

as preventive maintenance. Exceptional Reports can be obtained by designing suitable logics for extracting specified information, which is useful in bringing out unsafe procedures/working needing corrective action.

At important/originating/terminating/junction stations, a provision has been made for Station Master to enter the train details and log it against the berthing track occupation by the train. This enables the timings of trains at that station to be automatically updated in control office application.

Station Buildings

The station equipment are housed in buildings like Panel room, Relay room, Cabins etc. These along with other rooms critical to train running like Running rooms, Crew lobby are kept away from public. Relay rooms are double key locked so as to ensure only authorized S&T personnel can have access and only with the knowledge of the on duty SM. Service buildings like power supply room, ARME, Train lighting staff room are also located nearer so that they are readily accessible when required. Passenger and other user amenities are made with easy access for passengers / users as per the service they provide and foot fall expected.

Some of the passenger / user amenities found in a station are...

Platforms: Passenger platforms are provided at the station to facilitate the boarding/alighting of passengers. Goods shed platforms are provided to facilitate loading/unloading freight/parcel trains. Number of platforms varies from station to station based on the quantum of traffic dealt at that particular station. The length of the platform has to accommodate the longest train dealt on it. Platform meant for suburban trains are of higher level while goods shed platforms are generally of ground level so that unloading can be directly done into the trucks.

Enquiry/Booking office: These counters are available for issue of tickets and answering the enquiries of passengers. Reservation tickets are also issued at booking office dealing with less number of passengers.

Reservation office: Counters are provided at major stations for passengers to book their advance journey tickets.

Parcel Office: Separate office/sheds are provided for booking of Parcels/luggage by the passengers transported through coaching trains. At stations with high volume of parcel traffic separate inward and outward parcel offices are made along with required storage area and access to road vehicles.

Goods shed: Goods shed shall be provided only at such stations which are notified by railway administration based upon the quantum of freight traffic dealt with and requirement of storage space sought by the customers. Nowadays, rail side warehousing is encouraged rather than having goods sheds.

Waiting halls: Separate halls are provided at station for Upper class, 2nd class and ladies passengers to sit during their wait for the trains. These are provided with wash room facilities.

Retiring rooms/Dormitories: At major stations facilities are available for boarding and lodging for the passengers. The facility to book these rooms online has now been universalised. Some of the retiring rooms are managed by IRCTC.

Cloak Rooms: Facility is provided for the passengers to deposit their luggage in case they do not want to carry with them during their stay at that place.

Sign Boards/Displays: Display boards and PA system are provided for the passengers to know about the arrival/departure/platform of various trains and also directions for the various passenger amenities.

Public utilities: For the convenience of passengers, toilets and bathing facilities are provided on platforms. These are maintained by railways at way side stations and run under pay and use system at major stations.

Food stalls: Catering stalls are provided on the platforms for meeting the requirement of food to the passengers.

Utility stalls: Multi-purpose stalls are provided on the platforms for meeting the requirement of general items of the passengers. 'One Station One Product' is a recent initiative by the government to encourage local products.



Booking counter



Platform display boards



Container loading platform

Train operations at station

The station is operated by station staff duly following the rules for operating trains in the station as provided in SWR – Station working rules, which are framed in compliance to G&SR, taking into consideration the station's layout, signalling plan and table of control. In case of yard modifications and new station commissioning, a temporary set of working instructions (TWI) are issued, which needs to be followed during the period of work. Apart from the SWR, instructions through Divisional Circulars and Joint Procedure Orders are also issued regarding certain specific operations.

Station Staff

The staff involved in train operations like Station Master, Shunting Jamedar, Pointsman and Train clerks are referred to as station staff. They are bound to carry out their duties and responsibilities prescribed under G&SR, Block Working Manual, Accident Manual and Station Working Rules.

Station Master

As per GR 1.02 (53), "Station Master" means the person on duty who is for the time being responsible for the working of the traffic within station limits, and includes any person who is for the time being in independent charge of the working of any signals and responsible for the working of trains under the system of working in force". Thus, the Station Master is responsible for safe & efficient working of the station in his/her shift. SM shall update and maintain all train passing documents/registers during their shifts correctly. They have to properly appraise the position of various equipment, lines, block sections, speed restrictions, shunting operations, etc. to their reliever. SMs should have updated their knowledge regarding various rule books, manuals with latest amendments and safety literature issued to them. In case of abnormal situations & circumstances, they are required to ensure safe, efficient operations keeping detentions to a minimum and enable quick restoration. They need to bring out any deficiency in safety equipment or procedures deviated/abnormality in the working of trains immediately to Station Manager and concerned officials as required.

Shunting Master/Shunting Jamedar

At major stations having continuous shunting operations, a separate supervisor for carrying out shunting is provided as Shunting Master/Jamedar. He/she is responsible for safe and timely shunting by duly ensuring all the proper procedures are followed by the shunting staff working under him/her rigorously.