



Ministry of Railways

Helpline for Railway Passengers

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All India Passenger Security Helpline No. 182 is operational at each of the Divisional Security Control Rooms of Railway Protection Force (RPF) over Indian Railways. It is monitored 24X7 by RPF staff. On receipt of call from a passenger in distress at Divisional Security Control Room having jurisdiction, all relevant information like nature of complaint, location of train/passenger etc. is obtained and required assistance is immediately provided to the passenger either through train escorting staff, if the train is escorted or at the next stopping station where RPF or GRP is available. Besides, the details of complaint/grievance in which action of Police or other departments of Railways is required, are disseminated as soon as possible for necessary action. Feedback is taken from the passenger by the attending RPF staff to assess the quality of assistance provided to the passenger. Since inception of Security Helpline No. 182, a total of 37882 passengers have been provided assistance upto November, 2017.

This Press Release is based on the information given by the Minister of State for Railways Shri Rajen Gohain in a written reply to a question in Lok Sabha on 27.12.2017 (Wednesday).

AKS/MKV/DK

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