

PASSENGER AMENITIES
(RB /L&A/001/2018 dated 09/04/2018)

Indian Railways are more than a century and a half old. During these 165 years of glorious service, Indian Railways has played a vital role in the country's need for large scale of movement of traffic – both freight and passengers. The Indian Railways are contributing a lot in the economic growth of the country as well as promoting national integration.

Indian Railways serve as the principle mode of passenger transport in the country carrying the highest volume of passenger traffic. With the quickening pace of modernization now sweeping the country, the Railway traveler expect much more from the Railways than he did in the past. To fulfill the increased expectation of the passengers, it is necessary that sufficient passenger amenities at stations and on trains have to be provided.

Indian Railways have initiated training for front line staff to help them for dealing with the rail customers in a better manner. The program aims at inculcating a value system among them and to make them helpful to the rail users. The program would also help to increase the performance level of the employees by sensitizing them to the need of the customers, thereby solving their problems more effectively and in a positive manner.
Comprehensive instructions on provision of passenger amenities:

Categorization of stations:

- Stations have been categorized into Three Grades as NSG (Non-Suburban Grade) stations, SG (Suburban Grade) stations and HG (Halt Grade) stations **depending upon the originating earnings and/or originating passenger handled at that station.**
- The categorization shall be reviewed every 5years.

Annual passenger earnings: 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, YTSK and JTBS etc.

Passenger Handled: Passengers handled is taken on the basis of actual outward passengers handled at the station.

ANNEXURE-A

Categorization of Stations for the period 2017-18 to 2022-23

Category of stations	Criteria of Earnings	Number of stations on based on Earnings	Criteria of outward Passengers handled	Number of stations based on passengers handled	Total number of Stations
Non-Suburban stations					
NSG 1	More than 500 Crore	14	More than 20 Million	7	21
NSG 2	100 to 500 Crore	70	10 to 20 Million	7	77
NSG 3	20 to 100 Crore	218	05 to 10 Million	9	227
NSG 4	10 to 20 Crore	210	02 to 05 Million	76	286
NSG 5	01 to 10 Crore	1046	01 to 02 Million	10	1056
NSG 6	Upto 01 Crore	4238	Up to 01 Million	0	4238
Suburban stations					
SG 1	More than 25 Crore	24	More than 30 Million	11	35
SG 2	10 to 25 Crore	52	10 to 30 Million	22	74
SG 3	Upto 10 Crore	398	Up to 10 Million	0	398
Halt stations					
HG 1	More than 50 lakh	18	More than 3 lakh	12	30
HG 2	05 – 50 lakh	538	01 to 03 lakh	30	560
HG 3	Up to 05 lakh	1728	Upto 1 lakh	0	1728
	Total	8554		184	8738

* Total Stations 8738 (Non-Suburban: 5905, Suburban: 507 and Halts : 2326)

* General Managers 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.

Minimum Essential Amenities (MEA)

- When a station is constructed certain minimum amenities should be provided at each category of station. These were earlier termed as basic amenities / infrastructural facilities and will now be called '**Minimum essential amenities**'(MEA).
- The quantum for provision of MEAs required to be provided are enclosed as Annexure-III of RB lr. No.2018/LM(PA)/03/06, dt.09.04.2018.
- The minimum essential amenities required in each category of stations have been listed as below.

MINIMUM ESSENTIAL AMENITIES AT VARIOUS CATEGORIES OF STATIONS

Non-suburban stations	Sub-urban stations	Halt Stations
Drinking Water Piped/Hand Pump	Drinking Water Piped/Hand Pump	Drinking Water Piped/Hand Pump
Waiting Hall	Seating Arrangement	Waiting Hall
Seating Arrangement	Platform Shelter	Platform Shelter shady trees
Platform Shelter	Urinals	Platforms : High Level
Urinals	Latrines	Lighting
Latrines	Platforms High Level	Foot over bridge
Platforms High Level	Lighting	Time Table display
Lighting	Fans	Clock
Fans	Foot over bridge	Dust Bins
Foot over bridge	Time Table display	
Time Table display	Clock	
Clock	Water Cooler	
Water Cooler	Public Address System/Computer Based Announcement	
Public Address System/Computer Based Announcement	Electronic Train Indicator Board	
Parking cum circulatory area with lights	Dust Bins	
Electronic Train Indicator Board		
Signage (Standardised)		
Dust bins		

RECOMMENDED AMENITIES

The availability of amenities at stations as per norms of MEA may not be commensurate with the actual passenger traffic dealt at the station. Hence, the requirement of actual amenities based on the traffic as per the norms laid down in Annexure-IV should be worked out and augmentation based on this will be known as Recommended Amenities.

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 MEAs in Annexure-III, the actual quantum of MEAs 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.

The norms for provision of Recommended level of amenities at various category of stations are worked out based upon following parameters:

- **Nmax:** (Maximum number of passengers): Maximum number of trains dealt with in any interval of half an hour at the station and multiplies 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.
- **Ndb:** Design Figure for Number of Passengers for Non-suburban Stations to be calculated as: $Ndb = 0.3 (Nmax)$
- **Nds:** Design Figure for Number Passengers for Suburban and Halt Stations to be calculated as: $Ndb = 0.45 (Nmax)$

DESIRABLE AMENITIES:

Desirable amenities are those amenities which are considered desirable to improve customer satisfaction and interface process at the station. The quantum of those amenities would depend upon the category of stations as given at Annexure-V of RB Ir. No.2018/LM(PA)/03/06, dt.09.04.2018. These amenities are provided based upon the need and relative importance of the station.