

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.

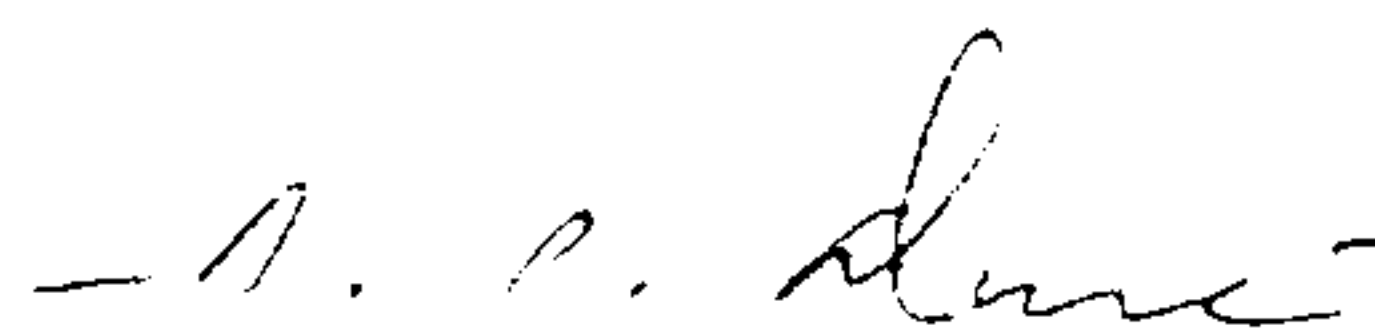
4. On the basis of a study conducted by Department of Administrative Reforms and Public Grievances, in 1991, a simplified procedure for accepting the report of the passenger in the running train by Railway staff was devised. It was envisaged that standardised, and printed form of FIR will be available 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 as Annexure I. However, in spite of clear instructions on the subject, the system has not 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 a 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 ASC/DSC 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) 20.5.1997
DG/RPF

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

