

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

RB/L&A/005/2012

No. 2012/LM (PA)/3/5

New Delhi, dt.11.09.2012

General Managers,
All Indian Railways

**Sub: Comprehensive instructions for provision of
Passenger Amenities at Stations**

Railway Board had constituted a Committee of Executive Directors to review the norms for provision of passenger amenities. The terms of reference of the committee included a review of the norms for provision of Passenger Amenities viz., minimum essential, recommended and desirable amenities at stations prescribed vide Board's letters no. 94/LMB/2/175 dated 17.1.2007 and 15.02.2007, in view of the changing requirements and technological improvements in the country and suggesting measures for improving General Cleanliness and environment conditions at stations.

2. Accordingly, the Committee examined in detail the entire gamut of amenities provided at stations and reviewed the existing instructions on level of passenger amenities at stations and submitted a report, which has been approved by Board. Based on this report, revised comprehensive instructions on provision of passenger amenities (enclosed) have been prepared.

3. Salient features of the changes made with reference to Board's letters no. 94/LMB/2/175 dated 17.1.2007 and 15.2.2007 are as follows:

- a) For the purpose of categorization of stations, criteria have been revised.
- b) Adequate number of water taps to be provided and located suitably to serve passengers of general second class coaches. Push button taps to be provided at 'E' category stations with suitable alternate arrangements where piped water supply is not available. One tap at every alternate water booth to be designed to meet the requirement of persons with disabilities.
- c) Provision of water coolers as per norms on platforms at 'A1' to 'D' category stations as Minimum Essential Amenity (MEA).

- d) Induction of solar energy technology for improved lighting and segregation of lighting levels during “no train” and “train” periods.
- e) Platform shelters to be suitably spaced to cover the area where general second class coaches stop. Norms for platform shelters for ‘D’ and ‘E’ category stations revised.
- f) Escalators/elevators to be introduced at ‘A1’ category and escalators at ‘A’ category, ‘C’ category and stations of tourist importance under desirable amenities.
- g) Travellator as ramp to be provided at ‘A1’ and ‘A’ category stations as desirable amenities.
- h) Provision of standard signage has been extended to ‘A’ and ‘B’ category stations under Minimum Essential Amenities.
- i) Dustbins to be provided at a spacing of 50 meters at ‘A1’, ‘A’ and ‘B’ category stations without obstructing the movement of passengers.
- j) Washable aprons with water hydrants/water jet system to be provided on platforms where trains stop for longer duration during the morning period.
- k) Provision of Foot Over Bridges (FOB) at crossing stations, during doubling or gauge conversion upto ‘D’ category station, wherever no FOB is available.
- l) AC VIP Lounge/Executive Lounge to be provided at ‘A1’ category stations under desirable amenities.
- m) Coin Operated Ticket Vending Machines to be provided at ‘A1’, ‘A’, ‘B’ and ‘C’ category stations under desirable amenities.
- n) Passenger operated Touch Screen Enquiry terminals extended to ‘B’ category stations also under desirable amenities.
- o) N-Max i.e. maximum number of passengers dealt at stations during peak hours has been defined clearly.
- p) Strategic measures to ensure cleanliness at stations have been introduced.

4. The scheme of Adarsh stations was introduced in the year 2009. It is considered that there is an urgent need to shift the focus of Adarsh stations from beautification to utility, comfort and cleanliness and also to facilitate cleanliness and upkeep of the station. Accordingly, revised instructions on Adarsh stations in supersession of Board’s letter No. 2009/TG-IV/10/PA/Adarsh Stations dated 17/09/2009 are being issued separately.

5. Railways are requested to disseminate the contents of the revised Circular (which supersedes the earlier circular issued under Board's letter No. 94/LMB/2/175 dated 17.1.2007 & 15.2.07) widely in the field and take necessary action for its early implementation.

This issues in consultation with the Finance Directorate of the Ministry of Railways.

Please acknowledge receipt.



(DESH RATAN GUPTA)
Exec. Director(Land & Amenities)-III
Railway Board



(A. MADHUKUMAR REDDY)
Exec. Director (Passenger Marketing)
Railway Board

DA: 20 pages

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**COMPREHENSIVE INSTRUCTIONS ON
PROVISION OF PASSENGER AMENITIES**

1. GENERAL:

- 1.1 Indian Railways carry the highest volume of passengers. Considering the large volume of passenger traffic, Indian Railways need to create infrastructure to meet the growing aspirations of rail users.
- 1.2 Comprehensive instructions issued in Jan' 2007 on provision of passenger amenities at railway stations, have been reviewed in view of technological advances and to fulfill the increased expectations of our passengers for enhanced amenities/facilities at railway stations.
- 1.3 While planning for provision/augmentation of amenities, due consideration needs to be given to the importance of the station from the point of view of passenger traffic.

2. CATEGORISATION OF STATIONS:

- 2.1 Stations have been categorized in seven categories, i.e. A1, A, B, C, D, E & F depending upon the earning which is the indicator of passenger traffic. Criteria for categorization of stations are enclosed as **Annexure-I**.
- 2.2 The categorization of stations shall be reviewed every five years. The last review was done in 2007-08 based on the earnings of 2006-07. Categorization based on the earnings of 2011-12 shall be reviewed in 2012-13. Zonal Railways are advised to review the station categorization in accordance with the earnings for the year 2011-12 as the revised categorization shall remain unchanged for the next 5 years. The number of stations falling under various categories shall remain unchanged till next review is done.
- 2.3 For the purpose of categorization of stations, the basic parameter is the passenger earnings of each station, from both reserved and unreserved passengers. The earnings are to be calculated on the basis of the number of passengers boarding at a particular station (both reserved and unreserved), irrespective of the location from where the ticket has been issued. The data of passenger earning should be collected from PRS, UTS, SPTM and JTBS etc.

3. MINIMUM ESSENTIAL AMENITIES (MEA):

- 3.1 When a station is constructed, certain minimum amenities are required to be provided at each category of station (on the basis of projected traffic/earnings). These are called **Minimum Essential Amenities (MEA)**.

3.2 Keeping in view of need for enhanced amenities at stations, norms of some MEAs have been revised. Norms for provision of Minimum Essential Amenities required to be provided in each category of stations are enclosed as **Annexure -II** and quantum for provision of Minimum Essential Amenities required to be provided are enclosed as **Annexure-III**. Availability of these amenities will have to be ensured. Railways will immediately undertake a survey to confirm availability of the minimum amenities as per the prescribed scale, at all the stations on the basis of earnings of the station and provide minimum essential amenities as per the prescribed scale. Minimum Essential Amenities as per revised scale prescribed in this circular, based on categorization of stations as per passenger earnings for 2011-12, are required to be provided by 31st March, 2016. Subsequently, quinquennial review is to be conducted with respect to availability of minimum essential amenities vis-a-vis category of stations at that time.

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

4.1 The availability of amenities at station as per norms of "Minimum Essential Amenities" (vide Annexure-III) 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 IV** should be worked out and any augmentation based on this, will be known as Recommended Amenities.

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 IV is less than quantum prescribed for Minimum Essential Amenities in Annexure 'III', 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.

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

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. Norms for Desirable level of amenities at various categories of stations are given at **Annexure-V**.

- 5.2 Various amenities out of the list given in Annexure 'V' should be provided based on the need and relative importance of the station.

5.3 Calculation of passenger volume:

- 5.3.1 The method of calculation of number of passengers per day and maximum passengers at any time per day should be uniform. Zonal Railways should ensure that the number of passengers per day (originating passengers) is calculated as an average number of passengers (reserved and unreserved category) booked by PRS and UTS/other system over a period of one year (excluding the month pertaining to the period of Mela traffic.). Normally, the number of passengers handled at stations is double of reserved/booked passengers to account for the inward passengers. However, the criteria for provision of facilities at stations would continue to be based on earnings.
- 5.3.2 For the purpose of calculating N Max(the maximum number of passengers), Zonal Railways should consider maximum number of trains dealt with in any interval of half an hour at the station and multiply the same by the average number of passengers dealt per train at that station. The average number of passengers per train at a station shall be the average number of daily passengers dealt with at the station divided by the number of trains stopping at the station during 24 hours.

6. DISPLAY OF AVAILABLE AMENITIES:

At each station, a list shall be displayed in Station Manager/Master's room showing the quantum of Minimum Essential Amenities required to be provided for that category of 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.

7. PREPARATION OF MASTER PLANS AND PLANNING FOR PASSENGER AMENITY WORKS:

- 7.1 The Zonal Railways shall carry out a survey of available amenities at stations in relation to those listed in the Annexures.
- 7.2 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.
- 7.3 These lists shall continue to 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.

- 7.4 Minimum Essential Amenities should be provided first as per the scale at all categories of stations. Thereafter, priority should be given for augmenting amenities to recommended level at A1, A, B & C category stations.
- 7.5 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 cost amenities items for which funds can easily be earmarked be taken up earlier than those requiring heavy outlay even if the latter are higher in the priority. Remaining works should be prioritized in a manner such that, gaps in minimum essential amenities, recommended amenities and desirable amenities are filled up, generally in that order.
- 7.6 Minimum Essential Amenities as prescribed in Annexure 'III' 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 a station shall, however, be charged under Plan Head "Passenger Amenities".

8. OTHER IMPORTANT ASPECTS:

- 8.1 **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)
- 8.2 **Foot Over Bridges:** New FOBs should be at least 6 m wide at 'A-1', 'A' and 'C' category stations, wherever feasible. New FOBs at 'A1' & 'A' category stations should be compatible for installation of escalators. Foot over-bridges shall be provided at all crossing stations during doubling/gauge conversion upto 'D' category stations, wherever the same are not available.
- 8.3 **Toilets:** 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 Dt 7.6.06.

At Suburban stations:

- (a) Only urinals should be provided at the end of the suburban island platforms as the major requirement of suburban passengers is a urinal. Wash basins should invariably be provided near the urinals.
- (b) The power to dispense with provision of toilets/urinals at the platforms is delegated to the General Managers.
- (c) Toilets should be provided only in concourse/circulating areas of suburban stations. 'Pay & Use' toilets should be provided in the concourse/circulating area of all stations. However, at stations where the provision of 'Pay & Use' toilets is not feasible, departmentally operated toilets can be provided with the approval of Divisional Railway Manager.

At Non-suburban stations:

- (a) The power of provision of urinals instead of full toilets at the platforms of A1, A & B category stations is delegated to the General Managers.
- (b) Only urinals should be provided on island platforms at other than A1, A & B category stations. Wash basins should invariably be provided near the urinals

- 8.4 **Signage:** All the signage at the station should be standardized in terms of Railway Board's circular No. 97/TGII/39/11/signage dt. 11.3.99. For location of signage, a plan should be made for each station.
- 8.5 **Stalls & Trolleys:** The number of trolleys and catering stalls under the platform shelter should be reduced to a minimum and Automatic vending machines should be encouraged to replace existing vending stalls. The norms circulated by Tourism and Catering Directorate in this regard should be adhered to.
- 8.6 **Circulating Area:** 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 Dt 7.12.05).
- 8.7 **Entry & Exit:** Proper planning is essential to facilitate easy movement of passengers at stations. In order to decongest the entrance, separate entry/exit gates to be provided at stations, wherever feasible. All unauthorized entry points into the stations irrespective of their class should be closed excepting the specified exit and entry.
- 8.8 **Illumination & Energy saving:** The illumination at the stations should be improved. The enquiry and Booking Offices should be specially brightened up at all the stations. LED based station name boards on the station building shall be provided at A-1, A & B category stations as per RDSO specifications. Platform name-boards should be suitably illuminated so that the station name is visible at night to the passengers travelling by trains.

For ensuring energy conservation:

- (a) Platform lighting circuit shall be segregated such that during "No train" period about 30% lights are 'ON' and before train arrival all the lights are switched 'ON'. In this regard, necessary changes in electrical circuits at stations may be planned in a phased manner.
- (b) All the electrical fittings and power supply equipments with at least BEE's 3 star rating shall be used.

- (c) All important stations of historical and archeological value may be suitably illuminated.
- 8.9 **Mobile & Laptop Chargers:** 5 pin, 5 amp, 230v (Railway approved) sockets for mobile and laptop charging shall be provided in adequate numbers at refreshment rooms and Waiting Rooms.
- 8.10 **Air Cooling System:** At A-1, A & B category stations where natural ventilation is not adequate, air cooling system should be installed subject to feasibility.
- 8.11 **Floorings:** Flooring standards for platform, concourse and FOB/waiting room, etc., as per instructions issued by RDSO (accepted by Board) may be followed in new works, renovation or replacement works. (RDSO letter No.WKS/WS/05/FS dated 22.09.09).
- 8.12 **Booking counters:** Booking counters upto 'E' category stations shall be provided with UTS system.
- 8.13 **Dustbins:** Adequate number of uniformly designed standard dustbins should be provided at all categories of stations. At A-1, A, B, and D categories of stations, dustbins should be provided at regular spacing of 50 meters on each platform. At C and E category stations, adequate number of dustbins as required should be provided. It must be ensured that provision of dustbins does not impede the free flow of passengers.

9. AMENITIES FOR PERSONS WITH DISABILITY (PwD):

- 9.1. As per extant instructions, Short term facilities, consisting of following 7 items are to be provided at all stations:
- (i) Provision of standard ramp with railing for barrier free entry.
 - (ii) Earmarking at least two parking lots for vehicles used by disabled persons.
 - (iii) Provision of a non-slippery walkway from parking lot to building
 - (iv) Provision of signage of appropriate visibility.
 - (v) Provision of at least one drinking water tap suitable for use by a disabled person.
 - (vi) Provision of at least one toilet on the ground floor.
 - (vii) "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 Dt 30.12.1998)
- 9.2 Above facilities have already been provided at all A1 & A category Stations, and are now being extended to all B category stations. Above facilities should be provided at the remaining 'B' category stations at the earliest. These facilities should also be extended to all other category of stations.
- 9.3 As per extant instructions, Long-terms facility, comprising of following 2 items are to be provided:

(i) Provision of facility for inter-platform transfer.

(ii) Engraving on edges of platforms.

Above facilities are to be provided at A1, A & B category stations.

- 9.4 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 disabled 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 & B category stations. Moreover, these should be properly provided with precast CC/paver 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, A and 'B' category stations.

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 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.

10.2 General Manager shall arrange to provide adequate imprest with Station masters of stations where Railways maintenance staff are not headquartered, to enable them organize 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.

11. WEB BASED PASSENGER AMENITY MANAGEMENT SYSTEM:

Additions/Modifications to the passenger amenities available at the stations should be incorporated in the data base & Passenger Amenities Management System on web based IRPSM module. For this purpose, window shall be opened periodically to update data and Railways shall be required to complete updation of passenger amenities' data by the notified date.

12. MEASURES FOR IMPROVING CLEANLINESS AND HYGINE:

Passengers coming to Railway Station should be educated through Public announcements, posters, TV/Radio Commercial spots to keep the Station clean. Punitive measures should also be put in place to penalize people found littering, spitting, defecating at inappropriate places in Railway Premises.

ANNEXURE-I

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

| S No | Category | Criteria |
|-------------|-----------------|---|
| 1. | A1 | Non-Suburban stations with an annual passenger earning of more than Rs. 60 crores. |
| 2. | A | Non-suburban stations with an annual passenger earnings of Rs. 8 crores and upto Rs 60 crores. |
| 3. | B | I. Non suburban stations with annual passenger earnings between Rs. 4 crores to Rs. 8 crores. II. Stations of tourist importance or an important junction station (to be decided by G.M.). |
| 4. | C | All suburban stations*. |
| 5. | D | Non suburban stations with passenger earnings between Rs. 60 lakhs and Rs. 4 crores. |
| 6. | E | Non suburban stations with passenger earnings less than Rs. 60 lakhs. |
| 7. | F | Halts |

*For station dealing with both suburban / non-suburban traffic, the Railway may take a view regarding up-gradation of classification depending upon station earnings, quantum of non-suburban traffic, etc.

Note: Annual Passenger Earnings at the station for the purpose of the amenities shall be worked out as per para 2.3 of the instructions.

ANNEXURE - II

MINIMUM ESSENTIAL AMENITIES AT VARIOUS CATEGORIES OF STATIONS

| Sl. No | Amenities | STATION CATEGORY | | | | | | |
|--------|--|------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| | | 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 | 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 | Yes | Yes | - | - | - | - |

* With cover.

** At station entrance/concourse, on Foot-over bridges(at landing locations) and on platforms located appropriately to guide passengers at every stage.

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

@ Where train stops at night.

© Foot over-bridges shall be provided at all crossing stations during doubling/gauge conversion upto 'D' category stations, wherever the same are not available.

ANNEXURE -III

NORMS OF MINIMUM ESSENTIAL AMENITIES
AT VARIOUS CATEGORIES OF STATIONS

| S.N. | Amenity | STATION CATEGORY | | | | | | |
|------|--|------------------|--------------|--------------|--------------|--------------|---------|---|
| | | A1 | A | B | C | D | E | F |
| 1 | Booking Facility % (No. of counters) | 15 | 10 | 6 | 4 | 4 | 2 | 1 |
| 2 | UTS as per norms | Yes | Yes | Yes | Yes | Yes | Yes | - |
| 3 | Drinking water ^ (No. of taps/PF) \$ ^^ | 20 | 20 | 20 | 6 | 8 | 2* | Appropriate drinking water facility ** |
| 4 | Waiting hall @ Sq m | 250 | 125 | 75 | 0 | 30 | 15 | 10 sqm booking office cum Wtg.hall |
| 5. | Seating arrangement (No. of seats / PF) | 150 | 125 | 100 | 10 | 50 | 10 | - |
| 6 | Platform shelter (on each PF)# | 500 sqm | 400 sqm | 200 sqm | 200 sqm | 50 sqm + | 50 sqm+ | Shady trees |
| 7 | Urinals## | 12 | 10 | 6 | 4 | 4 | 1 | - |
| 8 | Latrines## | 12 | 10 | 6 | 2 | 4 | 1 | - |
| 9 | Foot over bridge® | 1 with cover | 1 with cover | 1 | 1 | ®® | | |
| 10 | Water cooler £ | 2 on each PF | 2 on each PF | 2 on each PF | 2 on main PF | 1 on main PF | - | - |

| | | | | | | | | |
|----|--|--|------------|--------------|------------|--------------|------------|---|
| 11 | Signage (standardized) | Yes | Yes | Yes | - | - | - | - |
| 12 | Platforms *** | High Level | High Level | Medium Level | High Level | Medium Level | Rail Level | |
| 13 | Lighting ++ (Lux level) | As per Annexure II of Board's letter No.2004/Elec(G)/109/1 dated 18.5.2007 | | | | | | |
| 14 | Fans © | As given below | | | | | | |
| 15 | Time table Display | As per extant instructions. | | | | | | |
| 16 | Clock | To be decided by zonal railways. | | | | | | |
| 17 | Public Address system/Computer based announcement | As per extant instructions | | | | | | |
| 18 | Parking-cum-circulatory area, with lights | As per extant instructions | | | | | | |
| 19 | Electronic Train indicator board. | As per extant instructions | | | | | | |
| 20 | Public phone booth | As per extant 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.

\$ There should be one drinking water tap suitable for use by disabled persons on alternate water booths at every platform.

^^ Adequate number of water taps should be suitably located to serve passengers of GS coaches, i.e. at the end of platforms.

*At 'E' category stations, wherever piped water supply is not feasible due to local conditions, separate arrangement for potable water at each platform shall be made available with the approval of General Manager of the concerned Zonal Railway.

**drinking water arrangements should be made at halt stations by means of water taps/handpumps/tubewells/sintex tanks/piaos as decided by the General manager of the concerned Zonal Railway.

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

#Shelter should be suitably spaced ensuring natural light and ventilation and covering areas from where passengers aboard the General Coach.

+ Preferably light weight shelters.

##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. The policy for setting up such toilets be referred in terms of Board's letter No. 05/TGIV/10/SAN/32/Pay& Use Policy Dt 7.6.06.

® New FOBs should be at least 6 m wide at 'A-1', 'A' and 'C' category stations wherever feasible. New FOBs at 'A1' & 'A' category stations should be compatible for installation of escalators.

®® Foot over-bridges shall be provided at all crossing stations during doubling/gauge conversion upto 'D' category stations, wherever the same are not available.

£ To be provided as per Board's letter No. 69/Elec(g)/730/8 Dt. 30.03.1971.

*** (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 Dt. 26.4.2005). Wherever medium level of platform is to be provided as per norms, the same shall be with the foundation for high level platform. (Board's letter No. 2012/LM(PA)/03/07/Policy dated 06.07.12). (b) Wherever platform height gets reduced on account of track works, the same should be restored (Board's letter No. 2003/LMB/14/29 Dt. 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 Dt. 11.8.2006).

++Solar energy based lighting needs to be introduced to provide emergency lighting at "D" and "E" Category stations, wherever feasible, in non-electric traction areas.

© For covered platforms having width of 6-9mts; one row of fans should be provided @one fan in the centre of supporting columns. For covered platforms with more than 9mts 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 are the bare minimum to be provided at the appropriate category 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".

ANNEXURE - IV

NORMS FOR RECOMMENDED LEVEL OF AMENITIES
AT VARIOUS CATEGORIES OF STATIONS

Nmax= Maximum number of trains dealt with in any interval of half an hour at the station multiplied by the average number of passengers dealt per train at that station. The average number of passengers per train at a station shall be the average number of daily passengers dealt with at the station divided by the number of trains stopping at the station during 24 hours.

Ndb = Design figure for number of passenger for 'A' & 'B' stations to be calculated as **Ndb = 0.3 (Nmax)**

Nds = Design figure for number of passenger for 'C', 'D' & 'E' stations to be calculated as **Nds = 0.45 (Nmax)**

| S.No. | Amenities | Recommended scale for provision | |
|-------|--|---|----------------------------|
| | | Cat. A1, 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= Nmax/25. Taps should be distributed so that every alternate coach gets benefit of a tap | No. of taps= Nmax/25. |
| 3. | Waiting hall/Shed | 1.394 Ndb sqm | 1.394 Nds sqm(Excluding C) |
| 4. | Seating arrangement (No. of seats) | 0.4 Ndb | 0.4 Nds |
| 5. | Platform shelter* (on each PF) | 0.28 Nmax | 0.28 Nmax |
| 6. | Urinals# | Ndb/200 | Nds/200 |
| 7. | Latrines# | Ndb/200 | Nds/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 Norms indicated in Note below. | |
| 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 Ndb | 1/400 Ndb at other junction & terminal stations only |
| 15. | Water Coolers | To be provided if total number of passengers, inward and outward is more than 1000 per day (As per Bd's letter no. 69/Elec(g)/730/8 Dt 30.3.71. To be decided by the Zonal Railways | |
| 16. | 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 |
| 17. | Public Address system/Computer based announcement | To be decided by the Zonal Railways | |
| 18. | Parking-cum-circulatory area, with lights | To be decided by the Zonal Railways | |
| 19. | Electronic Train indicator board. | To be decided by the Zonal Railways | |
| 20. | Public phone booth | To be decided by the Zonal Railways | |
| 21. | Signage (standardized) | To be decided by the Zonal Railways | |

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

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

® (a) Emergency light: From Auxiliary Transformer (AT) connected to traction supply, 10 light points for A1 and A category stations on each platform. Emergency light from DG set/Solar supply on each platform at all stations where traction supply is not available, except E & F category stations. (b) Minimum One light in ASM room, Booking Window, Waiting Hall each, one light on each FOB at every 30 meter, 03 lights on each platform and one light in circulating area shall

be provided as emergency light with suitable back up power source such as Solar/wind etc.

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

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

Note: Norms for recommended level of illumination at various categories of stations are as follows (Ref Bd's Circular No 2005/Elec(G)/150/1 Dt 28.2.06)

| S No. | Area | Proposed lux level for category I/ II/ III station |
|-------|---|---|
| 1. | Station circulating area | 50/30/20 |
| | Outdoor car parking | 20/ 20/ 20 |
| 2. | Station concourse area | 100/ 100/ 100 |
| 3. | Booking office, reservation office, enquiry office | 200(localized above counter) & 100 in remaining areas for category I, II, III stations. |
| 4. | Parcel & luggage office counter | 150/ 150/150 150/150 /150 |
| 5. | Platform covered Open area | 50/30/20 |
| 6. | Waiting halls/rooms | 100/100/ 100 |
| 7. | Retiring rooms | 100/100 /100 |
| 8. | Restaurant & kitchen in general building area: i) restaurant area: ii) Kitchen: iii) Stores: | 150/150 /150 100/100/ 100 100/100/ 100 |
| 9. | Foot over bridge | 50/30/20 |
| 10. | Other service buildings inside Railway station area | 200 for SM's office for category I, II, III station |

Category (I) –Stations on Zonal railway HQs/State capitals and all A1 &A category stations

Category (II) – Stations on Rlys. Divisional Hq./State Distt. HQs & all B Category stations

Category (III) – Stations in remaining Categories

ANNEXURE-V

NORMS OF DESIRABLE AMENITIES AT VARIOUS CATEGORIES OF STATIONS

| S.No | Amenities | STATION CATEGORY | | | | | | |
|------|---|------------------|------------------|------------|------------------|------|---|---|
| | | A-1 | A | B | C | D | E | F |
| 1. | Retiring room | Yes ¹ | Yes | Yes | - | - | - | - |
| 2. | <u>Waiting room (with bathing facilities)</u> Upper Class | Yes ¹ | Yes | - | - | - | - | - |
| | 2 nd class | Yes ¹ | Yes | Yes | - | Yes | - | - |
| | Separate for ladies (combined upper and 2 nd Class) | Yes ¹ | Yes | - | - | - | - | - |
| 3. | Cloak room | Yes | Yes | Yes | - | - | - | - |
| 4. | Enquiry Counter | Yes | Yes | Yes | - | - | - | - |
| 5. | NTES | Yes | Yes | - | - | - | - | - |
| 6. | IVRS | Yes | Yes | Yes | - | - | - | - |
| 7. | Public Address system /Computer based announcement | Yes | Yes | Yes | Yes | Yes | - | - |
| 8. | Book stalls/other - stalls of essential goods | Yes ² | Yes | Yes | Yes | Yes | - | - |
| 9. | Refreshment room | Yes | Yes | Yes | - | - | - | - |
| 10. | Parking/circulatory area with lights *** | Yes | Yes | Yes | Yes | Yes | - | - |
| 11. | Washable apron with jet cleaning # | Yes | Yes | Yes | - | - | - | - |
| 12. | Electronic Train indicator board | Yes | Yes | Yes | Yes | - | - | - |
| 13. | Touch Screen Enquiry system | Yes | Yes | Yes | - | - | - | - |
| 14. | Water vending machines | Yes | Yes** | Yes** | - | - | - | - |
| 15. | Foot Over Bridges | Yes | Yes | Yes | Yes | Yes® | | |
| 16. | Escalators | Yes ³ | Yes ³ | - | Yes ³ | - | - | - |

| | | | | | | | | |
|-----|--|------------------|------------------|------------|------------|------------------|-------|---|
| 17. | Travellator | Yes ⁴ | Yes ⁴ | - | - | - | - | - |
| 18. | Signage (standardized) | Yes | Yes | Yes | Yes | Yes | - | - |
| 19. | Modular Catering Stalls* | Yes | Yes | Yes | Yes | Yes | - | - |
| 20. | Automatic Vending Machines | Yes | Yes** | Yes** | Yes** | - | - | - |
| 21. | Pay & Use Toilets on end platforms & circulating area. | Yes | Yes | Yes | Yes | Yes | Yes | - |
| 22. | Provision of cyber cafes | Yes ⁴ | - | - | - | - | - | - |
| 23. | Provision of ATMs (preferably with ticketing facility) | Yes | Yes | Yes | Yes | Yes** | Yes** | - |
| 24. | Provision of at least one AC VIP/Executive Lounge | Yes | - | - | - | - | - | - |
| 25. | Food Plaza | Yes | - | - | - | - | - | - |
| 26. | Train coach indication system | Yes | - | - | - | - | - | - |
| 27. | CCTV for announcement & security purpose | Yes | - | - | - | - | - | - |
| 28. | Coin operated Ticket Vending Machines | Yes | Yes | Yes | Yes | - | - | - |
| 29. | Pre-paid Taxi service | Yes ⁵ | - | - | - | - | - | - |
| 30. | High Level Platform | Yes | Yes | Yes | Yes | Yes ⁶ | - | - |

Yes(in italics): Also prescribed as Minimum Essential Amenity under Annex. II.

*** Should include high mast lighting wherever feasible.

Washable aprons with water hydrant/jet system should be provided at all platforms where morning train stops for longer duration to ensure cleanliness and better maintenance.

® On double line sections.

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

**Optional items vide Board's letter No.94/LMB/2/175 dated 16.1.05.

Numbered subscripts:

- 1: Up gradation to be taken up preferably under public-private partnership schemes. Retiring Rooms need not be provided at 'D' category stations.
- 2: Should provide for minimum essential medicines.
- 3: Escalators at 'A1', 'A' & 'C' category stations and stations of Tourist importance.
- 4: Subject to availability of space& feasibility.
- 5: Subject to availability/clearance from local authorities.
- 6: With the approval of General Manager.
