

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:311
ANSWERED ON:24.11.2005
RAIL ALERT SYSTEM
Sugavanam Shri E.G.

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the `Rail Alert` system has been introduced in all the trains passing through Tamil Nadu and Kerala;
- (b) if so, the salient features thereof;
- (c) whether the Government proposes to introduce the system in all trains passing through other parts of the country; (d.) if so, the time by which the system is likely to be introduced; and
- (e) if not, the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

- (a) Yes, Sir. Rail Alert System has been introduced by the Government Railway Police, Kerala in all the trains passing through Kerala only.
- (b) Government Railway Police, Kerala has started a help line, `Rail Alert Service`, first of its kind, for the Railway commuters on 02.08.2005. This service has been of great help to the commuters. As soon as information is received regarding any complaint, the Control Room alerts the field officers and the concerned Railway Police Officers, so that necessary help can be rendered to the complainant in the running trains or platform within no time. Feed back is also given to the complainant about the action taken by Railway Police and the complainant's opinion on the Police action. The system is functioning round the clock.
- (c) No, Sir.
- (d) Does not arise.
- (e) Inspector General, Railway, Chennai (Tamil Nadu) is making special alert and bandobust arrangements in case any intelligence is received on any specific matter and during special days.