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No. 97-Sec(Spl.)/6/14

Dated: 1-8-1997

To

The Chief Security Commissioners,  
All Indian Railways.

Sub: Setting up of RPF Assistance Posts  
in important railway stations.

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Please refer to my telephonic discussion on the above subject on 31-7-1997. I am sending herewith Standing Order No.36 on the above subject.

2. The implementation of this Standing Order will be in two phases.

3. In the first phase, RPF Assistance Posts will be opened in railway stations situated in the Hqrs. of all ASCs/DSCs. They will be personally held responsible for setting up the Posts before 15th August, 1997.

4. Please ensure that the RPF personnel operate these posts with a spirit of public service and bring a good name to the RPF.

DA/As above.

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No. 97Sec. (Spl.)/6/14

Dated: 31-7-1997

STANDING ORDER NO.36

To

The Chief Security Commissioners,  
All Indian Railways.

Sub: Setting up of RPF Assistance Posts in  
important railway stations.

- (1) The RPF Assistance Posts will be located in platform No.1. On other platforms; boards may be put up directing the public in need of RPF assistance to platform No.1.
- (2) The Post should be slightly elevated from the platform level to make it visible.
- (3) A double sided board should be suspended from the ceiling opposite to the Post indicating the location of the Post.
- (4) Smart, intelligent and friendly RPF personnel who are eager to help the travelling public should be carefully selected and posted. They should be able to speak more than one language.
- (5) The personnel manning the Post should have all possible information that passengers may ask for, e.g. arrival and departure of trains on various platforms, delays, facilities available at the railway station, names and telephone Nos. of railway functionaries at the location, trains available to reach places in different directions, city bus routes, approximate fares for taxis and auto rikshas, doctors/hospitals/pharmacies in the neighbourhood, hotels and lodges etc. Other items of information may be added as per local requirements.

(6) In all circumstances, the RPF personnel should be courteous and helpful to the public.

- (7) The Assistance Post should be equipped with First Aid kit, portable Search Light, a collapsible stretcher and a portable fire extinguisher. The personnel should be trained in using the equipment.
- (8) The Mission Statement of RPF should be displayed in Hindi and regional language at the Post in a prominent manner.
- (9) If there is a Tourist Information Counter, their function need not be duplicated.
- (10) If there is already any "May I Help You" counter operated by railways or GRP, we may integrate the RPF also into it. If the GRP are not operating a booth, we may invite them to depute their personnel also.
- (11) Wherever the train traffic does not require round-the-clock manning of the Post, there should be a board indicating during what periods the Post will be open. The Post should never be left unmanned during these periods.
- (12) One of the important responsibilities of the RPF Assistance Post will be to accept complaints of theft of passengers' baggage from trains or platforms. These complaints should be accepted and passed on to the RPF Post Commander who will take action as per Standing Order to get them registered by GRP.
- (13) A Railway telephone should be got installed in the Post. When Walkie Talkie systems are introduced, the Post also should be supplied with the equipment. The RPF personnel should also be resourceful enough to make use of the available P.A. system to inform the public or to summon help/reinforcements.
- (14) RPF personnel detailed for this duty should also keep an alert watch for beggars, unauthorised hawkers, towel-spreaders, urchins etc. entering into the station and pass on the information to the RPF Post for immediate action against them.
- (15) They should also keep a watch for suspicious looking persons who will be liable for crimes inflicted by them. Such persons should be reported to the RPF Post and pass on their details to the RPF Post for immediate action against them.

(16) The number and rank of personnel to be posted should be decided according to the traffic passing through the station. It shall be the responsibility of the DSC/ASC concerned to ensure successful and effective functioning of the Post. Their performance with regard to facilitation of passengers will be judged on the basis of the functioning of the Post as well as initiative taken by them to remove unauthorised hawkers, beggars, towel-spreaders and trespassers into reserved compartments. A mention may be made in their ACR for the current year regarding their performance in these two areas also apart from security of railway property.

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

*A. P. Durai*  
(A.P. Durai) 1.8.19  
Director General/RPF