

Sn/02

RB/L&A/079/2007

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

No. 94/LMB/2/175

New Delhi, dt. 15.2.07

General Managers,
All Indian Railways.

Sub: Amendments to Comprehensive instructions for provision of Passenger Amenities at stations including Model Stations.

In continuation to this office letter of even number dated 17.1.2007, Board has further revised the criteria for 'D' & 'E' categories of stations for provision of Passenger Amenities. The revised criteria for 'D' & 'E' categories of stations has been fixed as under:-

'D' Category - Non suburban stations with passenger earnings between Rs. 50 lakhs and Rs. 3 crore.

'E' Category - Non suburban stations with passenger earnings less than Rs. 50 lakhs.

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



(R. Jindal)
Dy. Director (L & A)
Railway Board

Copy forwarded for information to:-

- (i) The FA&CAOs of all Indian Railways.
- (ii) TG-IV, F(X)I & F(X)-II Branches of Board's office

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

RB/L2A/078/2007,

No. 94/LMB/2/175

New Delhi, 17.1.07

The General Managers,
All Indian Railways.

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

Railway Board had constituted a Committee of executive Directors to suggest appropriate policy initiatives for ensuring high quality 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 in Board's letter No. 94/LMB/2/175 dated 24.6.2003 in view of the changing requirements and technological improvements in the country.

2. Accordingly, the Committee examined in detail the entire gamut of amenities provided at stations and prepared a **revised passenger amenities circular(enclosed)**, which has been approved by Board. Details of various amenities to be provided for the physically challenged persons as per the extant instructions have also been incorporated in the circular.

3. Salient features of the changes made are as follows:

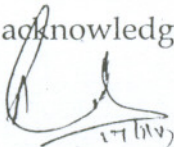
- (i) Introduction of a *new Category of station, 'A1' with annual earnings more than Rs.50 crore*, to ensure provision of best amenities at the most important of Railway stations. Norms for the new category have been incorporated.
- (ii) Expansion of the items covered under Minimum Essential Amenities (MEA) specially to cover all important stations.
- (iii) Provision of enhanced scale of amenities as provided under "Recommended Amenities" as a thrust area, since this is correlated with actual number of passengers using services at a station.
- (iv) Introduction of detailed norms for lighting in the stations including circulating area, for ensuring adequate lighting.
- (v) Expansion of the list of Desirable Amenities (required for Model Stations) from 23 items to 32 items, by introducing new amenities to provide better comfort to the passengers and also to meet increasing passenger expectations.

- (vi) Fixing of time frames for achieving various prescribed levels of amenities.
- (vii) Incorporation of extant instructions regarding provision of amenities for the physically challenged in the main circular for better implementation.

4. Railways are requested to disseminate the contents of the revised Circular(which supercedes the earlier circular issued under Board's letter No. 94/LMB/2/175 dated 24.6.2003) 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.



(ASHOK GUPTA)

Exec. Director(Land & Amenities)
Railway Board



(H.V.SHARMA)

Exec. Director(Passenger Marketing)
Railway Board

DA: 16 pages.

No. 94/LMB/2/175

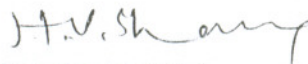
Dt 17.1.2007.

Copy forwarded for information to the FA&CAOs, all Indian Railways.



(ASHOK GUPTA)

Exec. Director(Land & Amenities)
Railway Board



(H.V.SHARMA)

Exec. Director(Passenger Marketing)
Railway Board.

Copy to F(X)1 and F(X)II branches.

**Government of India
Ministry of Railways
(Railway Board)**

RB/L&A/078/2007

No. 1994/LMB/02/175

New Delhi, dated: 17.01.2007.

**General Managers,
All Indian Railways.**

**Sub: Comprehensive instructions for provision of Passenger
Amenities at stations including Model stations.**

A revised passenger amenities circular approved by Board is enclosed. Details of various passenger amenities to be provided at stations including model stations as also passenger amenities to be provided for the physically challenged persons as per extant instructions have also been incorporated in the circular.

Railways are requested to disseminate the contents of the revised circular which supercedes the earlier circular letter of even number dated 24.06.2003 widely in the field and take necessary action for its implementation.

Please acknowledge receipt.



**(R. Jindal)
Deputy Director,
Land & Amenities,
Railway Board.**

COMPREHENSIVE INSTRUCTION ON PROVISION OF PASSENGER AMENITIES

1. GENERAL:

- 1.1. With the quickening pace of modernisation now sweeping the country, the Railway travelers today expect much more from the System than they did in the past.
- 1.2. To be able to fulfill this increased expectation on the part of our passengers, it is necessary that we take another look at the quantum of facilities provided at our stations, and lay down certain standards to follow policy initiatives for ensuring high quality passenger amenities. This is of particular importance in view of the year 2006-07 having been declared as the year of “ *Passenger service with a smile*” by the Hon’ble Minister of Railways in his Budget Speech 2006, and his thrust on bringing about a perceptible improvement in “Touch and Feel” items, which affect passenger satisfaction the most .
- 1.2. While planning for provision/augmentation of stations, due consideration needs to be given to the importance of the station from point of view of passenger traffic. Stations have, therefore, been divided into seven categories.

2. CATEGORISATION OF STATIONS:

- 2.1. Stations have been categorised in seven categories, i.e. A1, A, B, C, D, E & F depending upon the earnings which is an indicator of the passenger traffic. Criteria for categorisation of stations are enclosed as **Annexure ‘A’**.
- 2.2. All suburban stations have been included in category ‘C’ in order to accord a higher priority to these stations in view of a large number of passengers using them.
- 2.3. The categorisation shall be reviewed every five years. However, the next review will be carried out in F.Y- 2007-08, based on the earnings of 2006-07- to be worked as per para 2.4 below. The number of stations falling under various categories as per December, 2003 review, would remain unchanged till next review is done.
- 2.4. *Annual Passenger Earnings*: This is an important parameter for deciding upon the category of a station. It consists of earnings from both reserved and unreserved passengers. With introduction of PRS, the earnings accruing at a PRS center may not reflect the actual earnings of that station. Therefore, earnings in respect of reserved passengers should be taken on the basis of Passengers boarding the trains from the station and the same should be obtained from various PRS centers from where the passengers for those stations are booked. In respect of earnings from unreserved passengers, the data should be collected from the tickets sold, through SPTM/UTS, card tickets, etc. The method for calculating earnings from UTS (unreserved ticketing system) for passengers boarding the trains at a station would be same as that for PRS.

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 were earlier termed as basic amenities/infrastructural facilities and will now be called **Minimum Essential Amenities(MEA)**.

- 3.2. Minimum Essential Amenities required to be provided in each category of station are listed in **Annexure 'B'**. Norms for Quantum of Minimum Essential Amenities are prescribed in **Annexure 'C'**. 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 passenger traffic, to be worked out based on para 2.3 **and take necessary action for removing all deficiencies in the MEA within 2 years.** 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 norms.

- 4.1. The availability of amenities at station as per norms of "Minimum Essential Amenities" (vide Annexure 'B' & 'C') 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 'D'** 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 D is less than quantum prescribed for Minimum Essential Amenities in Annexure 'C', 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 strength, has not received adequate attention. Rlys should review the existing facilities vis-a-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. A comprehensive list of the desirable amenities is given in **Annexure 'E'**.
- 5.2. It should be noted that provision of Desirable amenities need not wait for complete provision of the Recommended Amenities. Various amenities out of the list given in Annexure 'E' should be provided based on the need and relative importance of the station.

6. UPGRADED AMENITIES AT MODEL STATIONS:

- 6.1. For the purpose of upgradation of amenities, some stations have been selected as Model Stations, which include all A1, A & B category stations. Such stations would be provided with the level of “Desirable Amenities” specified for the category (as given in Annexure – E).
- 6.2. The amenities requiring less expenditure should be provided first and completed at all model stations (presently 578) by 31.12.2008 and the balance amenities as per Annexure E to the extent feasible should be provided at model stations by 31.12.2009.
- 6.3. Wherever amenities listed in Annexure E are available at selected stations, they should be improved in aesthetics and look. This includes furniture in retiring rooms, booking office etc. Public-private partnership should be leveraged for upgradation of stations, toilets, waiting rooms/halls, retiring rooms, etc

7. 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.

8. AUGMENTATION OF THE EXISTING AMENITIES IN A PLANNED MANNER: PREPARATION OF MASTER PLANS

- 8.1 The Zonal Railways shall immediately carry out a survey of available amenities at stations in relation to those listed in the Annexures.
- 8.2 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.
- 8.3 These lists 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.
- 8.4 Minimum Essential Amenities should be provided first as per the scale at all classes of stations. Thereafter, priority should be given for augmenting amenities to recommended level at A1, A, B & C category stations.
- 8.5 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, can be taken up earlier than those requiring heavy outlay even if the latter are higher in the priority. Remaining works should be prioritised in a manner such that, gaps in minimum essential amenities, recommended amenities and desirable amenities are filled up, generally in that order.
- 8.6 Minimum Essential Amenities as prescribed in Annexure ‘B’ & ‘C’ (subject to instructions contained in para 4.2 above), 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”.

9. OTHER IMPORTANT ASPECTS:

9.1 *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)

9.2 Following aspects should also be kept in view while upgrading amenities at the stations:

- (i) 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.
- (ii) All the signage at the station should be standardised in terms of Railway Board's circular No. 97/TGII/39/11/signages dt. 11.3.99.
- (iii) For location of signage, a plan should be made for each station.
- (iv) All stalls should be made modular and reduced in size as per the Board's circular no. 99/TGIV/10/P/NID dt. 15.3.99
- (v) Effort should be made to avoid cooking activities on the platform and instead beverage vending machines and sale of pre cooked and packed food should be encouraged. Effort should also be taken to reduce the number of trolleys to minimum.
- (vi) Ban-merries should be provided at A&B class stations.
- (vii) The number of trolleys and catering stalls under the platform shelter should be reduced to a minimum.
- (viii) There should be effort to reduce the stalls to the bare minimum.
- (ix) 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) .
- (x) Automatic vending machines should be encouraged to replace existing vending stalls.
- (xi) The enquiry and Booking Offices should be specially brightened up at all the stations.
- (xii) The illumination at the stations should be improved.
- (xiii) All unauthorized entry points into the stations irrespective of their class should be closed excepting the specified exit and entry.

10. AMENITIES FOR PHYSICALLY HANDICAPPED PASSENGERS:

10.1 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)

Above facilities have already been provided at all A1 & A category stations, and are now being extended to all B category stations which is targeted by 2007. This has to be ensured, followed by their progressive provision at other category stations.

- 10.2 As per extant instructions, **Long-term 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 planned to be taken up after provision of short-term facilities.

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 handicapped 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 category stations. Moreover, these should be properly provided with precast CC 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 and A category stations.

11. MAINTENANCE OF PASSENGER AMENITIES:

- 11.1 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.
- 11.2 General Manager shall arrange to provide adequate imprest with Station masters of stations where Railways maintenance staff are not headquartered, to enable them organise expeditious repairs to small items of passenger amenities such as handpumps/taps, water trolleys, clock, light/fans, urinal/latrines and furniture at the station.

12.0 PASSENGER AMENITY BOOKLETS:

Additions/Modifications to the passenger amenities available at the stations should be incorporated in the data base & Passenger Amenities Management System

(PAMS) and printed in the form of Passenger Amenity Booklets of each division at the end of the financial year. The details of Passenger Amenities available at stations should be updated and sent every year to Board in floppies/E-mail in the format already circulated as well in hard copies.

ANNEXURE – A

**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. 50 crore
2.	A	Non-suburban stations with an annual passenger earnings of Rs. 6 crore and upto Rs 50 crore.
3.	B	I. Non suburban stations with an annual passenger earnings between Rs. 3 crore to Rs. 6 crore 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. 1 and Rs. 3 crore
6.	E	Non suburban stations with passenger earnings less than Rs. 1 crore
7.	F	Halts

* For stations dealing with both suburban/non-suburban traffic, the Rly may take a view regarding upgradation 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 2.4 of the instructions.

ANNEXURE - B**MINIMUM ESSENTIAL AMENITIES AT EACH CATEGORY OF STATION**

S1 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	-	-	-
15.	Public Address system/Compu- ter 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	-	-	-	-	-	-

* 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.

ANNEXURE - C**NORMS FOR QUANTUM 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.	Drinking water* (No. of taps)	12 taps on each PF	12 taps on each PF	12 taps on each PF	6 taps on each PF	6 taps on each PF	1 tap/H P on each PF	1 HP at station
3.	Waiting hall @	150 sqm	100 sqm	50 sqm	0	30 sqm	15 sqm	10 sqm booking office cum Wtg.hall
4.	Seating arrangement -nt (No. of seats / PF)	125	100	75	10	50	10	-
5.	Platform shelter (on each PF)	500 sqm	400 sqm -	200 sqm -	200 sqm -	50 sqm -	- Shady trees	- Shady trees
6.	Urinals#	12	10	6	4	4	1	-
7.	Latrines#	12	10	6	2	4	1	-
8.	Platforms* **	As in Annexure B.						
9.	Lighting (Lux level)	50##	50##	30##	20	20	20	---
10.	Fans **	As given below						
11.	Foot over bridge	Minimum 1 FOB per station, as per Annexure B.						
12.	Time table Display	As per extant instructions.						
13.	Clock	To be decided by zonal railways.						
14.	Water cooler	1 on each PF	1 on each PF	1 on each PF	1 on main PF	-	-	-

S N.	Amenities	STATION CATEGORY						
		A1	A	B	C	D	E	F
15	Public Address system/Computer based announcement	As per extant instructions						
16	Parking-cum-circulatory area, with lights	As per extant instructions						
17	Electronic Train indicator board.	As per extant instructions						
18	Public phone booth	As per extant instructions						
19	Signage (standardised)	As per extant instructions						

* 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.

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

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 in terms of Board's letter No. 05/TGIV/10/SAN/32/Pay& Use Policy Dt 7.6.06.

\$ 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.

Excluding outdoor car parking for which it will be 20 lux.

** 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.

*** (a) On all New lines, Gauge Conversion & Doubling projects, minimum level of platforms shall be medium level (Bd's letter No. 2003/LMB/14/29 Dt 26.4.2005). (b) Wherever platform height gets reduced on account of track works, the same should be restored (Bd's letter No. 2003/LMB/14/29 Dt 03.2.2005). (c) Platform should be high level, irrespective of category, wherever EMU trains are dealt with (Bd's letter No. 2006/LMB/2/121 Dt 11.8.2006).

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 class 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 - D**NORMS FOR RECOMMENDED LEVEL OF AMENITIES
AT VARIOUS CATEGORIES OF STATIONS**

Nmax = Average no. of passenger at any time during peak including the inward and outward passenger (excluding mela traffic)

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	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	Norms indicated in Note below.	
10.	Fans **	As given below.	
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.	Water Coolers	To be decided by the Zonal Railways	
15.	Public Address system/Computer based announcement	To be decided by the Zonal Railways	
16.	Parking-cum-circulatory area, with lights	To be decided by the Zonal Railways	
17.	Electronic Train indicator board.	To be decided by the Zonal Railways	
18.	Public phone booth	To be decided by the Zonal Railways	

19	Signage (standardised)	To be decided by the Zonal Railways
----	---------------------------	-------------------------------------

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

** 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.

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

Note: (a) 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 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 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 stations.

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.

(b) Emergency lighting to be provided as per Board's letter No.2004/Elect-I/109/1 Pt. Dated 20.2.2006

ANNEXURE-E

DESIRABLE AMENITIES

S.No.	Amenities	STATION CATEGORY						
		A-1	A	B	C	D	E	F
1	Retiring room	Yes ¹	Yes	Yes	-	Yes	-	-
2	Waiting room (with bathing facilities)							
	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	Public phone booth	Yes	Yes	Yes	Yes	Yes	Yes	-
14	Touch Screen Enquiry system	Yes	Yes**	-	-	-	-	-
15	Water vending machines	Yes	Yes**	Yes**	-	-	-	-
16	Water coolers	Yes	Yes	Yes	Yes	Yes	-	-
17	Signage (standardised)	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 platforms & circulating area.	Yes	Yes	Yes	Yes	Yes	Yes	-
21	UTS	Yes	Yes	Yes	Yes	Yes	Yes	-
22	Computerisation of	Yes	Yes**	-	-	-	-	-

	complaints							
23	Provision of cyber cafes	Yes ³	-	-	-	-	-	-
24	Provision of ATMs (preferably with ticketing facility)	Yes	Yes	Yes	Yes	Yes **	Yes **	-
25	Provision of at least one AC VIP Lounge	Yes	-	-	-	-	-	-
26	Food Plaza	Yes	-	-	-	-	-	-
27	Train coach indication system	Yes	-	-	-	-	-	-
28	CCTV for announcement and security purpose	Yes	-	-	-	-	-	-
29	Coin operated Ticket Vending Machines	Yes	-	-	-	-	-	-
30	Pre-paid Taxi service	Yes ⁴	-	-	-	-	-	-
31	Static mobile charging facility	Yes	-	-	-	-	-	-
32	Facelift of station building including facade	Yes ⁵	-	-	-	-	-	-

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

Washable aprons should be provided in a planned manner to cover stations / platforms from where trains terminate/ originate or stop for longer duration in the morning hours. However, at A1 category stations, these shall be provided on all platforms.

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

**Optional items.

*** Should include high mast lighting wherever feasible.

Numbered subscripts for A-1 category:

1: Upgradation to be taken up preferably under public-private partnership schemes.

2: Should provide for minimum essential medicines.

3: Subject to availability of space

4: Subject to availability/clearance from local authorities.

5: Facelift including improvement of façade of station building, wherever required, duly incorporating local and architectural features, along with ornamental lighting in historical/heritage structures suitably.