

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)

N. Delhi, dt. 28.12.2010

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

The General Manager,  
Eastern Railway,  
Kolkata.

( Commercial Circular No. 65 of 2010)

**Sub: Modern Trolleys at important stations for senior citizens and women passengers-engagement of 'Rail Yatri Sevaks'**

Hon'ble MR while presenting Budget for the year 2010-11 has inter-alia made an announcement as under:

**"Railways propose to introduce modern trolleys at all important stations which will be handled by uniformed attendants to assist senior citizens and women passengers in boarding and alighting from coaches, along with their luggage comfortably."**

In this regard, Ministry of Railways has decided that SBI may be permitted to introduce luggage trolley service at Howrah and Sealdah railway stations as a Pilot Project for a period of one year at the following terms and conditions:

1. SBI will provide the Trolleys and their maintenance for the convenience of senior citizens and ladies and these will be managed by operators called 'Rail Yatri Sevaks'.
2. 'Rail Yatri Sevaks' will be entitled to charge a fixed amount as Trolley charges directly from the passengers. The Trolley charges will be decided by the zonal railway taking into account the local conditions and shall be displayed prominently at appropriate locations on the platforms at stations.
3. Trolley maintenance and management (retrieval and stacking up the trolleys etc) at the station may be outsourced to a third party service provider by SBI.
4. Railway will advise the number of trolleys required to SBI.

5. Railway shall allow "Rail Yatri Sevaks" engaged by SBI, who may be outsourced from third party, to work on the railway premises.
6. SBI shall have exclusive rights to use the trolleys for advertising. SBI will advertise only about SBI and advertisements about any other agency will not be permitted on the trolleys.
7. Railway will earmark space at the entry/exit points and on the platforms for stacking and movement of the trolleys.
8. Railway shall provide protection against vandalization of trolleys.
9. The system of operation of the luggage trolleys will be as follows:
  - i) The service provider of State Bank of India shall engage Rail Yatri Sevaks and deploy them as per the requirement. ✓
  - ii) The Rail Yatri Sevak shall wear prescribed uniform with an identity card and badge indicating Rail Yatri Sevak. State Bank of India shall be permitted to display their logo on the uniform.
  - iii) Railway shall notify the specific telephone number on which senior citizens and ladies can book the luggage trolley in advance.
  - iv) The trolleys will be numbered and a specific Rail Yatri Sevak shall be assigned to handle the passenger who booked the service.
  - v) Rail Yatri Sevaks shall hold a placard with the trolley 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.
  - vi) 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.
  - vii) Railway shall also ensure that adequate space is earmarked for stacking of trolleys at appropriate places.

- viii) Nominated supervisors of the Railway shall supervise the system round the clock to ensure customer friendly service.
10. A joint publicity campaign by the Railway and the State Bank of India shall be launched after the date of commencement of service is decided. In all publicity campaigns, advertisements, uniforms for 'Rail Yatri Sevaks', etc. the logo of IR may also be prominently displayed alongwith that of SBI.
11. Railway shall be absolved of any legal issues regarding service, maintenance, engagement of service providers, Rail Yatri Sevaks, etc.
12. Periodic review of the scheme shall be done by the Railway and feedback in this regard may be sent to this office. While conducting the periodic review, the assessment of revenue involved and possibility of revenue sharing may also be explored.



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

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Copy to:

FA& CAO, Eastern Railway, Kolkata.  
Director (Audit), Eastern Railway, Kolkata.



For Financial Commissioner, Railways

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Copy to:

- 1.Chief Commercial Manager, Eastern Railway.
- 2.Finance (Comml.) Dte, Railway Board.
3. Dy. General Manager, SBI, Mumbai.

