

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(Railway Board)**

No.2023/Sec (HL)/Railmadad/11

Dated: 13.06.2024

**The Principal Chief Security Commissioners/RPF,  
All Zonal Railways, KRCL, Kolkata Metro.**

**Sub:- Addressing complaints related to Unauthorized Passengers in Reserved Coaches.**

An analysis of complaints lodged on Rail Madad from June 1, 2024, to June 12, 2024, reveals that 13,749 complaints were related to unauthorized passengers in reserved coaches. This is a significant concern, and it has been decided to conduct a coordinated drive with GRP and the Commercial department from June 14, 2024, to June 30, 2024, to address this issue. The following guidelines are issued for compliance:

**1. Proactive Checks and Legal Action:**

- o Conduct thorough checks of coaches reserved for ladies and especially abled passengers, with the assistance of Commercial staff, at originating stations and enroute.
- o RPF personnel should regularly check these reserved coaches, regardless of whether complaints have been lodged.
- o Take legal action against any offenders found in these reserved areas.

**2. Passenger Awareness Programs:**

- o Launch awareness programs to educate passengers about the importance of not entering reserved compartments unless authorized.
- o Use megaphones, PA systems, RDN, distribute pamphlets/leaflets, and post notices to disseminate this information.

**3. Videography and Photography:**

- o Conduct random videography and photography of important trains, focusing on ladies' coaches and coaches reserved for persons with disabilities.

**4. Redressal of Complaints:**

- o Swiftly and promptly respond to complaints lodged on Rail Madad.

**5. Continuous Action, Analysis, and Reporting:**

- o Instruct field units to properly read complaints regarding unauthorized passengers and transfer any unrelated cases to the relevant department without delay.
- o Analyze complaints related to unauthorized passengers at the field level, take suitable action on the identified points and submit a zone-wise consolidated report to the Railway Board daily, using the enclosed format.
- o Ensure the daily report reaches the Security Control, Railway Board, by 07:00 hrs for the previous day.

**Additional Guidelines**

The above measures are not exhaustive. Zones may issue further guidelines tailored to local circumstances to minimize complaints related to unauthorized passengers.

Issued with the approval of DG/RPF.

  
 13.6.24  
 (Sarvapriya Mayank)  
 IG/HQ  
 Railway Board