

Local rcles



# ***“Improving Railway Police Force Functioning”***

Collective inputs from over 70,000 Citizens in circle

***“Make Railways Better”***

***(Current state, Issues, Root Causes and Proposed Solutions)***

***January 24, 2015***



## Improving Railway Police Force (RPF) Functioning

### **Executive Summary**

The maintenance and security of Railways, the vital artery of our economic progress has been a major concern of the Government of India that goes back to the times when the Railway commenced its operations in India in 1854. The Railway Police Force has been entrusted with the job, but their working brings up numerous questions.

The 70,000+ strong “Making Railways Better” online community has come together to collectively identify the key issues, root causes and solutions for Improving Railway Police Force Functioning in India and the community expects that Indian Railways Leadership will work towards implementing the identified solutions.

### **Issues Identified:**

1. Travellers are afraid that RPF will catch them for no reason
2. RPF is very lazy
3. Corruption runs into the ranks
4. They collect bribes from people selling inside trains
5. RPF is nowhere to be seen when required
6. They don't prevent unauthorized people from entering coaches
7. They are unable to prevent most thefts
8. Some RPF jawans board the train and sleep peacefully
9. RPF is not well equipped to handle situation in a moving train
10. They use their powers to threaten passengers
11. RPF soldiers don't even patrol the platform
12. Train robberies happen even after RPF being present
13. They capture seats in the general compartment and ask the public to stand
14. There is no RPF helpline number which could be called in case of emergency
15. The number of RPF personnel deployed and visible is small as compared to the need

### **Root Causes Identified**

1. There is practically no check over the RPF
2. RPF personnel are physically unfit
3. RPF has very little accountability
4. Lack of strategic deployment planning by the top brass
5. Lack of an effective complaint redressal mechanism against the RPF



6. Lack of surveillance inside trains and on platforms
7. RPF lacks modern equipment
8. Their image has become negative over the years
9. RPF still runs by the old rules and regulations
10. They make money by taking bribes from unauthorised travellers and vendors
11. RPF has a lot of discretion vested in them
12. The number of people that visit stations is very high
13. RPF goes through rough working conditions
14. Even the RPF jawans themselves do not understand what their KRA's are
15. RPF jawans are not trained to face public
16. RPF is not well paid
17. Low recognition from Government/Public

### **Solutions Identified:**

1. A help line number must be displayed for RPF in every compartment and for what issues RPF can be called upon. The call should be directed to RPF person on the train in real time
2. A chart must be displayed at every station and both sides of railway coach relating to what services general public can expect from RPF and how
3. Contact details of the key RPF In charges should be displayed on every station
4. RPF should be managed like private contractors with on the field supervisors
5. They must go through regular fitness camps
6. RPF must be made accountable for their job and their actions through performance management and KRAs
7. The senior officials should become strategically aggressive
8. A dedicated helpline should be started to complain about security flaws in railways
9. CCTV cameras should be installed on the stations to observe RPF movements
10. Investments should be made in getting modern equipment for the RPF
11. Drives should be conducted to catch corrupt RPF personnel
12. Working conditions of the RPF should be improved
13. They should be given refresher courses on customer service after regular intervals
14. Good RPF personnel should be rewarded by the Government
15. Senior officials should be asked to go into the field themselves to set an example
16. Separate and specialized recruitment should be done by the Government for RPF
17. Women should be recruited in RPF to assist female passengers better
18. Modern communication systems should be set up which could be used in case of emergencies



## Improving RPF Functioning – A few citizen posts and comments:

1. The only way you can get good service from them is caring for their own homes by providing them good salary, good free education for their children, proper housing facility, good medical facility for the whole family, working hours to be taken care, councillors be provided for them etc. If these things are taken care, I think the frustration will be out and they will work with interests of the nation – **Ishrat Sayed**
2. RPF must be passenger friendly & act as facilitator. They must stop all unauthorised entries onto the platforms & in coaches. RPF also must be seen near booking windows keeping eye on booking agents, undesirable elements and beggars. RPF must supervise cleanliness of entire station area & outsider – **Vinay Manohar**
3. RPF should be more visible in the trains than how they are now. Their presence would instil confidence in passengers, particularly single lady passengers and at the same time keep away miscreants, if any. As of now, we only see their passing presence as they patrol from one coach to another. They are hardly seen once or twice even in long distance trains. Their constant presence is the need of the hour – **D Nagarjuna**
4. I feel RPF should be given clear instructions regarding their duties and responsibilities. The primary duty is to safeguard passengers and railway property. If a crime takes place, the concerned RPF personnel of that area should be answerable. Also, training in compassion, helping elderly, differently challenged people will go a long way – **Surekha Badve**
5. A corruption control on RPF is required, rest will improve automatically – **Harish Bhawnani**
6. Yes, RPF should be empowered with modern weapon and should be given proper training to handle various situations (eve teasing, alcohol drinking, cigarette smoking, quarrels, etc.). All Major Railway Stations should have Railway police station – **K Ramalingam**
7. It is seen that the visible presence of a police bring in order. RPF should install prominent kiosk in all major stations and its platforms. Almost all major goods handling sections they should be prominently placed. This along with empowerment better weapons and devices like night binoculars and such security devices and improved discipline will go a long way to make RPF more effective – **Venkat Rola**
8. Besides above, the names of RPF personnel along with their Mobile no. should be displayed in every coach so that they can be contacted. There should also be a separate complaint/ suggestion/appreciation box at every station where the feedback of the passengers can be obtained and perused by a senior officer. This will surely help in maintaining relations between the service providers(RPF) and service receiver (passengers) – **Harvinder Singh**