(To be published in Part-I, Section-I of the Gazette of India)

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.ERB-I/2021/23/22 New Delhi, dated 17-07-2021

RESOLUTION

Ministry of Railways have decided to reconstitute Passenger Amenities Committee at the National Level to check the passenger amenities provided at railway stations and on trains under the Chairmanship of Shri P. K. Krishnadas.

2. The other members of the Committee will be as under :-

i.	Smt. Nirmala Kishore Bollina	:	Member
ii.	Shri Bichitra Narayan Kalita	:	Member
iii.	Shri Ajay Kumar Yadav	:	Member
iv.	Shri Sunil Ram	:	Member
v.	Smt. Vibhashwani Awasthi	:	Member
vi.	Ms. Richa Pandey Mishra	:	Member
vii.	Shri Girishbhai Raysangbhai Rajgor	:	Member
viii.	Shri Chhotubhai Eknath Patil	:	Member
ix.	Shri Harvind Kohli	:	Member
x.	Shri Ram Kumar Pahana	:	Member
xi.	Shri Madhusudhana P	:	Member
xii.	Dr. G.V. Manjunatha	:	Member
xiii.	Dr. Abhilash Pandey	:	Member
xiv.	Dr. Rajendra Ashok Phadke	:	Member
xv.	Shri Kailash Laxman Verma	:	Member
xvi.	Shri Dilip Kumar Mallick	:	Member
xvii.	Shri Tajinder Singh Sran	:	Member
xviii.	Shri Bhajanlal Sharma	:	Member
xix.	Shri K Ravichandran	:	Member
xx.	Smt. Gottala Uma Rani	:	Member
xxi.	Smt. Sunita Dayal	:	Member
xxii.	Shri Ashok Kumar Shukla	:	Member
xxiii.	Smt. Geeta Thakur	:	Member
xxiv.	Shri Abhijit Das	:	Member
xxv.	Shri Rathindra Bose	:	Member

3. Director Traffic/Commercial (G), Railway Board will be the Secretary of the Committee.

4. The Terms of reference of the Committee are as under:-

To check the Passenger Amenities at Railway Stations and on Trains specified as under:-

(i) General cleanliness and environmental condition.
(ii) Drinking water arrangements.

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(iii) Facilities provided for dissemination of information to the passengers, like enquiry offices, public address system, indicator boards etc.
(iv) Provision of lights, fans and other electrical amenities.
(v) Provision and maintenance of public conveniences like public lavatories, bathrooms, retiring rooms and waiting halls.
(vi) Provision of such conveniences as benches on platforms, wheel chairs, stretchers, luggage trolleys, etc.
(vii) Reservation and booking in carriages and at station premises.
(viii) Security of passengers in carriages and at station premises.
(ix) Leakage of Railway Revenues due to unauthorized travel and;
(x) Ensuring courtesy to passengers.

5. The tenure of the Committee will be for a period of two years from the date of its constitution i.e. upto 16.07.2023 or till further orders, whichever is earlier.

6. The Traffic Commercial Directorate, Railway Board, will be the nodal Directorate interacting with the Committee and processing its various recommendations for timely implementation.

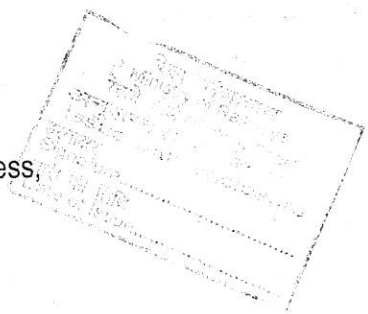
(R.N. Singh)
Secretary, Railway Board

ORDER

Ordered that the Resolution be published in the Gazette of India for general information.

(S. K. Agarwal)
Joint Secretary(Gaz)
Railway Board

The Manager,
Government of India Press,
Minto Road
New Delhi



Copy to: -

1. The President's Secretariat, New Delhi.
2. The Prime Minister's Secretariat, New Delhi.
3. The Cabinet Secretariat, New Delhi.
4. Shri P. K. Krishnadas, Chairman of the Committee, R/o Nandanam, Thiruvangad, Thalassery, Kannur District, Kerala-670103.
5. Members of the Committee:-

    i. Smt. Nirmala Kishore Bollina, R/o D.No.7/7, Opp. TTD Kalyana Mandapam, Jangareddygudem Road, Koyalagudem Village & Mandal, West Godavari district, Andhra Pradesh-534312.

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ii. Shri Bichitra Narayan Kalita, R/o West Jyotinagar, near Kalimandir, House No.69, Bamunimaidam, Guwahati-781021.
iii. Shri Ajay Kumar Yadav, R/o V&PO Inderpuri, P.S. Tilauthu, Distt. Rohtas, Bihar–821308.
iv. Shri Sunil Ram, R/o Village & PO Khizirachak, P.S. Teghra, Distt. Begusarai, Bihar-851112.
v. Smt. Vibhashwani Awasthi, R/o Village & PO Amlipadar, Mainpur, Vindranavagarh, Distt.Gariyaband, Chattisgarh.
vi. Ms. Richa Pandey Mishra, R/o A3-709, Milan Vihar Apartment, IP Extension, Delhi-110092.
vii. Shri Girishbhai Raysangbhai Rajgor, R/o 2-B Shreyas Society, Jail Road, Distt. Mehsana, Gujarat.
viii. Shri Chhotubhai Eknath Patil, R/o 85, Chikuwadi Row House, Post B.R.C., Udhna, Distt. Surat, Gujarat-394221.
ix. Shri Harvind Kohli, R/o 575, Sector-4, Urban Estate, Gurugram, Haryana.
x. Shri Ram Kumar Pahana, R/o Village Salhan, PO-Childag, P.S. Angara, Distt Ranchi, Jharkhand-835103.
xi. Shri Madhusudhana P, R/o No.55, Chiguru Nilaya, NRI Layout, Kalkere Horamavv Post, Bengaluru-560043.
xii. Dr. G.V. Manjunatha, C/o Sri Manjunatha Hospital, DBM Road, Chickballapur, Karnataka – 562101.
xiii. Dr. Abhilash Pandey, R/o Regal House No.5, Bedi Nagar, Madan Mahal, Jabalpur, Madhya Pradesh.
xiv. Dr. Rajendra Ashok Phadke, R/o PO Baroda, Taluka Muktainagar, Distt Jalgaon, Maharashtra- 425327.
xv. Shri Kailash Laxman Verma, R/o T/84, Mahatma Kabir Nagar, Near Masjid, Sahar Road, Chakala, Andheri (E), Mumbai-400099.
xvi. Shri Dilip Kumar Mallick, R/o Qrs. No.VA 26/2, Unit-II, PO- Ashok Nagar, Bhubaneswar, Odisha-751009.
xvii. Shri Tajinder Singh Sran, R/o 612, Sector 36, Chandigarh-160036.
xviii. Shri Bhajanlal Sharma, R/o A-29C, Jawahar Nagar, Distt.Bharatpur, Rajasthan-321001.
xix. Shri K Ravichandran, R/o No.10 Valliammal Garden, Main Street, Kodambakkam, Chennai-600024.
xx. Smt. Gottala Uma Rani, R/o 9-1-33/A/1/7, Prashanth Nagar, Langar House, Hyderabad – 500008.
xxi. Smt. Sunita Dayal, R/o II –B, 108A, Nehru Nagar, Gaziabad, Uttar Pradesh.
xxii. Shri Ashok Kumar Shukla, R/o Plot No.86, Sundar Nagar, P.O. Chinbat, Lucknow, Uttar Pradesh-227105.
xxiii. Smt. Geeta Thakur, R/o Casa Terreza D-1, Shipra Vihar, Dehradun, Uttarakhand – 248009.
xxiv. Shri Abhijit Das, R/o Birendra Bhawan, Amtala, Adarshapalli, Baruipur Road, PS-Bishnupur, Distt. South 24 PGS, West Bengal-743503.
xxv. Shri Rathindra Bose, R/o 91, Bidhan Road, Siliguri, West Bengal-734001.

(A copy of the Constitution and Guidelines for the functioning of the PAC is attached. It is requested that a copy of the declaration enclosed herewith may kindly be furnished along with the Charge Assumption Report).

Contd...4/-

6. The General Managers, All Indian Railways (including Metro & CORE) Construction and Production Units.
7. The Director General, RDSO, Lucknow.
8. The Director General, NAIR, Vadodara.
9. The Ministry of Home Affairs, New Delhi.
10. The Department of Parliamentary Affairs, New Delhi.
11. EDPG/MR, OSD/MR, and O/o MOSR(D) & MOSR(J).
12. OSDs/PSOs/Sr.PPSs/PPSs/PSs to CRB & CEO, M/Infra, M/TRS, M/O&BD, MF, Secy., All DGs/AMs/PEDs/EDs, JS, JS(E), JS, JS (C), ED/I&P, DIP, Dir(GA), Dir(Admn), Dir(E), Dir(Admn.), Dir(Tele), Dir (P), DS(E), US(O&M), US(Protocol), US(A) I & II, Railway Board.
13. Cash-I, ERB-II, ERB-III, ERB-V, G, G(Pass), G(Acc), Library, Reception, **TG-I**, SSE/Telecom, SEE(Electrical), SSE (Works), O&M, Parl. Branches, Railway Board.
14. The Pay & Accounts Officer, Railway Board.
15. The PFA, Northern Railway, New Delhi
16. The Dy. Comptroller & Auditor General of India (Rly.) R.No.224, Rail Bhavan, New Delhi.
17. The Commissioner of Railway Safety, 16th Ashok Marg, Lucknow.
18. The Secretary General, FROA & IRPOF, Rail Bhavan, New Delhi.
19. The Secretary General, AIRPFA, Rail Bhavan.
20. The General Secretary, AIRF & NFIR, Rail Bhawan, New Delhi.
21. The General Secretary, IRCA, New Delhi.
22. Director Traffic/Commercial (G), Railway Board, Secretary to the Committee.

X-X-X

CONSTITUTION AND GUIDELINE FOR FUNCTIONING OF THE PASSENGER AMENITIES COMMITTEE (PAC).

With a view to checking the passenger amenities provided at Railway Stations and on trains in order to make Railway System user friendly, a Committee viz., Passenger Amenities Committee will function at National level under the aegis of Ministry of Railways (Railway Board).

The jurisdiction of the Passenger Amenities Committee covers the entire Indian Government Railways.

2. Composition of the Committee:-

The Passenger Amenities Committee will consist of persons appointed by the Minister for Railways to represent the Committee for a specific tenure with the following composition:-

Chairman	-	1 (One)
Members	-	25 (Twenty Five)

3. Eligibility conditions

i). He should be a citizen of India. Persons having abundant exposure in social, political, economic and cultural field.

ii). Representatives of Recognised Passenger Associations engaged in the field for quite a long period.

iii). Representatives of recognized Consumer Associations engaged for the redressal of grievances of Rail Commuters.

iv). Representatives of eminent NGOs engaged in the field of cleanliness programme and provision of passenger amenities for use of public in common places all over the country.

v). Any other distinguished person.

Note: *Persons holding assignment of profit connected with the Railways e.g., Catering and Vending Contractors, Out Agency Contractors, Handling Contractors, Engineering Contractors, Rail Travellers Service Agents, Rail Tourist Agents, Agencies provided with the Rail Reservation Computer Terminals etc. are debarred from checking/inspecting the Passenger Amenities on the Railway Zones where they are running such assignments.*

Nature: The Committee will be advisory in nature.

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Status :

Since the Committee is advisory in nature, no specific status will be given to Chairman and Members of the Committee. However, they may be given facilities for their functioning as Chairman and Members of the Committee, equivalent to those applicable to Senior Administrative Grade Officers, with the approval of the Minister for Railways.

4. Persons ineligible to be Chairman/Members of Passenger Amenities Committee:-

i). A person convicted by the Court.

ii). A person of unsound mind.

iii). A person who has been declared as insolvent.

5. The terms of reference of the Committee are as under:-

To check the Passenger Amenities provided at Railway Stations and on trains specified as under:-

a) General cleanliness and environmental condition.

b) Drinking water arrangements.

c) Facilities provided for dissemination of information to the passengers, like enquiry offices, public address system, indicator boards etc.

d) Provision of lights, fans and other electrical amenities.

e) Provision and maintenance of public conveniences like public lavatories, bathrooms, retiring rooms and waiting halls.

f) Provision of such conveniences as benches on platforms, wheel chairs, stretchers, luggage trolleys, etc.

g) Reservation and booking in carriages and at station premises.

h) Security of passengers in carriages and at station premises.

i) Leakage of Railway Revenues due to unauthorised travel.

j) Ensuring courtesy to passengers.

Contd....3/-

6. Tenure:-The tenure of the Committee will be for a period of 2 years from the date of its constitution or till further orders.

7. **Guidelines for the functioning of PAC:**

i. Members of the Committee shall function under the overall control, direction and supervision of the Chairman of the Passenger Amenities Committee. The views of the Members of the Committee, as also their report should, therefore, be submitted to the Chairman/PAC and a consolidated report may be sent by the Chairman/PAC to the Railway Board.

ii. The Committee may visit Zonal Railways, Division, Stations for inspection and on the spot study of Passenger Amenities relating to their functions. While visiting the Railways, the Committee may give adequate notice to the General Manager/Divisional Railway Manger of the concerned Zonal Railways/ Divisions. At the Divisional level, ADRM and at the headquarter level, AGM shall be the officers in charge for coordinating the inspections of the Committee. Members may avoid conducting individual visits/inspections to Railways independently as far as possible.

iii. The Passenger Amenities Committee is in the nature of an Advisory Committee and its study, inspection and suggestions/ recommendations should conform to its Terms of reference/subjects.

iv. The Committee/Members of the Committee should not make public announcements or hold press conference.

v. During the visit of the Committee, outsiders i.e. other than Railway employees should not be associated by the Committee.

vi. The Committee/Members should refrain from making suggestions in Administrative matters like transfers/postings of Railway staff or giving recommendation in tender cases, Selection proceedings etc.

vii. The Committee/Members are not expected to deal with Private Contractors/Suppliers. In case they notice any deficiency in services rendered by Private Contractors/Suppliers engaged by the Railways, this can be brought to the notice of the Railway administration for appropriate action.

viii. Sr. DCM/DCM of the concerned division will accompany the PAC Committee whenever the Committee visits a division. The Committee after their visit, may hold a meeting with DRM/ADRM of the division and bring to the notice of DRM/ADRM of their views and recommendations, if any, for taking suitable action.

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8. Terms and conditions applied to Chairman and Members of the Committee:

(a) The appointment of Chairman and Members of the PAC will be regulated by the following terms and conditions:-

(i) **Tenure:-** Co-terminus with the tenure of the Committee or until further order, whichever is earlier. In the event of resignation of Chairman of the Committee, the Committee will come to an end and shall stand dissolved.

(ii) **Remuneration:**

Chairman: The Chairman will be paid a consolidated remuneration of Rs.35,000/-p.m. and HRA @ Rs. 5000/- p.m. if he is not provided any transit accommodation.

Members: They will be paid consolidated remuneration of Rs.30,000/- per month.

(iii) **TA/DA:** Chairman and Members will be allowed TA/DA at the same rate as admissible to SAG officers of the Railways. They will be permitted to travel in 1st AC including Rajdhani and Shatabdi Expresses when they travel alone and in 2nd AC when accompanied by spouse. In emergency, travel by air will be allowed to Chairman of the Committee.

(iv) **Rest House Facility:** Chairman and Members will be allowed the facility of Railway Rest House as admissible to SAG officers on duty.

(v) **Residential Telephone:** Chairman and Members will be provided with P&T telephone with STD facility at their residence or in case they have P&T telephone of their own, expenditure on the same will be borne by the Ministry of Railways. The ceiling on the number of calls will be regulated in terms of Board's letter No.90/Tele/TN/6 dated 15-06-1999 and as revised from time to time.

(vi) **Medical Facility:**

(a) The Chairman and Members will be governed by the Railway Medical Attendance Rules during their tenure as Chairman/Member of the Committee.

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(b). The designation of the Chairman and Members of the Committee notified and printed on their letter-heads, visiting cards etc. should be strictly in terms of their appointment orders.

(c) The Chairman/Members of the Committee are not permitted to use State Emblem on their letter-heads, seals, crests, badges, house flags or for any other purpose.

(d) The Chairman of the Committee may hold at least one meeting per month with the Members of the Committee and shall submit quarterly progress report to Railway Board.

(e) The Pay & Accounts Officer, Railway Board, will be the Accounts & Disbursing Officer.

(f) The expenditure is chargeable to the Head Demand No.84, Annexure 'C-III', Item– Misc. Special Establishments.

9. Nodal Directorate:

(i) The Traffic Commercial Directorate, Railway Board which deals with the Passenger Amenities in trains and at Railways Stations, will be nodal Directorate, for the functioning of the Committee. They will be the custodian of the policy guidelines in regard to the Committee. The recommendations of the Committee and its implementation/coordination with other directorates will also be co-ordinated by the nodal directorate.

(ii) Director, Traffic Commercial (G), Railway Board will act as Secretary to the Committee.

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