



# Passenger Amenities

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Sr.dcms workshop

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# Provision of Amenities at Stations

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- Indian Railways constantly endeavour to improve facilities and services at stations and on trains
- Augmentation of facilities and services done from time to time based on
  - the traffic volume;
  - expectations of the traveling public; and
  - the availability of funds.
- Comprehensive instructions exist for provision of

# REGISTRATION OF STATIONS

There are seven categories of stations:-

Category	Criteria	No. of Stations
<b>A1</b>	Annual passenger earnings of Rs. 50 crore and above	<b>58</b>
<b>A</b>	Annual passenger earnings between Rs. 6 crore and Rs. 50 crore	<b>284</b>
<b>B</b>	Annual earnings between Rs. 3 crore and Rs. 6 crores ; or Stations of tourist importance; or an important junction station (decided by GM)	<b>237</b>
<b>C</b>	All suburban stations	<b>429</b>
<b>D</b>	Annual passenger earnings between Rs. 50 lakh and Rs.3 crore	<b>932</b>
<b>E</b>	Annual earnings less than Rs.50 lakh	<b>4274</b>
<b>F</b>	Halts	<b>2027</b>
	<b>Total</b>	<b>8241</b>

## Categories of Amenities

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There are three categories :

- Minimum Essential Amenities
- Recommended Amenities
- Desirable Amenities

## MINIMUM ESSENTIAL AMENITIES

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- Prescribed minimum standards according to category of station
- Provided at all stations
- These include
  - Booking facilities,
  - Platforms,
  - Shelters/Shady trees,
  - Drinking water arrangements,
  - Waiting hall/shed,
  - Seating arrangements; and
  - Time table
  - Lighting

# Minimum Essential Amenities

Amenities	Category of station						
	A-1	A	B	C	D	E	F
Booking facilities (No. of counters)	15	10	6	4	4	2	1
Drinking water (No. of taps / platform)	12	12	12	6	<b>6</b>	1 (or HP)	1 HP
Waiting Hall	150 sqm	100 sqm	50 sqm	0	30 sqm	15 sqm	10 sq booking office cum waiting hall
Seating arrangement (No. of seats)	125	100	75	10	50	10	
Platform shelter (on each PF)	500 sqm	400 sqm	200 sqm	200 sqm	50 sqm	Shady trees	Shady trees
Urinals	12	10	6	4	4	1	
Latrines	12	10	6	2	4	1	

# MINIMUM ESSENTIAL AMENITIES (Contd.)

Amenities	Category of station						
	A-1	A	B	C	D	E	F
Platform Level	High	High	Medium	High	Medium	Rail	Rail
Lighting (Lux level)	50	50	30	20	20	20	
Fans	For covered platforms having width of 6-9 meters one row of fans should be provided @ one fan in the centre of supporting columns. For covered platforms with more than 9 meters width fans should be provided in two rows						
Foot over Bridge	Minimum 1 with cover	Minimum 1					
Time table display	As per extant instructions						
Clock	To be decided by Zonal Railways						
Water coolers	1 on each P/F			1 on main P/F			

# RECOMMENDED AMENITIES

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Minimum Essential Amenities may not be commensurate with actual passenger traffic

- Therefore, norms for increasing the amenities are provided as per the laid down scale
- Based on category of the station and the number of passengers dealt with at any time during peak hours including



# RECOMMENDED AMENITIES

Amenities	Recommended scale for provision	
	Categories A-1, A & B	Other Stations
Booking facilities (No. of counters)	1 window per 800 tickets per shift (shift with maximum number of tickets sold should be taken)	
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 = $N_{Max}/25$ Taps
Waiting Hall	1.394 Ndb sqm	1.394 Ndb (excluding C)
Seating arrangement (No. of seats)	0.4 Ndb	0.4Ndb
Platform shelter (on each PF)	0.28 Nmax	0.28 Nmax

# DESIRABLE AMENITIES

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- Provided to improve customer satisfaction and the interface
- Desirable Amenities include
  - catering & vending stalls,
  - adequate parking and circulating area,
  - train indication board,
  - public address system etc.
- Desirable amenities are provided based on the need and relative importance of the stations



# DESIRABLE AMENITIES

Amenities	Category of station						
	A-1	A	B	C	D	E	F
Book Stalls/other essential goods	Yes	Yes	Yes	Yes	Yes		
Refreshment Room	Yes	Yes	Yes				
Parking/circulating area with lights	Yes	Yes	Yes	Yes	Yes		
Washable apron with jet cleaning	Yes	Yes	Yes	Yes	Yes		
Electronic Train indicator board	Yes	Yes	Yes	Yes	Yes		
Public Telephone Booth	Yes	Yes	Yes	Yes	Yes	Yes	
Touch Screen Enquiry System	Yes	Yes					
Water Vending Machine	Yes	Yes	Yes	Yes			





## Additional Desirable Amenities : A1 Stations

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- Cyber Café
- Food Plaza
- At least one VIP lounge
- Train coach indication system
- CCTV for announcement and security purpose
- Coin operated ticket vending machine
- Static mobile charging facility
- Facelift of station building including facade

## Approval of Passenger Amenity Works

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Works costing over Rs.2.5 crores need approval of the Parliament

- Between Rs.2 crores to 2.5 crores are approved by Railway Board
- Works costing upto Rs.2 crore approved by General Managers
- Works costing upto Rs.1 Crore by Divisional Railway Managers


## Budget Allocation and Actual Expenditure on Passenger Amenities

Period	Budget Allotment	Actual Expenditure
2000-01	190*	136.50
2001-02	190*	168.87
2002-03	200	175.12
2003-04	205	181.19
2004-05	215	222.72
2005-06	222	256.24
2006-07	353	407.58
2007-08	493.30	668.50
2008-09	702.50**	827.57
2009-10	1102.50	906.38
2010-11	997.56 (RE)	910.90 (Approx.)
2011-12	1100.50	294.65 (upto June, 2011, approx.)

\*excludes Rs. 10.00 Cr as allotment under BOLT

\*\*excludes Rs. 150 Cr as allotment under PPP





<b>RAILWAY</b>	<b>BUDGET ALLOTMENT (RS. IN CRORES)</b>
CR	60.46
ER	141.39
NR	85.25
NER	25.12
NFR	50.21
SR	54.90
SCR	125.17
SER	71.84
WR	79.42
ECR	83.93
ECoR	30.88
NCR	80.68
NWR	22.07
SECR	83.19
SWR	41.90
WCR	38.00

# MODEL & MODERN STATIONS

MODEL STATION	MODERN STATION
The scheme was in vogue between June, 1999 to November, 2008.	The scheme was in vogue in the years 2006-07 and 2008-09.
Initially one station from each Division and subsequently all 'A-1', 'A' & 'B' category of stations were selected as Model Station.	Five stations from each Division were selected as Modern Station irrespective of the category of the station.
To be provided with 'Desirable Amenities' as applicable for the category of the respective station.	Thrust areas were prescribed so as to bring about perceptible improvement like – <ul style="list-style-type: none"><li>• Facade of the station building,</li><li>• Circulating area,</li><li>• Proper illumination,</li><li>• Renovated 'Pay &amp; Use' toilet,</li><li>• Water booths,</li></ul>

# MODEL & ADARSH STATIONS

<b>MODEL STATION</b>	<b>ADARSH STATION</b>
<p>The scheme was in vogue between June, 1999 to November, 2008.</p>	<p>Was introduced in the year 2009.</p>
<p>Initially one station Per Division &amp; subsequently all 'A-1', 'A' &amp; 'B' selected as Model Station.</p>	<p>Selection based on identified need for upgradation of station.</p>
<p>To be provided with 'Desirable Amenities' as applicable for the category of the respective station.</p>	<p>To be provided with –</p> <ul style="list-style-type: none"> <li>• 'A-1', 'A' &amp; 'B' category stations – amenities as applicable for 'Modern Stations'.</li> <li>• 'D', 'E' &amp; 'F' category of stations – 'Desirable Amenities'.</li> <li>• 'C' category of stations – Thrust areas such as               <ul style="list-style-type: none"> <li>➤ Ethnic ethos,</li> <li>➤ Quick entry &amp; exit of passengers,</li> <li>➤ Smooth entry from civil road to station premises,</li> <li>➤ Signage for location of ladies and handicapped</li> </ul> </li> </ul>

# Adarsh Stations



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- Introduced in the year 2009
- 378 stations were selected for development as Adarsh Station 2009-10; and
- 206 stations in 2010-11 selected for development as Adarsh Station
- 462 stations already developed; another 122 stations are targeted for development
- 236 Stations announced in budget 2011-12



## **STATUS OF MODEL, MODERN & ADARSH STATIONS**

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- 594 stations have been selected as Model Stations out of which 528 have been developed fully.
- 637 stations have been selected as Modern Stations out of which 570 stations have been developed fully.
- 809 stations have been selected as Adarsh Stations out of which 431 stations have been developed fully.

## FOCUS OF ADARSH STATIONS – A1, A & B CATEGORY STATIONS

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- Façade of the station building,
- Circulating area so as to ensure proper entry and exit of vehicles etc.
- A lighting tower for proper illumination,
- Improved modern, cost effective lighting arrangements at the platforms, concourse etc.
- Renovated water booths,
- Renovated, modern, Pay & Use toilets,
- Good Waiting and Retiring Rooms with modern furniture,
- Good passenger guidance system including signages and coach indication boards,
- Improvement of booking and enquiry offices to give them a facelift,
- Lighting of booking office, the queuing area in front of booking windows,
- Engagement of reputed architects/consultants for beautification

## FOCUS OF ADARSH STATIONS – C CATEGORY STATIONS

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- Ethnic-ethos - local art/architecture reflected in a distinctive and colourful manner.
- Quick entry and exit for passengers
- Smooth access from civil road to station premises
- Provision of signage i.e. location of ladies/handicapped coach.
- Provision of green toilets in local trains
- Minimum 4 urinals/2 toilets at the platform.
- Renovated / made by Railways operated on 'Pay and Use' basis.
- Ease of drainage and sanitation.
- Full shelters on the platforms for better protection from elements.

## FOCUS OF ADARSH STATIONS – D, E & F CATEGORY STATIONS

Amenities	STATION CATEGORY		
	D	E	F
2 <sup>nd</sup> class waiting room (with bathing facilities)	Yes	-	-
Public Address System/Computer based announcement	Yes	-	-
Book stalls/other stalls of essential goods	Yes	-	-
Parking/circulatory area with lights***	Yes	-	-
Public Phone booth	Yes	Yes	-
Water coolers	Yes	-	-
Signage (Standardised)	Yes	-	-
Modular Catering Stalls*	Yes	-	-
Pay & Use Toilets on platforms & circulating area	Yes	Yes	-
UTS	Yes	Yes	-
Provision of ATMs (preferably with ticketing facility)	Yes**	Yes**	-



# SUB HEADS AND THEIR CODE NOS

PLAN HEAD	SUB HEAD	Description (Long Name)	Description (Short Name)
53	1	Platforms	Platforms
53	2	Water supply arrangements	Water supply arrangements
53	3	Electrical works	Electrical works
53	4	Waiting/retiring facilities	Waiting/retiring facilities
53	5	Transfer facilities	Transfer facilities
53	6	Sanitation	Sanitation
53	7	Public information system	Public information system
53	8	Catering arrangements	Catering arrangements
53	9	Station building & circulating area	Station building & circulating area

# WORK CLASSIFICATION AND SUB HEAD CODES

Plan Head	Group Code	Class Code	Description (Long Name)	Description (Short Name)
53	1	1	Extension/raising/widening of platforms	Extn/raising/widenin g of pfs
53	1	2	Improvements to the surface of existing platforms	Impr to surface of xting pfs
53	2	1	Provision, improvement & augmentation of drinking water supply arrangements including provision of purification plants/tanks/water trolleys	Prov/impr/augm of water supply etc.
53	2	2	Carriage watering arrangements at stations	Carriage watering arrangements at stns
53	3	1	Provision, improvement & augmentation of lighting and fans	Prov/impr/augm of lighting & fans

# WORK CLASSIFICATION AND SUB HEAD CODES

Plan Head	Group Code	Class Code	Description (Long Name)	Description (Short Name)
53	3	2	Provision, improvement & augmentation of water cooling and chilling equipment	Prov/impr/augm of water cool/chill equip
53	3	3	Provision, improvement & augmentation of stand-by generating equipment	Prov/impr/augm of stand-by genrtng equip
53	3	4	Conversion of battery charging equipment to 110 V	Conv of battery charging equip to 110 V
53	3	5	Pre-cooling arrangements for AC coaches at stations	Pre-cooling arrrgmts for AC coaches at stns
53	4	1	Provision, improvement & augmentation of waiting halls	Prov/impr/augm of waiting halls

# WORK CLASSIFICATION AND SUB HEAD CODES

Plan Head	Group Code	Class Code	Description (Long Name)	Description (Short Name)
53	4	2	Provision, improvement & augmentation of platform shelters	Prov/impr/augm of pf shelters
53	4	3	Provision, improvement & augmentation of waiting rooms, retiring rooms, dormitories	Prov/impr/augm of pf wtng/rtr rooms, , dormitories
53	4	4	Provision of benches, chairs & furniture	Prov of benches, chairs & furniture
53	5	1	Provision of additional foot-over-bridges	Prov of additional foot-over-bridges
53	5	2	Extension/widening/remodeling of existing foot-over-bridges	Extn/widening/remodeling of xting FOBs

# WORK CLASSIFICATION AND SUB HEAD CODES

Plan Head	Group Code	Class Code	Description (Long Name)	Description (Short Name)
53	5	3	Provision & extension of cover over foot-over-bridges	Prov of cover over FOBs
53	5	4	Provision or extension of passenger subways and escalators	Prov/extn of passgr subways & escalators
53	6	1	Provision, improvement & augmentation of latrines, urinals & bathroom in the paid areas of the station	Prov/impr/augm of latrin/urinal/bathroom
53	6	2	Provision of washable aprons	Prov of washable aprons
53	7	1	Provision, improvement & augmentation of public address system	Prov/impr/augm of public address system

# WORK CLASSIFICATION AND SUB HEAD CODES

Plan Head	Group Code	Class Code	Description (Long Name)	Description (Short Name)
53	7	2	Provision, improvement & augmentation of train indicator boards	Prov/impr/augm of train indicator boards
53	7	3	Provision, improvement & augmentation of time table displays	Prov/impr/augm of time table displays
53	7	4	Provision, improvement & augmentation of enquiry offices	Prov/impr/augm of enquiry offs
53	7	5	Provision, improvement & augmentation of signage/pictograms display	Prov/impr/augm of signage/pictograms
53	8	1	Provision/improvement to refreshment rooms	Prov/impr to refreshment rooms

# WORK CLASSIFICATION AND SUB HEAD CODES

Plan Head	Group Code	Class Code	Description (Long Name)	Description (Short Name)
53	8	2	Provision/improvement to base kitchens	Prov/impr to base kitchens
53	8	3	Provision/improvement to facilities like catering at stations, kiosks	Prov/impr to catering at stations, kiosks
53	9	1	Remodelling of station buildings	Remodelling of stn buildings
53	9	2	Improvement to circulating areas	Impr to circ areas
53	9	3	Plantation & horticulture works in the circulating area/parks of the station	Plantn/horti works in the circ area/parks

# WORK CLASSIFICATION AND SUB HEAD CODES

Plan Head	Group Code	Class Code	Description (Long Name)	Description (Short Name)
53	10	1	Provision of booking and reservation offices	Prov of booking & reservation offs
53	11	1	Drinking water arrangements in goods/parcel offices	Drinking water arrrgm in goods/parcel offs
53	11	2	Toilet facilities in goods/parcel offices	Toilet facilities in goods/parcel offs
53	11	3	Seating arrangements in goods/parcel offices	Seating arrangements in goods/parcel offs
53	11	4	Rest shelters for coolies	Rest shelters for coolies
53	11	5	Lighting/fans in goods/Parcel offices	Lighting/fans in goods/Parcel offs





Thank you