

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

**RB/L&A No. 010/2011**

**No.2011/LM(PA)/08/28**

**New Delhi, Dt. 3.11.11**

**To,**

**The General Managers,  
All Zonal Railways**

**Sub: Proposals under Plan Head - "Passenger Amenities" - reg**

The issue of condition of assets at Railway stations like platform shelters, platform surface, FOB, washable aprons, etc, and drinking water supply has been commented upon adversely time and again by various Parliamentary Committees and in VIP references. To improve the ambience at stations and the image of the Railway in general and to ensure safety of passengers, it is necessary to keep the existing Passenger Amenities at Railway stations functional all the time. This will require replacement of old/worn out assets at the end of useful service life. Railway, therefore, while proposing the works under Plan Head "Passenger Amenities" should give priority to the proposals involving replacement of poor condition / overage assets at stations and works related to drinking water.

This issues in consultation with the Traffic Commercial dte.

  
(Naveen Agrawal)

**Director World Class Station  
Railway Board**