

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No. 2009/TG-IV/10/PA/WC/78/Policy

New Delhi, dated 26.08.09

The General Managers,
All Zonal Railways.

**Sub: Battery Operated Vehicles for Disabled and Old Age Passengers at
Railway Stations**

COMMERCIAL CIRCULAR NO.38 OF 2009

Proposals have been received from various fora for a free round the clock service of battery operated cars at the platforms of major railway stations for carrying disabled and old aged passengers for boarding the trains.

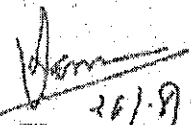
The matter has been examined in Board's office and it has been decided that Zonal Railways may allow parties to operate such vehicles, in supercession of AM(C)'s DO letter of even number dated 8/7/09, on first cum first serve basis under the following terms and conditions:

- a) No charge shall be levied either from the passenger or from the Railway.
- b) Railway shall provide only electricity free of cost for charging the batteries of the vehicle.
- c) Party shall be allowed to advertise on the panel of the vehicles which shall be bound by the guidelines stipulated for advertisement on railway premises.
- d) The vehicle shall be used to cater only the disabled and old aged passengers.
- e) An agreement with the party shall be entered into for a period of maximum one year.

- l) Repairs, maintenance and replacement, if required, will be done by the party.
- g) The number of vehicles to be plied at a station will be decided by the Zonal Railways based on requirement.
- h) An annual review of the performance shall be undertaken to assess the revenue involved and possibility of revenue sharing.

The above instructions shall be valid for a period of one year from the date of issue of this letter.

This has the concurrence of the Finance Directorate of Ministry of Railways.


(V.K. Sharma)
Director, Traffic Commercial (G)
Railway Board

No. 2009/TG-IV/10/PA/WC/78/Policy

New Delhi, dated 26.08.09

Copy to:

FA & CAOs, All Zonal Railways
Director (Audit), All Zonal Railways


For Financial Commissioner, Railways

Copy to: Chief Commercial Managers, All Zonal Railways
Finance (Comm) Dte, Railway Board

188985/2024/TG-II

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

RB/L&A/001/2015

No. 2012/LM(PA)/03/08/Policy

New Delhi, Dated: 21.10.2015

**The General Manager(s),
All Indian Railways.**

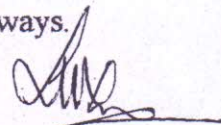
Sub: Guidelines for provision of Passenger Amenities at Railway stations through Individuals, NGOs, Trusts, Charitable Institutions, Corporates, etc.

Ref: This Office letter of even no. dated 26.09.2014.

The subject guidelines were issued vide Board's above referred letter. Para 3(ii) of the above referred letter stands amended as given below:

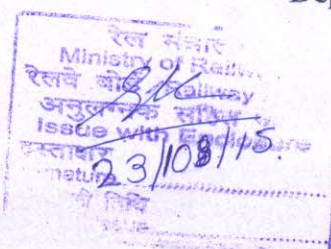
Para	EXISTING	AMENDED
3(ii)	The amenities should be provided by Railways on Deposit terms. There shall be on D&G and supervision charges as the idea is to use the entire amount contributed by the Sponsoring party into the station development. The General Charges against these works should be absorbed within the existing organization and no additional posts should be created against these works. However, some items like Benches, Wheel Chairs, Battery Operated Cars, Luggage Trolleys, Stand alone Solar Lighting System, DG sets/ inverter/UPS, Energy efficient electrical fittings & fans etc. as per approved specifications may also be supplied by sponsors free of cost. Such facilities may be utilized/operated by Railways or operated by Sponsoring Party (if permitted).	The amenities should be generally provided by Railways on Deposit terms. <i>However, permission to execute the works by sponsoring party itself, after duly assessing its credibility and financial status, under railway's supervision may be granted by railway on case to case basis with the concurrence of FA&CAO and approval of General Manager.</i> There shall be no D&G and supervision charges as the idea is to use the entire amount contributed by the Sponsoring party into the station development. The General Charges against these works should be absorbed within the existing organization and no additional posts should be created against these works. However, some items like Benches, Wheel Chairs, Battery Operated Cars, Luggage Trolleys, Stand alone Solar Lighting System, DG sets/ inverter/UPS, Energy efficient electrical fittings & fans etc. as per approved specification may also be supplied by sponsors free of cost. Such facilities may be utilized/operated by Railways or operated by Sponsoring Party (if permitted).

This issues with the concurrence of Finance Dte. of Ministry of Railways.



**(Gaurav Puri)
Deputy Director, Land Management
Railway Board**

P. Singh



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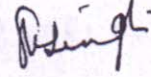
-2-

No.2012/LM (PA)/03/08/Policy

New Delhi, Dated: 21.10.2015

Copy to:-

1. FA&CAOs, All Indian Railways.
2. Deputy Comptroller and Auditor General of India (Railways), Room No.224, Rail Bhavan, New Delhi.



For Financial Commissioner/Railways



No.2012/LM (PA)/03/08/Policy

New Delhi, Dated: 21.10.2015

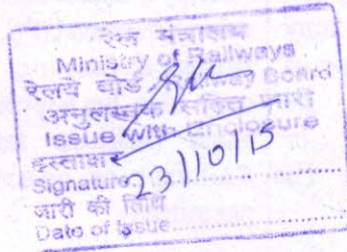
Copy to:-

1. Principal Chief Engineer(s). All Indian Railways.
2. Chief Commercial Manager(s), All Indian Railways.
3. EDPM, EDCE(B&S)-II, EDW(P), EDCE(G), ED/TD & EDEE(M), ED(W), ED/WP, EDCE(P), EDF(X)-II, Railway Board.
4. F(X)-II, TG-IV and Budget Branches of Railway Board.



(Gaurav Puri)

Deputy Director, Land Management
Railway Board



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

RB/L&A/008/2014

No. 2012/LM(PA)/03/08/Policy

New Delhi, Dated: 26.09.2014

**The General Manager(s),
All Indian Railways.**

Sub: Guidelines for provision of Passenger Amenities at Railway stations through Individuals, NGOs, Trusts, Charitable Institutions, Corporates, etc.

Individuals, NGOs, Trusts, Charitable Institutions, Corporates, etc. have evinced interest in providing/augmenting passenger amenities at railway stations on their own to improve the facilities for the passengers.

The matter has been considered in Board and it has been decided to issue policy guidelines in this regard. After scrutinizing the feasibility of the proposals received from Individuals, NGOs, Trusts, Charitable Institutions, Corporates, etc., Railway shall follow the under mentioned guidelines for execution of such works.

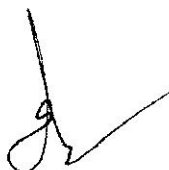
1. Objective:

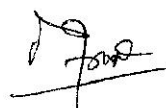
To promote participation of Individuals, NGOs, Trusts, Charitable Institutions, Corporates, etc., (hereinafter called 'Sponsoring Party') in renovation/provision/improvement/upgradation of amenities and services at Railway Stations at their own cost.

2. Possible Areas of activities/works:

The Sponsoring Party is permitted to provide passenger amenities at the railway stations without linking the same to the category of station in the following areas:

- (i) Renovation/ replacement /provision/ improvement/ upgradation of amenities at Railway Stations
- (ii) Provision/upgradation of services including maintenance & operation (wherever permitted) of the existing and newly provided facilities/amenities.
- (iii) Beautification/landscaping of station and circulating area
- (iv) Cleanliness of the station premises which may include station building, platforms, circulating area, track etc.



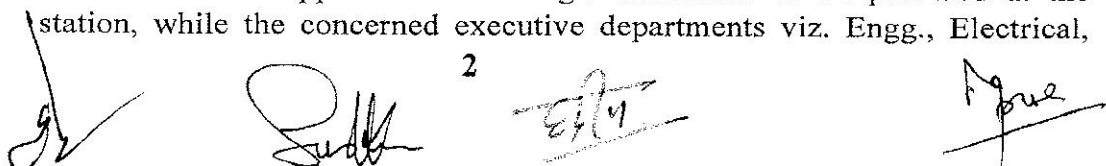
An indicative list of amenities is as under-

- i. Any of the amenities listed in the extant policy instructions on passenger amenities
- ii. Wheel Chairs
- iii. Dust Bins
- iv. Luggage Trolleys
- v. Water Fountain
- vi. Air/Mist Cooling System
- vii. Water treatment systems including RO plants(With or without water coolers)
- viii. LED based Station Name Boards
- ix. Electronic Chart/Train Display / Coach Indication Boards / Public Address System / Clocks.
- x. Lighting System through renewable energy resources like solar, wind etc.
- xi. Battery Operated Cars with driver
- xii. Water Harvesting at stations
- xiii. Escalator/Elevator/Travellator
- xiv. Solar water heating system, etc
- xv. High mast lighting with timer/day-light switch & energy efficient fittings
- xvi. Air curtains
- xvii. DG sets/Invertors/UPS etc.

3. Guidelines:


- i. Railway shall make master plan of the station showing the existing amenities, the amenities proposed by the Sponsoring Party, other sanctioned passenger amenity works including the one to be done in future and such master plan should be approved by DRM.
- ii. The amenities should be provided by Railways on Deposit terms. There shall be no D&G and supervision charges as the idea is to use the entire amount contributed by the Sponsoring party into the station development. The General Charges against these works should be absorbed within the existing organization and no additional posts should be created against these works. However, some items like Benches, Wheel Chairs, Battery Operated Cars, Luggage Trolleys, Stand alone Solar Lighting System, DG sets/inverter/UPS, Energy efficient electrical fittings & fans etc. as per approved specifications may also be supplied by sponsors free of cost. Such facilities may be utilised/operated by Railways or operated by Sponsoring Party (if permitted).
- iii. Railway shall endeavour to provide the amenity within one year of deposit of fund by the Sponsoring Party.
- iv. Commercial department of the Railways shall, as per extant practice, co-ordinate for the approval of Passenger Amenities to be provided at the station, while the concerned executive departments viz. Engg., Electrical,

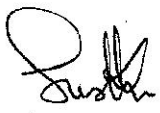
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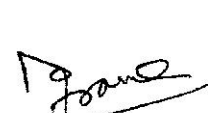
- xiv. Water and electricity required, as per norm, for provision/installation and O&M of amenities shall be supplied free of cost by Railway.
 - xv. Wherever the maintenance, O&M, cleanliness etc is part of the scope of work for which Sponsoring Party is required to depute his men/staff then they will be issued appropriate authority with photograph by Station Manager/SS. Such men/staff should be in proper uniform of the prescribed color and type displaying the name badge and should invariably have the authority issued by Station Manager/SS in his possession.
 - xvi. Replacement of amenity/asset provided through the Sponsoring Party shall be guided by the prevailing norms.
 - xvii. Provision of Air Conditioners by the Sponsoring Party shall be governed by the prevailing norms.
 - xviii. The Sponsor shall not have any right for commercial exploitation of asset being provided in railway premises.
 - xix. No space/facility for advertising/publicity shall be given to the Sponsor in lieu of the amenities provided.
 - xx. Railway may allow putting up a plaque or a board acknowledging contribution of the Sponsor by way of logo, company's name etc. The plaque/board shall be of a reasonable size as approved by DRM and should be located at a place which do not mar the aesthetics of the station and should not interfere with operational activities. Decision of the DRM shall be final in this regard.
 - xxi. An appropriate database of the facilities created through the above initiative should be maintained by Railway including the details of the Sponsoring Party.
4. Railway administration will satisfy themselves about the bonafides of the Sponsoring Party's interest in providing passenger facility in railway station premises as considered appropriate to avoid public complaints.

This issues with the concurrence of Finance Directorate of Ministry of Railways.


(S.K. Ahirwar)
Director/TC(G)
Railway Board


(Sushil Kumar)
Director/EE(PS)
Railway Board


(Harish Pawaria)
Director/(Tele)
Railway Board


(Naveen Agrawal)
Director/WCS
Railway Board

No. 2012/LM(PA)/03/08/Policy

New Delhi, Dated: 26.09.2014

Copy to:-

1. FA&CAOs, All Indian Railways.
2. Deputy Comptroller and Auditor General of India (Railways), Room No.224, Rail Bhavan, New Delhi.

For Financial Commissioner/Railways

No. 2012/LM(PA)/03/08/Policy

New Delhi, Dated: 26.09.2014

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1. Principal Chief Engineer(s), All Indian Railways.
2. Chief Commercial Manager(s), All Indian Railways.
3. Chief Signal & Telecom Engineer(s), All Indian Railways.
4. Chief Electrical Engineer(s), All Indian Railways.
5. CAOs/Construction, All Indian Railways
6. EDPM, EDCE (B&S)-II, EDW (P), EDCE (G), ED/TD & EDEE (M), ED(W), ED/WP, EDCE(P), EDF(X)-II, Railway Board.
7. F(X)-II, TG-IV, Elec.(G), Telecom and Budget Branches of Railway Board.

(S.K. Ahirwar)
Director/TC(G)
Railway Board

(Sushil Kumar)
Director/EE(PS)
Railway Board

(Harish Pawaria)
Director/(Tele)
Railway Board

(Naveen Agrawal)
Director/WCS
Railway Board

**Government of India
Ministry of Railways
Railway Board**

No. 2016/TGIV/10/PA/170/BOC

New Delhi, Dt: 06.07.2016

**Chief Commercial Managers,
All Zonal Railways.**

(Commercial Circular no.38/2016)

Sub: Provision of Battery Operated Cars (BOC) for carrying passengers at railway stations.

To comply with Para 71 of the Railway Budget-2016-17 on Rail Mitra Sewa wherein it was announced that to help old and disabled passengers requiring assistance at the stations the 'Sarathi Seva' being provided in Konkan Railway will be expanded to more stations and strengthen the existing services for enabling passengers to book Battery Operated Cars (BOC), porter services etc., on a paid basis in addition to the existing pick up and drop and wheel chair services, the following instructions are issued :

1. Zonal Railways shall call for Expression of Interest (EoI) for providing and operating of BOCs on railway stations on collection of notified charges from passengers. The service shall be initially introduced at all A-1 Category stations.
2. The number of BOCs to be operated at a station shall be decided by the DRM in consultation with the Sr.DCM duly keeping in view the number of platforms, number of passengers handled, availability of space for parking and movement of the vehicle, etc. As a thumb rule maximum of one BOC per platform/island platform can be provided. However, the DRMs may increase/decrease this number as per the local requirement.
3. The service of BOC can be availed by passengers by advance booking on priority and for passengers without prior booking on 'first come first served' basis. However, preference shall be given to passengers who are Sr. Citizens, physically challenged, pregnant women and medically sick.
4. No investment shall be made by Railways for provision of the BOC except providing the electrical points for charging of BOC as per the requirement. Free parking space shall be provided by the Division for the BOCs at nominated locations at the station.
5. At stations where BOC facility is presently not available, an Expression of interest (EoI) shall be called for from interested parties for supply, operation and maintenance of the BOC along with BOC operators. The agreement would be for a period upto 5 years on the basis of minimum charge quoted per passenger carried. Earnest Money Deposit (EMD) and Security Deposit shall be collected at 5% of the total estimated value of the service in the prescribed form. The year of manufacture of the BOC shall be prescribed in the invitation of EoI, which shall not be older than one year on the date of tender opening. Copy of the necessary supporting documents in this regard shall be submitted by the bidder along with the bid document.
6. The process of initiating fresh invitation for EoI should start at least four months before the expiry of the existing Agreement so that there is no time gap between the expiry of existing agreement and commencement of the new one.
7. The service provider shall be solely responsible for 'operation and maintenance' of the BOC. The BOC along with the operators will be deployed by the service provider round the clock or at such times as specified in the invitation for EoI based on the schedule of

- 2 -

trains handled at the station. However, Railway shall make arrangement at the station to provide uninterrupted supply of electricity to the service provider to ensure availability of the service at all times.

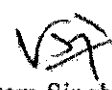
8. The service provider shall be responsible for payment of electricity charges as per metered consumption and also for wages etc. to be paid to the vehicle operator as per the existing labour law/rules for employment of such category of persons based on the extant laws applicable. All taxes (Central, State and Municipal) as applicable shall be borne by the service provider.

9. The 'Charge Band' (minimum and maximum charge) within which the service provider has to quote the charge to be collected from the passenger should be fixed with the concurrence of divisional finance and approval of DRM. This should be specified in the invitation for EoI.

10. The offers received in response to the EoI will be scrutinised by a screening committee comprising of Jr. Scale officers (ACM, AOM and ADFM) and recommendations would be put up to the DCM (incharge)/Sr.DCM who will be the Approving Authority.

11. A dedicated Mobile number for each station shall be made available by the Service provider which would be displayed on IRCTC e-ticketing website and zonal websites of IR to facilitate booking of BOCs. A dedicated Mobile Application developed by CRIS would also be made available for booking BOCs, wheel chairs and Porters/Sahayaks as and when it is developed and released by CRIS. The booking facility for BOCs would also be made available on IRCTC e-ticketing website and 139 (IVRS and SMS) in addition to the integrated Mobile App being developed by CRIS. Based on the station at which the facility is booked by the passenger the booking details (Train Name and Number, date and time of arrival/departure, PNR number, Name of the passenger, Coach and berth number) will be sent by SMS both to the passenger and service provider along with the amount chargeable for the service. The service provider on receipt of SMS will ensure that the BOCs are arranged/positioned at the nominated entrance of the station building from where the passenger will be boarding the train or at the platform near the coach of the arriving passenger. The charges would be collected by the Service provider directly from the passenger. The Mobile Application developed by CRIS would have the facility for the service provider to update the status after providing the service. The passenger would also have the option to give feedback regarding compliance for his booking. SMR (Comm.) at the stations shall be responsible for monitoring the working of this facility and for the redressal of complaints received in this regard and would be able to view the status of bookings and compliance for the facility at his station.

This issues with concurrence of Finance Directorate of Railway Board.

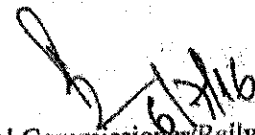

(Vikram Singh)
Director Traffic Commercial (G)
Railway Board

No. 2016/TGIV/10/PA/170/BOC

New Delhi, Dt: 06.07.2016

Copy to:

1. The FA&CAOs, All Zonal Railways.
2. Principal Directors of Audit, All Zonal Railways.


For Financial Commissioner/Railways
Railway Board

Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
Railway Board

5/12/18

No. 2012/TG-IV/11/46

New Delhi, Dated 05-12-2018

General Managers
All Zonal Railways

Sub: Provision of Battery Operated Vehicles

Ref: Commercial Circular No. 39 of 2018

Battery Operated Vehicles (BOVs) are being provided at various railway stations through the following three routes:

1. Free of cost through the Corporate Social Responsibility (CSR) route – powers for which have been delegated to Zonal Railways.
2. Through the 'user pays' route vide Commercial Circular No. 38/2016
3. Free of cost through the 'Commercial Publicity' route vide Commercial Circular No. 38/2009.

An extension to the scheme for provision of Battery Operated Vehicles (BOVs) free of cost through commercial publicity route (item 3 above) has been granted till 31-12-2018 vide Commercial Circular No. 39 of 2018, duly concurred by Finance Directorate of Board's office.

Now, dispensing with the requirement of seeking extension every year, powers are hereby delegated to DRMs for provision of BOVs as per merit – whether through free of cost commercial publicity route or 'user pays' route (item 2 above). Powers for provision of BOVs through CSR already stand with DRMs (item 1 above).

Rajiv Dutt Sharma
(Rajiv Dutt Sharma)
Addl Member/Commercial

Copy to :-

PCCMs
All Zonal Railways

Release Issue
6/12/18

