

Handwritten initials and date: 08/09/15

**Government of India (Bharar Sarkar)  
Ministry of Railways (Rail Mantralaya)  
(Railway Board)**

No.98/TG-V13/2.

New Delhi, dated. 11.09.2015

The General Manager,  
All Zonal Railways.

Commercial Circular No.56/2015

**Sub: Harassment to ticket checking staff by authorities  
when theft/pilferage take place in running trains.**

National Federation of Indian Railwaymen has furnished agenda for the next PNM Meeting on the above item, in which Federation has brought out that that the Ticket Examiners are being put to harassment by authorities when theft/pilferage takes place in running trains. TTEs are being questioned and asked to give explanation even though they are not accountable for such incidents.

2. In the above context, attention is drawn to Standing Order no. 39, issued by Security Directorate, vide letter No.97/Sec(Cr)/45/91 dated 20.08.1997 (copy enclosed), wherein it has been advised that primary role for ensuring safety and security of the passengers and protection of their belonging, rests on the Government Railway Police, who exclusively deal with crime committed on trains and at railway stations. Railway Protection Force acts as a bridge between GRP/Local Police and Railway Administration. They are required to actively participate in removing the difficulties of the passengers in the event of any crime committed in the running trains and liaise with the concerned GRP for registration of the case in this regard.

3. The duty list of Travelling Ticket Examiners inter-alia include carrying of FIR Forms and to assist the passengers in filling up the same in the event of any incident of crime and to hand over the same to RPF escorting party or nearest Post/Outpost for liaising with GRP for registering the case.

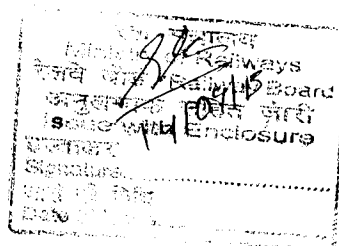
4. Since the primary role for ensuring security of the passengers is of Government Railway Police in coordination with RPF, it is, therefore, desired that ticket checking staff, should not be held accountable for any crime taking place in running trains and should not be put to harassment by authorities concerned, unless they fail in performance of their prescribed duties. However, in case any on-board ticket checking staff is required to attend any enquiry as witness or acquainted with the facts of the case, the Investigation Officer may call him for his examination.

Handwritten signature and date: 11/9/15

(Vikram Singh)

Director, Passenger Marketing  
Railway Board

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GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
RAILWAY BOARD

No. 97/Sec (Cr)/45/91

New Delhi, Dated : 20.08.1997.

STANDING ORDER No. - 39

To,  
The Chief Security Commissioners  
All Indian Railways.

Sub: Crime against property in trains and platforms - lodging of FIRs by passengers- Role of RPF- regarding

One of the most serious problems being faced by the passengers travelling by trains is lodging of FIR when they become victims of theft, robbery or dacoity in trains or on platforms. It is difficult, nay impossible, for the passenger to break his journey and report the case at the Police Station having jurisdiction. It is, therefore, necessary to evolve a system in which the required details about the incident are collected from the passenger and passed on to the Police Station which has to take cognizance of the matter. This will save the passenger from avoidable inconvenience.

2. The responsibility for the protection of railway passengers and their belongings rests on the State Police. In the States, a separate organisation, by the name of the Government Railway Police (GRP) exists to deal exclusively with the crimes committed on trains and at the Railway Stations. When a crime takes place, a First Information Report (FIR) has to be lodged with the Police. There is no confusion regarding the authority to whom the complaint of crime is to be made when the crime takes place at a fixed place.

3. In case of a running train, the procedure for lodging a complaint is not clear. The passengers are not always aware of the proper authority to whom a complaint of crime taking place in a running train is to be made. The nearest available Government official is usually a member of the Railway staff. In some of the trains, there are GRP or RPF escort, but the victim passenger cannot easily reach them for handing over his complaint unless they are travelling in the same coach. The passengers who wish to report crimes are often buffeted between police stations of GRP. This difficulty is further compounded in case of those passengers whose valuables are stolen unnoticed in a running train and they have no clue as to the exact place of occurrence of the crime.

4. On the basis of a study conducted by Department of Administrative Reform Public Grievances, in 1991, a simplified procedure for accepting the report of passenger in the running train by Railway staff was devised. It was envisaged standardised, and printed form of FIR will be available on the train and can be used to file an FIR in cases of dacoity, robbery or theft. A copy of this FIR form is enclosed Annexure I. However, in spite of clear instructions on the subject, the Railway staff have been working satisfactorily on the ground because of the reluctance of the Railway staff to accept an FIR written out on the form. These printed FIR forms are also not available with various functionaries on the train as provided for in the order.

5. It has been decided that RPF will actively participate in removing the difficulties of the passengers in the lodging of FIRs about the crime committed in running trains. In the Mission Statement of the Railway Protection Force issued recently, one of the objectives set up for the Force is to act as a bridge between the GRP / Local Police and the Railway Administration. It has, therefore, been decided that the Railway officials collecting such FIR forms will hand over these forms to the RPF escort party, if available in the train or to the RPF Post at the Railway Station. It will be the responsibility of the RPF officer receiving such complaints to hand it over to the GRP and get the case registered.

6. The following procedure will be followed :

- (i) FIR forms will be available with the coach attendants, conductors and the guards. Besides, these forms will also be available at RPF Posts/Out Posts, RPF Assistance Posts and RPF train escorts.
- (ii) The Railway staff as well as the RPF staff/ escort parties must be well acquainted with the procedure for lodging an FIR so as to guide the passengers.
- (iii) If an RPF escort party is travelling in the train or deployed on platform, they will be responsible to accept the FIR forms and will hand it over under acknowledgement to the concerned RPF Post/Out Post Commander for getting a case registered by concerned GRP Station.
- (iv) In case, neither RPF escort party is not accompanying the train, the Railway staff on duty will be responsible for collection of FIR forms.
- (v) The Railway staff will hand over the filled in FIR forms to the nearest RPF post/ Out Post under acknowledgement, who will liaise with the concerned GRP for registration of the case.
- (vi) The FIR forms received by RPF escort party or by the railway staff should be acknowledged by the person receiving them.

(vii) A separate register is already being maintained at every RPF Post for monitoring the action taken on the complaints in respect of theft of Rly. materials as provided in S.O. No. 24. Part I of this register will contain information regarding lodging of F.I.R. in respect of Rly. materials whereas Part II of this register will contain information regarding lodging of F.I.Rs on the complaints received from passengers. The proforma for Part II of register is enclosed herewith.

(viii) In case I/C RPF Post finds that GRP/Local Police Station has not registered the case promptly, he will bring the matter to the notice of his ASCT/SC and CSC who would pursue the registration with the State Police officers at their level and review the status of these cases in co-ordination meetings.

7. The Hindi version of the Standing Order will follow. The SO should be got translated into the regional languages and supplied to the Posts / Outposts for display on the Notice Boards. The RPF personnel should also be briefed on the contents of this SO during Roll Call / Parades.

8. This issues with the approval of the Railway Board:

*A. P. Durai*  
(A.P.DURAI) 20.5.1977  
DG/RPF

By to :- All DGs(P) of the States,  
All GRP Chiefs of the States,  
All G.Ms of the Zonal Railways.

भारत सरकार  
रेल मंत्रालय  
(रेलवे बोर्ड)

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सं. 98/टीजी-V13/2

नई दिल्ली, दिनांक 11.09.2015

मुख्य वाणिज्यिक प्रबंधक,  
सभी क्षेत्रीय रेलें।

(2015 का वाणिज्यिक परिपत्र सं. 56)

**विषय: चलती गाड़ियों में चोरी/उठाईगिरी होने पर प्राधिकारियों द्वारा टिकट जांच करने वाले कर्मचारियों के साथ किया जा रहा उत्पीड़न।**

नेशनल फेडरेशन ऑफ रेलवेमैन ने उपर्युक्त विषय पर पीएनएम की अगली बैठक के लिए कार्यसूची प्रस्तुत की है, जिसमें फेडरेशन ने चलती गाड़ियों में चोरी/ठगी होने पर प्राधिकारियों द्वारा टिकट जांचकर्ताओं का उत्पीड़न किए जाने का उल्लेख किया है। ऐसी घटनाओं के लिए उत्तरदायी न होने पर भी टिकट जांचकर्ताओं से पूछताछ की जाती है और उनसे स्पष्टीकरण मांगा जाता है।

2. उपर्युक्त के संदर्भ में, दिनांक 20.08.1997 के पत्र सं. 97/सेक (क्रा.)45/91 (प्रतिलिपि संलग्न) के तहत सुरक्षा निदेशालय द्वारा जारी स्थायी आदेश सं. 39 की ओर आपका ध्यान दिलाया जाता है जिसमें यह उल्लेख है कि यात्रियों और उनके सम्मान की संरक्षा तथा सुरक्षा का मुख्य दायित्व राजकीय रेलवे पुलिस का है जो अनन्य रूप से गाड़ियों और रेलवे स्टेशनों पर हुए अपराध के मामलों पर कार्रवाई करती है। रेल सुरक्षा बल, जीआरपी/स्थानीय पुलिस और रेलवे प्रशासन के मध्य एक सेतु के रूप में कार्य करती है। इन्हें चलती गाड़ियों में हुए किसी अपराध के कारण यात्रियों को हो रही कठिनाई को दूर करने के लिए सक्रिय रूप से कार्य करना और इससे संबंधित मामले के पंजीकरण के लिए संबंधित जीआरपी के साथ सम्पर्क करना अपेक्षित होता है।

3. चल टिकट परीक्षक की ड्यूटी सूची में अन्य बातों के साथ-साथ प्राथमिक सूचना रिपोर्ट (एफआईआर) के फार्म रखना और किसी अपराधिक घटना के होने पर इसे भरने में यात्रियों की सहायता करना तथा मामले के पंजीकरण के लिए जीआरपी के साथ सम्पर्क करने के लिए इन फार्मों को मार्गरक्षी रेल सुरक्षा बल की पार्टी अथवा निकटवर्ती पोस्ट/आउटपोस्ट को सौंपना शामिल है।

4. चूंकि यात्रियों की सुरक्षा सुनिश्चित करने की जिम्मेदारी राजकीय रेलवे पुलिस और इसके लिए आरपीएफ द्वारा समन्वय किया जाता है, इसलिए यह वांछा की जाती है कि टिकट जांचकर्ता कर्मचारियों के अपने निर्धारित इयूटी का निर्वहन करने में असफल रहने की स्थिति को छोड़कर अन्य स्थितियों में चलती गाड़ियों में हुए किसी अपराध के लिए उन्हें उत्तरदायी नहीं ठहराया जाना चाहिए और संबंधित प्राधिकारियों द्वारा इनका उत्पीड़न नहीं किया जाना चाहिए। बहरहाल, यदि किसी मामले में ऑन बोर्ड टिकट चैकिंग कर्मचारी का गवाह के रूप में अथवा मामले के तथ्यों की जानकारी होने के कारण किसी जांच में शामिल होना अपेक्षित होता है तो जांचकर्ता अधिकारी पूछताछ के लिए उसे बुला सकता है।



(विक्रम सिंह)

निदेशक यात्री विपणन

रेलवे बोर्ड