

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).