

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

RB/L&A/008/2014

No. 2012/LM(PA)/03/08/Policy

New Delhi, Dated: 26.09.2014

The General Manager(s),
All Indian Railways.

Sub: Guidelines for provision of Passenger Amenities at Railway stations through Individuals, NGOs, Trusts, Charitable Institutions, Corporates, etc.

Individuals, NGOs, Trusts, Charitable Institutions, Corporates, etc. have evinced interest in providing/augmenting passenger amenities at railway stations on their own to improve the facilities for the passengers.

The matter has been considered in Board and it has been decided to issue policy guidelines in this regard. After scrutinizing the feasibility of the proposals received from Individuals, NGOs, Trusts, Charitable Institutions, Corporates, etc., Railway shall follow the under mentioned guidelines for execution of such works.

1. Objective:

To promote participation of Individuals, NGOs, Trusts, Charitable Institutions, Corporates, etc., (hereinafter called 'Sponsoring Party') in renovation/provision/improvement/upgradation of amenities and services at Railway Stations at their own cost.

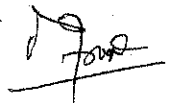

2. Possible Areas of activities/works:

The Sponsoring Party is permitted to provide passenger amenities at the railway stations without linking the same to the category of station in the following areas:

- (i) Renovation/ replacement /provision/ improvement/ upgradation of amenities at Railway Stations
- (ii) Provision/upgradation of services including maintenance & operation (wherever permitted) of the existing and newly provided facilities/amenities.
- (iii) Beautification/landscaping of station and circulating area
- (iv) Cleanliness of the station premises which may include station building, platforms, circulating area, track etc.



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An indicative list of amenities is as under-

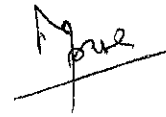
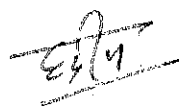
- i. Any of the amenities listed in the extant policy instructions on passenger amenities
- ii. Wheel Chairs
- iii. Dust Bins
- iv. Luggage Trolleys
- v. Water Fountain
- vi. Air/Mist Cooling System
- vii. Water treatment systems including RO plants(With or without water coolers)
- viii. LED based Station Name Boards
- ix. Electronic Chart/Train Display / Coach Indication Boards / Public Address System / Clocks.
- x. Lighting System through renewable energy resources like solar, wind etc.
- xi. Battery Operated Cars with driver
- xii. Water Harvesting at stations
- xiii. Escalator/Elevator/Travellator
- xiv. Solar water heating system, etc
- xv. High mast lighting with timer/day-light switch & energy efficient fittings
- xvi. Air curtains
- xvii. DG sets/Invertors/UPS etc.

3. Guidelines:

- i. Railway shall make master plan of the station showing the existing amenities, the amenities proposed by the Sponsoring Party, other sanctioned passenger amenity works including the one to be done in future and such master plan should be approved by DRM.
- ii. The amenities should be provided by Railways on Deposit terms. There shall be no D&G and supervision charges as the idea is to use the entire amount contributed by the Sponsoring party into the station development. The General Charges against these works should be absorbed within the existing organization and no additional posts should be created against these works. However, some items like Benches, Wheel Chairs, Battery Operated Cars, Luggage Trolleys, Stand alone Solar Lighting System, DG sets/inverter/UPS, Energy efficient electrical fittings & fans etc. as per approved specifications may also be supplied by sponsors free of cost. Such facilities may be utilised/operated by Railways or operated by Sponsoring Party (if permitted).
- iii. Railway shall endeavour to provide the amenity within one year of deposit of fund by the Sponsoring Party.
- iv. Commercial department of the Railways shall, as per extant practice, co-ordinate for the approval of Passenger Amenities to be provided at the station, while the concerned executive departments viz. Engg., Electrical,

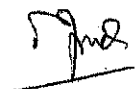
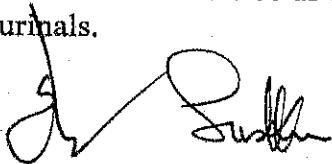


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S&T etc. shall be responsible for preparation of plans, estimates etc. and execution. The department having major component of overall works shall co-ordinate with the Sponsoring Party for receipt of deposit after preparation of estimate.


- v. The department incharge of cleanliness of the station shall coordinate and be responsible in case cleanliness of station premises is sponsored.
- vi. Notwithstanding the number/level of amenities proposed/provided at railway station through the Sponsoring Party, the Category of the station shall not change and will continue to be based on earnings from passenger traffic at the station vide Board's Circular No.2012/LM(PA)/03/05 dated 11.09.2012.
- vii. A MoU may be signed between Railway Administration (DRM or any officer of JAG/SG of the Commercial Department, to whom the powers may be delegated) and the Sponsoring Party.
- viii. There should be no duplicity of expenditure. Proper accountal of expenses incurred on the sponsored works shall be maintained by the railway.
- ix. Technical documents for certain amenities e.g. RO Plant, Water Coolers, etc., which are supplied/installed as a part of amenities should be given by the Sponsoring Party to Railways (wherever such items, as per standard specification are supplied by the sponsorer).
- x. Wherever 'Live' Passenger Amenities like Display Boards/Coach guidance system, etc is provided, the same should be connected to NTES so that up to date information is available for the passengers. Digital Clocks, Coach Guidance Board, PA System and Electronic Chart / Train Display Boards should be in conformity to RDSO specifications, if available.
- xi. The Sponsoring Party shall have no right on assets so created and such assets shall be the property of the Railways and should be taken into the relevant books / records of assets maintained by the concerned Departments.
- xii. Where the Sponsoring Party comes forward to carryout maintenance of the amenities/assets provided by them, then the same can be permitted. However, in case the Sponsoring Party is not willing to maintain them, maintenance of the amenities /assets will be done by Railway at its cost.
- xiii. Construction of good toilets (for ladies/gents/persons with disabilities) at station with provisions of Safai Mitra for regular cleanliness, etc can also be funded /provided and maintained by the Sponsoring Party. Charges for latrines/bath shall be as approved by Railway. There shall be no charges for urinals.




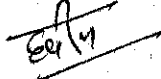
- xiv. Water and electricity required, as per norm, for provision/installation and O&M of amenities shall be supplied free of cost by Railway.
- xv. Wherever the maintenance, O&M, cleanliness etc is part of the scope of work for which Sponsoring Party is required to depute his men/staff then they will be issued appropriate authority with photograph by Station Manager/SS. Such men/staff should be in proper uniform of the prescribed color and type displaying the name badge and should invariably have the authority issued by Station Manager/SS in his possession.
- xvi. Replacement of amenity/asset provided through the Sponsoring Party shall be guided by the prevailing norms.
- xvii. Provision of Air Conditioners by the Sponsoring Party shall be governed by the prevailing norms.
- xviii. The Sponsor shall not have any right for commercial exploitation of asset being provided in railway premises.
- xix. No space/facility for advertising/publicity shall be given to the Sponsor in lieu of the amenities provided.
- xx. Railway may allow putting up a plaque or a board acknowledging contribution of the Sponsor by way of logo, company's name etc. The plaque/board shall be of a reasonable size as approved by DRM and should be located at a place which do not mar the aesthetics of the station and should not interfere with operational activities. Decision of the DRM shall be final in this regard.
- xxi. An appropriate database of the facilities created through the above initiative should be maintained by Railway including the details of the Sponsoring Party.


4. Railway administration will satisfy themselves about the bonafides of the Sponsoring Party's interest in providing passenger facility in railway station premises as considered appropriate to avoid public complaints.

This issues with the concurrence of Finance Directorate of Ministry of Railways.


(S.K. Ahirwar)
 Director/TC(G)
 Railway Board


(Sushil Kumar)
 Director/EE(PS)
 Railway Board


(Harish Pawaria)
 Director/(Tele)
 Railway Board


(Naveen Agrawal)
 Director/WCS
 Railway Board

No. 2012/LM(PA)/03/08/Policy

New Delhi, Dated: 26.09.2014

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1. FA&CAOs, All Indian Railways.
2. Deputy Comptroller and Auditor General of India (Railways), Room No.224, Rail Bhavan, New Delhi.

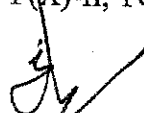

For Financial Commissioner/Railways

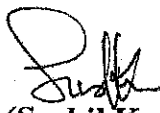
(V. Rama Manohara Rao)
New Delhi, Dated: 26.09.2014

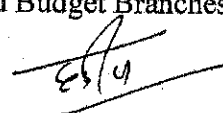
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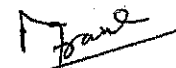
Copy to:-

1. Principal Chief Engineer(s), All Indian Railways.
2. Chief Commercial Manager(s), All Indian Railways.
3. Chief Signal & Telecom Engineer(s), All Indian Railways.
4. Chief Electrical Engineer(s), All Indian Railways.
5. CAOs/Construction, All Indian Railways
6. EDPM, EDCE (B&S)-II, EDW (P), EDCE (G), ED/TD & EDEE (M), ED(W), ED/WP, EDCE(P), EDF(X)-II, Railway Board.
7. F(X)-II, TG-IV, Elec.(G), Telecom and Budget Branches of Railway Board.


(S.K. Ahirwar)
Director/TC(G)
Railway Board


(Sushil Kumar)
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Railway Board


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