

भारतसरकार (GOVERNMENT OF INDIA)
रेलमंत्रालय (MINISTRY OF RAILWAYS)
रेलवेबोर्ड (RAILWAY BOARD)

No. ERB-I/2021/23/23

New Delhi, dated 21.07.2021

RESOLUTION

Ministry of Railways have decided to reconstitute the Passenger Services Committee to look into the various aspects of catering/vending stalls/book stalls/tourist information centers etc., under the Chairmanship of Shri Ramesh Chandra Ratn.

2. The other Members of the Committee will be as under:-

i.	Shri Gangadhar Talupula	:	Member
ii.	Shri Pranab Baruah	:	Member
iii.	Shri Pramod Kumar Singh	:	Member
iv.	Ms. Baby Chanky	:	Member
v.	Shri Rambir Bhatti	:	Member
vi.	Dr. Gulab Singh Tikariya	:	Member
vii.	Shri Mohan Lal Gihara	:	Member
viii.	Shri Sanjiv Narayan Desai	:	Member
ix.	Shri Kishor Shanbag	:	Member
x.	Shri Yatindra Singh	:	Member
xi.	Shri Surinder Bhagat	:	Member
xii.	Shri Gurvinder Singh Sethi	:	Member
xiii.	Shri Shivaraj K Gandge	:	Member
xiv.	Shri Ettumanoor Radhakrishnan	:	Member
xv.	Shri Jayantilal Jain	:	Member
xvi.	Smt. Babita Parmar	:	Member
xvii.	Shri Jai L Nagwani	:	Member
xviii.	Smt. Surama Padhy	:	Member
xix.	Shri Dayal Dass	:	Member
xx.	Shri Ram Kishan	:	Member
xxi.	Shri Pon V Balaganpathy	:	Member
xxii.	Shri Dugyala Pradeep Kumar	:	Member
xxiii.	Shri Ram Prakash Pal	:	Member
xxiv.	Shri Tushar Kanti Ghosh	:	Member

3. Executive Director (Tourism & Catering), Railway Board will be the Secretary of the Committee.

4. The Terms of reference of the Committee are as under:-

- a) To review the size, design and location of catering/vending stalls/trolleys and all other stalls like book stalls and other miscellaneous stalls, PCO/ISD/STD booths and recommend measures for standardization of the design, size as well as the location so as to ensure that they not only match with the aesthetics of the station, but also take up minimum space and do not create hindrance to movement and circulation of passengers. They would specifically recommend steps to reduce congestion at important stations and platforms caused due to proliferation of such services and their installation in a haphazard manner.

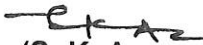
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- b) The committee would study the problems of unauthorized hawking/vending at stations and in trains, identify vulnerable locations, sections and trains, and recommend concrete measures to eliminate this menace.
 - c) The Committee would also review the items, which are presently permitted to be sold at these various stalls and suggest their standardization. They would recommend items, which would be included for sale to public without any risk to health and hygiene and in no way offend public taste and sensitivity.
 - d) The Committee would examine and recommend on the requirement for setting up of tourist information booths as well as kiosks for guiding traveling public regarding availability of other modes of transport, city maps etc.
 - e) The Committee would examine and recommend regarding sale of books and publications depending on the regional and territorial requirements as also sale of literature for permitting themes of national integration, social justice, communal harmony, rural development etc. The Committee would also examine the kind of music to be played in trains at railway stations as also the messages given through the visual media like Closed Circuit Televisions (CCTVs) at stations etc.
5. The tenure of the Committee will be for a period of two years from the date of its constitution i.e. upto 20.07.2023 or till further orders, whichever is earlier.
6. The Tourism and Catering Directorate will be the Nodal Directorate for interacting with the Committee and processing its various recommendations for timely implementation.

(R.N. Singh)
Secretary, Railway Board

ORDER

Ordered that the Resolution be published in the Gazette of India for general information.


(S. K. Agarwal)
Joint Secretary (Gaz)
Railway Board

The Manager,
Government of India Press,
Minto Road,
New Delhi

Copy to: -

1. The President's Secretariat, New Delhi.
2. The Prime Minister's Secretariat, New Delhi.
3. The Cabinet Secretariat, New Delhi.
4. Shri Ramesh Chandra Ratn, Chairman of the Committee, R/o 4/30, 3rd Floor, West Patel Nagar, New Delhi-110008.
5. Members of the Committee:-
 - i. Shri Gangadhar Talupula, R/o 1-1143/2, Adapala Street, Kadiri, Anantapur District, Andhra Pradesh.

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- ii. Shri Pranab Baruah, R/o Village Upahupara, P.O. Mangaldai, Distt. Darrang, Assam – 785125.
- iii. Shri Pramod Kumar Singh, R/o Village Chiknauta, Post Chhapra Bahas, Block Sugauli, Distt. East Champaran, Bihar-845435.
- iv. Ms. Baby Chanky, R/o Konark Cinema Mor, Puraniganj, Distt. Munger, Bihar-811201.
- v. Shri Rambir Bhatti, R/o 58, Raipur Kalan, Chandigarh-160102.
- vi. Dr. Gulab Singh Tikariya, R/o Village Bangoli, Kharora, Distt. Raipur, Chattisgarh– 493225.
- vii. Shri Mohan Lal Gihara, R/o House No.16, 2nd Floor, Road No.70, West Punjabi Bagh, New Delhi- 110026.
- viii. Shri Sanjiv Narayan Desai, R/o SF 2, Vijayadurga Apartment, Khadpabandh, Ponda, Goa - 403401.
- ix. Shri Kishor Shanbag, R/o Punya Rachana Apartment, Mukti Maidan, Krishnabag, Maninagar, Ahmedabad-380009, Gujarat.
- x. Shri Yatindra Singh, R/o Ranian Bazar, Sirsa, Haryana- 125055.
- xi. Shri Surinder Bhagat, R/o H.No.70, Bohri, Near Wine Factory, P.O. Talab Tillo, Jammu – 180002.
- xii. Shri Gurvinder Singh Sethi, R/o A-66, Kishan Singh Colony, Station Road, Ranchi – 834001.
- xiii. Shri Shivaraj K Gandge, R/o H.No.4-7-114, Near I.B. Basaveshwar Chowk, Bhalki, Distt. Bidar, Karnataka-585328.
- xiv. Shri Ettumanoor Radhakrishnan, R/o Valayil h, Ettumanoor P.O., Kottayam, Kerala.
- xv. Shri Jayantilal Jain, R/o BMS Office, Thengadi Bhawan, Bharat Mata Chowk, Bhadbhada Road, Bhopal, Madhya Pradesh.
- xvi. Smt. Babita Parmar, R/o 57, Ambika Bazar, Shujalpur Mandi, Distt. Shajapur, Madhya Pradesh.
- xvii. Shri Jai L Nagwani, R/o C-211, Vaibhav Paradise, Aaram Society Road, Vakola, Santacruz (East), Mumbai – 400055.
- xviii. Smt. Surama Padhy, R/o Tala Sadak, Raj Ranpur, Distt Nayagarh, Odisha – 752026.
- xix. Shri Dayal Dass, R/o V&PO Tungwali, Distt. Bhatinda, Punjab.
- xx. Shri Ram Kishan, R/o Kamalpur Road, Tapukara Hall C-63, Ansal Town, Distt. Alwar, Rajasthan.
- xxi. Shri Pon V. Balaganpathy, R/o H.No.3/526-24, MGR Nagar, Paramakudi, Distt. Ramanathapuram, Tamilnadu-623707.
- xxii. Shri Dugyala Pradeep Kumar, R/o H.No.1-3-87/302, Om Sai Residency, Nandanavanam Colony, Street No.4/3, Habsiguda, Hyderabad -500007.
- xxiii. Shri Ram Prakash Pal, R/o MI-145, Barra-2, Distt. Kanpur, Uttar Pradesh-208027.
- xxiv. Shri Tushar Kanti Ghosh, R/o 402, Kalighat Road, Kolkata-700026.

(A copy of the Constitution and Guidelines for the functioning of the PSC is attached. It is requested that a copy of the declaration enclosed herewith may kindly be furnished along with the Charge Assumption Report).

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6. The General Managers, All Indian Railways (including Metro & CORE) Construction and Production Units.
7. The Director General, RDSO, Lucknow.
8. The Director General, NAIR, Vadodara.
9. The Ministry of Home Affairs, New Delhi.
10. The Department of Parliamentary Affairs, New Delhi.
11. EDPG/MR, OSD/MR, and O/o MOSR(D) & MOSR(J).
12. OSDs/PSOs/Sr.PPSs/PPSs/PSs to CRB & CEO, M/Infra, M/TRS, M/O&BD, MF, Secy., All DGs/AMs/PEDs/EDsJSs, ED/I&P, DIP, Dir(GA), Dir(Admn), Dir(E), Dir(Tele), Dir(P), DS(E), US(O&M), US(Protocol), US(A)s, Railway Board.
13. Cash-I, ERB-II, ERB-III, ERB-V, G, G(Pass), G(Acc), Library, Protocol, Reception, **Tourism, Catering**, SSE/Telecom, SEE(Electrical), SSE (Works), O&M, Parl. Branches, Railway Board.
14. The Pay & Accounts Officer, Railway Board.
15. The PFA, Northern Railway, New Delhi
16. The Dy. Comptroller & Auditor General of India (Rly.) R.No.224, Rail Bhavan, New Delhi.
17. The Commissioner of Railway Safety, 16th Ashok Marg, Lucknow.
18. The Secretary General, FROA & IRPOF, Rail Bhavan, New Delhi.
19. The Secretary General, AIRPFA, Rail Bhavan.
20. The General Secretary, AIRF & NFIR, Rail Bhawan, New Delhi.
21. The General Secretary, IRCA, New Delhi.
22. Executive Director (Tourism & Catering), Railway Board, Secretary to the Committee.

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CONSTITUTION AND GUIDELINES FOR FUNCTIONING OF THE PASSENGER SERVICES COMMITTEE (PSC)

With a view to look into the various aspects of catering/vending stalls/trolleys/book stalls/tourist information centres etc., at Railway Stations and on trains, a Committee viz., Passenger Services Committee will function at National level under the aegis of Ministry of Railways (Railway Board).

The jurisdiction of the Passenger Services Committee covers the entire Indian Government Railways.

2. Composition of the Committee:-

The Passenger Services Committee will consist of persons appointed by the Minister for Railways to represent the Committee for a specific tenure with the following composition:-

Chairman	-	1 (One)
Members	-	24 (Twenty Four)

3. Eligibility conditions

- i). He should be a citizen of India.
- ii) persons having abundant exposure in social, political, economic and cultural & Tourism field.
- iii). Representatives of Recognised Catering/Tourism Associations engaged in field for quite a long period.
- iv). Representatives of recognized Catering/Tourism Associations engaged for the improvement of Passenger Services to Rail Commuters.
- v). Representatives of eminent NGOs engaged in the field of quality maintenance of eatable items to the passengers and public in common places all over the country.
- vi). Any other distinguished person.

Note: *Persons holding assignment of profit connected with the Railways e.g., Catering and Vending Contractors, Out Agency Contractors, Handling Contractors, Engineering Contractors, Rail Travellers Service Agents, Rail Tourist Agents, Agencies provided with the Rail Reservation Computer Terminals etc. are debarred from checking/inspecting the Passenger Amenities on the Railway Zones where they are running such assignments.*

Nature: The Committee will be advisory in nature.

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Status

Since the Committee is advisory in nature, no specific status will be given to Chairman and Members of the Committee. However, they may be given facilities for their functioning as Chairman and Members of the Committee, equivalent to those applicable to Senior Administrative Grade Officers, with the approval of the Minister for Railways.

4. Persons ineligible to be a Chairman/Members of Passenger Services Committee:-

- i. A person convicted by the Court.
- ii A person of unsound mind.
- Iii A person who has been declared as insolvent.

5. The Terms of Reference of the Committee are as under:-

- a) To review the size, design and location of catering/vending stalls/trolleys and all other stalls like book stalls and other miscellaneous stalls, PCO/ISD/STD booths and recommend measures for standardization of the design, size as well as the location so as to ensure that they not only match with the aesthetics of the station, but also take up minimum space and do not create hindrance to movement and circulation of passengers. They would specifically recommend steps to reduce congestion at important stations and platforms caused due to proliferation of such services and their installation in a haphazard manner.
- b) The committee would study the problems of unauthorized hawking/vending at stations and in trains, identify vulnerable locations, sections and trains, and recommend concrete measures to eliminate this menace.
- c) The Committee would also review the items, which are presently permitted to be sold at these various stalls and suggest their standardization. They would recommend items, which would be included for sale to public without any risk to health and hygiene and in no way offend public taste and sensitivity.
- d) The Committee would examine and recommend on the requirement for setting up of tourist information booths as well as kiosks for guiding travelling public regarding availability of other modes of transport, city maps etc.
- e) The Committee would examine and recommend regarding sale of books and publications depending on the regional and territorial requirements as also sale of literature for permitting themes of national integration, social justice, communal harmony, rural development etc. The Committee would also examine the kind of music to be played in trains at railway stations as also the messages given through the visual media like Closed Circuit Televisions (CCTVs) at stations etc.

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6. Tenure:-

The tenure of the Committee will be for a period of 2 years from the date of its constitution or till further orders.

7. Guidelines for the functioning of PSC:

i). Members of the Committee shall function under the overall control, direction and supervision of the Chairman of the Passenger Services Committee. The views of the Members of the Committee, as also their report should, therefore, be submitted to the Chairman/PSC and a consolidated report may be sent by the Chairman/PSC to the Railway Board.

ii). The Committee may visit Zonal Railways, Division, Stations for inspection and on the spot study of Passenger Services relating to their functions. While visiting the Railways, the Committee may give adequate notice to the General Manager/Divisional Railway Manager of the concerned Zonal Railways/ Divisions. At the Divisional level, ADRM and at the headquarter level, Dy.GM(G) shall be the officers in charge for coordinating the inspections of the Committee. Members may avoid conducting individual visits/inspections to Railways independently as far as possible.

iii). The Passenger Services Committee is in the nature of an Advisory Committee and its study, inspection and suggestions/ recommendations should conform to its Terms of reference/subjects.

iv). The Committee/Members of the Committee should not make public announcements or hold press conferences.

v). During the visit of the Committee, outsiders i.e. other than Railway employees should not be associated by the Committee.

vi). The Committee/Members should refrain from making suggestions in Administrative matters like transfers/postings of Railway staff or giving recommendation in tender cases, Selection proceedings etc.

vii). The Committee/Members are not expected to deal with Private Contractors/Suppliers. In case they notice any deficiency in services rendered by Private Contractors/Suppliers engaged by the Railways, this can be brought to the notice of the Railway administration for appropriate action.

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8. Terms and conditions applied to Chairman and Members of the Committee:

(a) The appointment of Chairman and Members of the PSC will be regulated by the following terms and conditions:-

(i) **Tenure:-** Co-terminus with the tenure of the Committee or until further order, whichever is earlier. In the event of resignation of Chairman of the Committee, the Committee will come to an end and shall stand dissolved.

(ii) **Remuneration:-**

Chairman: The Chairman will be paid a consolidated remuneration of Rs.35,000/- p.m. and HRA @ Rs. 5000/- p.m. if he is not provided any transit accommodation.

Members: They will be paid consolidated remuneration of Rs.30,000/- per month.

(iii) **TA/DA:** Chairman and Members will be allowed TA/DA at the same rate as admissible to SAG officers of the Railways. They will be permitted to travel in 1st AC including Rajdhani and Shatabdi Expresses when they travel alone and in 2nd AC when accompanied by spouse. In emergency, travel by air will be allowed to Chairman of the Committee.

(iv) **Rest House Facility:** Chairman and Members will be allowed the facility of Railway Rest House as admissible to SAG officers on duty.

(v) **Residential Telephone:** Chairman and Members will be provided with P&T telephone with STD facility at their residence or in case they have P&T telephone of their own, expenditure on the same will be borne by the Ministry of Railways. The ceiling on the number of calls will be regulated in terms of Board's letter No.90/Tele/TN/6 dated 15-06-1999 and as revised from time to time.

(vi) **Medical Facility:** The Chairman and Members will be governed by the Railway Medical Attendance Rules during their tenure as Chairman/Member of the Committee.

(b) The designation of the Chairman and Members of the Committee notified and printed on their letter-heads, visiting cards etc. should be strictly in terms of their appointment orders.

(c) The Chairman/Members of the Committee are not permitted to use State Emblem on their letter-heads, seals, crests, badges, house flags or for any other purpose.

(d) The Chairman of the Committee may hold at least one meeting per month with the Members of the Committee and shall submit quarterly progress report to Railway Board.

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- (e) The Pay & Accounts Officer, Railway Board, will be the Accounts & Disbursing Officer.
- (f) The expenditure is chargeable to the Head Demand No.84, Annexure 'C-III', Item- Misc. Special Establishments.

9. Nodal Directorate:

- (i) The Tourism & Catering Directorate, Railway Board will be the nodal Directorate, for the functioning of the Committee. They will be the custodian of the policy guidelines in regard to the Committee. The recommendations of the Committee and its implementation/coordination with other directorates will also be coordinated by the nodal directorate.
- (ii) Executive Director (Tourism & Catering), Railway Board will act as Secretary to the Committee.
