe in coordination with GRP and Commercial staff.
• RPF needs to improve upon our professional skills to render assistance to passengers more effectively.

• Training on basic first-aid skills is also needed for RPF personnel to enable them to render necessary medical assistance in hour of need to passengers.

• Physical presence of police at platform is very important and we need to provide kiosks in all platforms where passengers may contact RPF or GRP personnel in their hour of need.

• Security Helpline number 182 needs to be further strengthened with more lines.

• Issue of security of women and differently-abled persons travelling in trains needs to be properly addressed.

• The idea of allowing civil police personnel for patrolling in railways by State/District Police, as in the past, raised by ADGP/Kerala Police needs to be examined.

• Manpower issues concerning GRPs are important and process has already been initiated with amalgamation of all GRP proposals for speedier examination and sanction. On the initiative of Hon’ble MR, dialogues with DGPs of States have already been held through video conferencing.

• More Speakers need to be invigorated with detailed discussion on the Impact of Privatisation & Outsourcing on the security of Indian Railways & remedial measures.

• Hon’ble MR has flagged important issues regarding intelligence, modernity of thoughts, use of forensics, innovative ideas and we have to work on these path breaking ideas.

DG/RPF concluded the session with call to the gathering that all our efforts shall be directed to make common passenger empowered for a safe and secure travel over Railways with dignity.

Shri P.S. Rawal, ADG/RPF delivered the vote of thanks.
A Round Table Conference with Non Railway Stake Holders on railway security issues was held on 18.05.2017 at India Habitat Centre, New Delhi. Hon’ble MR, Hon’ble MOS(R), Member Staff, Finance Commissioner, Member Engineering, Officers of Security Directorate, Chief Security Commissioners of all Zonal Railways of Railway Protection Force, Police officers from States, representatives from NGOs, Members of National Commission for Women and NCPCR, Members of Railway Commuters Association and stakeholders of the Private Sector graced the occasion. Speakers were drawn from myriad fields of experience and expertise to share their valuable knowledge and views on devising an action plan to further improve security over Indian Railways.

Following actionable points emerged out of the Round Table Conference with Non Railway Stakeholders:

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<tr>
<td>1.</td>
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<td>i.</td>
<td>All the RPF/GRP stations will have relevant Acts and Rules of child protection related laws.</td>
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<td>ii.</td>
<td>AADHAR might be used to identify the name and address of the rescued children from Railway premises.</td>
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<td>iii.</td>
<td>To check the repetition of same children coming to railways, the system of taking finger print of rescued children and parents/guardians to whom they are handed over and the facility of accessing and uploading the information on the website of Ministry of Women and Child Development as well as sharing with NCRB Database should be given to SS/SM.</td>
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<td>iv.</td>
<td>Railway will ensure implementation of SOP on rescue of Children on Indian Railways.</td>
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<td>v.</td>
<td>RPF &amp; Railway staff will be imparted regular training on Juvenile justice laws and other related guidelines.</td>
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<td>vi.</td>
<td>Railway will ensure co-ordination among all stakeholders engaged in Child Protection.</td>
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<td>vii.</td>
<td>RPF/GRP &amp; Rly. Staff, etc.will be sensitized to keep watch on children buying tickets alone at ticket counters and travelling alone in trains etc.</td>
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<td>viii.</td>
<td>Children rescued by GRP on railways should also be included in the statistics.</td>
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### 2.

- **i.** RPF and GRP will increase number of women personnel in view of enhancing women security in trains, premises and women special coaches.
- **ii.** RPF/Commercial staff will check at ticket counters and PRS centers to prevent men encroaching women queues near ticket counters.
- **iii.** Financial exploitation of single woman traveler, Specially abled persons etc. by Coolies, Vendors etc should be checked.
- **iv.** RPF,GRP,TTEs & other Rly.staff will ensure facilities for travel of women with dignity by way of proactive approach of, etc.
- **v.** RPF, GRP & Rly.staff will be trained regularly for gender sensitization to ensure proactive intervention towards problems faced by women passengers.
- **vi.** RPF/GRP will collaborate and arrange workshop, brain storming sessions with women NGOs on security of women in Railways.
- **vii.** RPF/GRP will make a systematic vulnerability mapping of crime against women in Railways and can consider publishing the punishments of such acts so that this can act as a deterrent.
- **viii.** RPF & GRP will attend ladies coaches of trains at stations to attend the complaints of women passengers.
- **ix.** RPF/GRP/TTEs, will take stern action against public as well as railway employee who indulge in drinking in trains and premises.

### 3.

- **i.** RPF/GRP & Rly. Staff will be trained about rights of specially abled person and how to deal with them.
- **ii.** RPF/GRP will regularly check all coaches reserved for specially abled persons to ensure that no unauthorized person travels in these coaches. Encroachment of reserved coaches for Specially abled persons by GRP, RPF, & other able bodied persons will be stopped.
- **iii.** RPF, GRP & TTEs will have regular drives conducted in coaches reserved for Specially abled persons to ensure safety & convenience to specially abled passengers.
- **iv.** RPF/GRP will make a Protocol & SOP to deal with security of Specially abled persons on railways.
4.

i. RPF will ensure a kiosk of Security Personnel at centrally located visible area of the platform manned by at least one lady personnel.

ii. A fixed location for reporting the crime may be allocated in the moving train to facilitate ease of reporting a crime in Railways.

iii. Immediate Feedback mechanism from railway users will be developed for effective security system like feedback forms, flash meetings, live discussions.

iv. The number of lines of Security Helpline 182 may be increased so that every distress call reaches the security control room.

v. Extensive Publicity of helpline numbers through bulk SMS, awareness campaign, social media, and involvement of a celebrity face handbills, PA announcements, printing on the tickets etc.

vi. RPF staff posted to Helpline will be trained to communicate in Vernaculars and varied languages with behavioral training on soft skills.

5.

i. A concrete long term, short term and immediate security plan taking all stakeholder agencies viz RPF, GRP, State Police, IB, ATS, Railways and other Departments should be formulated in consultation with all.

ii. Training programme for Uniformed Personnel regarding technology used in Access Control (like Door Frame Metal detectors and Hand held Metal Detectors, Baggage scanners, CCTV etc.) should be run on regular basis.

iii. RPF will prepare consolidated requirement of CCTV cameras at all platforms in all stations, cloak rooms and for vital installations of railways.

iv. RPF will emphasize upon Railway administration for the need of Access Control and limiting the entry-exit points to the stations.

v. Procurement and Use of modern technology like Unmanned Ariel Vehicles (Drones) can be put to use to keep a surveillance on the track operation in Maoist affected, crime prone areas.

vi. Creation of a data base for sharing the mobile phone number of the Gangman/Trackman patrolling the track along with the mention of their duty shifts, with security agencies.

vii. The database of CCTNS to RPF should be extended in view of passenger security related crimes.
i. Emergency Alarm/Button system should be provided in the coches reserved for ladies and all the rain should be covered with Alarm system or any kind of Talk back system.

ii. Placement of ladies coaches in the middle instead of ends along with illuminated colours, proper signage earmarking reserved for Women should be made so that it can be clearly distinguished from other coaches.

iii. Proper illumination should be made of railway platforms and yards, especially at the end or black spot to check occurrence of crime in railway areas.

iv. Women passengers should be allowed to change their seats, in case they feel insecure at a particular seat.

v. Redesigning of station premises and disability friendly coaches for persons with disability to ensure their safety and security.


vii. There is need for database of authorized vendors, catering staff, attendants, contractual labours and provision of proper ID Card for all such persons engaged in providing services in railway system, so that passengers are able to identify genuine person.

viii. Aadhar may be utilised for verification of address of outsourced persons and it should be ensured that they must have police verification

ix. Community Policing concept should be introduced in Railways with the participation of passengers, stake holders etc.

x. Fines in Railway act may be increased so as to act as a deterrent for repeated offenders. Provision of cash bail may be incorporated.

xi. Announcement regarding penal provisions and flashing of messages in coaches will help a lot in sensitization of passengers.

xii. Technical gadgets with face recognition for habitual criminals entering railway stations may be introduced.

xiii. Unattended and scattered railway materials along the track should be removed at once, which is a threat and can be used for obstructing the train operations and movements. Encroachments should also be removed from railway tracks.

xiv. The existing policy of railways in issuing of large number of waitlisted tickets without sufficient accommodation should be stopped.

xv. All Tender documents in Railways need to envisage a security perspective and futurist security concerns.

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RAILWAY BOARD