

16/2/22

Corrigendum to letter No. 2018/LM (PA)/03/06, dt.09.04.2018

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

No. 2018/LM (PA)/03/06

New Delhi, Dated: 14.02.2022

The General Manager(s), All Zonal Railways

Sub: Comprehensive instructions for provision of Passenger Amenities and user facilities at stations.

Ref: Board's letter no. 2018/LM (PA)/03/06, dt.09.04.2018

Please refer to this office letter of even number dated 09.04.2018 stipulating the comprehensive instructions for provision of Passenger Amenities and user facilities at stations.

2. Suggestions were received from Zonal Railways for amendment in various paras w.r.t the discrepancies noticed in the Comprehensive instruction issued vide above referred letter.

3. Considering the traffic volume and expectations of the travelling public, competent Authority has decided to review the existing policy. The modifications/additions/deletions made in the existing policy are as under:

| Item no. | Para | Existing Policy Para | Modified Para |
|----------|----------------|--|--|
| i | Para 3.2 (iii) | <p>Foot Over Bridge and High level Platform are included in Minimum Essential Amenities (MEA) for all categories of stations on broad gauge. Priority will be accorded to the higher category station over lower category station while sanctioning and executing the work of raising the height of platform and provision of FOB. No work of raising the platform to medium level shall be taken up henceforth. All existing sanctioned works for raising the height of platform from rail/low level shall be made to high level.</p> | <p>Foot Over Bridge and High level Platform are included in Minimum Essential Amenities (MEA) for all categories of stations on broad gauge. Priority will be accorded to the higher category station over lower category station while sanctioning and executing the work of raising the height of platform and provision of FOB. No work of raising the platform to medium level shall be taken up henceforth. All existing sanctioned works for raising the height of platform from rail/low level shall be made to high level.</p> |



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| | | <p>disabilities, a ramped subway shall be considered as the first and the most preferred means of accessibility followed by a second alternative of an FOB with ramp, wherever feasible. First preference shall be given to dog legged ramp (1:12 slope) on FOB. Wherever future augmentation of platforms and number of lines or double decker operations are envisaged, the ramped subway may be explored as first preference. New Passenger Terminals to be developed may be designed with subways with escalators instead of FOB.</p> <p>Hence, attempt should be made to provide Subways/FOBs at all categories of stations in a phased manner according to priority. Subways/FOBs are to be provided at NSG/1-5 and SG/1-3 category stations and non-provision of the same at these stations may be treated as deficiency under MEA. However, non-provision of Subways/FOBs at NSG-6 & HG/1-3 category stations may not be regarded as deficiency under MEA.</p> |
| ii | Para 4 of the covering letter | <p>These are broad guidelines for providing passenger amenities at stations. However, GMs/DRMs may make need based modification duly recording the justification thereof.</p> <p>These are broad guidelines for providing passenger amenities at stations. However, GMs/DRMs may make need based modification in design duly recording the justification thereof for the quantum of facilities envisaged in these comprehensive instructions including stations where running of double stack containers are involved.</p> |

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| iii | Para 8.2 | <p>Design of FOBs should be standardized (especially the width) for the stations based on the footfall (at least 6 m wide). FOBs with both stairs and ramp facility should be provided to make them accessible for senior citizens and persons with physical disability as well as ease of self carrying trolley bags. The category of station and length of shelter is indicative and the exact dimension should be as per the requirement of the station.</p> <p>Escalators, wherever permissible, shall be provided for all platforms at a station both for upward and downward direction. Additional FOB, if justified shall be provided with escalators subject to availability of fund and priority in terms of category of station.</p> | <p>FOB should be preferably 20 feet wide at NSG/1-3 and SG-1 category stations where feasible. For other category of stations, Zonal Railways may decide upon the width of FOB based on the feasibility and requirement. Handrails shall be provided as per design.</p> |
| iv | Para 9 | <p>9.1 As per extant instructions, Short term facilities, consisting of following 7 items are to be provided at all stations:-</p> <ul style="list-style-type: none">(i) Provision of standard ramp with railing for barrier free entry.(ii) Earmarking atleast two parking lots for vehicles used by disabled persons(iii) Provision of non-slippery walkway from parking lot to building(iv) Provision of signage of appropriate visibility(v) Provision of at least one drinking water tap suitable for use by a disabled person.(vi) Provision of at least one toilet on ground floor(vii) "May I Help You" booth. <p>(Detailed drawings/guidelines for the above were laid down in RDSO's report of Nov.1998. circulated under Board's letter No.96/LM(B)/2/404 Dt.30.12.1998)</p> <p>9.2 As per extant instructions, long-terms facility, comprising of following 2 items are to be provided:</p> <ul style="list-style-type: none">(i) Provision of facility for inter- | <p>For provision of Amenities for Divyangjan (PwDs) at stations, Harmonized guidelines for standards of accessibility & provision of facilities for Persons with Disabilities (Divyangjan) in Indian Railway issued vide Board's letter No. 2019/Stn.Dev.-I/03/06/Policy/PwDs dated 12.02.2020 as amended from time to time may be referred.</p> |

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| | | <p>platform transfer</p> <p>(ii) Engraving on edges of platforms</p> <p>Above facilities are to be provided at NSG/1-4 category stations.</p> <p>Policy on provision of amenities to Divyangjan (PWD) at stations will be issued separately.</p> <p>9.4 Regarding inter-platform transfer, provision of 1 in 12 ramps/lifts to existing FOBs/Subways may not be feasible as a general solution. This facility has to be mainly provided through pathways at the end of platforms for disabled passengers, on wheelchairs (to be provided free of cost), duly escorted by coolies (on payment), as per present practice. Accordingly, pathways at platform ends, wherever not existing presently, should be provided in a time bound manner, beginning with NSG/1-4 category stations. Moreover, these should be properly provided with precast CC/paver blocks at track crossings etc and laid to accurate level, to ensure a smooth ride for Persons with Disabilities (PWDs) on wheel chairs, without need for lifting at any stage. The other long-term facility, viz., engravings on platform edges may also be taken up progressively beginning with NSG/1-4 category stations. New passenger terminals to be developed shall be designed with subways with escalators instead of foot over bridges.</p> | |
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| V | I. Annexure III-A (Item No.10) | Station Category | | | | | | | | Station Category | | | | | | | |
|---|--|------------------|--------------|--------------|--------------|--------------|-----|-----|-----|------------------|--------------|--------------|-----|-----|-----|-----|-----|
| | | S.N | Amen ties | NSG | NSG | NSG | NSG | NSG | NSG | NSG | NSG | NSG | NSG | NSG | NSG | NSG | NSG |
| | | | | 1 | 2 | 3 | 4 | 5 | 6 | 1 | ⑧⑧ | 1 | ⑧⑧ | 1 | ⑧⑧ | 1 | ⑧⑧* |
| | | 10 | FOB | 1 with cover | 1 with cover | 1 with cover | 1 | ⑧⑧ | 1 | 1 with cover | 1 with cover | 1 with cover | 1 | ⑧⑧ | 1 | ⑧⑧* | |

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| | | <p>⑧ - Foot over-bridges shall be provided at all stations with more than one platform during doubling/gauge conversion wherever the same are not available.</p> | <p>⑧ - Foot over-bridges shall be provided at all stations with more than one platform during doubling/gauge conversion wherever the same are not available.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----|-----------------------------------|--|---|---------|------------------|------------------|--|-----|-----|-----|-----|-----|------|---|---|---|-----|---------|------------------|--|--|-----|-----|-----|---|-----|----|----|----|
| | II. Annexure-III-C (Item No.6) | <table border="1"> <thead> <tr> <th rowspan="2">S.N</th> <th rowspan="2">Amenity</th> <th colspan="3">Station Category</th> </tr> <tr> <th>HG1</th> <th>HG2</th> <th>HG3</th> </tr> </thead> <tbody> <tr> <td>6</td> <td>FOB</td> <td>1</td> <td>1</td> <td>1</td> </tr> </tbody> </table> | S.N | Amenity | Station Category | | | HG1 | HG2 | HG3 | 6 | FOB | 1 | 1 | 1 | <table border="1"> <thead> <tr> <th rowspan="2">S.N</th> <th rowspan="2">Amenity</th> <th colspan="3">Station Category</th> </tr> <tr> <th>HG1</th> <th>HG2</th> <th>HG3</th> </tr> </thead> <tbody> <tr> <td>6</td> <td>FOB</td> <td>⑧*</td> <td>⑧*</td> <td>⑧*</td> </tr> </tbody> </table> | S.N | Amenity | Station Category | | | HG1 | HG2 | HG3 | 6 | FOB | ⑧* | ⑧* | ⑧* |
| S.N | Amenity | Station Category | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | HG1 | HG2 | HG3 | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | FOB | 1 | 1 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | |
| S.N | Amenity | Station Category | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | HG1 | HG2 | HG3 | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | FOB | ⑧* | ⑧* | ⑧* | | | | | | | | | | | | | | | | | | | | | | | | | |
| vi | Annexure II-C & III-C | <p>Annexure II-C & III-C stipulates for Minimum Essential Amenities and norms of MEA at various categories of Halt Stations.</p> | <p>[⑧* - a ramped subway shall be considered as the first and the most preferred means of accessibility followed by a second alternative of an FOB with ramp, wherever feasible, at all stations with more than one platform during doubling/gauge conversion wherever the same are not available. First preference shall be given to dog legged ramp (1:12 slope) on FOB. Wherever future augmentation of platforms and number of lines or double decker operations are envisaged, the ramped subway may be explored as first preference.</p> <p>Fans have been included in Minimum Essential Amenities for HG-1 category halt stations. Hence, fans are to be provided in HG-1 halt (as per existing categorization) as Minimum Essential Amenities. This has been included in Annexure II-C & III-C as item No.10</p> <p>Annexure -II- C (10th row added)</p> <table border="1"> <thead> <tr> <th rowspan="2">S.N</th> <th rowspan="2">Amenities</th> <th colspan="3">Station Category</th> </tr> <tr> <th>HG1</th> <th>HG2</th> <th>HG3</th> </tr> </thead> <tbody> <tr> <td>10</td> <td>Fans</td> <td>1</td> <td>-</td> <td>-</td> </tr> </tbody> </table> | S.N | Amenities | Station Category | | | HG1 | HG2 | HG3 | 10 | Fans | 1 | - | - | | | | | | | | | | | | | |
| S.N | Amenities | Station Category | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | HG1 | HG2 | HG3 | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | Fans | 1 | - | - | | | | | | | | | | | | | | | | | | | | | | | | | |

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Annexure III-C (10th row added)

| S.N | Ameni ties | Station Category | | |
|-----|---------------|------------------|-----|-----|
| | | HG1 | HG2 | HG3 |
| 10 | Fans | 1 | - | - |

4. All other details of the instructions issued vide above referred letter will remain unchanged. Necessary action may be taken accordingly.
5. This issues with the approval of Board (MI, M(O&BD) &MF) and concurrence of Finance & Commercial Directorate of Ministry of Railways.
6. Please acknowledge receipt.

14.2.22
(Rakesh Choudhary)
Exec. Director (SD&Trans)
Railway Board

Neeraj Sharma
(Neeraj Sharma)
Exec. Director (Passenger Marketing)
Railway Board

No. 2018/LM(PA)/03/06

New Delhi, Dated: 14.02.2022

Copy forwarded for information and necessary action please to:

- (i) PFAs, All Zonal Railways.
- (ii) The Dy. Comptroller and Auditor General of India (Railways), Room No.224, Rail Bhawan, New Delhi.
- (iii) PCCMs & PCEs, All Zonal Railways

S. Singh

for Member Finance, Railway Board

Copy to:- (i) EDPM, ED/EEM, ED (T&C), ED/Works, EDF(X)-II Railway Board
(ii) F(X)-I, F(X)-II, TG-III, TG-IV, SD-I, Electrical (G) Branches, Railway Board
(iii) MD/IRCON, MD/RVNL, MD/RITES, VC/RLDA

