

Government of India  
Ministry of Railways  
(Railway Board)

No. 2010/TG-IV/11/21/Trolleys

New Delhi, dt. 26.05.11

The General Managers,  
Central Railway, Mumbai.  
Northern Railway, New Delhi.  
Southern Railway, Chennai.  
South Western Railway, Hubli.  
Western Railway, Mumbai.

(Commercial Circular No. 22 of 2011)

**Sub: Modern Trolleys at important stations for senior citizens and women passengers – to be operated through 'Rail Yatri Sevaks'.**

1. Hon'ble MR in the Budget Speech for the Year 2011-2012 has inter-alia made the following announcement:

**" Extension of Rail Yatri Sevaks with modern trolleys to six more stations: New Delhi, Mumbai, Chennai, Ahmedabad, Bengaluru and Thiruvananthapuram.**

2. It has been decided to extend the facility at the following stations:

- i) New Delhi Railway Station (PF 1 & 16)
- ii) Chhatrapati Shivaji Terminus Mumbai (CSTM)
- iii) Mumbai Central
- iv) Chennai Central
- v) Chennai Egmore
- vi) Ahmedabad
- vii) Bengaluru City Junction
- viii) Thiruvananthapuram

3. Railways should explore the availability of service providers in the market to provide this facility so that the operation of the Modern Luggage Trolleys could be outsourced and simultaneously the feasibility of tapping the commercial publicity potential could be explored.
4. The salient features of the scheme are as under:
  - i) Modern Luggage Trolleys with brakes, similar to those provided at airports (standard dimensions), shall be provided for round the clock service. These trolleys should be provided by service providers who shall be engaged for each station through a separate open-tender process to be followed by the zonal Railways. The contractual period shall be for one year.
  - ii) These trolleys will be provided by service providers with no initial or recurring investment by the Railways. The service provider providing these trolleys will have to pay annual license fees to the Railways based on the highest financial bid in the open tender.
  - iii) The Reserve Price, which will depend upon many factors including local conditions, shall be fixed by the Zonal Railways in consultation with the FA&CAO.
  - iv) The number of trolleys to be provided at a station will be decided by the Zonal Railways based on the requirement and taking into account the congestion at the platforms of the Railway station. The number of trolleys, however, shall not exceed 50 on a station.
  - v) These trolleys will be handled by uniformed attendants ("Rail Yatri Sevaks") who will also be provided by the service provider providing these trolleys.
  - vi) Service provider shall be allowed to advertise on these trolleys in accordance with the guidelines stipulated for advertisement on railway premises with respect to aesthetics, public morale etc. The space for advertisement shall be fixed by the zonal Railways and shall be notified while inviting the tender. The advertising material will have to be approved from the railway authority before display. There shall be no advertising which may affect

the business of the railways negatively like advertising of airlines etc. Railways shall specify this area of advertisement as additional space in cases where the bulk advertisement rights for commercial publicity are awarded. The space used for advertisements on trolleys shall not be included in the bulk advertisement rights.

- vii) The service provider should ensure that the trolleys alongwith 'Rail Yatri Sevaks' remain available round the clock and any repairs, maintenance and replacement, if required, will be done by the service provider within 48 hours.
- viii) 'Rail Yatri Sevaks' will be entitled to charge a fixed amount as Trolley charges directly from the passengers. The Trolley charges to be realized from the passengers at any given stations will be fixed by the CCM of the zonal railway in consultation with the FA&CAO while taking into account the local conditions subject to a cap of Rs. 50/- per trolley. These charges shall be displayed prominently at appropriate locations on the platforms at stations. *The trolley charges shall be fixed before floating tender and shall also be notified while inviting the tender.*
- ix) The system of operation of the luggage trolleys will be as follows:
  - a. The service provider shall engage "Rail Yatri Sevaks" and deploy them as per the requirement *which shall be assessed by service provider in consultation with the concerned Station Manager.*
  - b. The "Rail Yatri Sevak" shall wear the prescribed uniform with an identity card issued by service provider and the badge indicating "Rail Yatri Sevak".
  - c. Since the 'Rail Yatri Sevaks' shall be operating in passenger interface area and will be dealing with passengers' belongings and luggage, it is desired that only persons with proven track record are deployed as 'Rail Yatri Sevaks'. It shall be personal responsibility of the concerned operator to submit the character certificate issued by a Gazetted Officer of Central/State Government and Police



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verification of no criminal record and the concerned station master shall ensure that no person without the above prerequisite is deployed to work as 'Rail Yatri Sevak'. A medical certificate shall also be produced by the 'Rail Yatri Sevak' that he is fit for the service and free from any communicable disease.

- d. The Zonal Railways shall notify the specific telephone number on which senior citizens and ladies can book the luggage trolley in advance.
- e. The trolleys will be numbered and a specific "Rail Yatri Sevak" shall be assigned to handle the passenger who booked the service.
- f. The "Rail Yatri Sevaks" shall hold a placard with the number to help the passengers in identification of the assigned trolley. The passenger booking the service shall furnish the PNR to the "Rail Yatri Sevak" for the purpose of verification.
- g. A separate counter shall be given to the service provider so that passengers could also approach the service provider for the luggage trolley service upon arrival at the station.
- h. The Zonal Railways shall also ensure that adequate space is earmarked for stacking of trolleys at appropriate places.
- i. Nominated supervisors of the Zonal Railways shall supervise the system round the clock to ensure customer friendly service.
- j. It shall be clarified by the Zonal Railways that 'Rail Yatri Sevaks' are deployed by the service provider. Their deployment is purely contractual in nature and no facilities viz. absorption in railway service, regularization of service, bonus, railway pass facilities etc. shall accrue to the service provider or 'Rail Yatri Sevaks'.
- k. Railways shall not be responsible for any damages and liabilities arising out of claims and injury on account of the

5. The pilot project may be extended to the above mentioned stations for a period of one year.
6. Railways are advised to ensure that the process must be transparent.

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**FA&CAOs, CR, NR, SR, SWR & WR.**  
**Director (Audit), CR, NR, SR, SWR & WR.**

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1. Chief Commercial Managers, CR, NR, SR, SWR & WR.
2. Finance (Comml.) Dte, Railway Board.

