



# NATIONAL RAILWAY PASSENGER SAFETY PROGRAMME

Protecting Every Passenger • Promoting Responsible Travel • Building Public Confidence

A National Safety-Awareness Initiative of the All India Rail Safety Council (AIRSC)



A NATIONAL COMMITMENT TO PASSENGER PROTECTION

## DOOR-TO-DOOR SAFETY PERSPECTIVE



SAFE INFRASTRUCTURE + TRAINED PERSONNEL + RESPONSIBLE PASSENGERS

USE AUTHORISED ROUTES • NEVER CROSS RAILWAY TRACKS • RESPECT SAFETY INSTRUCTIONS



SAFE • ACCESSIBLE • DIGNIFIED • INFORMED



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# NATIONAL RAILWAY PASSENGER SAFETY PROGRAMME

**PLATFORM • BOARDING • JOURNEY • CHILD SAFETY**

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## PLATFORM SAFETY & CROWD MANAGEMENT



- Stay behind the yellow line
- Follow instructions of staff
- Use designated entry/exit points
- Keep the platform orderly



## SAFE BOARDING & ALIGHTING



- Allow others to alight first
- Board only after a complete stop
- Use handrails; mind the gap
- Keep doorways clear



## SAFETY DURING THE JOURNEY



- Secure your luggage
- Keep aisles and doorways clear
- Do not lean out of windows
- Follow safety instructions



## PROTECTION OF CHILDREN & YOUNG PASSENGERS



- Keep children close
- Supervise at all times
- Teach safe railway behaviour
- Report suspicious activity



**STAY BEHIND  
THE YELLOW LINE**



**FOLLOW  
QUEUES**



**WAIT FOR A  
COMPLETE STOP**



**KEEP AISLES  
CLEAR**



**NEVER ENTER  
THE TRACK AREA**



**NEVER BOARD OR LEAVE  
A MOVING TRAIN**



**NEVER TRAVEL ON  
FOOTBOARDS**



**SEE SOMETHING  
SAY SOMETHING**

REPORT SMOKE • DAMAGED EQUIPMENT •  
UNATTENDED OBJECTS • UNSAFE BEHAVIOUR •  
MEDICAL EMERGENCIES



KEEP CHILDREN CLOSE • SUPERVISE  
CONTINUOUSLY • TEACH SAFE RAILWAY  
BEHAVIOUR



YOUR AWARENESS • YOUR ACTION  
OUR SAFETY • OUR RESPONSIBILITY

# SAFE ACTIONS PROTECT LIVES

ALL INDIA RAIL SAFETY COUNCIL



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DIGITAL  
INDIA



MAKE IN INDIA



SKILL  
INDIA



SUSTAINABLE &  
GREEN MOBILITY



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# NATIONAL RAILWAY PASSENGER SAFETY PROGRAMME

SAFE • ACCESSIBLE • DIGNIFIED • HEALTH-PREPARED TRAVEL

Protecting Every Passenger • Promoting Responsible Travel • Building Public Confidence

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**SAFETY & DIGNITY  
OF WOMEN PASSENGERS**

RESPECT PERSONAL DIGNITY • REPORT HARASSMENT OR  
SUSPICIOUS BEHAVIOUR THROUGH AUTHORISED CHANNELS



**SENIOR CITIZENS &  
PASSENGERS REQUIRING  
ASSISTANCE**

REQUEST AUTHORISED ASSISTANCE • ALLOW ADEQUATE TIME •  
SUPPORT WITHOUT COMPROMISING INDEPENDENCE



**MEDICAL ASSISTANCE &  
PUBLIC-HEALTH  
PREPAREDNESS**

REPORT EARLY • DO NOT CROWD • PROVIDE ACCURATE  
INFORMATION • FOLLOW TRAINED RESPONDERS



**WELL-LIT  
SAFE SPACES**



**VISIBLE  
HELP POINTS**



**BARRIER-FREE  
ACCESS**



**DIGNIFIED  
ASSISTANCE**



**FIRST AID &  
RAPID RESPONSE**



**HYGIENE • WATER •  
SANITATION**

**EVERY PASSENGER DESERVES SAFETY, RESPECT AND CARE**



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# NATIONAL RAILWAY PASSENGER SAFETY PROGRAMME

## FIRE • TRACK • METRO • SECURITY

Protecting Every Passenger • Promoting Responsible Travel • Building Public Confidence

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### FIRE & LIFE SAFETY



- ✓ NO INFLAMMABLES
- ✓ NO SMOKING
- ✓ KEEP EXITS CLEAR
- ✓ FOLLOW AUTHORISED EVACUATION



### LEVEL-CROSSING & TRACK SAFETY



- ✓ USE AUTHORISED CROSSINGS
- ✓ OBEY BARRIERS & SIGNALS
- ✓ NEVER TRESPASS
- ✓ NO UNSAFE PHOTOGRAPHY



### METRO & SUBURBAN RAILWAY SAFETY



- ✓ QUEUE RESPONSIBLY
- ✓ LET PASSENGERS EXIT FIRST
- ✓ DO NOT BLOCK DOORS
- ✓ FOLLOW PLATFORM INDICATORS



### PASSENGER SECURITY & PERSONAL VIGILANCE



- ✓ REPORT UNATTENDED BAGGAGE
- ✓ PROTECT BELONGINGS
- ✓ VERIFY OFFICIAL SERVICES
- ✓ NEVER SHARE OTP OR BANKING DETAILS



## NO SHORTCUT IS WORTH A HUMAN LIFE



SEE SOMETHING SUSPICIOUS? DO NOT TOUCH—INFORM AUTHORISED RAILWAY OR SECURITY PERSONNEL

## ALERT PASSENGERS • SAFER JOURNEYS

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# NATIONAL RAILWAY PASSENGER SAFETY PROGRAMME

DIGITAL SAFETY • EMERGENCY RESPONSE • ACCESSIBLE INFORMATION • INNOVATION

Protecting Every Passenger • Promoting Responsible Travel • Building Public Confidence  
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FAKE WEBSITE



PHISHING LINK



UNAUTHORISED APP



HEARING LOOP

SIGN LANGUAGE

BRAILLE / TACTILE

EXIT

EMERGENCY DRILL  
PLEASE FOLLOW  
INSTRUCTIONS

STAND BEHIND THE YELLOW LINE

PUT THE PHONE DOWN  
NEAR TRACKS, PLATFORM  
EDGES, ESCALATORS AND  
BOARDING AREAS

## DIGITAL SAFETY & RESPONSIBLE TECHNOLOGY USE



USE OFFICIAL PORTALS •  
VERIFY APPS • USE SECURE  
PAYMENTS • PROTECT  
PERSONAL & FINANCIAL  
INFORMATION

## EMERGENCY PREPAREDNESS & PASSENGER RESPONSE



STAY CALM • FOLLOW  
AUTHORISED INSTRUCTIONS •  
KEEP EXITS CLEAR •  
DO NOT SPREAD  
UNVERIFIED INFORMATION

## PASSENGER COMMUNICATION & ACCESSIBLE INFORMATION



CLEAR • ACCURATE •  
TIMELY • MULTILINGUAL •  
ACCESSIBLE

## RESEARCH, TECHNOLOGY & PASSENGER-SAFETY INNOVATION



AI • VIDEO ANALYTICS •  
CROWD MONITORING •  
ACCESSIBLE NAVIGATION •  
DIGITAL TWINS •  
CONTROL CENTRES



USE OFFICIAL  
CHANNELS



VERIFY BEFORE  
YOU TRUST



SECURE YOUR  
PAYMENTS



PROTECT YOUR  
INFORMATION



STAY ALERT



KNOW YOUR  
EXITS



ASSIST OTHERS



FOLLOW  
INSTRUCTIONS



HUMAN-CENTRED • CYBERSECURE • PRIVACY-AWARE • RELIABLE • PROFESSIONALLY SUPERVISED



**DIGITAL CONVENIENCE MUST NEVER  
COMPROMISE PHYSICAL SAFETY**



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## AN INTEGRATED PASSENGER-PROTECTION FRAMEWORK

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CAMPAIGNS • STATION ACTIVITIES • SCHOOLS & COLLEGES • SEMINARS • DIGITAL LEARNING • COMMUNITY WORKSHOPS

INFRASTRUCTURE + TECHNOLOGY + TRAINED PERSONNEL + PUBLIC AWARENESS + RESPONSIBLE BEHAVIOUR

FEWER PREVENTABLE INCIDENTS • SAFER PASSENGER BEHAVIOUR • STRONGER PROTECTION • GREATER PUBLIC CONFIDENCE

RESPECT THE RULES • REMAIN ALERT • SUPPORT FELLOW PASSENGERS • REPORT RISKS PROMPTLY • TRAVEL RESPONSIBLY

**EVERY PASSENGER MATTERS • EVERY JOURNEY MUST BE SAFE**

**SAFE PASSENGERS • SAFE JOURNEYS • SAFE RAILWAYS • STRONG INDIA**

**ALL INDIA RAIL SAFETY COUNCIL**

RAILWAYS—THE LIFELINE OF OUR NATION

SAFETY FIRST • SAFETY ALWAYS



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