2.8 PASSENGER AMENITIES

As stations and their environs are the first point of contact between Railways and their customers, special importance is required to be given to the facilities provided to passengers in regard to their adequacy, quality and maintenance.

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.

1. **BOOKING OFFICES**

(a) The. Booking Windows may be distributed function wise or destination wise by the Commercial Department.

(b) The Booking Windows should be so located that the circulation at the entrance or exit from the station or the waiting hall is not affected by the queues in front of the Booking Endows. The length of the queue can be estimated at the rate of half a meter per person waiting in the queue.

(c) A standardised layout for the Booking Windows may be formulated on the basis of the following design parameters:

(i) Size of a cubicle: 1.8m x 1.5m

(ii) Counters : Width 0.6m., Height above floor level 1 m

(iii) Ticket Tubes: On both sides of the counters.

(iv) Furniture: Chairs with caned seats, revolving type with short back and facility for seat adjustment

(d) Partitions between Passenger -Booking Clerk : Toughened sheet glass or clear acrylic sheet with a hole for intercommunication at suitable height above the counter top and a suitable gap between the partition and the counter for collection

of fare and issue of tickets, the partition being protected on the passenger side with steel grill.

(e) The Enquiry and Booking offices should be specially brightened up at all the stations.

2. **Waiting Halls**

(a) Waiting Halls should not be built detached from the main buildings. At small stations where some shelter is available for the passengers near the Booking Office, the net Waiting Hall area in the form of covered area on the Platforms may be provided. The above mentioned net area should be worked out after deducting the waiting area in front of the Booking Windows from the gross Waiting Hall area.

(b) Waiting Halls are meant for the paid passengers and hence should have entry from the platform side only.

(c) At suburban stations, extensions of platform shelter in lieu of construction of Waiting Hall may be done.

3. **Platforms**

a) Length of Platforms :The length should be adequate to accommodate the longest train received at the station.

b) Width of Platforms:

i) The width should be determined on the basis of the clearance specified in the Schedule of Dimensions. The platform widths should be adequate to permit a free unhampered movement of passengers.

ii) The capacity of station platforms in discharging passengers per metre width of un-obstructed passage for movement in both directions can be taken as :

Suburban Passengers : 60 per minute.

Non-Suburban Passengers : 40 per minute.

d) Platform Surfaces:

(i) The platform surfaces should be of such material that it is dust free in dry weather and mud free in rains. At important stations, surface of main platforms should be paved with Kota stone or interlocking pavers. To keep platform surface smooth and clean, all trollies plying at the station be provided with rubber tyred wheels.

(ii) In the case of single face platforms, the platform surface should have a slope of 1 in 60 away from the coping upto the edge of the berm, with the berm and the slope of the platform filling being protected by turfing or pitching as considered adequate.

(iii) In the case of two face (island) platforms the platform surface should have a slope of 1 in 60 away from the centre of the platform upto the coping on either side.

(iv) The ends of the platforms should be provided with ramps at a slope not steeper than 1 in 6.

(v) A demarcation line should be drawn 1.8 m from the edge of platform. In the area so demarcated, trolleys shall not be allowed to enable free movement of passengers in that area.

e) Platform Fencing :

All single face platforms should be provided with a suitable fencing or hedging of a height of 1.8m with a berm of at least 600 mm beyond the fencing ort he hedging.

f) Whenever Platforms are extended, washable aprons, if already existing, shall also be extended simultaneously.

4. **Shady Trees on Platforms**

a) The planting, protection and upkeep of the trees will be the responsibility of the Engineering Department. Traffic Department should associate in watering of plants at wayside stations wherever feasible.

b) The species and spacing of the trees should be properly decided.

c) The trees should be so planted that they do not obstruct the visibility of signals or infringe Schedule of Dimensions or infringe the overhead electric wires (Traction or General Service) or obscure the platform lights or signs.

d) If the trees are already in existence, the positioning of the new equipment should be so adjusted as to avoid cutting of trees as distinct from trimming their branches.

e) It would be advantageous to provide suitable raised masonry platforms around the fully grown trees as an additional seating accommodation for the passengers.

5. **Lighting**

a) Where electric supply is available all the lighting arrangements with the associated equipment including the lamp posts with their fixtures for the platforms, sign-boards, buildings etc. will be provided and maintained by the Electrical Department.

b) Where electric supply is not available, the provision, repairs and maintenance of the lamp posts will be the responsibility of the Engineering Department. The provision, maintenance and repairs of the oil lamps and their lighting will be the responsibility of the Operating Department.

c) Lamp posts should ordinarily be placed along the centre line of platforms where width of platform is 18 metres and above. The lamp posts should not be less than 4.5 metres clear from platform face and not less than 3 metres clear of the face of the station building. Where the station building is less than 7.5m from the platform face, the lamps should be supported on wall brackets. Such lamp brackets can be used upto a distance of 9 m from the platform face.

d) The heights and spacing of the lamps should be determined by the level of illumination required, the area to be illuminated, etc. apart from the obligatory locations over the station name boards, water taps and other passenger facilities required to be illuminated.

6. **Drinking Water Supply**

a) Where piped water supply is possible, potable drinking water should be supplied on platform by provision of taps at the rate of one tap for two coaches. On island platforms if the trains are expected to be received on both sides at the same time, number of taps should be doubled.

b) At small stations, as determined by the Commercial Department, where provision of piped water supply is technically and economically not feasible, tube-wells with hand pumps should be provided. The size, numbers and locations of such tube wells should be determined by the Engineering Department,- based on the quantum of passenger traffic at the station.

c) In addition, potable drinking water should be supplied through mobile or stationary water containers. The number, size, type and deployment of such mobile containers should be determined by the Commercial Department who shall also procure & maintain them.

7. **Latrines, Urinals and Dustbins**

(a) Latrines and Urinals shall be provided as per scale laid down in Annexure 4.4

(b) Out of total no. of Latrines and Urinals as determined in manner indicated above, one third may be reserved for Ladies.

(c) All toilets should be gradually converted into Pay & Use system.

(d) The urinals may be suitably distributed on platforms and waiting halls.

(e) Toilet should be provided near Station Master's office for easy maintenance at D&E category stations.

(f) All latrines and urinals should be sanitised. Water-borne sanitation shall be provided as far as practicable.

(g) An adequate no. of dustbins be provided at the suitable locations on the platforms.

8. **Platform Covers**

a) Depending on the climatic conditions, number of passengers and nature of traffic, Platform Covers should be provided as per scale.

b) Large-scale covering of platforms should be confined to

(i) Junction stations

(ii) Stations at Civil District Headquarters

(iii) Stations at cities and towns with a population of more than 1 lakh

(iv) Stations in heavy rainfall areas

(v) Suburban stations

c) At important and suburban stations, the whole platform should be covered.

d) The Platform Covers should be provided in terms of standard bays and the area under the Platform Covers may therefore marginally exceed the area required to be provided.

e) Platform shelters should be extended upto the landings of the foot-over bridges. At small stations, platform shelters should be provided in front of the station building as far as possible. At locations where there is an uncovered space of platform between the shelter and the foot-over-bridge, as far as possible, a covered pathway should be provided to the foot-over-bridge.

9. **Foot-Over-Bridges or Sub-ways**

a) Foot-over-bridges or sub-ways as convenient and techno-economically feasible should be provided keeping in view the following factors:

(i) Interconnection between high level or low level platforms;

(ii) The total number of passengers dealt with at the station;

(iii) Frequency of train services;

(iv) Blocking of the lines between platforms by freight trains.

Stations with high level platforms should normally be provided with foot-over-bridges on a programmed basis.

b) The design and location of the foot-over-bridges and the sub-ways should be guided by the criterion of a rapid dispersal of the passengers through the identified exit points and keeping in view the future expansion of station building.

c) The width of the foot-over-bridge or the sub-way should be adequate to permit a free unhampered movement .of the passengers.

d) The design for the foot-over-bridge should provide for covering which should preferably be provided at the initial stage itself.

e) At stations where there is more than one platform without any foot-over-bridge or sub-way connecting them, a pathway for passengers should be provided connecting the ends of the platforms. The pathways should have a minimum width of 2 m and should ensure that it is clear of all obstructions such as signalling equipment, etc. which should be suitably bridged. Notices in the prescribed languages should be prominently displayed near such pathway crossings, to warn the users to look out for trains before using the pathways.

f) For foot-over-bridges, sub-ways and pathways, the lowest overhead clearance for the movement should be of 2.75m.

g) At important suburban stations, the design for the stairways should be such as to facilitate installation of escalators in future for which the standard slope required is 30°. At major important stations, provision of escalators should be considered for speedy dispersal of commuters.

10. **Waiting Rooms**

a) Waiting Rooms need not be provided at suburban stations i.e. Category 'C Stations.

b) At non-suburban stations other than junctions and terminal stations, Waiting Rooms should be considered only if the number of upper class passengers dealt with daily is 25 or more. If however, the bulk of the traffic is booked or received by night the provision of the Waiting Rooms could be considered even with fewer passengers.

c) At non-suburban junctions and terminal stations, the facility should be based on the volume of traffic changing over and the time the passengers have to wait as determined by the Commercial Department.

d) If the area to be provided for the Waiting Rooms is sufficiently large, the Commercial Department may provide separate Waiting Rooms for the general and female passengers and passengers of different classes.

11. **Signages**

(a) Standard signages shall be provided at the stations.

(b) For Location of signages, a plan should be made for each station.

12. **Vending Trollies/Stalls**

(a) Modular stalls shall be provided to save space on platforms.

(b) Efforts should be made to make the stations cooking free and reduce the number of trolleys.

(c) Minimum trolleys and catering stalls under the covered shed should be allowed.

(d) Automatic vending machines should be encouraged to replace existing vending stalls.

13. **Retiring Rooms**

a) Retiring Rooms should be provided only where a minimum of 60% occupation is expected by the Commercial Department.

b) Size and location of the Retiring Rooms may be decided taking into account the climatic conditions, the importance of the stations, availability of space etc. As dormitory type of Retiring Rooms offer accommodation at cheap rates to the passengers, keeping in view the demand from different types of clientele, local conditions of the place, availability of comparable type of accommodation in the vicinity and any other factor considered relevant by the Commercial Department, preference may be given for provision of dormitory type of Retiring Rooms.