



**भारत सरकार / GOVERNMENT OF INDIA
रेल मंत्रालय / MINISTRY OF RAILWAYS
(रेलवे बोर्ड) / (RAILWAY BOARD)**



No. 2025/TG-II/Sahayaks/FacilitiesforSahayaks/ZR

New Delhi, dated 7.10.2025

The General Managers,
All Zonal Railways (*except NFR*).

Sub.: Provision of facilities for Sahayaks (Licensed Porters / Coolies).

Please refer to this office's letter of even number dated 14.07.2025 on the above-mentioned subject, calling for compliance report w.r.t implementation of facilities being extended to Sahayaks. In this connection, it is noted that the compliance report from your Railway is still awaited in the Board's office.

Representations continue to be received in this regard from several forums complaining that these facilities are not being extended to the Sahayaks. Accordingly, all the Zonal Railways are again advised to look into the matter earnestly and review the implementation for compliance on ground level.

Accordingly, it is once again requested that compliance of the above instructions may be reported to the Board's office by Fax on 030-43373 (Railway) / 011-23072028 (P&T) and also by e-mail on sotg098@gmail.com, within 15 days of receipt of this letter.

DA: As above.

(SS)
7/10/25
(Shivendra Shukla)
Executive Director/Passenger Marketing
Railway Board

Copy to:
PCCMs,
All Zonal Railways (*except NFR*).

Office: Room No. 472, 4th Floor, Rail Bhawan, Raisina Road, New Delhi-110001. Phone: +91-11-23047354, Fax: +91-11-23072028, Email: edpm@rb.railnet.gov.in



**भारत सरकार / GOVERNMENT OF INDIA
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(रेलवे बोर्ड) / (RAILWAY BOARD)**



No.2025/TG-II/Sahayaks/FacilitiesforSahayaks/ZR New Delhi, dated .07.2025

The General Managers,
All Zonal Railways.

Sub.: Provision of facilities for Sahayaks (Licensed Porters / Coolies).

Please refer to this office's letter of even number dated 06.03.2025, vide which all Zonal Railways were directed to provide facilities, as stipulated in the guidelines in this regard issued by Board's office, to Sahayaks like medical facility, Pass/I^TO, education facility for wards, uniform and rest room along with placing a notice board outside Sahayaks' rest room detailing all facilities being extended to Sahayaks.

Representations continue to be received from several forums complaining that these facilities are not being extended to the Sahayaks. Accordingly, all the Zonal Railways are again advised to look into the matter earnestly and review the implementation.

Compliance of the above instructions may be reported to the Board's office by Fax on 030-43373 (Railway) / 011-23072028 (P&T) and also by e-mail on sotg098@gmail.com, within 15 days of receipt of this letter.

DA: As above.

SD 21/3/25
(Shivendra Shukla)
Executive Director/Passenger Marketing
Railway Board

Copy to: PCCM/All Zonal Railways.

**(भारत सरकार) Government of India
(रेल मंत्रालय) Ministry of Railways
(रेलवे बोर्ड) Railway Board.**

No. 2025/TG-II/Sahayaks/Facilities for Sahayaks/ZR

New Delhi, dated 06.03.2025

The General Managers,
All Zonal Railways.

Sub.: Provision of facilities for Sahayaks (Licensed Porters / Coolies).

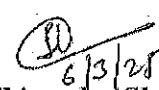
Ref.: Railway Board's letter no. 2019/TG-II/1010/03/MR's Dash dated 06.03.2024.

Please refer to this office's letter referred to above, vide which all Zonal Railways were directed to provide facilities to Sahayaks like medical facility, Pass/PTO, education facility for wards, uniform and rest room along with placing a notice board outside Sahayaks' rest room detailing all facilities being extended to Sahayaks.

Representations have been received from several forums complaining that these facilities are not being extended to the Sahayaks. Accordingly, all the Zonal Railways are advised to look into the matter seriously and review the implementation. Further, details of the facilities being extended to Sahayaks may be furnished in the Google Sheet* at the earliest.

Compliance of the above instructions may be reported to the Board's office by Fax on 030-43373 (Railway) / 011-23072028 (P&T) and also by e-mail on sotg098@gmail.com, within 15 days of receipt of this letter.

DA: As above.


 6/3/25
 (Shivendra Shukla)
 Executive Director/Passenger Marketing
 Railway Board

Copy to: PCCM/All Zonal Railways.

* Google Sheet :

<https://docs.google.com/spreadsheets/d/1aKYVUnCJtqHwIE35RqeOMsvp2dQu6ahP5yOaUACyqSk/edit?gid=0#gid=0>

(भारत सरकार) Government of India
(रेल मंत्रालय) Ministry of Railways
(रेलवे बोर्ड) Railway Board.

No. 2025/TG-II/Sahayaks/Facilities for Sahayaks/ZR

New Delhi, dated 06 .03.2025

The General Managers,
All Zonal Railways.

Sub.: Provision of facilities for Sahayaks (Licensed Porters / Coolies).

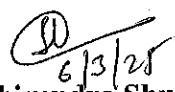
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Compliance of the above instructions may be reported to the Board's office by Fax on 030-43373 (Railway) / 011-23072028 (P&T) and also by e-mail on **sotg098@gmail.com**, within 15 days of receipt of this letter.

DA: As above.


(Shivendra Shukla)
Executive Director/Passenger Marketing
Railway Board

Copy to: **PCCM/All Zonal Railways.**

* Google Sheet :
<https://docs.google.com/spreadsheets/d/1aKYVUnCJtqHwiE35RqeOMsvp2dQu6ahP5yOaUACyqSk/edit?gid=0#gid=0>

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)

No.2019/TG-II/1010/03/MR's Dash

New Delhi, Dated : 6/03/2024

The General Managers,
All Zonal Railways.

Sub: - Provision of facilities for Sahayaks (licensed porters)

- Ref: (1) RB letter No 2018/H-1/2/9/Licensed porter Dt 09.03.2019
(2) RB letter No E(w)2019/PS5-6/6 Dt 08.3.2019.
(3) RB letter No E(w)85SC2-28 Dt 13.7.95.
(4) RB letter No 2019/TGII/1010/9/Uniforms Dt 07.03.2019
(5) RB letter No 2019/TGII/1010/7/Rest Shelter/ Policy Dt 07.03.2019

1. Sahayaks (Coolies/licensed porters) have already been provided with several facilities like medical facility, Pass/PTO, Education facility for wards, uniforms & rest room facilities. (Ref 1-5). However, it is observed that not all Sahayaks are aware of such facilities. Moreover the provision of Rest room facility needs a review considering that there are a sizable number of Sahayaks over IR.
2. In view of the above, in addition to already available facilities for Sahayaks, following facilities may also be extended to Sahayaks:
 - (a) All stations having Sahayaks should have a facility of Rest room. Such rest rooms should have a provision of potable water and barrack beds.
 - (b) A notice board may be installed outside all Sahayak rest rooms, detailing the facilities being extended to Sahayaks viz. Medical facilities, free education facilities for wards and Pass/PTO facility.
3. This issues with the approval of Board (MOBD, MI, MF, CRB&CEO)
4. Compliance of above instructions may be intimated to Board's Office within 15 days of the receipt of this communication.


(Neeraj Sharma)

Executive Director/Passenger Marketing
Railway Board.

No.2019/TGII/1010/03/MR's Dash

New Delhi, Dated : 6/03/2024

Copy forwarded for information and necessary action please to:

- (i) FA&CAOs, All Zonal Railways.
(ii) The Dy. Comptroller and Auditor General of India (Railways), Room no. 224,
Rail Bhawan, New Delhi.

224,


For Member of Finance/Railway Board

Copy to : The Principal Chief Commercial Managers, All Indian Railways.