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

No 97/LM(B)/2/170 New Delhi: dated 10-10-1997.

The General Managers,
All Indian Railways.

Officers on Special Duty,
New Zones.

Sub: Perspective Plan for provision of passenger amenities at railway stations - Creation of user friendly amenities at stations.

Ref: Board's letter No 94/LM(B)/2/175 dated 18.5.1995 and No 97/LM(B)/2/146 dated 22.07.97.

During the recent years, Railways have tried many methods by which the senario of amenities to the passengers at stations could be upgraded . Railways attempted to convert some selected stations all over the country as examples in "travel in comfort" dreamt by present day traveller. Even though various works including complete rebuilding of stations were executed by spending huge sums, the desired effect in providing maximum comforts to the passengers could not be achieved at many stations. Ultimately, the scheme was given up in 1992.

2. Presently, Railways have been thinly distributing their resources at a large number of stations. The piece meal efforts of the Zonal Railways to provide/upgrade passenger amenities at various stations was also criticised by the Parliamentary Committees and in both Houses of Parliament. In pursuance of the recommendations of the Committees and the assurance given to them Railways were directed to draw up 'Perspective Plans' in May 1995.

3. Board in one of their meetings again delebrated on this issue. They observed that the need of the hour is to take wholistic view not only about the adequacy of the utility but also its location and to make it "user friendly". For example, very small things like signages play an important role in satisfying a passenger and making him feel more at home. Perspective Plans need to be more closely looked into since financial stringency will remain for many years to come. phasing of these plans would be required according to priorities. Thus there is need to draw phased plans for the station buildings so as to make them customer oriented. These plans should be economical, functional and should not give an impression of extravagance.

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4. Railways should therefore identify -

(i) important station buildings which are spacious and do not require remodelling but need relocation of facilities to give a modern out look.

(ii) Station buildings which are inadequate and require to be rebuilt, the plans should provide for provision of platform shelters, foot-over-bridges, raising of platforms etc.

4.1 Since funds are a constraint and shall remain so in the coming years also, the Railways should keep commercial exploitation of the land and air space in view while developing the master plans.

4.2 Railways should engage interior designers/architects to prepare these user friendly, economical, functional, sans extravagance plans in phases so as to enable works be taken up independently with a view to complete them within a period of two years.

4.3 Railways should propose works in their annual Works Programmes only out of these plans so that there is a percepitable change on the stations visible to be public and Railways get desired credit for the efforts made to improve passenger amenities.

Please acknowledge receipt and ensure compliance.

VK Agarwal 21/10/97

(V.K. Agarwal)
Executive Director, Land Management
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