

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No. 94/LMB/2/175

New Delhi, 24.06.03

The General Manager,
All Indian Railways.

Sub: Comprehensive instructions for provision of Passenger Amenities at Stations including Model Stations.

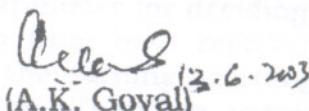
Vide this Office letter No. 94/LMB/2/175 dated 13.9.1999 and 99/TG-IV/10/PA/Model Stn. Dated 10.9.01, detailed guidelines were issued for provision/augmentation of the existing facilities at stations and Model Stations respectively in a planned manner.

Based on the suggestions and views of the Railways, Revised guidelines, in supersession of the guidelines issued earlier vide letters dated 13.09.99 and 10.09.01 referred to above, on the provisions of Passenger Amenities are enclosed.

This issues in consultation with the Finance Directorate of the Railway Board.



(K.K. Gupta)
Exec. Director(Delhi Metro)
Railway Board


(A.K. Goyal)

24.6.2003
Exec. Director(Passenger Marketing)
Railway Board

COMPREHENSIVE INSTRUCTION ON PROVISION OF PASSENGER AMENITIES

1. GENERAL:

- 1.1. With the quickening pace of modernisation now sweeping the country, the Railway travellers today expect much more from the System than they did in the past.
- 1.2. To be able to fulfil this increased expectation on the part of our passengers, it is necessary that we take another look at the quantum of facilities provided at our stations, and lay down certain standards to follow. This is of particular importance in view of the Railways' celebrating 150th year of its inception as the "year of the Passenger Amenities" and commitment made by Hon'ble Minister of Railways in the Parliament to continuously improve Amenities.
- 1.3. While planning for provision/augmentation of stations, due consideration needs to be given to the importance of the station from point of view of passenger traffic. Stations have, therefore, been divided into six categories.

2. CATEGORISATION OF STATIONS:

- 2.1. Stations have been categorised in six categories, i.e. A, B, C, D, E & F depending upon the earnings which is an indicator of the passenger traffic. Criteria for categorisation of stations are enclosed as Annexure 'A'.
- 2.2. All suburban stations have been included in category 'C' in order to accord a higher priority to these stations in view of a large number of passenger using them.
- 2.3. The categorisation shall be reviewed every five years. However, the next review will be carried out in December 2003, based on the earnings of 2002-03 to be worked as per para 2.4 below. The number of stations falling under various categories as per December, 2003 review, would remain static till next review is done after 5 years (i.e Year 2008).
- 2.4. *Annual Passenger Earnings:* This is an important parameter for deciding upon the category of a station. It consists of earnings from both reserved and unreserved passengers. With introduction of PRS, the earning accruing at a PRS center do not reflect the actual usage of the station. Therefore, earnings in respect of reserved passengers should be taken on the basis of Passengers boarding the trains from the station and getting down at the station and the same should be obtained from various PRS centers from where the passengers for that stations is booked. In respect of earnings from unreserved passengers, the data should be collected from the tickets sold, through SPTM, card tickets, etc. The method for calculating earnings from UTS (unreserved ticketing system) for passenger boarding the trains at station would be same as that for PRS.

3. MINIMUM ESSENTIAL AMENITIES:

- 3.1. When a station is constructed, certain minimum amenities should be provided at each category of station. These were earlier termed as basic amenities/infrastructural facilities and will now be called **Minimum Essential Amenities**.
- 3.2. The various types of Minimum Essential Amenities required in each category of station are listed in Annexure 'B' to this letter. Norms for Quantum of Minimum Essential Amenities is prescribed in Annexure 'C'. Availability of

these amenities will have to be ensured. Railways will undertake a survey to confirm availability of the minimum amenities as per the prescribed scale, at all the stations on the basis of passenger traffic at the stations as worked out based on para 2.3. Subsequently, Quinquennial review is to be conducted with respect to availability of minimum essential amenities vis-vis category of stations at that time.

4. RECOMMENDED AMENITIES: Provision of Amenities as per recommended norms.

4.1. The availability of amenities at station as per norms of "Minimum Essential Amenities" (vide Annexure 'B' & 'C') may not be commensurate with the actual passenger traffic dealt at the station. Hence, the requirement of actual amenities based on traffic as per the norms laid down in Annexure 'D' should be worked out and any augmentation based on this, will be known as Recommended Amenities. Further, Recommended Amenities would also include few additional amenities, viz. Bathrooms, water coolers, SPTMs & IVRS.

4.2. Powers of GM of the Railway to review -

In case quantum of amenities as worked out on the basis of norms for Recommended Amenities in Annexure D is less than quantum prescribed for Minimum Essential Amenities in Annexure 'C', the actual quantum of Minimum Essential Amenities to be provided could be reduced, with the approval of GM and Board should be intimated of the same. No further delegation is permitted for such approval.

5. DESIRABLE AMENITIES:

5.1. Desirable amenities are those amenities which are considered desirable to improve customer satisfaction and interface process at the station. The quantum of these amenities would depend upon the category of the station. A comprehensive list of the desirable amenities is given in Annexure 'E'.

5.2. It should be noted that provision of Desirable amenities need not wait for complete provision of the Recommended Amenities. Various amenities out of the list given in Annexure 'E' should be provided based on the need and relative importance of the station.

6. UPGRADED AMENITIES AT MODEL STATIONS:

6.1. For the purpose of upgradation of amenities, some stations have been selected as Model Stations. Such stations would be provided with the level of "Desirable Amenities" specified for the category (as given in Annexure - E).

6.2. The amenities requiring less expenditure should be provided first and completed at all model stations (presently 295) by 31.12.2003 and all amenities as per Annexure E to the extent feasible should be provided by 31.12.2004.

6.3. Wherever amenities listed in Annexure E are available at selected stations, they should be improved in aesthetics and look. This includes furnitures in retiring rooms, booking office etc.

7. DISPLAY OF AVAILABLE AMENITIES

At every category of station, a list shall be displayed in Station Manager/Masters' room showing the quantum of Minimum Essential Amenities which

are required to be provided at that station as per these guidelines vis-a-vis the amenities actually available. The details of other amenities available at the station should also be displayed.

8. AUGMENTATION OF THE EXISTING AMENITIES IN A PLANNED MANNER: PREPARATION OF MASTER PLANS

- 8.1 The Zonal Railways shall immediately carry out a survey of available amenities at stations in relation to those listed in the Annexures.
- 8.2 Drawing from the results of this survey, a list of the Minimum Essential Amenities, Recommended and Desirable Amenities to be provided, should then be separately drawn up station-wise for each route. The Master Plan for each station should show the amenities required.
- 8.3 These lists form the basis for drawing up the Divisional Action plans. Action Plans so formulated, should then be amalgamated into one General Action Plan and inter-se priorities for different works assigned.
- 8.4 Minimum Essential Amenities should be provided first as per the scale at all classes of stations and thereafter at "A", "B" & "C" categories of stations, where most of the traffic is handled. Priority should be given for augmenting amenities at these stations.
- 8.5 Keeping the normal allocation of funds, under the Plan Heads "Passenger Amenities" in view, a time -frame be allocated to each phase of the General Action Plan. Low expenditure amenities items for which funds can easily be earmarked, can be taken up earlier than those requiring heavy outlay even if the latter are higher in the priority. Remaining works should be prioritised in a manner such that, gaps in essential amenities, recommended amenities and desirable amenities are filled up, generally in that order.
- 8.6 Keeping scarcity of resources in view, there should be no attempt to substitute an existing amenity item with alike but more expensive one.
- 8.7 Minimum Essential Amenities as prescribed in annexure 'B' & 'C' (subject to instructions contained in para 4.2 above) shall be provided as part of the concerned plan head at the time of construction of new stations. Elimination of shortfall in Minimum Essential Amenities at existing stations and augmentation of any facility at station shall, however, be charged under Plan Head "Passenger Amenities".

9. OTHER IMPORTANT ASPECTS:

9.1 *Definition of Platform:* Island platform should be treated as single platform for provision of Minimum Essential Amenities. (Circular No. 2000/LMB/2/212 dated 23.06.2000)

9.2 Following aspects over and above the amenities mentioned earlier, should be kept in consideration while upgrading amenities at the stations:

- (i) All toilets should be gradually converted to Pay & Use system.
- (ii) All the signages at the station should be standardised as per the circular issued from Railway Board vide No. 97/TGII/39/11/signages dt. 11.3.99.
- (iii) For location of signages, a plan should be made for each station.
- (iv) All stalls should be made modular and reduced in size as per the Board's circular no. 99/TGIV/10/P/NID dt. 15.3.99
- (v) Efforts should be made to make the stations cooking free and reduce the number of trolleys to minimum.

- (vi) Ban-merries should be provided at A&B class stations.
- (vii) The number of trolleys and catering stalls under the covered shed should be reduced to a minimum.
- (viii) There should be effort to reduce the stalls to the bare minimum and their measure be limited for activities essentially connected with travelling.
- (ix) In the circulating area proper traffic movement flow plan should be made. A green patch should also be developed. Wherever circulation areas are redesigned, altered, or whenever stations are congested, possibility of providing FOB landings directly into circulating area should be examined as it decongests main platforms. There should be proper segregation of incoming and outgoing passengers, wherever considered necessary.
- (x) Automatic vending machines should be encouraged to replace existing vending stalls.
- (xi) The enquiry and Booking Offices should be specially brightened up at all the stations.
- (xii) The illumination at the stations should be improved.
- (xiii) All stations irrespective of their class should be sealed from all direction so that there is specified exit and entry and incidence of unauthorised entrants is reduced, to avoid unnecessary pressure on amenities.

10. MAINTENANCE OF PASSENGER AMENITIES:

- 10.1 It is important to maintain the amenities provided at all the stations in good working order at all times. Maintenance staff shall carry out repairs needed to bring back the amenity to functional order, immediately after receipt of information from the Station Master/Station Manager. Hygiene and cleanliness should be an important activity for day to day monitoring.
- 10.2 General Manager shall arrange to provide adequate imprest with Station masters of stations where Railways maintenance staff is not headquartered, to enable them organise expeditious repairs to small items of passenger amenities such as handpumps/taps, water trolleys, clock, light/fans. Urinal/latrines and furniture at the station.

11.0 PASSENGER AMENITY BOOKLETS:

Additions/Modifications to the passenger amenities available at the stations should be incorporated in the data base & Passenger Amenities Management System (PAMS) and printed in the form of Passenger Amenity Booklets of each division at the end of the financial year. The details of Passenger Amenities available at stations should be updated and sent every year to Board in floppies/E-mail in the format already circulated as well in hard copies.

**CATEGORIES OF STATIONS FOR
PROVISION OF PASSENGER AMENITIES**

S.No.	Category	Criteria
1.	A	Non-suburban stations with an annual passenger earnings of Rs. 6 crore and above
2.	B	I. Non suburban stations with an annual passenger earnings between Rs. 3 crore to Rs. 6 crore II. Stations of tourist importance, or an important junction station (to be decided by G.M.)
3.	C	All suburban stations
4.	D	Non suburban stations with passenger earnings between Rs. 1 and Rs. 3 crore
5.	E	Non suburban stations with passenger earnings less than Rs. 1 crore
6.	F	Halts

Note: Annual Passenger Earnings at the station for the purpose of the amenities shall be worked out as per para 2.4 of the instructions.

MINIMUM ESSENTIAL AMENITIES AT EACH CATEGORY OF STATION

S.No.	Amenities	STATION CATEGORY					
		A	B	C	D	E	F
1.	Booking Facility	Yes	Yes	Yes	Yes	Yes	Yes
2.	Drinking water** Piped/Hand Pump	Yes	Yes	Yes	Yes	Yes	Yes
3.	Waiting hall/Shed	Yes	Yes	Yes	Yes	Yes	Yes
4.	Seating arrangement	Yes	Yes	Yes	Yes	Yes	-
5.	Platform shelter Shady trees	Yes	Yes	Yes	Yes	-	-
6.	Urinals	Yes	Yes	Yes	Yes	Yes	-
7.	Latrines	Yes	Yes	Yes	Yes	Yes	-
8.	Platforms - High Level - Medium - Rail	Yes	-	Yes	-	-	-
		-	Yes	-	Yes	-	-
		-	-	-	-	Yes	Yes
9.	Lighting #	Yes	Yes	Yes	Yes	Yes	Yes*
10.	Fans @	Yes	Yes	Yes	Yes	Yes	-
11.	Foot over bridge	Yes	Yes	Yes	-	-	-
12.	Time Table Display	Yes	Yes	Yes	Yes	Yes	Yes
13.	Clock	Yes	Yes	Yes	Yes	Yes	Yes
14.	Water cooler	Yes	Yes	Yes	-	-	-

Stations may be electrified as per provisions of Board's circular No. 95/Elec(G)/109/1 dt. 1.2.95 & 95/Elec(G)/138/5 dated 19.3.96

@ To be provided at electrified stations

* Where train stops at night

** Stations falling in water scarcity zones or at station, where water source dries up in summer, drinking water facility should be ensured at every platform by means of syntax tanks/CANS/Matkas/Piaos etc. to be decided by GM of the Railways. At less important stations, particularly falling under category E & F, one water supply source at location convenient to passengers may be provided.

**NORMS FOR QUANTUM OF MINIMUM ESSENTIAL AMENITIES
AT VARIOUS CATEGORIES OF STATIONS**

S.N o.	Amenities	STATION CATEGORY					
		A	B	C	D	E	F
1.	Booking Facility\$ (No. of counters)	15	10	7	4	2	1
2.	Drinking water** (No. of taps)	12 taps on each PF	12 taps on each PF	6 taps on each PF	6 taps on each PF	1 tap/HP on each PF	1 HP at station
3.	Waiting hall/Shed@	100 sqm	50 sqm	0	30 sqm	15 sqm	10 sqm booking office cum waiting hall
4.	Seating arrangement (No. of seats / PF)	100	75	10	50	10	-
5.	Platform shelter Shady trees (on each PF)	400 sqm	200sqm	200 sqm	50 sqm	- Shady trees	- Shady trees
6.	Urinals#	10	6	4	4	1	-
7.	Latrines#	10	6	2	4	1	-
8.	Platforms - High Level - Medium - Rail	To be decided by the Zonal Railways					
9.	Lighting	As per Board's letter no. 95/Elec(G)/138/5 dated 19.3.96					
10.	Fans	As per Board's letter no. 95/Elec(G)/138/5 dated 19.3.96					
11.	Foot over bridge	To be decided by the Zonal Railways					
12.	Time Table Display	To be decided by the Zonal Railways					
13.	Clock	To be decided by the Zonal Railways					

** Stations falling in water scarcity zones or at station, where water source dries up in summer, drinking water facility should be ensured at every platform by means of syntax tanks/CANS/Matkas/Piaus etc. to be decided by GM of the Railways. At less important stations, particularly falling under category E & F, one water supply source at location convenient to passengers may be provided as per Minimum Essential Amenities. Drinking water facility would include all necessary units whether donated by private parties or provided by the Railways themselves.

@ If the variation is marginally on the lower side (upto -5 sqm), then it can be taken to be adequately provided.

1. Number of latrines/urinals includes provision in waiting room/halls. 1/3rd of the toilet may be reserved for ladies. In case of 2 toilets existing, one each should be earmarked for ladies & gents.

2. Number of latrines/urinals can be reduced in water scarcity areas by the Railway with the approval of GM.

\$ At A, B, C & D category of stations, the booking counters to operate round the clock except at stations where there is no night working.

Note: (I) At stations where only one ASM is posted, only one booking window will be provided. In respect of 'E' category stations, where the earnings is less than Rs. 20 lakh per annum, the quantum of amenities to be provided at such stations could be decided by General Managers based on actual requirements.

(II) Scale of all the amenities prescribed above are the bare minimum to be provided at the appropriate class of stations. Amenities over and above the prescribed minimum scales will continue to be provided as per norms for provision of amenities at "Recommended Level".

NORMS FOR RECOMMENDED LEVEL OF AMENITIES
AT VARIOUS CATEGORIES OF STATIONS

N_{max} = Average no. of passenger at any time during peak including the inward and outward passenger (excluding mela traffic)

N_{db} = Design figure for number of passenger for 'A' & 'B' stations to be calculated as

N_{db} = 0.3 (N_{max})

N_{ds} = Design figure for number of passenger for 'C', 'D' & 'E' stations to be calculated as **N_{ds} = 0.45 (N_{max})**

S.No.	Amenities	Recommended scale for provision	
		Cat. A & B	Other stations
1.	Booking Facility (No. of counters)	1 window per 800 tickets per shift (shift with maximum number of tickets sold should be taken)	
2.	Drinking water (No. of taps)	No. of taps = N _{max} /25. Taps should be distributed so that every alternate coach gets benefit of a tap	No. of taps = N _{max} /25.
3.	Waiting hall/Shed	1.394 N _{db} sqm	
4.	Seating arrangement (No. of seats)	0.4 N _{db}	0.4 N _{ds}
5.	Platform shelter* (on each PF)	0.28 N _{max}	0.28 N _{max}
6.	Urinals#	N _{db} /200	N _{ds} /200
7.	Latrines#	N _{db} /200	N _{ds} /200
8.	Platform level	To be decided by the Zonal Railways	
9.	Lighting	As per Board's letter no. 95/Elec(G)/138/5 dated 19.3.96	
10.	Fans	As per Board's letter no. 95/Elec(G)/138/5 dated 19.3.96	
11.	Foot over bridge	To be decided by the Zonal Railways	
12.	Time Table Display	To be decided by the Zonal Railways	
13.	Clock	To be decided by the Zonal Railways	
14.	Bathrooms\$	1/400 N _{db}	1/400 N _{db} at other junction & terminal stations only
15.	Water Coolers	To be provided if total number of passengers, inward & outward is more than 1000 per day (As per Board's letter no. 69/Elec(G)/730/8 dated 30.3.71)	
16.	SPTM	One SPTM for 800 tickets for 'A', 'B' & 'C' category stations	
17.	IVRS	A - 48 lines (calls 72000) B - 24 lines (calls 5000-20000)	A central IVRS with adequate lines should be provided to cover all suburban stations - Minimum 6 lines if IVRS is otherwise justified

* At imp. 'A' category and suburban stations efforts should be to cover the entire PF

1/3rd of urinals/latrines be reserved for ladies.

\$ At suburban stations, bathrooms need not be provided.

DESIRABLE AMENITIES

S.No.	Amenities	STATION CATEGORY					
		A	B	C	D	E	F
1.	Retiring room	Yes	Yes	-	Yes	-	-
2.	Waiting room with bathing facilities						
	Common	Yes	Yes	-	Yes	-	-
	Separate for upper & 2nd class	Yes	-	-	-	-	-
	Separate for ladies & gents	Yes	-	-	-	-	-
3.	Cloak room	Yes	Yes	-	-	-	-
4.	Enquiry & computer based announcement	Yes	Yes	Yes	Yes	-	-
5.	NTES	Yes	-	-	-	-	-
6.	IVRS	Yes	Yes	-	-	-	-
7.	Public Address system	Yes	Yes	Yes	-	-	-
8.	Book stalls/other -stalls of essential goods	Yes	Yes	Yes	-	-	-
9.	Refreshment room	Yes	Yes	-	-	-	-
10.	Parking/circulatory area	Yes	Yes	Yes	Yes	-	-
11.	Washable apron with jet cleaning#	Yes	Yes	-	-	-	-
12.	Train indicator board	Yes	Yes	Yes	-	-	-
13.	Public phones & internet	Yes	Yes	Yes	Yes@	Yes@	-
14.	Touch Screen NTES	Yes	-	-	-	-	-
15.	Watering vending machines	Yes	Yes	-	-	-	-
16.	Water coolers	Yes	Yes	Yes	Yes	-	-
17.	Signages (standardised)	Yes	Yes	Yes	Yes	-	-
18.	Modular Catering Stalls*	Yes	Yes	Yes	Yes	-	-
19.	Automatic Vending Machines	Yes	Yes	Yes	-	-	-
20.	Pay & Use Toilets	Yes	Yes	Yes	Yes	Yes	-
21.	SPTMs/UTS	Yes	Yes	Yes	-	-	-
22.	Computerisation of complaints	Yes	-	-	-	-	-
23.	Circulating area lights	Yes	Yes	Yes	-	-	-

Washable apron may be provided in a planned manner to cover only stations from where trains terminate/ originate or stop for longer duration in the morning hours.

@ Only public phones would be adequate.

* In end platforms, all stalls should be embedded in walls

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No. 94/LMB/2/175

New Delhi, dt. 30.08.03

Addressed to:
As per List Attached.

CORRECTION SLIP NO. 33/11/3

CORRIGENDUM TO INDIAN RAILWAY WORKS MANUAL

Sub: Comprehensive instructions for provision of Passenger Amenities at stations including Model Stations.

The undersigned circular has been issued on the above subject.

Subject

Comprehensive instructions for provision of Passenger Amenities at stations including Model Stations.

File No.

94/LMB/2/175

dated 24.06.03

This supercedes Board's instructions issued Vide this Office letter No. 94/LMB/2/175 dated 13.9.1999 and 99/TG-IV/10/PA/Model Stn. Dated 10.9.01 on the subject.

DA: 10 pages

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(DESH RATAN GUPTA)
Director (Land & Amenities)
Railway Board

LIST OF ADDRESSES

A. General Managers/Principal Chief Engineers.

1. Central Railway, Mumbai.
2. Eastern Railway, Kolkata.
3. East Central Railway, Hajipur
4. Northern Railway, New Delhi.
5. North Eastern Railway, Gorakhpur.
6. North West Railway, Jaipur.
7. Northeast Frontier Railway, Guwahati.
8. Southern Railway, Chennai.
9. South Central Railway, Secunderabad
10. South Eastern Railway, Kolkata.
11. Western Railway, Mumbai.
12. East Coast Railway, Bhubaneswar
13. North Central Railway, Allahabad.
14. South Western Railway, Bangalore.
15. West Central Railway, Jabalpur.
16. Southeast Central Railway, Bilaspur.
17. Northeast Frontier Railway (Const.), Maligaon, Guwahati.
18. Chittaranjan Locomotive Works, Chittaranjan, West Bengal.
19. Diesel Locomotive Works, Varanasi.
20. Integral Coach Factory, Perambur, Chennai.
21. Rail Coach Factory, Kapurthala (Punjab).
22. Railway Electrification, Allahabad.
23. M.T.P., Kolkata.
24. Wheel and Axle Plant, Bangalore.

B. Chief Administrative Officers (Const).

25. Central Railway, Mumbai.
26. Northern Railway, Kashmere Gate, Delhi-6.
27. South Central Railway, Secunderabad.
28. South Eastern Railway, Kolkata.
29. Southern Railway, Bangalore.
30. Western Railway, Mumbai.
31. COFMOW, Tilak Bridge, New Delhi.

C. Chief Engineer (S&C):

32. Eastern Railway, Kolkata.
33. North Eastern Railway, Gorakhpur.
34. Southern Railway, Egmore, Chennai.

D. Director General

35. R.D.S.O., Manak Nager, Lucknow - 226 011

E. The Directors:

36. Indian Railway Institute of Civil Engineering, Pune.
37. Indian Railway Institute of Signla and Telecommunication, Secunderabad.
38. Indian Railway Institute of Mechanical & Electrical Engineering, Jamalpur.
39. Indian Railway Institute of Electrical Engg., Nasik.

F. Principal

40. Railway Staff College, Vadodara.

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2. AM(COMMERCIAL), AM(CE), AM(WORKS), AM(PLG), AM(MECH), AM(PROJ), AM(PU), AM(TELE), AM(SIGNAL), AM(TRAFFIC), AM(VIG.), ADV.(L&A)
3. OSD(ME), EDPM, EDTK(M), EDTK(MC), EDTK(P), EDCE(G), EDCE(B&S), EDCE(P), ED(SAFETY), ED(SIGNAL), ED(TELE), EDFX-II.
4. DCE(B&S), DCE(P), JDfx, JDTC(G)
5. FX-II BRANCH, AC-III BRANCH, TG-IV BRANCH