

- 1) Procedure for granting/obtaining Line Clear;
- 2) Procedure for ensuring clearance of nominated line;
- 3) Procedure for closure of level crossing gates, if any;
- 4) Procedure for setting of route;
- 5) Description of series of points involved, from trailing end;
- 6) Description of the position of each point (Normal/Reverse) to be set;
- 7) Conditions to be fulfilled before taking off signals;
- 8) Procedure for taking off signals.

## **Station Management**

Depending on the importance and workload of the station, the station management is headed by Station Director/Station Manager/Station Master in-charge. At bigger stations, Station Masters in shifts are exclusively assigned for train passing duties. In wayside stations with less traffic, Station Masters are also entrusted with duties like ticketing, announcement and other station management duties. All station staff work under the supervision of SD/SMR/SM in-charge. Apart from the station staff, other departmental staff of Commercial, Security, Mechanical, Electrical, S&T, Loco (running) and Engineering are also deputed at stations for carrying out the duties pertaining to their respective department.

### **Station Director/Manager/SM in-charge**

The in-charge of station is responsible for smooth functioning of the station in all areas - safety, train operations, passenger amenities etc. Safety & train operation duties include proper maintenance of registers; ensuring that station staff follow and carryout all the responsibilities and duties mentioned in Appendix 'D' of SWR of the station; award grades to the staff working under them. He/she is personally responsible to see that the Rule books are kept up to date and are available to station staff for reference (G&SR 2.01, 5.02 & 5.03).

In case of abnormal working, they need to attend and render all possible assistance for passenger needs and traffic restoration. In case of major stations, where maintenance of coaching and goods stock are carried out, they are required to coordinate with division/control and other department for achieving efficient utilization and timely operations.

Apart from duties related to train running, he/she is also to ensure updating of various commercial registers, exhibit and maintain various statistics, charts and other information pertaining to the station. He/she is also to ensure proper working of passenger amenities, general cleanliness of the station through proper coordination with other departments.

Some of the registers maintained for the purpose of managing the various facets of the station are...

**Address Register:** It should contain the name, address, telephone/mobile phone number, email address of all the station staff. At major stations, a separate register containing list of all shop keepers, licensed vendors, licensed coolies, licensed contractors coolies or any other persons working at station other than railway employees must also be maintained along with the up to date address and telephone numbers, blood group if available and office copy of their Photo Identity Cards. Entry of such persons into station area should be permitted only after checking the identify card.

**Staff Gradation Register:** The supervisory Station Manager in case of big stations and Traffic inspector in case of way side stations are required to assess the staff of the station and give grading in this register.

#### Gradation of operating staff

(Ref: Rly. Bd's letter no. 2002/Safety-I/18/2 dated 16.02.2012)

All operating staff involved in train passing duties shall be assigned grades under one of the four heads – 'A' 'B' 'C' & 'D'. The categorization shall be done after careful analysis of performance of that employee for the last 6 months. The important parameters to be taken into account while analysing the performance of an employee along with marks of each parameter is given below...

Knowledge of rules	:	25 marks
Alertness and observance of rules	:	25 marks
Safety record	:	15marks
Leadership & Management	:	15 marks
Discipline	:	10 marks
Appearance & neatness	:	10 marks

For staff to be qualified as A or B category, they must secure a minimum of 60% marks each in 'Knowledge of Rules' parameter as well as 'Alertness and observance of Rules' parameter.

Staff shall be graded on the basis of total marks obtained as under –

Category 'A'	-	80 and above
Category 'B'	-	50 to 79
Category 'C'	-	49 to 26
Category 'D'	-	25 & below

Alcoholic staff must be categorized under 'D' category irrespective of marks obtained by them in other aspect of working.

**Staff Grievance Register:** Any grievance registered by the staff in this register, the in-charge of the station is required to dispatch to the concerned officials and obtain their acknowledgement. Separate grievance register has to be maintained for general and SC/ST staff. The rectification of the grievance also has to be mentioned in this register.

**Overtime Register:** The details of staff performing over hours of duty have to be entered in this register in order to monitor OT and ensure compensatory rest (CR) whenever possible and verify claims of allowance.

**Safety Meeting Register:** Monthly and when required, a meeting on one safety aspect/rule is conducted among the station staff and their acknowledgement obtained in this register.

**Weather Warning Register:** Whenever weather warning is issued by the control office, the SM has to send and obtain acknowledgement of engineering staff and paste the same in the register duly writing the particulars of message received from the control. In case the concerned staff is not residing near to the station, the message can be relayed through CUG mobile and recorded in the register.

**Public Complaints Register:** This has to be available with the on duty SM, and should be produced to any bonafide passenger who wants to lodge a complaint. Efforts have to be taken to redress the complaint and put the passenger at ease. The complaint along with remarks of the station in-charge should be sent to divisional office.

**Statistical Register:** The in-charge of the station to fill in the particulars of tickets & freight with the earnings in this register. It is maintained monthly and cumulative for the financial year April to March every year.

**Establishment Register:** All circulars pertaining to personnel department are to be recorded here or pasted.

**Tools and Plant (Dead Stock) Register:** Particulars of all the furniture, equipment and other non-perishable items issued by the administration are to be maintained in this register. Whenever any new stock item is received, it has to be entered in this register and when condemned to be mentioned. Stock verification is done by the accounts department periodically on the basis of this register.

**Accident Register:** Particulars of accidents occurred at the station is mentioned in this register including the action taken against the staff involved.

**Untoward Incidents Register:** Any untoward incidents like, run over, murder, suicide, death, bomb blast, agitations occurring in the station premises have to be entered in this book. The proper reporting of run over cases helps in dealing with spurious claims for compensation against Railways.

**Station imprest register:** The details of station imprest utilization must be logged in this register with proper bills. This will be useful in recouping the station imprest in a timely manner.

**Rake Detention Register and Loco Detention Register:** At stations where loading and shunting take place, these registers are maintained with particulars regarding the time of arrival/departure of rakes and locomotive along with reasons. This helps in analysing and reducing detentions in the station.

## Inspection Registers

**Officer's Inspection Register:** This register is for recording the details of inspections done by officers at the station. The deficiencies pointed out and the rectifying action should be recorded in the register.

**Inspector's Inspection Register (Traffic):** Traffic Inspectors, after conducting regular, casual or surprise inspection, mention the detailed notes in this register and append their signature. Action taken by the station in-charge should be mentioned against the relevant points noted in the register.

**Inspector's Inspection Register (other than Traffic):** Inspectors of commercial, accounts and other departments, after conducting their inspection, mention notes in this register and append their signature. Action taken by the station in-charge should be mentioned against the relevant points noted in the register.

**SMR/SS Night Surprise Inspection Register:** Wherever exclusive supervisory SMR/SM in-charge is there for a station, they are required to conduct night surprise inspection and write notes regarding the alertness of the staff in this register duly intimating the control office.

**Cabin Inspection Register:** This register is maintained at cabins which are generally away from the station master room. The deficiencies noticed have to be mentioned by the inspecting official against which the action taken has to be entered by the station in-charge.

**Level Crossing Gate Inspection Register:** This register has to be maintained at the Level Crossing gates.

**Joint Inspection of Points and Crossings Register:** The details of the joint inspection of points and crossings conducted by P-Way inspector & Signal inspector, like the readings, abnormalities found and attended are recorded in this register and signed by the supervisors.

**Joint Inspection of Track Circuits Register:** The details of the joint inspection of track circuits are conducted by P-Way inspector, Signal inspector & JE/TRD(OHE area), like the readings, abnormalities found and attended are recorded in this register and signed by the supervisors.

**Joint Inspection of OHE Bond register:** The details of the joint inspection of OHE bonds are conducted by P-Way inspector, Signal inspector & JE/TRD(OHE area), like the readings, abnormalities found and attended are recorded in this register and signed by the supervisors.

Apart from the above registers, various commercial registers like Wagon demand/priority register, indent/loading register, etc. are to be maintained at the station dealing in freight.

The period for which Station Operating Registers and Records are required to be preserved is advised by division office. An indicative period of preservation from the date of completion of various registers / records is as follows...

<b>Description of Book/Form</b>	<b>Period</b>
Train passing Registers/Books /Forms	1 year
Stabled stock/ Damaged Stock Register/Sick Wagon Register	3 years
Caution order/message books	1 year
Registers pertaining to S&T other than S&T failure	3 years
S&T failure register	Permanent Record
Fog signal register	3 years
Weather warning register	3 years
SWR assurance and other assurance register	Permanent Record
Attendance register/Muster Roll	Permanent Record
Control Order book/Conference book	3 years
Station Diary and charge Book	1 year
Guard's Duty Register	3 years
Guard's Rough Journal	3 years
Register of Train Advices	6 months
Form of Train Examination Advices	1 year
Officers / Inspectors / Surprise night / Cabin / LC gates Inspection register	Permanent Record

<b>Description of Book/Form</b>	<b>Period</b>
Joint inspection of Points& crossing / Track circuits / OHE bond	3 years
Accident register	Permanent record
Staff Bio-data/Gradation Home Addresses of staff register	Permanent Record
Staff grievance register	Permanent Record
Public complaints register	Permanent Record
General standing order book	Permanent Record
Establishment register	Permanent Record
Wagon Demand/Priority Register	3 years
Indent and Loading Register	3 years
Tool & Plant (Dead stock) register	Permanent Record
Safety meeting register	3 years
Record of Station Equipment sent for repairs	Permanent Record
Register of outward and inward letters	3 years
Register of important Circulars	Permanent Record
Station Order Book	Permanent Record
Spectacles Register	1 year
Unconnected Wagon Register	3 years
Register showing Analysis of late starts to Goods Trains at important yards	3 years
Summary of Daily receipt and dispatch of wagons and work done	Local orders to be issued by DRM
Register showing load of Goods trains and Goods trains run under load.	3 years
Unusual Register, other registers and Records maintained in control offices and at specified stations.	Local Orders to be issued by DRM.
Unusual Incident register	Permanent

**Note:**

- i) In calculating the one year or the three years period, the year to which the books and documents relate, and the year in which they are to be destroyed should be excluded.
- ii) Record pertaining to Court cases, departmental enquiries should not be destroyed till three years from the date the case is decided.
- iii) Record pertaining to public claims etc., or those under reference from Home or other railways, should not be destroyed without permission from DRM concerned.
- iv) Each book/register when completed must be stocked in a bundle with a cover showing dates of commencement and completion.

## Items to be displayed

The following boards have to be made and displayed in station...

- a. Bio data of the staff mentioning the Grade, PF No, DOA, DOJ, PME/Refresher Course last attended/next due, medically fit with or without spectacles, mobile number.
- b. Duty rosters and classification list of staff employed at station.
- c. A list of nearest Doctors and Hospitals with telephone numbers.
- d. Notice boards for each of the trade organization.
- e. List of nearest Fire stations, Bus depots, Airports, Oil companies, etc. with telephone numbers.
- f. List of telephone number, Civil, Police, Military and Railway Officials.
- g. Disaster Management board depicting the contact numbers & address of high officials of the district to be contacted in case of disaster.
- h. The list of staff qualified in First Aid.
- i. Pit line occupation charts: Station Manager of the station shall prepare the occupation chart of each pit line available at that station, which guides the staff on the occupancy/availability of slots for maintenance in pit lines.
- j. Platform occupation charts: Station Manager of the station shall prepare the occupation chart of each platform line of the station; it helps to know the nominated line for reception of trains and also helps in planning for the introduction of new trains.
- k. Accident charts: Chart depicting the station yard and location of accidents in the yard with date & year is mentioned.
- l. OHE charts: Chart depicting the layout of OHE and their connections at the station including isolators are mentioned.
- m. Charts depicting coaching and goods statistics significant to the station.

## Correspondence

All official correspondence must be attended to by the Station Master, who shall open all covers and see that all letters are replied without delay. Every outward letter must be numbered, dated and must also bear reference number of the subject. This must be adhered to in all subsequent correspondences when replying to correspondence, reference must be made to the letter number under reply. Letters from the public asking for information must be replied promptly. If there is any difficulty in supplying the required information, the receipt of the letter must be acknowledged and matter referred to the DRM. When forwarding letters or complaints from staff working under them, Station Masters must furnish their own remarks along.



## Station Imprest Cash

(14/P/Vol.XV/G.III dated 01.05.2010, JPOs No S.200 Mode of Distribution.97 (1/97) & MD.52/P dated 2004 of CCM/PS & FA&CAO)

Station Manager/Station Master/Clerk In charge of the respective stations are authorized to spend from the cash imprest to meet the miscellaneous & urgent requirement of station like cleaning, minor repairs, stationary etc. Individual items of expenditure should not exceed Rs.500/- per case. Recoupment of cash should be initiated by SM when the expenditure level reaches 50% of the sanctioned imprest cash. Existing imprest cash available with SM/SSs can be enhanced by obtaining associate finance concurrence and sanction of competent authority as per SOP on a case to case basis, duly furnishing the justification for such enhancement. A register is to be maintained regarding the purchase and its use. The procedure for recoupment and maintain record of the bills shall be followed as given the in the JPO mentioned above

## Public notices for Exhibition

The following notices and publications, besides those, which may be ordered from time to time, have to be exhibited at each station in conspicuous places.

- 1) Time table of arrival departure of all the trains stopping at the station.
- 2) Board showing current running of trains in the Waiting hall or at the Entrance.
- 3) Indication signage boards for various facilities and offices.
- 4) Notices regarding hours of business of Booking windows, Reservation Windows, goods, luggage and parcels – outside the respective offices.
- 5) Notices regarding restrictions in Goods Booking
- 6) Notices regarding Allotment of Wagons.
- 7) Rules regarding occupation/use of Waiting rooms – Inside the Waiting rooms.
- 8) Rules for the occupation/tariff of Rest houses and Rest rooms.

The Station Manager must be careful to see that out-dated time tables and notices are removed and replaced with current ones.

## Exhibition of Public Advertisements

In station premises, public advertisements in the form of Boards, Posters, Show cases, Models, Neon signs or in any other form should be allowed to be exhibited at any place only with the written permission of the competent officer of divisional commercial office. The Station Master will maintain a register showing full particulars of each advertisement exhibited at the station in the prescribed form.



The Station Masters and other Railway staff including Guards and Loco pilots of any train must not permit the display of advertisement matters on Engines, Passenger Coaches and other Rolling stock unless the prior permission of the competent officer of divisional commercial office has been obtained.

### **Prohibition against Photography / Film shooting on Railway premises**

Photography/Film shooting is strictly prohibited within station limits and on the Railway lines, except with the permission of the Chief Public Relations Officer (CPRO) who is the nodal officer in SCR.

### **Encroachments within the Railway limits**

No structures permanent or temporary are permitted on Railway land without the sanction of the General Manager. If such encroachments arise, the Station Master has to promptly report to the division office.

Every station based on its lay out, infrastructure, geographical location, facilities offered and type of traffic handled has different areas of concerns and requires different facets of management. Major passenger terminals have now become centre of the cities due to rapid urbanization. Providing additional train services and world class facilities to passengers in these terminals with existing space constraints is a challenge that requires detailed integrated planning. Freight terminals are now preferred to be outside city limits so that they are accessible to trucks throughout 24 hours so that loading / unloading activities carry on without any restrictions. With all train running and user activities happening, stations will continue to be a vital unit in operations.

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