

No.98 - Sec (Spl.)/200/11 :: New Delhi , dated: 15/17 - 4 - 1998

**STANDING ORDER No. 54**

The Chief Security Commissioners, All Indian Railways.  
The CSC/RPSF, Railway Board

**Sub: Arranging medical aid to injured railway passengers -- Duty of RPF personnel .**

1. Instances have come to notice where there has been inordinate delay in rendering medical aid to passengers who have been injured by fall from trains or due to other causes. In some cases, grievously injured passengers have lost their lives while waiting to be taken to the hospitals.
2. There is tendency to refer such cases first to the GRP who might insist on written complaints before attending to the injured passengers. It is often forgotten that immediate medical aid to the injured passengers should be our upper - most priority. Any railway functionary or any citizen should, on humanitarian considerations, rush the injured passengers to the nearest doctor or hospital. But since no one wants to take the responsibility, it is often passed on to some - one else.
3. The Railway Protection Force has already been vested with the responsibility to promote the safety and security of the traveling public on the Indian Railways vide Standing Order No. 20. They have also set up RPF Assistance Posts in all important railway stations in accordance with Standing Order No. 36. Further duties have been given to them in Standing Order No. 29 ( Action against undesirable elements) S.O.No. 34 ( Role of RPF in railway accidents and calamities ) and S.O.No. 39 (Acceptance of FIRs from passengers ).
4. As an extension of these passenger - friendly activities of the RPF, it is directed that wherever RPF personnel are present in railway stations or running trains they should take personal responsibility to get injured persons admitted to hospital. If necessary, they should arrange hired transport, obtain a bill and submit it to their officers for re - imbursement. If the injured passengers are accompanied by friends, colleagues or members of the family, RPF personnel should render necessary help to them to go to the nearest doctor or hospital.
5. After admission of the passenger to the hospital, the concerned RPF personnel should give a report to the GRP for appropriate legal formalities.
6. Wherever there is an RPF Assistance post, the personnel detailed on duty should be entrusted with this responsibility. In other places, the individual RPF Constable or officer present should accept this as a duty and provide immediate assistance to injured passengers.
7. This Standing Order should be translated into regional languages, put on Notice Boards and explained to all RPF personnel.
8. Copies of the S.O may also be sent to all G.Ms, PHODs, DRMs and Station Masters for their information.

**A.P.DURAI**  
DG/RPF  
RAILWAY BOARD