

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No. 2021/Sec(CCB)/Train Escorting

New Delhi, Dated: 02.11.2021

**The Principal Chief Security Commissioners/RPF
All Zonal Railways, RPSF, Metro Rail/ Kolkata & KRCL,
All Production Units, CORE, Const, RDSO,
Director/JR RPF Academy/LKO &
Director/ RPF Training Centre, MLY & KGP**

(SECURITY CIRCULAR No. 07/2021)

Sub:- Guidelines on Train Escorting.

Ref:- Directive No. 33 dated 20.11.2014 & Security Circular No. 06/2021 dated 27.09.2021.

In continuation to the Directive-33 & Security Circular No. 06/2021, following guidelines are issued for enhancing the effectiveness of Train Escorting by RPF:-

1. Train Escort parties should comprise of a proper combined strength of male & female RPF/RPSF personnel, to the extent possible.
2. The RPF/RPSF personnel deployed for train escort (passenger, mail/Exp. Trains) should be instructed to be active during escort and should interact with at least 5 to 6 passengers in each coach with due social courtesies. Escort staff may be briefed properly not to disturb passenger who are sleeping or engaged in some activity needing privacy. The same passenger may not be disturbed again and again. The escort staff must be courteous while interacting with passengers. Only lady RPF staff may interact with lady passengers.
3. PCSCs should devise a mechanism to crosscheck and ensure the alertness of escort party staff and the fact that they are actually interacting with passengers.
4. Escort parties may be directed to collect feedback from passengers in such a manner that all the coaches of the escorted train are covered and should submit the feedback forms at posts where they dismount from duty.
5. Concerned Post Commander should forward all the feedback forms to Sr.DSC/DSC next day with his remarks, if any.
6. Sr.DSC/DSC should analyse the feedback collected from passengers and take suitable corrective action to improve overall performance of escort and to instil sense of security among rail users. A brief summary of feedbacks received during the month may be sent to PCSCs for further action at their ends.

7. PCSCs may also analyse the feedback received from passengers on regular intervals and instruct their field formations accordingly.
8. Staff deployed in train escort may be provided with Body Worn cameras.

These instructions are not exhaustive and PCSCs may issue further guidelines depending upon the local requirements to ensure better and secure environment for travelling passengers.


(Sanjay Chander)
DG/RPF