

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

RB/L&A/00/2018

No. 2017/LM (PA)/03/16

New Delhi, dt. 04.08.2018

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.

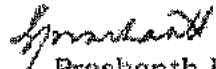
5. Railways are requested to disseminate the contents of the revised Circular (which supersedes the earlier circular issued under Board's letter No. 2012/LM(PA)/3/5 dated 11.09.2012) widely in the field offices and take necessary action for its early implementation.

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

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Dy. Comptroller & Auditor General of India, Room no. 224, Rail Bhawan, New Delhi.


For Financial Commissioner / Railways

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**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.

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. In addition to the existing provisions of MEA the following few facilities have been added and few modified:

- i. Booking windows being a railway requirement rather than a passenger amenity & also due to proliferation of ATVMs, internet/mobile ticketing etc. is removed from the list of MEA.
- ii. Public Phone Booth - removed from the list of MEA.
- iii. Foot Over Bridge and High level Platform are included in MEA for all category of stations on broad gauge. Priority will be accorded to the higher category station over lower category station while sanctioning and executing the work of raising the height of platform and provision of FOB. No work of raising the platform to medium level shall be taken up henceforth. All existing sanctioned works for raising the height of platform from rail/low level shall be made to high level.
- iv. Identified facilities (item no.9) shall be provided for persons with disabilities/divyangjan as per category of stations.

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 and number of outward passengers for 2016-17, are required to be provided by 31st August, 2018. 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:

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.

In addition to the existing provisions of recommended amenities the following amenities are added:

- a) Coach guidance system/Coach indication boards shall be provided at all stations from NSG/1-4 and SG/1-3 category stations.



- b) Insect/fly catchers shall be provided at waiting halls and refreshment halls in NSG/1-3 category stations
- c) Infant Nursing Cubicle shall be provided at all stations (NSG/1-5 category stations) inside Ladies waiting halls and in Common Waiting Hall where separate Ladies Waiting Hall is not available.
- d) Universal Mobile charging points shall be provided inside Waiting Halls.
- e) Platform shelters with solar panels for lighting and fans shall be provided at NSG/1-4, SG/1-3 and HG-1 category stations.

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 modified, 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.).

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 Non-suburban (Excluding NSG-5 & NSG-6) & Suburban 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".

7.7 Normally, priority shall be accorded for higher category of station over lower category of station for provision of an amenity eligible to be provided at such category of stations.

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: Design of FOBs should be standardized (especially the width) for the stations based on the footfall (at least 6 m wide). FOBs with both stairs and ramp facility should be provided to make them accessible for senior citizens and persons with physical disability as well as ease of self carrying trolley bags. The category of station and length of shelter is indicative and the exact dimension should be as per the requirement of the station.

Escalators, wherever permissible, shall be provided for all platforms at a station both for upward and downward direction. Additional FOB, if justified shall be provided with escalators subject to availability of fund and priority in terms of category of station.

8.3 Toilets: The latest policy guidelines issued for provision of toilet & Pay & Use toilet shall be followed. Toilets/Urinals at NSG/1-3 category stations shall have auto flush after every use.

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 NSG/1-4 category stations is delegated to the General Managers.

(b) Only urinals should be provided on island platforms at other than NSG/1-4 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/TQH/39/11/signage dt.11.03.99. 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. Second entry with ticketing facility (booking window/ATVM) shall be a desirable amenity at SG1 and SG2 and NSG/1-4 category stations.

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 all category stations as per RDSO specifications.

Reflective Station Name Boards (of circular design as provided in suburban stations) shall be provided along the length of the platform with an inter distance of 25 metre at all Stations except Halt stations 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 NSG/1-4 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's letter No.WKS/WS/05/FS dated 22.09.09).

8.12 Booking counters: Booking counters shall be removed from the list of MEA. The same may be provided based on the requirement under desirable amenity at SG/1-2 and NSG/1-4 category stations.

8.13 Dustbins: Adequate number of uniformly designed standard dustbins should be provided at all categories of stations. At NSG/1-5, SG/1-2 & HG1 category of stations, dustbins should be provided at regular spacing of 50 mt on each platform. At NSG6, SG-3 & HG/2-3 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 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 NSG/1-4 category stations.

Policy on provision of amenities to Divyangjan (PwD) at stations will be issued separately.

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 NSG/1-4 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 Persons with Disabilities (PWDs) 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 NSG/1-4 category stations. New Passenger terminals to be developed shall be designed with subways with escalators instead of Foot over bridges.

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**Categorization of stations for provision of passenger amenities**

Category of stations	Criteria of Proposed Earnings	Number of stations on based on Earnings	Criteria of Proposed outward Passengers handled@	Number of stations based on passengers handled	Total number of Stations
Non-Suburban stations					
NSG 1	> 500 Crore	14	> 20 Million	7	21
NSG 2	> 100 crore ≤ 500 Crore	70	> 10 Million ≤ 20 Million	7	77
NSG 3	> 20 Crore ≤ 100 Crore	218	> 05 Million ≤ 10 Million	9	227
NSG 4	> 10 Crore ≤ 20 Crore	210	> 02 Million ≤ 05 Million	76	286
NSG 5	> 01 Crore ≤ 10 Crore	1046	> 01 Million ≤ 02 Million	10	1056
NSG 6	≤ 01 Crore	4238	≤ 01 Million	0	4238
Suburban stations					
SG 1	> 25 Crore	24	> 30 Million	11	35
SG 2	> 10 Crore ≤ 25 Crore	52	> 10 Million ≤ 30 Million	22	74
SG 3	≤ 10 Crore	398	≤ 10 Million	0	398
Halt stations					
HG 1	> 50 lakh	18	> 03 lakh	12	30
HG 2	> 05 lakh ≤ 50 lakh	538	> 01 lakh ≤ 03 lakh	30	568
HG 3	≤ 05 lakh	1728	≤ 01 lakh	0	1728
	Total	8554		184	8738

NSG (Non Suburban Grade), SG (Suburban Grade), HG (Halt Grade)

* Total SG Category of Station = Total 507

* Total HG Category of Station = Total 2326

@ Passengers handled is taken on the basis of actual outward passengers handled at the station.

* The categorization proposed is on the basis of data for originating Passengers and earning provided by Zonal Railways.

GMs shall have powers to categorize a station as NSG4 category if it is a place of Tourist importance and/or is an important junction station.

ANNEXTURE-II/A

**MINIMUM ESSENTIAL AMENITIES AT VARIOUS CATEGORIES OF
NON-SUBURBAN STATIONS**

Sl. No	Amenities	STATION CATEGORY					
		NSG1	NSG2	NSG3	NSG4	NSG5	NSG6
1	Drinking water Piped/Hand Pump	Yes	Yes	Yes	Yes	Yes	Yes
2	Waiting hall	Yes	Yes	Yes	Yes	Yes	Yes
3	Seating arrangement	Yes	Yes	Yes	Yes	Yes	Yes
4	Platform shelter	Yes	Yes	Yes	Yes	Yes	Yes
5	Urinals	Yes\$	Yes\$	Yes\$	Yes	Yes	Yes
6	Latrines	Yes\$	Yes\$	Yes\$	Yes	Yes	Yes
7	Platforms - High level- @	Yes	Yes	Yes	Yes	Yes	Yes
8	Lighting #	Yes	Yes	Yes	Yes	Yes	Yes
9	Fans	Yes	Yes	Yes	Yes	Yes	Yes
10	Foot over bridge @	Yes*	Yes*	Yes*	Yes	Yes	Yes
11	Time Table Display	Yes	Yes	Yes	Yes	Yes	Yes
12	Clock	Yes	Yes	Yes	Yes	Yes	Yes
13	Water cooler	Yes	Yes	Yes	Yes	Yes	-
14	Public Address system/Computer based announcement	Yes	Yes	Yes	Yes	Yes	Yes
15	Parking-cum-circulatory area, with lights	Yes	Yes	Yes	Yes	Yes	-
16	Electronic Train indicator board**	Yes	Yes	Yes	-	-	-
17	Signage (standardised)	Yes	Yes	Yes	Yes	-	-
18	Dustbins***	Yes	Yes	Yes	Yes	Yes	Yes

* With cover

As per Annexure 2 of Railway Board's letter No. 2004/Elec(G)/109/1 dt 18.05.2007



** At station entrance/ concourse on Foot over bridges (at landing locations) and on platforms located appropriately to guide passengers at every stage. Priority to be accorded as per category of stations subject to stations earnings and passenger foot fall.

*** Adequate number of uniformly designed standard dustbins should be provided at all categories of stations at NSG1, NSG2, NSG3, NSG4 & NSG5 category of stations, dustbins should be provided at regular spacing of 50 mt on each platform. At NSG6 category station, 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.

@ These items are considered as basic requirement and hence they shall form a part of essential amenities for all categories of stations.

\$ Toilets/Urinals at NSG/1-3 category stations shall have auto flush after every use.



ANNEXTURE-II/B

MINIMUM ESSENTIAL AMENITIES AT VARIOUS CATEGORIES OF SUBURBAN STATIONS

Sl. No	Amenities	STATION CATEGORY		
		SG1	SG2	SG3
1	Drinking water Piped/Hand Pump	Yes	Yes	Yes
2	Seating arrangement	Yes	Yes	Yes
3	Platform shelter	Yes	Yes	Yes
4	Urinals	Yes	Yes	Yes
5	Latrines	Yes	Yes	Yes
6	Platforms - High level	Yes	Yes	Yes
7	Lighting #	Yes	Yes	Yes
8	Fans	Yes	Yes	Yes
9	Foot over bridge	* Yes	Yes	Yes
10	Time Table Display	Yes	Yes	Yes
11	Clock	Yes	Yes	Yes
12	Water cooler	Yes	Yes	-
13	Dustbins***	Yes	Yes	Yes
14	Public Address system/Computer based announcement	Yes	Yes	Yes
15	Electronic Train indicator board.	Yes	Yes	Yes

As per Annexure 2 of Railway Board's letter No. 2004/Elec(G)/109/1 dt 18.05.2007

*** Adequate number of uniformly designed standard dustbins should be provided at all categories of stations at SG1, SG2 category of stations, dustbins should be provided at regular spacing of 50 mt on each platform. At SG3 category station, 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.



MINIMUM ESSENTIAL AMENITIES AT VARIOUS CATEGORIES OF HALT STATIONS

Sl. No	Amenities	STATION CATEGORY		
		HG1	HG2	HG3
1	Drinking water Piped ¹ /Hand Pump ²	Yes ¹	Yes ²	Yes ²
2	Waiting hall	Yes	Yes	-
3	Platform Shelter Shady trees	Yes* Yes	-- Yes	-- Yes
4	Platforms - High level	Yes	Yes	Yes
5	Lighting #	Yes	Yes [^]	Yes [^]
6	Foot over bridge ^{\$}	Yes	Yes	Yes
7	Time Table Display	Yes	-	-
8	Clock	Yes	-	-
9	Dustbins ^{***}	Yes	Yes	Yes

*Bus type modular shelters

\$ in double line section with two PFs provided with high level platforms.

^ At stations where the trains are scheduled to halt after sunset

As per Annexure 2 of Railway Board's letter No. 2004/Elec(G)/109/1 dt 18.05.2007

*** Adequate number of uniformly designed standard dustbins should be provided at all categories of stations at HG1 category of stations, dustbins should be provided at regular spacing of 50 mt on each platform. At HG2 & HG3 category station, 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.

ANNEXTURE-III/A**NORMS OF MINIMUM ESSENTIAL AMENITIES
AT VARIOUS CATEGORIES OF NON-SUBURBAN STATIONS**

S.N.	Amenity	STATION CATEGORY					
		NSG1	NSG2	NSG3	NSG4	NSG5	NSG6
1	Drinking water ^ (No. of taps/PF) \$ ^^	20	20	20	20	8	2*
2	Waiting hall @ Sqm	250	250	125	75	30	15
3	Seating arrangement (No. of seats / PF)	150	150	125	100	50	10
4	Platform shelter (on each PF)#	500 sqm	500 sqm	400 sqm	200 sqm	50 sqm +	50 sqm +
5	Urinals##	12	12	10	6	4	1
6	Latrines##	12	12	10	6	4	1
7	Platforms	High Level	High Level	High Level	High Level	High Level	High Level
8	Lighting ++ (Lux level)	As per Annexure II of Board's letter No.2004/Elec(G)/109/1 dated 18.5.2007					
9	Fans ☉	As given below					
10	Foot over bridge®	1 with cover	1 with cover	1 with cover	1	®®	1
11	Time table Display	As per extant instructions.					
12	Clock	To be decided by zonal railways.					
13	Water cooler £	2 on each PF	2 on each PF	2 on each PF	2 on each PF	1 on main PF	-
14	Public Address system/Computer based announcement	As per extant instructions					

15	Parking-cum-circulatory area, with lights	As per extant instructions					
16	Electronic Train indicator board.	As per extant instructions					
17	Signage (standardized)	Yes	Yes	Yes	Yes	-	-
18	Dustbins***	Yes	Yes	Yes	Yes	Yes	Yes

Handwritten signature

NORMS OF MINIMUM ESSENTIAL AMENITIES
AT VARIOUS CATEGORIES OF SUBURBAN STATIONS

S.N.	Amenity	STATION CATEGORY		
		SG1	SG2	SG3
1	Drinking water [^] (No. of taps/PF) \$ ^{^^}	6	6	6
2	Seating arrangement (No. of seats / PF)	10	10	10
3	Platform shelter (on each PF)#	200 sqm	200 sqm	200 sqm
4	Urinals##	4	4	4
5	Latrines##	2	2	2
6	Platforms	High Level	High Level	High Level
7	Lighting ++ (Lux level)	As per Annexure II of Board's letter No.2004/Elec(G)/109/1 dated 18.5.2007.		
8	Fans ©	As given below		
9	Foot over bridge®	3 (20 ft wide)	2 (20 ft wide)	1 (20 ft wide)
10	Time table Display	As per extant instructions.		
11	Clock	To be decided by zonal railways.		
12	Water cooler £	2 on main PF	2	2
13	Dustbins	1 per 50 sqm area		
14	Public Address system/Computer based announcement	As per extant instructions		
15	Electronic Train indicator board.	As per extant instructions		

**NORMS OF MINIMUM ESSENTIAL AMENITIES
AT VARIOUS CATEGORIES OF HALT STATIONS**

S.N.	Amenity	STATION CATEGORY		
		HG1	HG2	HG3
1	Drinking water ^ (No. of taps/PF) \$ ^^	Appropriate drinking water facility **	Appropriate drinking water facility **	Appropriate drinking water facility **
2	Waiting hall @ Sq m	10 sqm. booking office cum Wtg.hall	10 sqm. booking office cum Wtg. hall	-
3	Platform shelter (on each PF)#	Bus type modular shelter	Shady trees	Shady trees
4	Platforms ****	High Level	High Level	High Level
5	Lighting ++ (Lux level)	As per Annexure II of Board's letter No.2004/Elec(G)/109/1 dated 18.5.2007		
6	FOB	1	1	1
7	Time table Display	As per extant instructions.		
8	Clock	1	-	-
9	Dustbin***	As per extant instructions.		

% At NSG1-5 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 NSG6 and HG category stations 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 NSG6 category stations, wherever piped water supply is not feasible due to local conditions, separate arrangement for 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.

*** Adequate number of uniformly designed standard dustbins should be provided at all categories of stations at NSG/1-5, SG/1-2 & HG1 category of stations, dustbins should be provided at regular spacing of 50 mt on each platform. At NSG6, SG-3 & HG/2-3 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.

@ 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 20 feet wide at NSG1-3 and SG1-3 category stations wherever feasible. New FOBs at NSG1-3 should be compatible for installation of escalators amenable for wheelchair users.

©© Foot over-bridges shall be provided at all stations with more than one platform during doubling/gauge conversion 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 of high level. No low/medium level platform shall henceforth be constructed (in supersession of Board's letter No. 2003/LMB/14/29 Dt. 26.4.2005 and 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 of notified minimum height wherever EMU trains are dealt with (clarification to 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 NSG1-5, SG1-3 and HG1 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 NSG-6 category stations, where the earnings is less than Rs. 50 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".



ANNEXTURE-IV

NORMS FOR RECOMMENDED LEVEL OF AMENITIES
AT VARIOUS CATEGORIES OF STATIONS

N_{max} = 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.

N_{db} = Design figure for number of passenger for Non-suburban' stations to be calculated as $N_{db} = 0.3 (N_{max})$

N_{ds} = Design figure for number of passenger for Suburban and Halt stations to be calculated as $N_{ds} = 0.45 (N_{max})$

S.No.	Amenities	Recommended scale for provision	
		Non-Suburban	Suburban and Halt station
1.	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= $N_{max}/25$.
2.	Waiting hall/Shed	$1.394 N_{db}$ sqm	$1.394 N_{ds}$ sqm(Excluding C)
3.	Seating arrangement (No. of seats)	$0.4 N_{db}$	$0.4 N_{ds}$
4.	Platform shelter* (on each PF) with solar panel for lighting and fans	$0.28 N_{max}$ NSG/1-4 to SG/1-3 category stations.	$0.28 N_{max}$ NSG/1-4 to SG/1-3 category stations.
5.	Urinals#	$N_{db}/200$	$N_{ds}/200$
6.	Latrines#	$N_{db}/200$	$N_{ds}/200$
7.	Lighting @	As per Board's letter no. 95/Elec(G)/138/5 dated 19.3.96 Norms indicated in Note below.	
8.	Fans **	As per Board's letter no. 95/Elec(G)/138/5 dated 19.3.96.	
9.	Time Table Display	To be decided by the Zonal Railways	
10.	Clock	To be decided by the Zonal Railways	
11.	Bathrooms\$	$1/400 N_{db}$	$1/400 N_{db}$ at other junction & terminal stations only

12.	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	
13.	IVRS	NSG/1&2 - 48 lines (calls 72000) NSG/3&4 - 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
14.	Public Address system/Computer based announcement	To be decided by the Zonal Railways	
15.	Parking-cum-circulatory area, with lights	To be decided by the Zonal Railways	
16.	Electronic Train indicator board.	To be decided by the Zonal Railways	
17.	Public phone booth	To be decided by the Zonal Railways	
18.	Signage (standardized)	To be decided by the Zonal Railways	
19.	Coach guidance system/coach indication boards	NSG/1-4 to SG/1-3 category stations.	
20.	Insect catchers	NSG/1-3 category stations	
21.	Infant Nursing Cubicle	NSG/1-3 category stations.	
22.	Universal Mobile charging points	To be decided by the Zonal Railways	

* At important category stations and suburban (SG/1-3) 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 NSG/1-3 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 NSG/6 and HG/1-3 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 Scale/Category I/ II/ III stations
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 scale/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:	150/150 /150
	ii) Kitchen:	100/100/ 100
	iii) Stores:	100/100/ 100
9.	Foot over bridge	50/30/20
10.	Other service buildings inside Railway station area	200 for SM's office for scale/category I, II, III stations

Scale/Category (I) -Stations on Zonal railway HQs/State capitals and all NSG1-3 category stations

Scale/Category (II) - Stations on Rlys. Divisional Hq./State Distt. HQs & all NSG4 Category stations

Scale/Category (III) - Stations in remaining Categories

ANNEXTURE-V/A

DESIRABLE AMENITIES AT VARIOUS CATEGORIES OF NON-SUBURBAN STATIONS

S.No	Amenities	STATION CATEGORY					
		NSG1	NSG2	NSG3	NSG4	NSG5	NSG6
1.	Retiring room	Yes	Yes	Yes	Yes ¹	-	-
2.	Waiting room (with bathing facilities)	Yes					
	Upper Class	Yes	Yes	Yes ¹	-	-	-
	2 nd class	Yes	Yes	Yes ¹	Yes	Yes	-
	Separate for ladies (combined upper and 2 nd Class)	Yes	Yes	Yes ¹	-	-	-
3.	Cloak room	Yes	Yes	Yes	Yes	-	-
4.	Enquiry Counter	Yes	Yes	Yes	Yes	-	-
5.	NTES	Yes	Yes	Yes	-	-	-
6.	IVRS	Yes	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 ²	Yes	Yes	Yes	-
9.	Refreshment room	Yes	Yes	Yes	Yes	-	-
10.	Parking/circulatory area with lights ***	Yes	Yes	Yes	Yes	Yes	-
11.	Washable apron with jet cleaning	Yes	Yes	Yes	Yes	-	-
12.	Electronic Train indicator board	Yes	Yes	Yes	Yes	-	-
13.	Touch Screen Enquiry system	Yes	Yes	Yes	Yes	-	-
14.	Water vending machines	Yes	Yes	Yes**	Yes**	-	-

15.	Escalators	Yes	Yes	Yes ³	-	-	-
16.	Travellator	Yes	Yes	Yes ³	-	-	-
17.	Signage (standardized)	Yes	Yes	Yes	Yes	Yes	-
18.	Modular Catering Stalls*	Yes	Yes	Yes	Yes	Yes	-
19.	Automatic Vending Machines	Yes	Yes	Yes**	Yes**	-	-
20.	Pay & Use Toilets on end platforms & circulating area.	Yes	Yes	Yes	Yes	Yes	Yes
21.	Provision of cyber cafes	Yes	Yes ⁴	-	-	-	-
22.	Provision of ATMs (preferably with ticketing facility)	Yes	Yes	Yes	Yes	Yes**	Yes**
23.	Provision of at least one AC VIP/Executive Lounge	Yes	Yes	-	-	-	-
24.	Food Plaza	Yes	Yes	-	-	-	-
25.	Train coach indication system	Yes	Yes	-	-	-	-
26.	CCTV for announcement & security purpose	Yes	Yes	-	-	-	-
27.	Coin operated Ticket Vending Machines	Yes	Yes	Yes	Yes	-	-
28.	Pre-paid Taxi service	Yes	Yes ⁵	-	-	-	-
29.	Access Control Systems	Yes	Yes	Yes	-	-	-
30.	Bio-toilets/waterless toilets/urinals	Yes	Yes	Yes	Yes	Yes	Yes
31.	Bottle crushers, Vending Machines	Yes	Yes	Yes	-	-	-
32.	Wi-Fi	Yes	Yes	Yes	Yes	Yes	-
33.	Second entry with booking office	Yes	Yes	Yes	Yes	-	-

34.	Waiting hall for senior citizens & Divyangjan	Yes	-	-	-	-	-
35.	Wheel chair lifting devices/ramps	Yes	Yes	Yes	-	-	-
36.	Water Fountain	Yes	Yes	Yes	-	-	-

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

*** Should include high mast lighting wherever feasible.

© 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 'NSG/5-6' category stations.
- 2: Should provide for minimum essential medicines.
- 3: Escalators at 'NSG1, NSG2 & NSG3' category stations and stations of Tourist importance.
- 4: Subject to availability of space & feasibility.
- 5: Subject to availability/clearance from local authorities.

ANNEXTURE-V/B

DESIRABLE AMENITIES AT SUBURBAN CATEGORIES STATIONS (SG/1-3)

S.No	Amenities	STATION CATEGORY		
		SG1	SG2	SG3
1.	Retiring room	-	-	-
2.	Waiting room (with bathing facilities) Upper Class	Yes ¹	Yes	-
	2 nd class	Yes ¹	Yes	Yes
	Separate for ladies (combined upper and 2 nd Class)	Yes ¹	Yes	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
8.	Book stalls/other -stalls of essential goods	Yes ²	Yes	Yes
9.	Refreshment room	Yes	Yes	Yes
10.	Parking/circulatory area with lights ***	Yes	Yes	Yes
11.	Electronic Train indicator board	Yes	Yes	Yes
12.	Touch Screen Enquiry system	Yes	Yes	Yes
13.	Water vending machines	Yes	Yes**	Yes**
15.	Escalators	Yes ³	Yes ³	Yes ³
16.	Travellator	Yes ⁴	-	-
17.	Signage (standardized)	Yes	Yes	Yes
18.	Modular Catering Stalls*	Yes	Yes	Yes
19.	Automatic Vending Machines	Yes	Yes**	Yes**
20.	Pay & Use Toilets on end platforms & circulating area.	Yes	Yes	Yes
21.	Provision of cyber cafes	Yes ⁴	-	-
22.	Provision of ATMs (preferably with ticketing facility)	Yes	Yes	Yes

23.	Provision of at least one AC VIP/Executive Lounge	Yes	-	-
24	Food Plaza	Yes	-	-
25.	Train coach indication system	Yes	Yes	Yes
26.	CCTV for announcement & security purpose	Yes	Yes	Yes
27.	Coin operated Ticket Vending Machines	Yes	Yes	Yes
28.	Pre-paid Taxi service	Yes ⁵	Yes ⁵	-
30	Second entry with ticketing facility (booking window/ATVM)	Yes	Yes	-
31	Water fountain	Yes	-	-

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

*** Should include high mast lighting wherever feasible.

@ 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 'SG1, SG2 & SG3' category stations.

2: Should provide for minimum essential medicines.

3: Escalators at 'SG1', 'SG2' & 'SG3' category stations.

4: Subject to availability of space & feasibility.

5: Subject to availability/clearance from local authorities.

DESIRABLE AMENITIES AT HALT STATIONS (HG1, HG2 & HG3 CATEGORIES)

S.No	Amenities	STATION CATEGORY		
		HG1	HG2	HG3
1	Waiting room (with bathing facilities) Upper Class	-	-	-
	2nd class	Yes1	Yes1	-
	Separate for ladies (combined upper and 2nd Class)	-	-	-
2	Public Address system /Computer based announcement	Yes	-	-
3	Book stalls/other - stalls of essential goods	Yes2	-	-
4	Refreshment room	Yes	-	-
5	Parking/circulatory area with lights ***	Yes	Yes	-
6	Electronic Train indicator board	Yes	Yes	-
7	Touch Screen Enquiry system	Yes	-	-
8	Water vending machines	Yes*	-	-
9	Signage (standardized)	Yes	Yes	-
9	Modular Catering Stalls*	Yes	Yes	-
10	Automatic Vending Machines**	Yes	-	-
11	Pay & Use Toilets on end platforms & circulating area.	Yes	Yes	Yes
12	Provision of ATMs (preferably with ticketing facility)	Yes	-	-

13	CCTV for announcement & security purpose	Yes	-	-
14	Coin operated Ticket Vending Machines	Yes	-	-
15	Bus type shelter	Yes	-	-

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

*** Should include high mast lighting wherever feasible.

@ 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 'HG1 to HG3 category stations.

2: Should provide for minimum essential medicines.
