भारतीय रेल में इस्तेमाल किया जाने वाला साइनेज
Signage used in Indian Railway

1. परिचय/ Introduction:

Signage is the most visible, most scrutinized station element and essential to the proper functioning of the station. Signage provides information essential to passenger use and navigation of the system, engendering a sense of reassurance, security, and orientation when entering, Exiting, or transferring, which contribute to a positive, user friendly customer experience. In brief, signage:

- Guides passengers to and from the various station areas.
- Accommodates the myriad informational requirements of the station and its services.
- Informs passengers of service information
- Accelerate their way finding process
- To relieve them of their information anxieties

2. उद्देश्य / Objective:

In stations signage shall not substitute for clear un obstructed circulation and line of site. Way finding must begin with the station circulation and access design, and signage should play primarily an informational role.

- Integrate signage with station architecture and other station elements.
- Utilize electronic messaging system in conjunction with fixed signage units when appropriates.
- Reduce customer anxiety level and dependency on Indian Railway employee for direction and information.
- Encourage tourists, in new and infrequent users and individuals with disabilities to utilize the system with ease.

3. साइनेज के लिए सामान्य प्रिंसिपल/ General principal for signage:

General principles for signage placement in station shall include:

- Keeping signs to the minimum necessary to properly communicate the required information, while considering that certain signs need to be repeated to reassure passengers that they are on the correct path.
- Placing signs exactly at decision points in lateral and vertical circulation paths, including VCEs.
- Placing signs perpendicular to the line of travel or sight.
- Glow sings for publicity should be placed parallel to the passenger movement in the station. Placement of commercial signs should not obstruct any station sign.
- To reduce sign clutter, utilizing both sides of signs for information display wherever applicable.
- Integrating signage with other station elements wherever possible.
- Placing signs in areas that have clear sight lines and are free of visual obstructions.
- To encourage left-hand circulation, placing signage or sign information on the left hand sides of corridors and VCEs.

- To enhance signage recognition and reduce visual clutter, establishing vertical datum lines or placement zones for signage. These datum lines should be within the normal cone of vision of persons standing in the station and sitting on the train. Datum lines for tactile/Braille ADA plaques will differ than those for overhead signs.
- As per ADA, the international symbol of accessibility (ISA) is required to identify accessible entries and paths. All components of signage at station must have a Braille component.
- Graphics in floor should clearly indicate the movement lines, space allocated for vendors, location of pantry car of train on the platform for easy flow of raw material and other material required for train operations.
- All signage shall have alternate pictorial signage of the same size as the letters and should be in at least Tri-Lingual (English, Hindi & local Language).

4. साइनेज का प्रकार /Type of Signage:

Signage are classified into following categories;

4.1 Signage for Services

4.2 Signage for Utilities

4.3 Signage for Cautions or Prohibitory Signage

4.4 Signage for Direction

4.1 सेवाओं के लिए संकेत /Signage for Services:

Following services normally available at station. Station Manager, Dy. Station Manager (Commercial),Chief Booking Supervisor, Chief Reservation Supervisor, Chief Parcel Supervisor, Chief Ticket Inspector, Parcel Office, Clock Room, Enquiry, Booking Office, Reservation Office, Assistance etc. for the rail users. Signage for available services are required.

We illustrate some of them for their colour code.

Colour of back ground is yellow and signage matter in black colour for service signage. Normally size of 25x25 inches (63cmx63 cm).





















4.2 उपयोगिताओं के लिए साइनेज /Signage for utilities:

Various utilities are available at station like Toilet(Ladies), Toilet (Gents), Wash Basin, Cold Water, Drinking Water, Retiring Rooms, Dormitory, Foot Over bridge, Ramp, Waiting rooms for Ladies and Gents, Second class waiting rooms, upper class waiting rooms for ladies and Gents, Lounge if any, Escalator, Refreshment Room for Veg. and Non Veg., Tea Stall, Snack Bar, Book Stall, Dust bin etc. for the rail user.

Signage for utilities available at station is needed. We illustrate some of them for their colour code.

Colour of back ground is blue and matter of signage in white colour for utility signage.

































4.3 सावधानियों के लिए संकेत /निषेधात्मक संकेत/ Signage for Cautions or Prohibitory Signage:

To give caution or to prohibited some activities like no smoking, No spiting, No Standing, No parking, Exit etc. Prohibitory signage are needed.

Colour of back ground is red and matter of signage in white colour for this type of signage.





4.4 दिशात्मक संकेत /Directional Signage:

To indicate direction of services and utilities at station, directional signage are needed.

In station building colour of back ground is yellow and matter of signage in black colour for directional signage.



If directional signage is in the circulating area , colour of back ground is green and colour of signage matter is white.



In the municipal area on the station approach road, it will be in blue back ground and matter in white colour



5. रंग कोड /Colour Code:

Colour code of signage are as per table given below.

Type of signage	Colour of back ground	Colour of Matter of Signage
Glow signs within Station building		
Signage for services	Yellow	Black
Signage for utilities	Blue	White
Signage for caution	Red	White
Signage for direction	Yellow	Black
Reflective directional Signage out side the Station Building		
In the circulating Area	Green	White
In the municipal area on the station approach roads	Blue	White

6. साइनेज का आकार/ Size of Signage:

Size of signage shall be standardized for all similar types of signs through out the station.

7. स्पर्श / ब्रेल एडीए साइनेज/ Tactile/Braille ADA Signage:

Tactile/Braille ADA signage is defined as signs that are required by for the visually impaired under the American Disabilities Act or Indian Disability Act.

These signs, displaying tactile lettering and grade 2 Braille, are required in addition to signage, described above for the non-visually impaired.

Tactile/Braille ADA sign plaques are required to be mounted with the sign's centerline 1524 mm above the ground or floor. Tactile hazard markings shall be provided at danger areas such as escalator landings, stairwells, and passenger lift accesses.

Any obstructions such as freestanding signs, telephone enclosures, or fire hose cabinets shall be cane detectable and protected, either by horizontal bars set 100mm above floor level, or by a wing wall around the obstructions.

To help the visually impaired persons to use the stairs or escalators, there are tactile guide paths with audible warnings at top and bottom.

These signs should cover, along the whole path of travel and all component of signage at station must have a Braille component.

8. प्लेटफ़ॉर्म साइनेज /Platform Signage:

Platform signage hardware must be adequately secured to support structures to withstand air pressure changes from incoming and outgoing trains. Furthermore, the design of platform signage must account for steel dust from train brakes in the platform environment.

10. भाषा /Language:

Static or fixed signs will be in English and Hindi. In certain stations were the local population is predominant in another language the local language will also be included in the signage. Variable signage shall be in English.

References:

1. Manual for Standardization of Railway stations Volume 1& 2
2. Letter No. 97/TG.II/39/11/Signage dated 11.3.99, Policy Circular No.2, Commercial Directorate for Standardization of Signage of stations.
3. Indian Railway works Manual.

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गुणवत्ता नीति

आर. डी. एस. ओ. लखनऊ में हम सतत सुधार और ग्राहक मूल्यांकन प्राप्त करने हेतु गुणवत्ता प्रबंध प्रणालियों की आवधिक समीक्षा के माध्यम से रेलों में यात्री और माल यातायात की बढ़ती आवश्यकताओं, माँग और अपेक्षाओं को पूरा करने के लिए गुणवत्ता प्रबंध प्रणाली की व्यवहारिक आवश्यकताओं और अनवरत सुधारों को पूरा करने के समर्पण गुणवत्ता उद्देश्यों को निर्धारित करके अनुसंधान, अभिकल्पों और मानकों में उत्कृष्टता के माध्यम से वैधानिक और नियामक अपेक्षाओं का अनुपालन करते हुए सुरक्षित, आधुनिक और किफ़ायती रेल प्रौद्योगिकी विकसित करने हेतु सेवाओं को बनाए रखने और अद्यतन पारदर्शी मानकों हेतु प्रतिबद्ध हैं। इसे संगठन के अंदर संसूचित एवं लागू किया गया है तथा सभी संबंधित पक्षकारों को भी उपलब्ध कराया गया है।

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भारत सरकार. रेल मंत्रालय

GOVERNMENT OF INDIA - MINISTRY OF RAILWAYS

केवल कार्यालयीन उपयोग हेतु

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केमटेक/सिविल/2020/ साइनेज /1.0

CAMTECH/C/2020/ I Signage used in Indian Railway /1.0

जनवरी / January - 2021

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