केवल कार्यालयीन उपयोग हेतु
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भारत सरकार – रेल मंत्रालय
Government of India – Ministry of Railways

स्टे न पर यात्री सुविधायें
PASSENGER AMENITIES IN STATION



केमटेक/2012/सि/पी ए एस/1.0
CAMTECH/2012/C/PAS/1.0

मई – 2012/May – 2012

अअमासं RDSO
रेल अग्रदूत Transforming Railways
www.rdso.gov.in

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महाराजपुर, ग्वालियर – 474 005
Maharajpur, Gwalior – 474 005
✆ : 0751 – 2470869 & Fax: 0751 - 2470841

स्टे न पर यात्री सुविधायें

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प्राक्कथन

स्टे ानों पर यात्री सुविधायें क्या हों, इसको निर्धारित करने हेतु यात्रियों का यातायात एक महत्वपूर्ण भाग है। भारतीय रेलों पर स्टे ानों का वर्गीकरण उन स्टे ानों पर यात्रियों द्वारा होने वाली वार्शिक आय के अनुसार किया गया है।

केमटेक अभियॉत्रिकी भााखा द्वारा एक हस्तपुस्तिका तैयार की गई है, जिसके द्वारा विभिन्न वर्गीकृत स्टे ानों पर क्या यात्री सुविधायें दी जानी है, बताया गया है। भाारीरिक रुप से अपंग यात्रियों हेतु क्या सुविधायें दी जानी चाहिये, यह भी बताया गया है।

नि ि चत रूप से यह पुस्तक भारतीय रेल कर्मियों के लिये उपयोगी सिद्ध होगी।

केमटेक, ग्वालियर
दिनांक 10, मई 2012

पीयूष गुप्ता
प्रभारी कार्यकारी निदेशक

Foreword

Passenger traffic imparts a vital role to decide amenities which are to be provided at stations. Stations of Indian railway have been classified in several categories on the basis of annual passenger earnings.

Civil Engineering branch of CAMTECH has made an effort to bring out this hand book to provide details of passenger amenities which are to be provided at various classes of stations. It also covers the amenities which are to be provided for physically handicapped persons.

I am sure that this hand book will certainly prove to be useful for Indian Railways personnel.

CAMTECH/Gwalior ***Peeyoosh Gupta***

Date : 10, May 2012 ***In-charge Executive Director***

भूमिका

भारतीय रेल, वि व की तृतीय एवं एशिया की द्वितीय विशाल रेल प्रणाली है जिसमें 64099 किमी लंबे रेलपथ पर स्थित 6909 स्टेशनों की एक वृहद प्रणाली मौजूद है। विभिन्न स्टे ानों पर रेल्वे द्वारा दी गई यात्री सुविधायें, उन स्टेशनों पर यात्रियों से होने वाली वार्शिक आय पर निर्भर करती हैं। रेल यात्री पूर्व सुविधाओं के मुकाबले, आज रेल प्र ाासन से अधिक यात्री सुविधाओं की अपेक्षा करते हैं।

इस पुस्तक 'स्टे ान पर यात्री सुविधायें' को बनाने का उद्े य स्टे ानों पर यात्री सुविधाओं का सूचनात्मक विवरण देना है। इस पुस्तक में स्टे ानों पर कम से कम यात्री सुविधायें, अनु ांसित यात्री सुविधायें, एवं स्टे ानों पर वांछनीय यात्री सुविधाओं का विवरण है। इस पुस्तक में स्टे ानों पर भाारीरिक रुप से अपंग यात्रियों के लिये क्या यात्री सुविधायें होना चाहिये इसका भी विवरण दिया गया है।

यह पुस्तिका विषय पर उपलब्ध भारतीय रेल कार्य संहिता, रेल्वे बोर्ड, अ.अ.मा.सं. एवं जोनल रेलों द्वारा जारी निर्देशों एवं प्रावधानों का स्थान नहीं लेती। यह पुस्तिका वैधानिक नहीं है, इसमें दी गई जानकारी का उद्देश्य केवल मार्गदर्शन है। इसमें दी गई जानकारी, किसी न किसी रूप में विभिन्न पुस्तकों एवं अन्य छपी हुई सामग्री के रुप में उपलब्ध है।

पुस्तक को और बेहतर बनाने हेतु हम अपने पाठकों के सुझावों का स्वागत करते हैं।

केमटेक, ग्वालियर — *एस. के. सक्सेना*

दिनांक : 30, अप्रैल 2012 — *उप निदेशक/सिविल*

Preface

Indian Railways, the world's third and Asia's second largest rail network has grown into a vast network of 6,909 stations spread over a route length of 64,099 km. The amenities provided by Railways at various stations depend upon the annual passenger earnings of that station. Passengers, today, expect more passenger amenities from the railway than they did in the past.

This handbook is prepared with the objective to provide informative details on ***'Passenger Amenities in Stations'***. It covers the details of Minimum Essential Amenities, Recommended Amenities, and Desirable Amenities at various classes of stations. It also includes the amenities, which will be provided for physically handicapped persons at various classes of stations.

This handbook does not supersede any existing instructions from Railway Board, RDSO & Zonal Railways and the provisions of IRWM, BIS codes & reports on the subject. *This handbook is not statutory and contents are only for the purpose of guidance.* Most of the data & information mentioned herein are available in some form or the other in various books and other printed matter.

We welcome any suggestion from our readers for further improvement.

CAMTECH/Gwalior ***S.K. Saxena***
Date : 30, April 2012 ***Dy. Director/Civil***

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संशोधन पर्चियों का प्रकाशन

ISSUE OF CORRECTION SLIPS

इस लघु पुस्तिका के लिये भविष्य में प्रकाशित होने वाली संशोधन पर्चियों को निम्नानुसार संख्यांकित किया जायेगा :

The correction slips to be issued in future for this handbook will be numbered as follows:

कैमटेक / 2012 / सि / पीएएस / 1.0 / सीएस # XX दिनांक_____
CAMTECH/2012/C/PAS/1.0/CS. # XX date _____

जहॉ "XX" सम्बन्धित संशोधन पर्ची की क्रम संख्या है (01 से प्रारम्भ होकर आगे की ओर)

Where "XX" is the serial number of the concerned correction slip(starting from 01 onwards).

प्रकाशित संशोधन पर्चियॉ
CORRECTION SLIPS ISSUED

क्र.सं. Sr. No.	**प्रकाशन की तारीख Date of issue**	**संशोधित पृष्ठ संख्या तथा मद संख्या Page no. and Item No. modified**	**टिप्पणी Remarks**

स्टे ान पर यात्री सुविधायें
PASSENGER AMENITIES IN STATIONS

1.0 सामान्य/General

Railway station is the first point of contact between railway and their passengers. This is the gateway through which people find their way in to a town or city. World over Railway stations are undergoing a major shift. Hence a special attention is required to passenger facilities at stations.

Stations of Indian Railways have been classified in several categories depending upon the passenger earning which is an indicator of the passenger traffic. As the passenger traffic is increasing day by day, it is the duty of the administration to consider the growing demand of passengers and to provide the required passenger amenities, while planning for provision/augmentation of stations.

The annual passenger earning 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 centre may not reflect the actual earning of the station. Therefore, earning in respect of reserved passengers should be taken on the basis of passengers boarding the trains from the station and same should be obtained from various PRS centre from where the passengers for those stations are booked. In respect of earning from the unreserved passengers, the data should be collected from the tickets sold through SPTM (Self Printing Ticket Machine)/ UTS (Unreserved Ticketing System), card tickets, etc. The method for calculating earnings from UTS for passengers boarding the trains at a station would be same as that for PRS.

In this booklet, emphasis has been given to include the various types of passenger amenities, which are briefly described under the categories such as Minimum Essential Amenities, Recommended Amenities, Desirable Amenities, and Amenities for Physically Handicapped Persons.

2.0 स्टे ानों का वर्गीकरण/Classification of Stations

Stations are classified on the basis of annual passenger earning. Stations are classified in following seven categories (Rly. Bds. Letter no. 94/LMB/2/175 dated 17/01/2007).

Categories of Stations for Provision of Passenger Amenities

Categories	Criteria
A1	Non-suburban stations with an annual passenger earning more than Rs.50 Crores.
A	Non-suburban stations with an annual passenger earning more than Rs.06 Crores and upto Rs.50 Crores.
B	I) Non-suburban stations with an annual passenger earning between Rs.03 Crores to Rs.06 Crores. II) Stations of tourist importance or an important junction station to be decided by General Manager.
C	All suburban stations.

D	Non-suburban stations with an annual passenger earning between Rs.01 Crore and Rs.03 Crores.
E	Non-suburban stations with annual passenger earning less than Rs.01 Crore.
F	Halts stations.

3.0 यात्री सुविधायें/Passenger Amenities

Passenger amenities can be further divided into following categories:

a) Minimum Essential Amenities
b) Recommended Amenities
c) Desirable Amenities
d) Amenities for Physically Handicapped Persons

3.1 न्यूनतम आव यक सुविधायें/Minimum Essential Amenities

When a station is constructed, certain minimum amenities are required to be provided at each category of station. These were earlier termed as basic amenities/ infrastructural facilities and will now be called Minimum Essential Amenities (MEA).

Minimum Essential Amenities required to be provided in each categories of stations are listed in Annexure – 1. Availability of these amenities will have to be ensured. Railways will immediately undertake a survey to confirm availability of minimum amenities as per the prescribed scale, at all the stations on the basis of passenger traffic.

- **टिकट कार्यालय/टिकट सुविधायें/Booking Office/ Booking Facility**

Booking window or booking facility is to be provided at all types of stations. The booking windows may be distributed function wise or destination wise by the Commercial Department. The booking offices should be specially brightened up at all the stations.



The booking windows should be so located that the circulation at the entrance or exit from the station or the waiting hall is not affected by the queues in front of the booking windows. The length of the queue can be estimated at the rate of half a meter per person waiting in the queue.

Partition between passenger and booking clerk may be provided by toughened sheet glass or clear acrylic sheet with a hole for inter-communication at suitable height above the counter top and a suitable gap between the partition and the counter for collection of fare and issue of tickets. The partition should be protected on the passenger side with steel grill.

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- **पीने योग्य पानी/ Drinking Water**



Drinking water facility is to be provided at all stations. Piped drinking water may be provided at A1 to D category of stations and drinking water supply by hand pumps at E and F category stations.

- **प्रतीक्षालय/ ेड/Waiting Hall/ Shed**



Except C class stations, all stations having waiting hall or waiting sheds may be facilitated with the seating arrangements for the passengers comfort. Seating arrangement will be provided at all stations except halt stations.

- **प्लेटफार्म आश्रय या छायादार वृक्ष/Platform Shelter or Shady Trees**

Categories under A1 to D may have platform shelters and category under E & F have shady trees on platforms**.**

- **Platform Covers:** Depending on the climatic conditions, number of passengers and nature of traffic, platform covers should be provided. At important and suburban stations, the whole platform should be covered. Large-scale covering of platforms should be confined to



  a. Junction stations.
  b. Stations at Civil District Headquarters.
  c. Stations at cities and towns with a population of more than 1 lakh.
  d. Stations in heavy rainfall areas.
  e. Suburban stations.

- **Shady Trees on Platforms**



  a. The planting, protection and upkeep of the trees will be the responsibility of the Engineering Department. Traffic Department should associate in watering of plants at wayside stations wherever feasible.

b. The species and spacing of the trees should be properly decided.

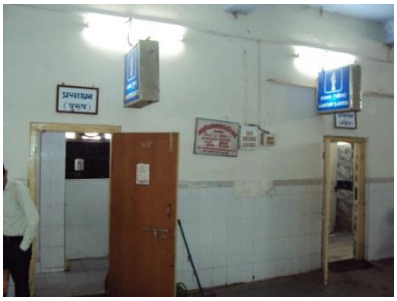
c. The trees should be so planted that they do not obstruct the visibility of signals or infringe Schedule of Dimensions or infringe the Over Head Electric wires (Traction or General Service) or obscure the platform lights or signs.

d. If the trees are already in existence, the positioning of the new equipment should be so adjusted as to avoid cutting of trees as distinct from trimming their branches.

e. It would be advantageous to provide suitable raised masonry platforms around the fully grown trees as an additional seating accommodation for the passengers.

- **मूत्रालय/Urinals**

Except halt station, urinal should be provided at all the stations.





- **संडास/Latrines**

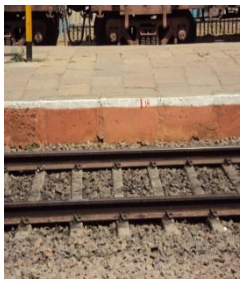
Latrines should be provided at stations of all categories except halt stations.



- **प्लेटफार्म/Platforms**

Platforms are to be provided at all type of stations**.** Platforms may be of High level, Medium level, and Rail level depending up on the categories of stations.







The level of platforms and the heights for various levels of platforms shall be as under:

Level	B.G.	M.G.	Category of Station
High Level	760 mm above Rail level (840 mm above Rail Level in case of Suburban stations and stations in cutting)	405 mm above Rail Level	A1, A & C
Medium Level	455 mm above Rail Level	305 mm above Rail Level	B and D
Rail Level	At Rail Level	At Rail Level	E and F

a. **Length of Platforms**: The length should be adequate to accommodate the longest train received at the station.

b. **Width of Platforms**: The width should be determined on the basis of the clearance specified in the Schedule of Dimensions. The platform widths should be adequate to permit a free unhampered movement of passengers.

c. **Platform Surfaces**:

- The platform surfaces should be of such material that it is dust free in dry weather and mud free in rains. At important stations, surface of main platforms should be paved with Kota Stone or Interlocking Pavers. To keep platform surface smooth and clean, all trellis plying at the station should be provided with rubber tyre wheels.

- In the case of single face platforms, the platform surface should have a slope of 1 in 60 away from the coping up to the edge of the berm, with the berm and the slope of the platform filling being protected by turfing or pitching as considered adequate.

- In the case of two face (island) platforms the platform surface should have a slope of 1 in 60 away from the centre of the platform up to the coping on either side.

- The ends of the platforms should be provided with ramps at a slope not steeper than 1 in 6.

- A demarcation line should be drawn 1.8 m from the edge of platform. In the area so demarcated, trolleys shall not be allowed to enable free movement of passengers in that area.

d. **Platform Fencing**: All single face platforms should be provided with a suitable fencing or hedging of a height of 1.8 m with a berm of at least 600 mm beyond the fencing or the hedging.

e. Whenever platforms are extended, washable aprons, if already existing, shall also be extended simultaneous.

- **प्रका ा व्यवस्था/Lighting**

All stations may be electrified as per provision of Rly. Bd's Circular No. 95/Elec.(G)/109/1, dated 01/02/1995. Provision of lighting arrangement at halt stations is being done, if trains stop at night at that station.

- **पंखे/Fans**

Electric Fans are to be provided at all electrified stations.



- **फुट ओवर ब्रिज/Foot Over Bridges**



Foot Over Bridges should be provided at stations come under categories A1, A, B and C. In categories A1 and A, foot over bridge is provided with cover. Foot over bridges or sub-ways as convenient and techno-economically feasible should be provided keeping in view the following factors:

- Interconnection between high level or low level platforms.
- The total number of passengers dealt with at the station.
- Frequency of train services.
- Blocking of the lines between platforms by freight trains.

- **समय–सारणी एवं किराया–सूची प्रद ान/ Time-table and Fare-list Display**



Display of Time-table is provided at all categories of stations. Time-table and Fare-list should be displayed on boards or cement plaques, with or without wire-netting. These should be provided at suitable places, in consultation with the Commercial Department, for posting time-table and fare-list thereon.

- **धड़ी/Clock**



All stations should have clock for time display at stations.

- **वाटर कूलर/Water Cooler**



Water cooler will be provided at A1, A, B and C category stations.

- **उद्घोशणा प्रणाली /कम्प्यूटर आधारित उद्घोशणा/Public Address System/ Computer based Announcement**



Public address system/ computer based announcement will be provided at A1, A, and B category stations.

- **पार्किंग–सह–सर्क्यूलेटरी क्षेत्र मय प्रका ा के /Parking-cum-Circulatory Area with Light**

Parking-cum circulatory area, with lighting arrangement is provided at only A1 and A category stations.



- **इलैक्ट्रानिक ट्रेन इंडीकेटर बोर्ड/Electronic Train Indicator Board**

Electronic train indicator board will be provided at A1 and A category stations. It is provided at station entrance /concourse on Foot over bridge at landing location and on platform located appropriately to guide passengers at every stage.



- **जन दूरभाश केन्द्र/Public Phone Booth**

Public phone booths will be provided at A1 and A category stations..



- **मानक संकेत चिन्ह/Signage (Standardise)**

Standard Signage will be provided at A1 category stations only.



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3.1.1 न्यूनतम आव यक सुविधाओं की संख्या का मापदण्ड/Norms for Quantum of Minimum Essential Amenities

Norms for quantum of minimum essential amenities at various categories of stations are listed below:

AMENITY	CATEGORY OF STATIONS						
	A1	A	B	C	D	E	F
Booking Facility (no. of counters)[$]	15	10	6	4	4	2	1
Drinking Water (no. of taps)*	12 Taps on each PF	12 Taps on each PF	12 Taps on each PF	6 Taps on each PF	6 Taps on each PF	1 Tap /Hand Pump on each PF	1 Hand Pump at stations
Waiting Hall[@]	150 Sq.m.	100 Sq.m.	50 Sq.m.	-	30 Sq.m.	15 Sq.m.	10 Sq.m. Booking Office cum Waiting Hall
Seating Arrangement (no. of seats per PF)	125	100	75	10	50	10	-
Platform Shelters	500 Sq. m. on each PF	400 Sq. m. on each PF	200 Sq. m. on each PF	200 Sq. m. on each PF	50 Sq .m. on each PF	Shady trees on each PF	Shady trees on each PF
Urinals[#]	12	10	6	4	4	1	-
Latrines[#]	12	10	6	2	4	1	-
Platforms* **	**As in Annexure – 1**						
Lighting (Lux level)	50[##]	50[##]	30[##]	20	20	20	-
Fans**	As given below						
Foot Over Bridge	Minimum 1 FOB per station, as per Annexure – 1						
Time Table Display	As per extent instructions						
Clock	To be decided by Zonal Railways						
Water Cooler	1 on each PF	1 on each PF	1 on each PF	1 on each PF	-	-	-
P A System / Computer based Announcement	As per extent instructions						
Parking cum Circulatory Area with Light	As per extent instructions						
Electronic Train Indicator Board	As per extent instructions						
Signage (Standardised)	As per extent instructions						

[$] At A1, A, B, C & D category of stations, the booking counters to operate round the clock except at stations where there is no night working.

* At stations falling in water scarcity zones or, 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. as decided by GM of the Railways. At less important stations, particularly those falling under category E & F, one water supply source at a location convenient to passengers may be provided. 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 Sq. m.), 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.
3. Includes pay and use toilets in terms of Board's letter No. 05/TGIV/10/SAN/32/Pay& Use Policy Dated 07.06.06.

*** (a) On all New lines, Gauge Conversion & Doubling projects, minimum level of platforms shall be medium level (Board's letter No. 2003/LMB/14/29, dated 26.04.2005).
(b) Wherever platform height gets reduced on account of track works, the same should be restored (Board's letter No. 2003/LMB/14/29, dated 03.02.2005).
(c) Platform should be high level, irrespective of category, wherever EMU trains are dealt with (Board's letter No. 2006/LMB/2/121, dated 11.08.2006).

Excluding outdoor car parking for which it will be 20 Lux.

** For covered platforms having width of 6-9 meters, one row of fans should be provided at rate of one fan in the centre of supporting columns. For covered platforms with more than 9 meters width, fans should be provided in 2 rows.

Note: (1) 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 could be decided by General Managers based on actual requirements.
(2) Scale of all the amenities prescribed above is 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".

3.2 अनु ंसित यात्री सुविधायें/Recommended Amenities

The availability of amenities at station as per norms of minimum essential amenities (MEA) as above 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 Para 3.2.1 should be worked out and any augmentation based on this, will be known as recommended amenities.

Provision of recommended level of amenities at stations, which is a parameter of adequacy of scale of amenities provided as per actual passenger strength has not received adequate attention. Railways should review the existing facilities vis-a-vis requirements for recommended amenities and a time bound action plan be made for augmenting shortfalls, as a thrust area.

In case quantum of amenities as worked out on the basis of norms of recommended amenities is less than quantum prescribed for MEA in annexure – 1, the actual quantum of MEA 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.

3.2.1 अनु ंसित यात्री सुविधाओं का मापदण्ड/ Norms for Recommended Level of Amenities

The norms for recommended level of amenities at various categories of stations are as mentioned below:

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

N_{db} = *Design figure for number of passengers for A and B stations to be calculated as* $N_{db} = 0.3\ (N_{max})$.

N_{ds} = *Design figure for number of passengers for C, D and E stations to be calculated as* $N_{ds} = 0.45\ (N_{max})$.

S.N.	Amenities	Recommended Scale for Provision	
		Category A1, A and 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	1.394 N_{db} Sq.m.	1.394 N_{ds} Sq.m. (excluding 'C' Category)
4	Seating Arrangement (no. of seats)	0.4 N_{db}	0.4 N_{ds}
5	Platform Shelter* (on each platform)	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 Zonal Railways	
9	Lighting	Norms indicated in Note below	
10	Fans**	Norms indicated in Note below	
11	Foot Over Bridge	To be decided by Zonal Railways	
12	Time Table Display	To be decided by Zonal Railways	
13	Clock	To be decided by Zonal Railways	
14	Water Cooler	To be decided by Zonal Railways	
15	Public Address	To be decided by Zonal Railways	

	System/ Computer Based Announcement	
16	Parking cum Circulatory Area with Lights	To be decided by Zonal Railways
17	Electronic Train Indicator Board	To be decided by Zonal Railways
18	Public Phone Booth	To be decided by Zonal Railways
19	Signage (Standardised)	To be decided by Zonal Railways

* At important 'A1, A' category and suburban stations, efforts should be to cover the entire platform.

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

** For covered platforms having width of 6 - 9 meters, one row of fans should be provided at the rate of one fan in the centre of supporting columns. For covered platforms with more than 9 meters width, fans should be provided in 2 rows.

Note: **a)** Norms for Recommended Level of illumination at various categories of stations as per Railway Board's Circular No, 2005/Elec(G)/150/1, dated 28.02.2006.

b) Emergency lighting to be provided as per Board's letter no. 2004/Elect-I/109/1 Pt., dated 20.02.2006.

3.3 वांछनीय यात्री सुविधायें/Desirable Amenities

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 – 2.

Followings are desirable amenities at stations:



- **विश्राम कक्ष/Retiring Room:** It is a desirable amenity provided at A1, A, B and D category stations.



- **प्रतीक्षालय/Waiting Rooms:** Waiting rooms will be provided at stations depending upon the category of stations, class and gender. At A1 and A category stations a upper class, second class and a separate waiting room for ladies (combined upper and second class) will be provided. At category B and D second class waiting room will be provided. Waiting rooms need not to be provided at suburban stations i.e. category 'C' Stations.

- अमानती सामान घर /**Clock Room:** Clock rooms will be provided at category A1, A, and B stations only.



- पूछताछ काउन्टर/**Enquiry Counter:** Enquiry counter will be provided at A1, A and B category stations.



- एन.टीईएस/**NTES:** National Train Enquiry System will be provided at only at A1 and A category stations.



- आई.वी.आर.एस/**IVRS:** Interactive Voice Recording System will be provided at A1, A and B category stations.

- उद्घोशणा प्रणाली/**Public Address System :** Public address system is provided at only A1, A, B, C and D category stations.



- किताब घर एवं आव यक सामानों की अन्य स्टाल/ **Bookstalls and other Stalls for Essential Goods:** will be provided at A1, A, B, C and D category stations**.**



- वाटर कूलर/**Water Cooler:** will be provided at all stations except category E& F.

- खानपान कक्ष/**Refreshment Room:** will be provided at only A1, A and B category stations.



- पार्किग–सह–सर्क्यूलेटरी क्षेत्र मय प्रका ा के/ **Parking cum Circulatory Area with Light:** A1, A, B, C and D category stations should have parking and circulatory area. Light should include high mast lighting wherever feasible.



- **जेट क्लीनिंग सहित वा ोबल एप्रन/Washable Apron with Jet Cleaning :** Washable apron should be provided at A1, A and B category stations. Washable apron may be provided in a planned manner to cover only stations from where trains terminate or originate or stop for longer duration in the morning hours. At A1 category stations it should be at all platforms.



- **ट्रेन इन्डीकेटर बोर्ड/Train Indicator Board:** Train indicator boards are provided at A1, A, B and C category stations.



- **कोच इन्डीकेटर बोर्ड/Coach Indicator Board:** Coach indicator boards are provided at A1, A, B and C category stations.

- **जन दूरभाश केन्द्र/Public Phones Booths:** Public phone booths are provided at all categories stations excepts halt stations.



- **खानपान एवं बिक्री स्टाल/Catering and Vending Stall:** stalls will be provided at A to E category stations. Only halt stations are exempted.

- **टच स्क्रीन पूछताछ प्रणाली/Touch Screen Enquiry System :** It will be provided at A1 and A category stations. At category A it should be optional.



- **पानी बिक्री म ीनें/Water Vending Machines:** It will be provided at A1, A and B category stations only. At Category A and B, it should be optional.

- **संकेत चिन्ह/Signages:** Standardised sign ages should be provided at all stations except E and F category stations.

- **आधुनिक खानपान स्टाल/Modular Catering Stall:** At all stations except E and F. In end platforms it should be embedded with the wall.

- **स्वचालित बिक्री म ीन/Automatic Vending Machine:** It is provided at A1, A, B and C. At A, B and C, it should be optional.

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- **प्लेटफार्म एवं सर्क्यूलेटरी क्षेत्र में भुगतान आधारित प्रसाधन/ Pay and Use Toilets on Platforms and Circulating Area:** At all stations except category F halt stations.





- **अनारक्षित टिकट प्रणाली/UTS:** At all stations except category F halt stations.



- **शिकायतों का कम्प्यूटरीकरण/Computerisation of Complaints**: At A1 and A category stations only. At A, it should be optional.

- **साईबर कैफे/Cyber Café :** At A1 category stations subject to availability of space.

- **ए.टी.एम का प्रावधान/Provision of ATMs (preferably with ticketing facility):** At all stations except halt stations. At D & E, it should be optional.



- **एक वातानुकूलित अति वि ि ाष्ट यात्रीयों का विश्राम गृह का प्रावधान/ Provision of atleast one AC VIP Lounge:** Only at A1 category.





- **फूड प्लाजा/Food Plaza:** Only at A1 category.



- ट्रेन कोच सूचना प्रणाली/**Train Coach Indication System:** Only at A1 category.

- उद्घोशणा एवं सुरक्षा हेतु क्लोज सक्रिट टी. वी./ **CCTV for Announcement & Security:** Only at A1 category.



- सिक्का संचालित टिकट बिक्री म ीन/**Coin Operated Ticket Vending Machine:** Only at A1 category.

- पूर्व भुगतान टैक्सी सेवा/**Prepaid Taxi Service:** Only at A1 subject to clearance of local authorities.



- स्थैतिक मोबाइल चार्जिंग सुविधा/**Static Mobile Charging Facility:** Only at A1 category.



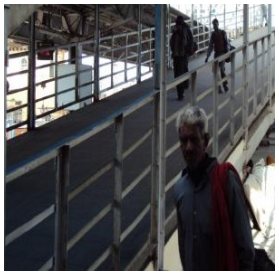
- अग्रभाग सहित स्टे ान बिल्डिंग का कायाकल्प/**Face-lift of Station Building including Façade:** Only at A1 category, face-lift includes improvement of façade of station building wherever required, duly incorporating local and architectural features along with ornamental lighting in historical/ heritage structures suitably.

3.4 भारीरिक अपंग यात्रियों के लिये सुविधायें/Amenities for Physically Handicapped Passengers









A) As per extant instructions, ***short term facilities*** consisting of following 7 items are to be provided at all stations:

- Provision of standard ramp with railing for barrier free entry.
- Earmarking at least two parking lots for vehicles used by disabled persons.
- Provision of a non-slippery walkway from parking lot to building.
- Provision of signage of appropriate visibility.
- Provision of at least one drinking water tap suitable for use by a disabled person.
- Provision of at least one toilet on the ground floor.
- "May I help You" booth.
  (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, dated 30.12.1998).

Above facilities have already been provided at all A1 and A category stations, and are now being extended to all B category stations. This has to be ensured, followed by their progressive provision at other category stations.

B) As per extant instructions, ***long term facilities*** comprising of following 2 items are to be provided:

- Provision of facility for inter-platform transfer.
- Engraving on edges of platforms.

Above facilities are planned to be taken up after provision of short term facilities. 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 handicapped 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 A1 and A category stations. Moreover, these should be properly provided with pre-cast cement concrete blocks at track crossings etc and laid to accurate level, to ensure a smooth ride for handicapped persons 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 A1 and A category stations.

4.0 आधुनिक स्टे ानों पर उन्नत सुविधायें/Up-graded Amenities at Model Station

For the purpose of up-gradation of amenities, some stations have been selected as model station, which includes all A1, A and B category stations. Such stations would be provided with the level of desirable amenities specified for the category (as given in Annexure – 2).

The amenities requiring less expenditure should be provided first and completed at all model stations and the balance amenities as per Annexure – 2 to the extent feasible should be provided at model stations.

Wherever amenities listed in Annexure – 2 are available at selected stations, they should be improved in aesthetics & looks. This include furniture in retiring rooms, booking office etc.

public-private partnership should be leveraged for up-gradation of stations, toilets, waiting rooms/ halls, retiring rooms etc.

5.0 अन्य महत्वपूर्ण पहलू/Other Important Aspects

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).

Following aspects should also be kept in view while up-grading amenities at the stations:

(i) All toilets should be gradually converted to Pay & Use toilets as per guidelines issued under Board's letter No. 05/TGIV/10/SAN/32/Pay& Use Policy, dated. 07.06.06.

(ii) All the signage at the station should be standardised in terms of Railway Board's circular No. 97/TGII/39/11/Signage, dated. 11.03.99.

(iii) For location of signage, 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, dated. 15.03.99.

(v) Effort should be made to avoid cooking activities on the platform and instead beverage vending machines and sale of pre cooked and packed food should be encouraged. Effort should also be taken to 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 platform shelter should be reduced to a minimum.

(viii) There should be effort to reduce the stalls to the bare minimum.

(ix) In the circulating area, proper traffic movement flow plan should be made. Proper landscaping in the circulating area 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 (Detailed guidelines have been issued under Board's letter No. 2005/LMB/02/267, dated 07.12.05).

(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 unauthorized entry points into the stations irrespective of their class should be closed excepting the specified exit and entry.

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6.0 यात्री सुविधाओं का अनुरक्षण/Maintenance of Passenger Amenities

- 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 restore 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.
- General Manager shall arrange to provide adequate imprest with Station masters of stations where Railways maintenance staff are not headquartered, to enable them organise expeditious repairs to small items of passenger amenities such as hand pumps/taps, water trolleys, clock, light/fans, urinal/latrines and furniture at the station.

7. 0 यात्री सुविधा पुस्तिका/Passenger Amenity Booklet

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.

8. 0 उपलब्ध यात्री सुविधाओं का प्रद ान/Display of Available Amenities

At each station, a list shall be displayed in station manager/ masters room showing the quantum of minimum essential amenities required to be provided for that category of stations per these guideline, vis- a-vis, the amenities actually available. Details of other amenities available at the station should also be displayed.





* * *

परिशिष्ट –1/Annexure –1

विभिन्न वर्गीकृत स्टेशनों पर न्यूनतम आवश्यक सुविधाओं
Minimum Essential Amenities at Each Category of Station

S.N.	Amenities	A1	A	B	C	D	E	F
1.	Booking Facility	yes	yes	yes	yes	yes	yes	yes
2	Drinking Water Piped/Hand Pump	yes	yes	yes	yes	yes	yes	yes
3	Waiting Hall	yes	yes	yes	-	yes	yes	yes
4	Seating Arrangement	yes	yes	yes	yes	yes	yes	-
5	Platform Shelter Shady Trees	yes -	yes -	yes -	yes -	yes -	- yes	- yes
6	Urinals	yes	yes	yes	yes	yes	yes	-
7	Latrines	yes	yes	yes	yes	yes	yes	-
8	Platforms: High level- Medium level- Rail level-	 yes - -	 yes - -	 - yes -	 yes - -	 - yes -	 - - yes	 - - yes
9	Lighting [#]	yes	yes	yes	yes	yes	yes	yes[@]
10	Fans	yes	yes	yes	yes	yes	yes	-
11	Foot Over Bridge	yes*	yes*	yes	yes	-	-	-
12	Time Table Display	yes	yes	yes	yes	yes	yes	yes
13	Clock	yes	yes	yes	yes	yes	yes	yes
14	Water Cooler	yes	yes	yes	yes	-	-	-
15	Public Address System/ Computer based Announcement	yes	yes	yes	-	-	-	-
16	Parking-cum-Circulatory Area with Lights	yes	yes	-	-	-	-	-
17	Electronic Train Indicator Board	yes**	yes	-	-	-	-	-
18	Public Phone Booth	yes	yes	-	-	-	-	-
19	Signage (Standardised)	yes	-	-	-	-	-	-

[#] stations may be electrified as provisions of boards circular no. 95/Elec(G)/109/1, dated 01.02.95.

[@] where train stops at night.

* with cover

** At station entrance/concourse, on foot over bridge (at landing locations) and on platform located appropriately to guide passenger at every stage.

परिशिष्ट – 2/Annexure – 2

वांछनीय यात्री सुविधायें/Desirable Amenities

FACILITY	STATION CATEGORY						
	A1	A	B	C	D	E	F
Retiring Room	Yes[1]	Yes	Yes	--	Yes	--	--
Waiting Rooms with Bathing Facility							
Upper Class	Yes[1]	Yes	--	--	--	--	--
Second Class	Yes[1]	Yes	Yes	--	Yes	--	--
Separate for Ladies (Combined Upper and Second Class)	Yes[1]	Yes	--	--	--	--	--
Cloak Room	Yes	Yes	Yes	--	--	--	--
Enquiry Counter	Yes	Yes	Yes	--	--	--	--
NTES	Yes	Yes	--	--	--	--	--
IVRS	Yes	Yes	Yes	--	--	--	--
Public Address System/ Computer based Announcement	***Yes***	***Yes***	***Yes***	Yes	Yes	--	--
Book Stalls/ Other Stalls of Essential Goods	Yes[2]	Yes	Yes	Yes	Yes	--	--
Refreshment Room	Yes	Yes	Yes	--	--	--	--
Parking/ Circulatory Area with Lights***	***Yes***	***Yes***	Yes	Yes	Yes	--	--
Washable Apron with Jet Cleaning[#]	Yes	Yes	Yes	--	--	--	--
Electronic Train Indicator Board	***Yes***	***Yes***	Yes	Yes	--	--	--
Public Phone Booth	***Yes***	***Yes***	***Yes***	Yes	Yes	Yes	--
Touch Screen Enquiry System	Yes	Yes**	--	--	--	--	--
Water Vending Machines	Yes	Yes**	Yes**	--	--	--	--
Water Coolers	Yes	Yes	Yes	Yes	Yes	--	--
Signage (Standardised)	***Yes***	Yes	Yes	Yes	Yes	--	--
Modular Catering Stalls	Yes	Yes	Yes	Yes	Yes	--	--
Automatic Vending Machine	Yes	Yes**	Yes**	Yes**	--	--	--
Pay & Use Toilets on Platforms and Circulating Area	Yes	Yes	Yes	Yes	Yes	Yes	--
UTS	Yes	Yes	Yes	Yes	Yes	Yes	--
Computerisation of Complaints	Yes	Yes**	--	--	--	--	--
Provision of Cyber Cafes	Yes[3]	--	--	--	--	--	--
Provision of ATMs (preferably with ticketing facility)	Yes	Yes	Yes	Yes	Yes**	Yes**	--
Provision of at least One AC VIP Lounge	Yes	--	--	--	--	--	--
Food Plaza	Yes	--	--	--	--	--	--
Train Coach Indication System	Yes	--	--	--	--	--	--
CCTV for Announcement and Security Purpose	Yes	--	--	--	--	--	--
Coin operated Ticket Vending Machine	Yes	--	--	--	--	--	--
Pre-paid Taxi Service	Yes[4]	--	--	--	--	--	--
Static Mobile Charging Facility	Yes	--	--	--	--	--	--
Face-lift of Station Building including Façade	Yes[5]	--	--	--	--	--	--

Numbered subscripts for A-1 category:

[1]Up-gradation to be taken up preferably under public-private partnership schemes.

[2]Should provide for minimum essential medicines.

[3]Subject to availability of space.

[4]Subject to availability/ clearance from local authorities.

[5]Face-lift including improvement of façade of station building, wherever required, duly incorporating local and architectural features, alongwith ornamental lighting in historical/ heritage structures suitably.

Yes (in italics): Also prescribed as Minimum Essential Amenity under Annexure – 1

[#] Washable aprons should be provided in a planned manner to cover stations/ platforms from where trains terminate/ originate or stop for longer duration in the morning hours. However, at A1 category stations, these shall be provided on all platforms.

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

**Optional items.

***Should include high mast lighting wherever feasible.

***

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References

1. **Indian Railway Works Manual (IRWM).**

2. **Railway Works Engineering by M. M. Agarwal.**

3. **Various Railway Boards circulars on the subject.**

***

⇒ टिप्पणी/NOTES ⇐

गुणवत्ता नीति

रेलों में यात्री और माल यातायात की बढती माँग को पूरा करने के लिए गुणवत्ता प्रबंध प्रणली में अनुसंधान, डिजाइनों और मानकों में उत्कृष्टता तथा सत्त सुधारों के माध्यम से सांविधिक और नियामक अपेक्षाओं को पूरा करते हुए सुरक्षित, आधुनिक और किफायती रेल प्रौद्योगिकी का विकास करना।

QUALITY POLICY

To develop safe, modern and cost effective Railway technology complying with Statutory and Regulatory requirements, through excellence in Research, Designs & Standards and Continual improvements in Quality Management System to cater to growing demand of passenger and freight traffic on the Railways.

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हमारा उद्देश्य

अनुरक्षण प्रौद्यौगिकी और कार्यप्रणाली को उन्नयन करना तथा उत्पादकता और रेल्वे की परिसम्पत्ति एवं जनशक्ति के निष्पादन में सुधार करना जिससे अन्तर्विषयों में विश्वसनीयता, उपयोगिता और दक्षता प्राप्त की जा सके।

यदि आप इस सन्दर्भ में कोई विचार और सुझाव देना चाहते हों तो कृपया हमें इस पते पर लिखें। :

सम्पर्क सूत्र	:	उप निदेशक (सिविल)
पत्राचार का पता	:	भारतीय रेल उच्च अनुरक्षण प्रौद्योगिकी केन्द्र, महाराजपुर, ग्वालियर (म.प्र.) पिनकोड - **474005**
टेलीफोन	:	0751–2470869
फैक्स	:	0751–2470841
ई–मेल	:	**dircivilcamtech@gmail.com**

Our Objective

To upgrade Maintenance Technologies and Methodologies and achieve improvement in productivity and performance of all Railway assets and manpower which inter-alia would cover Reliability, Availability, and Utilisation.

If you have any suggestion & comments on the subject, please write to us at following address:

Contact person	**:**	**Dy. Director (Civil),**
Postal Address	**:**	**Indian Railway Centre for Advanced Maintenance Technology, Maharajpur, Gwalior (M.P.) Pin code – 474 005**
Phone	**:**	**(0751) - 2470869**
Fax	**:**	**(0751) – 2470841**
Email	**:**	**dircivilcamtech@gmail.com**