

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

No.2013/TG-IV/11/4/Committee on Trolley

New Delhi, dt 03.05.2013

**The General Manager,  
Central Railway, Mumbai  
Eastern Railway, Kolkata.  
Northern Railway, New Delhi.  
Southern Railway, Chennai.  
South Western Railway, Hubli.  
Western Railway, Mumbai.**

**(Commercial Circular No. 37 of 2013)**

**Sub: Modern Trolleys at important stations for senior citizens and women passengers.**


**Ref: Commercial Circular No.65/2010 and 22/2011.**

Modern Luggage trolleys were introduced at Howrah and Sealdah railway stations vide Commercial Circular No.65/2010 and the scheme was further extended to eight more stations vide Commercial Circular No.22/2011. In view of the representations received from various channels, a Committee has been constituted to review the existing scheme of Modern Luggage Trolley through Rail Yatri Sevaks. Based on the recommendations of the Committee, it has been decided as under:-

- i. The existing scheme of Modern Luggage Trolley through Rail Yatri Sevaks at Howrah & Sealdah stations may be continued for one more year w.e.f. 06.05.2013 subject to the willingness of State Bank of India to operate the scheme. However, after expiry of the one year period the luggage trolleys shall be handed over to licensed porters for their operation.
- ii. Simultaneously, about 50 trolleys can be obtained from PSUs/Corporate Houses under Corporate Social Responsibility (CSR) which shall be handed over to the luggage porters for operation for passengers other than Senior Citizens and ladies.
- iii. At all other stations (except Howrah and Sealdah), the Modern Luggage Trolleys (not exceeding 50 trolleys per terminus station) shall be handed over to licensed porters.
- iv. With a view to providing an option to the passengers as well as to check the scope for extortion by licensed porters, a few trolleys (not exceeding 20) shall be kept under Dy.SS (Commercial) at stations, for self-operation by passengers subject to levy of a certain deposit before use so that trolleys are restored to their original place by passengers for reclaiming their deposits.

- v. To avoid congestion at Howrah and Sealdah stations, self-operation of trolleys by passengers shall be introduced after the luggage trolley scheme operated through Rail Yatri Sevaks is withdrawn.

Please acknowledge the receipt and ensure compliance.

  
(R.C. Pandey)  
Deputy Director Traffic General -II  
Railway Board

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Copy to:

FA & CAO, CR, ER, NR, SR, SWR & WR  
Director (Audit), CR, ER, NR, SR, SWR & WR.

  
For Financial Commissioner, Railways

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Copy to:

1. Chief Commercial Manager, All Zonal Railways.
2. Finance (Comml.) Dte, Railway Board.