

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)

RB/L&A/001/2018

No. 2018/LM (PA)/03/06

New Delhi, dt. 09.04.2018

General Managers,  
All Indian Railways

Sub: Comprehensive instructions for provision of Passenger Amenities and user facilities 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. 2012/LM(PA)/3/5 dated 11.09.2012, in view of the changing requirements and technological improvements in the country and suggesting measures for improving amenities for passengers, general cleanliness and ambient conditions at stations. The categorization of stations and details of minimum essential, recommended and desirable amenities are enclosed as Annexure I to V.

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

3. 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. Accordingly, revised instructions on Adarsh stations in supersession of Board's letter No. 2009/TG-IV/10/PA/Adarsh Stations dated 13.08.2013 are being issued separately.


4. These are broad guidelines for providing passenger amenities at stations. However, GMs/DRMs may make need based modification duly recording the justification thereof.

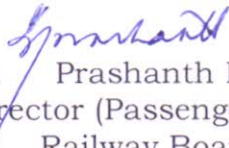
5. Railways are requested to disseminate the contents of the revised Circular (which supersedes the earlier circular issued under Board's letter No. 2012/LM(PA)/3/5 dated 11.09.2012) widely in the field offices and take necessary action for its early implementation.

6. DRMs shall have the full powers to approve such amenities soliciting CSR funds for augmenting passenger amenities in the stations and the same shall be aggressively pursued.

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

Please acknowledge receipt.

  
(Vivek Saxena)  
Exec. Director (Station Dev. Engg.)  
Railway Board

  
(B. Prashanth Kumar)  
Exec. Director (Passenger Marketing)  
Railway Board

DA: 29 pages

No. 2018/LM (PA)/3/06

New Delhi, dt. 09.04.2018

Copy forwarded for information to the FA&CAOs, all Indian Railways  
Dy. Comptroller & Auditor General of India, Room no. 224, Rail Bhawan, New Delhi.

  
For Financial Commissioner / Railways

Copy to: (i) ED/EEM, ED (T&C), ED/Works, Railway Board  
(ii) F(X) I, F(X) II, TG-III, TG-IV, LMPA, Electrical (G) Branches, Railway Board  
(iii) MD/IRCON, MD/RVNL, MD/RITES

**COMPREHENSIVE INSTRUCTIONS ON  
PROVISION OF PASSENGER AMENITIES**

**1. GENERAL:**

1.1 There has been a manifold increase in passengers over Indian Railways. With changing times and advent of new technology the aspirations of passengers w.r.t. amenities/facilities at stations has also increased. Indian Railways strives to improve facilities and services at stations and on trains.

1.2 Accordingly, comprehensive instructions issued in September' 2012 on provision of passenger amenities at railway stations, have been reviewed taking into consideration traffic volume and expectations of the traveling public.

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 three categories, i.e. Suburban stations, Non-Suburban stations and Halt stations based on passenger earnings and/or outward passengers handled at the station. Suburban stations have also been segregated in three categories i.e. SG-1, SG-2 & SG-3. Non-Suburban stations have been segregated in six categories i.e. NSG-1, NSG-2, NSG-3, NSG-4, NSG-5 & NSG-6. Similarly, Halt stations have been segregated in three categories i.e. HG-1, HG-2 & HG-3. 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 2012-13 based on the earnings of 2011-12. Categorization of stations based on passenger earnings and/or outward passengers handled at the station for the year 2016-17 has been reviewed in 2017-18. 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 and outward passengers handled at the station. 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.

