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RRCB.09/2019



**GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)**

CPO (x)
RCPD

25/9

No.2019/E(RRB)25//56

Dated 20.09.2019

General Manager(P)
All Indian Railways, PUs, RDSO, CORE
(As per standard list)

Chairperson
All Railway Recruitment Boards

Sub: - JPO between RRB and RPF regarding utilization of security
Helpline No.182 for reporting cases of touting/mal-practices

A copy of the Joint Procedure Order(JPO) between RRB and RPF on utilization of Security Helpline No.182 for reporting cases of touting/mal-practices during recruitment by various RRBs has been circulated by the Security Dte. of Railway Board vide their letter No. 2019/Sec(Spl)/200/34 dated 17.09.2019.

2. A copy of the aforesaid Security Dte. letter dated 17.09.2019 and the JPO is enclosed for necessary action at your end.

3. The Railways/PUs/RRBs may please give wide publicity to the Security Helpline No.182 as a 24X7 channel through which the candidates may report their grievances regarding exploitation by touts or other malpractices during the RRB examination.

DA: as above

Anil
Wason

Digitally signed
by Anil Wason
Date: 2019.09.20
16:08:33 +05'30'

Copy to: Principal Chief Personnel Officers
All Indian Railways, PUs, RDSO, CORE (As per standard list)

29/9

भारत सरकार / GOVERNMENT OF INDIA
रेल मंत्रालय / MINISTRY OF RAILWAYS
(रेलवे बोर्ड / RAILWAY BOARD)

No. 2019/Sec(Spl)/200/34

New Delhi, dated:17.09.2019

The Principal Chief Security Commissioner/RPF,
All Zonal Railways & KRCL

Sub: JPO between RRB and RPF regarding utilization of security helpline 182
for reporting cases of touting/malpractices during recruitment by various
RRBs.

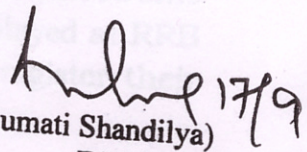
Several complaints of touts interfering in the process of railway recruitment and exploiting candidates for their illegal earnings are being reported from across the country. They are adopting different modus operandi like collusion with examination centre employee, misguiding candidates regarding their clout etc. and indulge in extorting money from them. The candidates, as of now, do not have any channel where they may report their grievances in real time regarding exploitation by these touts. They are generally hesitant in approaching police or RRB officials and therefore, many cases of touting go unreported and therefore, unpunished.

2. Therefore, a JPO has been finalized and signed by RPF and RRB so that helpline 182 can be properly utilized and the grievances of candidates received through this helpline is responded to promptly and effectively.

3. A copy of JPO jointly signed by RPF and RRB is enclosed for necessary action.

This issues with approval of DG/RPF & EDE(RRB).

DA: As above


(Sumati Shandilya)
DIG/MAC
Railway Board

JPO between RRB and RPF regarding utilization of security helpline 182 for reporting cases of touting/malpractices during recruitment by various RRBs

Several complaints of touts interfering in the process of railway recruitment and exploiting candidates for their illegal earnings are being reported from across the country. They are adopting different modus operandi like collusion with examination centre employees, misguiding candidates regarding their clout etc. and indulge in extorting money from them. The candidates, as of now, do not have any channel where they may report their grievances in real time regarding exploitation by these touts. They are generally hesitant in approaching police or RRB officials and therefore, many cases of touting go unreported and therefore, unpunished.

2. EDE (RRB) suggested utilization of passenger Security Helpline 182 for receiving complaints from candidates about mischief of touts. This JPO is being issued jointly by RRB and RPF to finalise the modalities so that helpline 182 can be properly utilized and the grievances of candidates received through this helpline is responded to promptly and effectively.

3. **Publicity:**

RRB will take necessary action to give wide publicity to the helpline 182 as a 24x7 channel through which the candidates may report their grievances regarding exploitation by touts or other malpractices during the RRB examination. The publicity would be three pronged covering print, electronic and social media. In addition, banners and posters will be displayed at RRB offices and examination centres informing the candidates to register their grievance through helpline 182.

4. **Registration:**

A separate register will be maintained at the 182 desk by the RPF manning the 182 helpline to register the grievance. The details of grievance shall be recorded in the following columns:

- (i) Name of candidate
- (ii) Father's name
- (iii) Address
- (iv) Email account if any
- (v) Mobile number
- (vi) Name of examination in which he appeared/is appearing
- (vii) Post applied for
- (viii) Roll number

- (ix) Name of RRB
- (x) Centre of examination
- (xi) Date of exam
- (xii) Name of suspect (tout) and his associates
- (xiii) Detail of grievance
- (xiv) Amount of money extorted
- (xv) Name of any other victim and their mobile numbers
- (xvi) Any other information

The candidate will be given a registration number as proof of registration of his complaint

5. **Intimation and response**

The complaint will be followed up by the 182 operator informing the Inspector in charge /RPF having jurisdiction to get in touch with the complainant and in case a criminal case is made out, help him lodge an FIR with the police station having jurisdiction. In addition, the IPF in charge will make efforts to apprehend the tout in coordination with police having jurisdiction. Intimation of the complaint received will also be shared with the RRB control room.

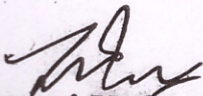
The complaint will be followed up by the Sr.DSC concerned with his counterpart of district/city police till the matter taken to its logical conclusion.

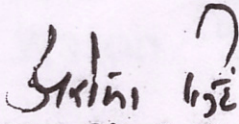
6. **Feedback:**

A feedback of action taken will be given to the complainant from time to time.

7. **Report:**

A weekly report of complaints received and action taken on them will be sent to concerned RRB chairman with a copy marked to PCSC of the zone.


(Angaraj Mohan)
EDE (RRB)
Railway Board


(Aroma Singh Thakur)
DIG/RS
Railway Board