



SUPREME AUDIT INSTITUTION OF INDIA
लोकहितार्थ सत्यनिष्ठा
Dedicated to Truth in Public Interest

**Report of the
Comptroller and Auditor General of India
on
Passenger amenities and sanitation at
non-suburban railway stations in Indian Railways**

**Union Government
Ministry of Railways
Report No. 31 of 2026
(Compliance Audit - Railways)**

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Comptroller and Auditor General of India
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Passenger amenities and sanitation at
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Laid in Lok Sabha/Rajya Sabha on _____

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Preface

The Report for the period ended March 2024 has been prepared for submission to the President under Article 151 (1) of the Constitution of India.

The Report contains significant results of the Thematic Audit of the Ministry of Railways of the Union Government on “Passenger amenities and sanitation at non-suburban railway stations in Indian Railways”.

The instances mentioned in this Report are those which came to notice in the course of test audit for the period 2019-20 to 2023-24 as well as those which came to notice in earlier years, but could not be reported in the previous Audit Reports; instances relating to the period subsequent to 2023-24 have also been included, wherever necessary.

The audit has been conducted in conformity with the Auditing Standards issued by the Comptroller and Auditor General of India.

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EXECUTIVE SUMMARY



Executive Summary

The Indian Railways (IR) is a widely used mode of transport within the country. There are 5,908 railway stations under Non-Suburban Group (NSG) and IR operated over 7,424 passenger trains (non-suburban) daily and carried 292.4 crores (non-suburban) passengers in 2023-24. As a key player in the transport sector, Railways has to ensure the availability and upkeep of basic amenities as well as sanitation at stations across the country. IR has issued various guidelines for provision of passenger amenities at stations, facilities for Divyangjans, women, elderly, maintaining sanitation at stations and to provide quality drinking water to passengers.

The Thematic Audit on 'Passenger amenities and sanitation at non-suburban railway stations in Indian Railways' was conducted to assess whether IR's efforts to ensure provision of passenger amenities and sanitation at stations yielded the intended benefits.

The Thematic Audit was conducted on pan-India basis covering 512 stations over 16 Railway Zones.

The report on the topic has been arranged in four chapters as given below:

Chapter I – Introduction

Chapter II – Provision of passenger amenities at railway stations

Chapter III – Maintenance of amenities and sanitation

Chapter IV – Monitoring mechanism

Summary of the findings

- Audit of passenger amenities and sanitation at railway stations revealed persistent and widespread deficiencies across Indian Railways, despite detailed norms and timelines prescribed by the Railway Board since 1952 and reiterated comprehensively in April 2018.

(Para 2.1)

- Out of 512 stations inspected, 458 stations (more than 89 *per cent*) were deficient in one or more Minimum Essential Amenities (MEAs), including drinking water, seating, toilets, platform shelters, fans, water coolers and signage. Even high-revenue, high-footfall NSG-1 to NSG-3 stations exhibited significant shortfalls.

(Para 2.1.1.1 and Para 2.1.1.3)

- Analysis of Passenger Amenities Management System (PAMS) data (February 2025) confirmed that deficiencies persisted across all station categories and Zones, indicating systemic gaps rather than isolated cases. Audit further observed that no time-bound action plans were

prepared for bridging gaps in recommended and desirable amenities, contrary to Railway Board instructions.

(Para 2.1.1.5, Para 2.1.2 and Para 2.1.3)

- Provision of amenities for Divyangjans was found to be inadequate and non-compliant with the Rights of Persons with Disabilities Act, 2016, with substantial deficiencies in accessibility infrastructure, information systems, toilets, ramps, tactile pathways, lifts and announcements, including at NSG-1 stations.

(Para 2.2 and Para 2.2.1)

- Medical care arrangements at stations were largely inadequate, with emergency medical rooms and AIIMS-recommended medical boxes absent at a majority of stations, posing risks to passenger safety.

(Para 2.3)

- Sanitation infrastructure also remained deficient, marked by non-functional toilets, inadequate facilities in pay-and-use and continued existence of unauthorised entry points affecting cleanliness and safety.

(Para 2.4 and Para 2.5)

- Audit observed non-compliance with National Green Tribunal (NGT) directions regarding maintenance of station-wise webpages for dissemination of information on amenities, sanitation practices and action plans. As of March 2024, no Zone had operationalised such webpages.

(Para 2.6)

- A review of 395 passenger amenity works undertaken during 2019–20 to 2023–24 showed that 59 *per cent* of works were delayed, with delays ranging from one to over four years, and only 41 *per cent* completed within stipulated timelines, depriving passengers of timely access to essential facilities. Several works suffered inordinate delays exceeding three years due to defective planning, non-availability of material/skilled labour and contractor failures.

(Para 2.7.1 and Para 2.7.2)

- Despite repeated assurances and availability of funds, there was persistent underutilisation of Budget Grant for provision of passenger amenities, ranging between 36 *per cent* and 44 *per cent* during 2019–20 to 2023–24, even in non-COVID years, highlighting deficiencies in planning and execution rather than financial constraints.

(Para 2.7.4)

- Deficiencies exist in maintenance of amenities provided at stations. Non-functional toilets and unhygienic condition of toilets/urinals was observed. Deficiencies in management of garbage and sanitation at station premises continue to persist. Despite incurring significant expenditure for station cleaning activities, there were deficiencies in sanitation at stations.

(Para 3.1 to Para 3.2.2, 3.2.4)

- Deficiencies in implementation of station cleaning contracts exist. Non-compliance to Standard Bid Document (SBD) by the zones and non-uniformity in adoption of SBD across the Divisions were noticed.

(Para 3.2.3)

- Inspection of the water supply systems was not carried out as per prescribed periodicity. There was shortfall in testing of drinking water for residual chlorine, bacteriological analysis and chemical analysis. Low/high level of chlorine in drinking water, presence of total coliforms bacteria (including E-coli bacteria) as well as deficiencies in parameters tested indicated unsatisfactory quality of drinking water at stations.

(Para 3.2.6.1)

- ZRUCC and DRUCC meetings were not conducted as per prescribed periodicity in any Zonal Railway during 2022–24.

(Para 4.1)

- Audit observed that monitoring mechanisms for passenger amenities and station cleanliness were largely ineffective, despite the existence of multiple committees, inspection systems and IT platforms. The functioning of Service Improvement Groups (SIGs) suffered major shortfalls with mandatory inspections not conducted at a large number of 'A1' and 'A' category stations, and inadequate supervision and documentation at divisional and zonal levels.

(Para 4.2)

- Enforcement of anti-littering rules was weak, marked by inadequate passenger awareness and insufficient publicity of deterrent measures.

(Para 4.3)

- Passenger grievance data indicated an increase in complaints relating to cleanliness, water availability, medical assistance and electrical facilities, alongside high and rising passenger dissatisfaction with complaint resolution.

(Para 4.4)

- Persistent shortfalls in amenities were attributable to inadequate monitoring of implementation of the RB Circular dated 9 April 2018, absence of time-bound action plans, weak oversight of fund utilisation under Plan Head 53 and inconsistent prioritisation of works at zonal level.

(Para 4.6)

- Audit concludes that deficiencies in monitoring, enforcement and accountability at all levels diluted the objective of ensuring minimum essential passenger amenities and sanitation standards at stations, despite the availability of policies, systems and financial resources.

(Para 4.7)

Major Recommendations:

The Indian Railways should ensure:

- *Achievement of prescribed norms for Minimum Essential Amenities at all stations within defined timelines.*
- *Preparation and implementation of station-wise, time-bound action plans for bridging gaps in Recommended and Desirable Amenities.*
- *Effective implementation of accessibility provisions for Divyangjans in compliance with the Rights of Persons with Disabilities Act, 2016.*
- *Strengthen sanitation measures and garbage management at stations to ensure round-the-clock availability of clean and functional amenities.*
- *Ensure compliance with prescribed protocols for inspection of water supply systems and comprehensive testing of drinking water quality, including all parameters under the Uniform Drinking Water Quality Protocol.*
- *Ensure regular functioning of all consultative committees and Service Improvement Groups with effective documentation, supervision and follow-up on deficiencies.*
- *Strengthen passenger-centric monitoring by improving enforcement of anti-littering rules, enhancing grievance redressal and publicity of complaint registers to achieve tangible improvements at stations.*



CHAPTER I: INTRODUCTION



Chapter I: Introduction

Railways constitute the most widely used mode of public transportation in the country. There are 5,908¹ railway stations under the Non-Suburban Group (NSG)² category across 16 Zonal Railways (ZRs). During 2023-24, Indian Railways (IR) operated about 7,424 non-suburban passenger trains daily and carried 2,924 million non-suburban passengers.

IR has emphasised the need to reinvent passenger services under the motto “*Change for a Better Tomorrow*” as a key step towards achieving the objectives outlined in the Vision 2020 document. The document envisages that railway stations should adhere to the highest standards of hygiene, sanitation and hospitality while providing services at affordable prices. It further underscores the need for special focus on the requirement of women, students, senior citizens and persons with disabilities.

To this end, the quality of services relating to sanitation, cleanliness and passenger amenities at stations was to be upgraded to global benchmarks with sanitation accorded high priority. Each station was required to be examined with due regard to its specific characteristics and a comprehensive plan was to be formulated to improve cleanliness, benchmarked against the best international practices. Further, performance criteria and standards for each component of cleanliness were to be evolved and achievement against these standards was to be monitored at all levels.

1.1 Organisational responsibilities

Provision of passenger amenities and maintenance of sanitation at railway stations constitute a multi-disciplinary responsibility involving multiple stakeholders. At the Railway Board (RB) level, specific Directorates are entrusted with policy formulation and oversight relating to passenger amenities and sanitation. Correspondingly, at the Zonal and Divisional levels, designated Departments are responsible for ensuring the adequacy, availability and maintenance of these amenities and sanitation facilities for passengers.

¹ As on 31.3.2023

² In Indian Railways, Non-suburban stations have been segregated into six categories, i.e. NSG-1 (Earnings > ₹ 500 crore and/or footfall > 20 million), NSG-2 (Earnings > ₹ 100 crore and ≤ ₹ 500 crore and/or footfall > 10 million and ≤ 20 million), NSG-3 (Earnings > ₹ 20 crore and ≤ ₹ 100 crore and/or footfall > 5 million and footfall ≤ 10 million), NSG-4 (Earnings > ₹ 10 crore and ≤ ₹ 20 crore and/or footfall > 2 million and footfall ≤ 5 million), NSG-5 (Earnings > ₹ 1 crore and ≤ ₹ 10 crore and/or footfall > 1 million and footfall ≤ 2 million), NSG-6 (Earnings ≤ ₹ 1 crore and/or footfall ≤ 1 million) based on passenger earnings and/or outward passengers handled at the station

The Directorates at RB level and the Departments at the Zonal/Divisional levels entrusted with these responsibilities are detailed below:

Railway Board	Zone/Division
• Land and Amenities • Traffic Commercial • Environment & Housekeeping Management • Health	• Engineering • Commercial • Mechanical • Operating • Electrical • Signal & Telecommunication • Medical

1.2 Previous Audit coverage

Aspects pertaining to provision of passenger amenities and maintaining sanitation at Railway stations were brought out on earlier occasions in various reports of the CAG of India as under:

- Performance Audit on “Cleanliness and Sanitation in Indian Railways” - Report No. 6 of 2007 (Railways);
- Performance Audit on "Cleanliness and Sanitation in Indian Railways" - Report No. 11 of 2013 (Railways); and
- Compliance Audit on “Upgradation of passenger amenities at stations including modernisation of stations in Indian Railways” - Report No.13 of 2016 (Railways)

The Ministry of Railways (MoR) in the Action Taken Note (ATN) for CAG Report No. 13 of 2016 stated, *inter alia*, as follows:

- ZRs have been advised that provision of ‘Desirable amenities’ need not wait for complete provision of the ‘Recommended level’ of amenities and should be provided based on the need and relative importance of the stations.
- Better accessibility at stations to Divyangjans³, standard ramps, one disabled-friendly toilet and non-slippery walkway from parking lot to station has been provided.
- Monitoring of passenger amenity works is done at appropriate level.
- Details of passenger amenities at stations are updated periodically in the database/ web based module.

³ Differently abled persons

- Adequate drinking water taps have been provided at suitable locations to serve passengers of general and second class at all stations.
- All stations are to be provided with high level platforms irrespective of category.

MoR informed the Standing Committee on Railways (2020-21) that –

- All the stations are provided with Minimum Essential Amenities (MEA).
- In addition to MEA, new amenities such as insect catchers in waiting halls/ refreshment halls, infant nursing cubicles, platform shelters with solar panels, bio-toilets/ waterless toilets, water vending machines, Wi-Fi etc. had been introduced.
- ZRs were directed to maintain the amenities provided at all stations in good working condition at all times.
- Service Improvement Groups (SIG) at various levels, i.e., Station (Station Master, Sr. Section Engineer/Works, Chief Health and Malaria Inspector, Chief Commercial Inspector), Division (Additional Divisional Railway Manager and Head of Departments of Engineering/ Mechanical/ Commercial etc.), Zonal Headquarters (Additional General Manager, Principal Head of Departments) etc., have been formed.

Further, as per the Tenth Report (February 2022) of the Standing Committee on Railways (2021-22) for the 17th Lok Sabha:

- MoR stated that every effort is being taken at various levels to monitor the cleanliness of stations. The measures are reviewed on a monthly basis by Additional General Managers (AGMs) at Zonal level and by Additional Divisional Railway Managers (ADRM) at Divisional level.
- The Standing Committee desired that since passenger amenities are directly connected with customer satisfaction and interface, there should be no dereliction on the part of the Railways for proper utilisation of funds. MoR stated that instructions have been issued to ZRs in this regard.

1.3 Rationale for taking up the audit

The comprehensive guidelines for provision of passenger amenities issued by RB in 2012 were revised in 2018, whereby non-suburban stations were reclassified into six categories, namely NSG-1 to NSG-6, based on station earnings and the number of originating passengers handled. Earlier, the categorisation of non-suburban stations was solely based on station earnings.

The previous audit on this subject was conducted about a decade ago. Since then, passenger earnings have increased significantly from ₹ 42,190 crore in

2014-15 to ₹ 70,693 crore in 2023-24. However, the number of originating non-suburban passengers declined from 3,719 million in 2014-15 to 2,924 million in 2023-24, largely attributable to the impact of the COVID-19 pandemic.

In this context, the present audit was undertaken to examine whether the RB's instructions on provision of passenger amenities and sanitation at stations was complied by the ZRs, compliance of MoR to the assurances given to the Standing Committees of Parliament on Railways. Audit also evaluated the status of implementation of commitments made in the Action Taken Note on CAG's Audit Report No. 13 of 2016.

1.4 Audit objectives

The Thematic Audit was conducted to assess the following:

- Whether passenger amenities were provided and sanitation measures were undertaken at stations as per extant instructions; and
- Whether the maintenance of passenger amenities and sanitation activities of all selected stations were undertaken as per the prescribed norms and the funds available were utilised optimally.

1.5 Scope and period of coverage

Audit coverage was limited to NSG category stations. The period of coverage was as follows:

- Five year period from 2019-20 to 2023-24 for requirement/ allotment/ utilisation of funds; passenger amenity works at selected non-Amrit Bharat stations.
- Two year period from 2022-23 to 2023-24 for the proposals in respect of provision of passenger amenities funded under Corporate Social Responsibility (CSR), Users Consultative Committees, Service Improvement Group (SIG), monitoring the quality of drinking water and passenger complaints.

1.6 Audit methodology

- Apart from review of circulars issued by RB/Zones, joint inspections were carried out with Railway officials in selected stations to assess the availability of amenities and sanitation measures. Feedback from passengers on passenger amenities and sanitation at stations was gathered through questionnaires. Further, the 325 Non-Amrit Bharat

stations were revisited⁴ after a time gap of three months to ensure that the deficiencies in passenger amenities noticed during first visit were addressed. Divyangjans were interviewed to check whether amenities provided to them at stations were adequate.

- Since Audit could cover only a sample of 512 stations through joint inspections, Audit also obtained Passenger Amenities Management System (PAMS) data (February 2025) pertaining to entire IR and analysed the same to assess the provision and shortfall in amenities at stations.
- Review of execution of passenger amenity works at non-Amrit Bharat stations was also carried out.
- Complaints from passengers registered through RailMadad for the years 2022-23 and 2023-24 were collected and analysed.
- Entry and Exit conferences were held in the respective ZRs.

1.7 Audit criteria

The criteria for the audit include the provisions of the following codes & manuals and instructions issued by RB:

Indian Railway Works Manual; Indian Railway Traffic (Commercial) Code; Guidelines⁵ of RB on provision of passenger amenities at stations including amenities for Divyangjans and RB's instructions/guidelines relating to provision and maintenance of Pay and Use toilets⁶; Standard Bid Document for mechanised cleaning and housekeeping of stations⁷; supply of quality drinking water at stations⁸, enhancing the effectiveness of SIGs⁹; maintaining passenger amenities¹⁰; and, levy of penalty for littering at railway premises¹¹; ATN of MoR on CAG Report No. 13 of 2016 and statement of MoR to the Standing Committee on Railways (2020-21 and 2021-22).

1.8 Sample for study

- (i) Total 512 non-suburban grade stations across all zones were selected for

⁴ As station redevelopment works were on-going at Amrit Bharat Stations, revisit of stations was restricted to non-Amrit Bharat stations.

⁵ RB's letters dated 14 March 2016, 9 April 2018, 12 February 2020, 25 November 2022

⁶ RB's letters 31 May 2000, 7 June 2006, 5 June 2012, 30 June 2015

⁷ 23 August 2017

⁸ November 2017 and May 2023

⁹ May 2015

¹⁰ September 2012, September 2014 and April 2018

¹¹ Indian Railways Rules, 2012

detailed study. The basis of selection was as follows:

- NSG 1 – 100 *per cent* coverage or 3 stations having highest footfall in each zone, whichever is lower.
- NSG 2 to NSG 6 – Highest footfall in each zone and representation of all divisions over a zone under each category.
- Maximum of 12 Amrit Bharat Stations and 20 non-Amrit Bharat Stations were selected by each zone.

Table 1.1: Stations selected for detailed study

Sl. No.	Total Number of Stations category-wise ¹² (as on 31.3.2023)		No. of stations selected				
			Amrit Bharat (including major upgradation)		Non-Amrit Bharat		Total sample size
			Total stations	Sampled stations	Total stations	Sampled stations	
1	NSG 1	22	15	13	7	5	18
2	NSG 2	79	54	49	25	10	59
3	NSG 3	240	208	66	32	16	82
4	NSG 4	337	268	50	69	31	81
5	NSG 5	1025	491	8	534	132	140
6	NSG 6	4205	149	1	4056	131	132
Total		5908	1185	187	4723	325	512 ¹³ (8.66 per cent)

Source: Data of Commercial Department of Zonal Railways

(Appendix- I)

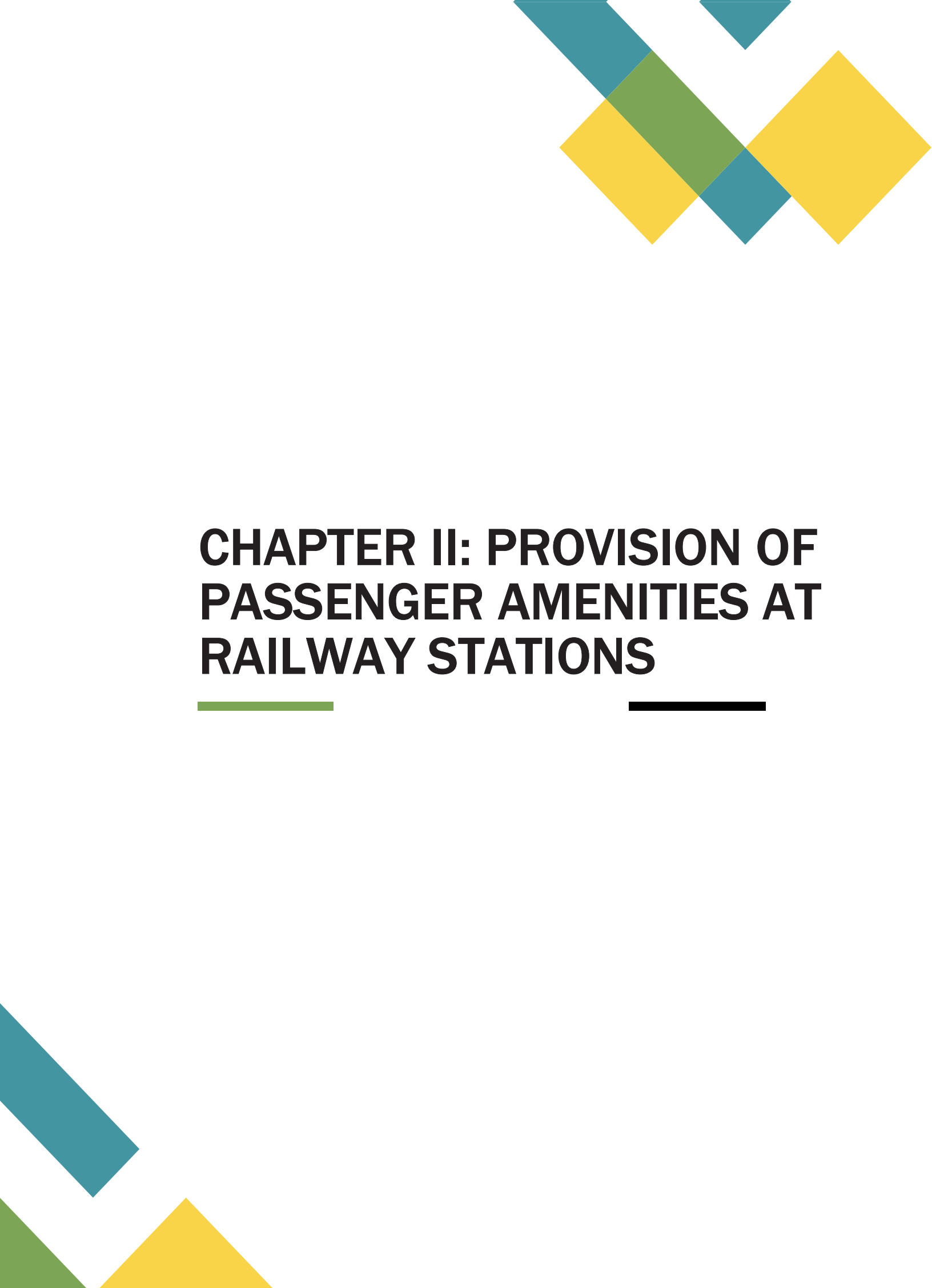
(ii) Feedback on the provision of passenger amenities and sanitation was obtained from 7,511 passengers at selected stations under NSG-1 to NSG-6 categories. In addition, feedback was collected from 2,507 passengers using waiting rooms at selected NSG-1 to NSG-4 category stations. Further, interviews were conducted with 374 Divyangjans across IR to elicit their views on the adequacy of amenities provided for persons with disabilities at stations, as well as their suggestions for introduction of additional amenities.

1.9 Acknowledgement

Audit acknowledges the cooperation and assistance extended by the officials of the concerned Directorates in the Ministry of Railways and the Zonal Railways in providing records and facilitating joint inspections of stations, which enabled the timely completion of the Audit.

¹² NSG 1 – Earnings > ` 500 crore and outward passengers >20 million; NSG 2 – Earnings > ` 100 crore ≤ ` 500 crore and outward passengers > 10 million ≤ 20 million; NSG 3 – Earnings > ` 20 crore ≤ ` 100 crore and outward passengers > 5 million ≤ 10 million; NSG 4 – Earnings > ` 10 crore ≤ ` 20 crore and outward passengers > 2 million ≤ 5 million; NSG 5 – Earnings > ` 1 crore ≤ ` 10 crore and outward passengers > 1 million ≤ 2 million; NSG 6 – Earnings ≤ ` 1 crore and outward passengers ≤ 1 million;

¹³ The sample included stations at places known for historical importance (14), religious importance (15), potential for tourism (13) and stations at relatively remote locations (18).



CHAPTER II: PROVISION OF PASSENGER AMENITIES AT RAILWAY STATIONS

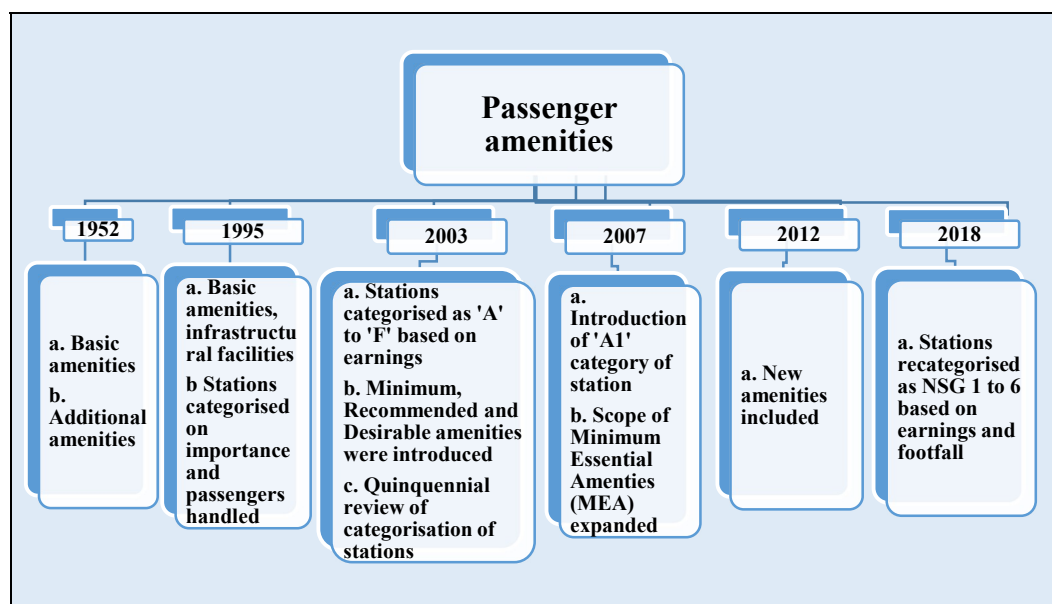
Chapter II: Provision of passenger amenities at Railway stations

2. Passenger amenities at railway stations

Indian Railways (IR) first prescribed norms for passenger amenities in 1952, classifying them into Basic and Additional amenities. Basic amenities were to be mandatorily provided at all stations at the time of opening and included waiting space, seating arrangements, lighting, drinking water, platforms, urinals and toilets. Additional amenities were to be provided based on station category, passenger volume, special characteristics (tourist/religious importance) and availability of funds. Over time, the scope of amenities evolved through various instructions issued by RB.

2.1 Provision of passenger amenities as per norms

In April 2018, RB issued comprehensive instructions prescribing **Minimum Essential Amenities (MEA)**, **Recommended Amenities (RA)** and **Desirable Amenities (DA)** for stations categorised as NSG 1 to NSG 6. RB stipulated that MEAs were to be ensured at all stations by 31 August 2018, with augmentation to recommended and desirable levels thereafter. Based on rules/ notifications etc. issued by Railway Board, provision of passenger amenities evolved over a period of time is as given below:



2.1.1 Minimum Essential Amenities (MEA)

RB's instructions (April 2018) mandated that MEAs be provided first at all stations, irrespective of category. These include drinking water, waiting halls,

seating arrangements, platform shelters, urinals, latrines, high-level platforms, fans, Foot Over Bridges (FOBs), dustbins, clocks and public address systems.

2.1.1.1 Stations with no shortfall in MEAs

Audit during joint inspection observed that only 54 stations (less than 11 *per cent* of the 512 sample stations) comprising NSG 1 - 1, NSG 2 - 8, NSG 3 - 7, NSG 4 - 3, NSG 5 - 16 and NSG 6 - 19 spread across 13 Zonal Railways¹⁴ had no shortfall in the prescribed MEAs. The category-wise list of stations with no MEA shortfall, is as below:

Table 2.1: Category-wise stations with no shortfall in MEAs

Station category	Station name
NSG 1	Gorakhpur Jn.
NSG 2	Agra Cantt, Indore, Jaipur, Kota, Nagpur, Nashik Road, Patliputra, Tatanagar
NSG 3	Akola, Banaras, Bhagat Ki Kothi, Bikaner, Kishangarh, Ranchi, Shri Ganganagar
NSG 4	Bhiwani, Chalisgaon, Falna
NSG 5	Basta, Dullahpur, Fazilka, Furkating, Hathras Jn., Indargarh Sumerganjmandi, Izzatnagar, Kanthi, Laksar, Mathura Cantt., Nileshtar, Parasia, Rai Ka Bagh, Sarnath, Suwasra, Tetulmari
NSG 6	Ambasa, Arariya Court, Barharaganj, Gidhni, Harichandanpur, Munabao, Nagothane, Nakaha Jungle, Nayagarh Town, Nazarbaug, Radhanpur, Rajghat Narora, Ramkanali, Roshanpur, Rupsa, Sir M Visvesvaraya (T) Bengaluru, Sogaria, Sonamukhi, Tahsil Bhadra

Thus, 458 out of the 512 selected stations, accounting for more than 89 *per cent*, were deficient in the provision of MEAs. At these 458 stations, MEAs were either not provided at all or were available below the prescribed norms, indicating widespread non-compliance with mandatory requirements and systemic gaps in ensuring minimum standards of passenger facilities at stations of IR.

2.1.1.2 MEAs at top three categories of stations (NSG-1 to NSG-3)

The provision of passenger amenities observed during joint inspection at selected stations in the top three categories; NSG-1, NSG-2 and NSG-3, with reference to the prescribed MEA norms were analysed by Audit and the following observations were made:

(i) NSG-1 category stations

In 18 selected NSG-1 category stations (earnings exceeding ₹ 500 crore and/or outward passengers exceeding 20 million), no deficiencies were observed in the provision of waiting halls, platform shelters, high-level platforms, foot over

¹⁴ CR, ECoR, ECR, NCR, NER, NFR, NR, NWR, SER, SR, SWR, WCR, WR

bridges, clocks, public address systems and parking-cum-circulatory areas (seven out of 16 MEAs). However, deficiencies were noticed in the provision of remaining nine MEAs at 17 out of these 18 NSG-1 category stations.

Audit scrutiny of NSG-1 category stations revealed deficiencies in core passenger amenities, including drinking water taps (12 stations), fans and water coolers (eight stations each) and signage (five stations). Shortfalls were also observed in seating arrangements, sanitary facilities (urinals and latrines), dustbins, and electronic train indicator boards at select stations, including major terminals such as CSMT, Howrah, Sealdah, New Delhi and Mumbai Central, indicating gaps in maintenance and monitoring of essential facilities at these premier stations.

(Appendix- II)

(ii) NSG-2 category stations

In 59 selected NSG-2 category stations (earnings exceeding ₹100 crore but not exceeding ₹500 crore and/or outward passengers exceeding 10 million but not exceeding 20 million), no deficiencies were observed in the provision of foot over bridges, clocks, public address systems and electronic train indicator boards (four out of 16 MEAs). However, deficiencies were noticed in the provision of remaining 12 MEAs at 51 out of these 59 NSG-2 category stations.

Audit scrutiny revealed persistent deficiencies in the provision of MEAs across several major NSG-2 category stations. Shortfalls were most pronounced in basic passenger facilities such as drinking water taps and water coolers (deficient at 19 and 22 stations respectively), fans (22 stations) and signage (18 stations), affecting passenger comfort and convenience. Inadequacies were also observed in seating arrangements, platform shelters, and sanitary facilities (urinals and latrines), while critical infrastructure gaps such as absence of high-level platforms and insufficient parking-cum-circulatory areas were noted at select stations. The deficiencies of various MEAs at the same stations, particularly Naihati, Gaya, Bhagalpur, Bhopal and Rajkot, indicates systemic issues in planning, maintenance and monitoring, undermining the objective of providing safe and convenient amenities to passengers.

(Appendix- III)

(iii) NSG-3 category stations

In 82 selected NSG-3 category stations (with earnings exceeding ₹20 crore but not exceeding ₹100 crore and/or footfall exceeding 5 million but not exceeding 10 million), no deficiencies were observed in the provision of waiting halls, foot over bridges, public address systems and parking-cum-circulatory areas (four out of 16 MEAs). However, deficiencies were noticed in the provision of remaining 12 MEAs at 78 out of these 82 NSG-2 category stations.

Audit scrutiny revealed widespread deficiencies in MEAs at these 78 stations, with major shortfalls in water coolers (42 stations), fans (35 stations), drinking water taps (22 stations), signage (33 stations) and seating arrangements (15 stations). Inadequacies were also observed in sanitary facilities, platform shelters, high-level platforms, clocks, electronic train indicator boards, and dustbins, indicating gaps in maintenance and monitoring of basic passenger amenities across these stations.

(Appendix- IV)

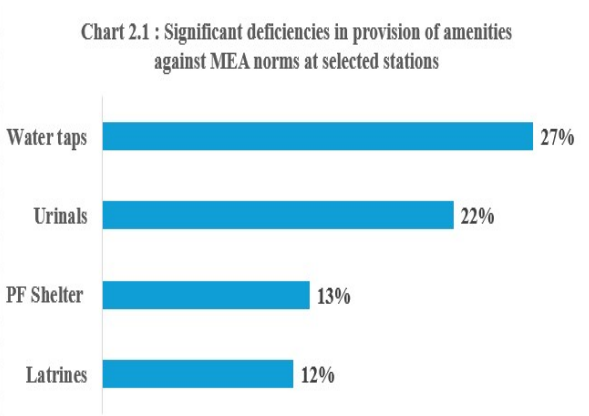
2.1.1.3 Stations with high earning/footfall having deficient MEAs

During joint inspection and from the earnings data of Railways, Audit further observed that even the stations with very high annual earnings (above ₹ 700 crore) and with heavy passenger footfall (ranging from 1.03 crore to 11.47 crore passengers annually) were not fully compliant with MEA norms. Out of 512 stations audited, 10 such high-revenue, high-footfall stations continued to exhibit deficiencies in MEAs.

(Appendix- V)

2.1.1.4 Status of provision of MEAs at all the selected stations

Audit examined the availability of MEAs (16 out of the total 18 MEAs)¹⁵ at all the 512 selected stations (187 Amrit Bharat stations and 325 non-Amrit Bharat stations) through joint inspections with Railway officials. Significant shortfalls were observed in the provision of MEAs at the selected 512 stations, particularly in respect of fans (42 per cent), water coolers (40 per cent), drinking water taps (27 per cent), urinals (22 per cent), seating arrangements (15 per cent), platform shelters (13 per cent), latrines (12 per cent) and clocks (12 per cent).



The specific deficiencies observed in the provision of prescribed MEAs across the selected 512 stations during joint inspection are summarised below:

1. Drinking Water Taps

As per the prescribed norms, the requirement of drinking water taps per platform is 20 for NSG-1 to NSG-4 category stations, eight for NSG-5 category stations

¹⁵ Lighting and Time table display were not covered by Audit

and two for NSG-6 category stations. Audit observed deficiencies in the provision of drinking water taps at 138 stations, wherein taps were not provided at all in four stations¹⁶ and were short of the prescribed norms in 134 stations¹⁷.

Further, RB instructed the ZRs in April 2018 to ensure provision of adequate drinking water taps at suitable locations to cater to passengers travelling in general second class coaches at all stations. MoR, in the Action Taken Note on CAG's Audit Report No. 13 of 2016, had stated that adequate drinking water taps had been provided.

However, Audit observed that adequate drinking water taps were not available at 188 stations¹⁸, indicating non-compliance with the stated assurance.

2. Waiting Halls

Norms specify for provision of waiting halls at all categories of stations. However, at 21¹⁹ stations, waiting halls were not provided.

3. Seating arrangements

As per norms, 150 seats are to be provided per platform (NSG 1 & 2 category stations), 125 seats (NSG 3 category stations), 100 seats (NSG 4 category stations), 50 seats (NSG 5 category stations) and 10 seats (NSG 6 category stations).

Shortfall in seating arrangements as per norms existed at 75²⁰ stations.

4. Urinals

Norms require 12 urinals (NSG 1 & 2 category stations), 10 urinals (NSG 3 category stations), 6 urinals (NSG 4 category stations), 4 urinals (NSG 5 category stations) and 1 urinal (NSG 6 category stations) to be provided for each station. Deficiencies were identified at 111 stations (40²¹ not provided; 71²² shortfall).

¹⁶ ECoR-1, ECR-2, NFR-1.

¹⁷ CR-10, EcoR-7, ECR-6, ER-17, NCR-4, NER-10, NFR-10, NR-11, NWR-4, SCR-7, SECR-4, SER-6, SR-9, SWR-10, WCR-7, WR-12.

¹⁸ CR-13, ECoR-16, ECR-18, ER-12, NCR-8, NER-13, NFR-11, NR-3, NWR-5, SCR-8, SECR-12, SER-9, SR-26, SWR-12, WCR-12, WR-10.

¹⁹ CR-2, EcoR-1, ECR-1, ER-6, NFR-1, NR-2, NWR-1, SECR-1, SWR-4, WCR-2.

²⁰ CR-3, EcoR-9, ECR-2, ER-10, NCR-8, NER-5, NFR-7+1(Not provided), NR-3, NWR-5, SR-3, SWR-9, WCR-4, WR-6.

²¹ CR-2, EcoR-5, ECR-4, NCR-7, NFR-1, NWR-1, SCR-6, SECR-6, SR-3, SWR-5.

²² CR-6, EcoR-4, ECR-3, NCR-4, NER-8, NFR-7, NR-4, NWR-1, SCR-10, SECR-2, SER-1, SR-5, SWR-11, WCR-4, WR-1.

5. Latrines

The required numbers are identical to urinals. Deficiencies observed at 59 stations (12²³ not provided; 47²⁴ shortfall).

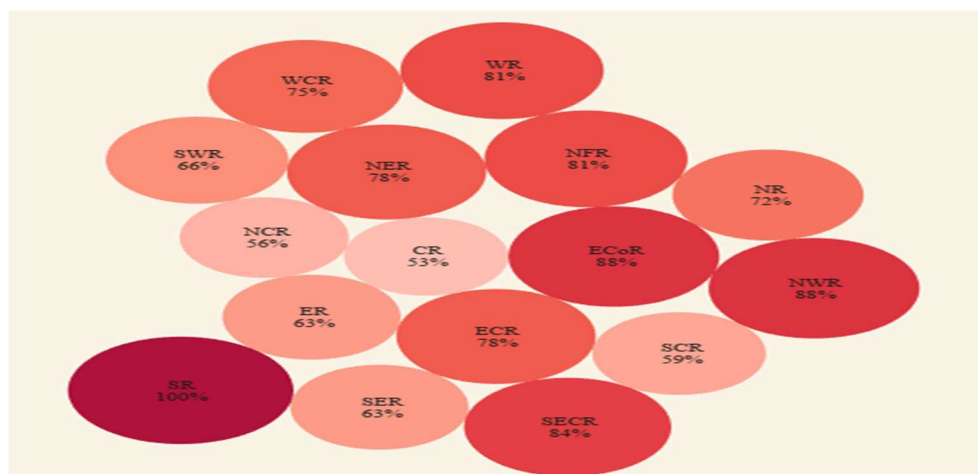
6. Platform Shelter

As per the prescribed MEA norms, the minimum covered area of platform is required to be 500 sq. m for NSG-1 and NSG-2 category stations, 400 sq. m for NSG-3 category stations, 200 sq. m for NSG-4 category stations and 50 sq. m for NSG-5 and NSG-6 category stations.

Audit observed deficiencies in the provision of platform shelters at 65 stations, of which platform shelters were not provided at three stations²⁵ and were provided in lesser area than prescribed at 62 stations²⁶.

RB instructed earlier also (September 2012) that platform (PF) shelters are to be suitably spaced to cover the area where general second class coaches stop. However, Audit noticed that this was not ensured at 379 stations²⁷. Thus, passengers remained exposed to vagaries of weather.

Chart 2.2: Non-provision of PF shelter where passengers board general second class coach (shortfall in percentage of selected stations of each zone)



²³ ECoR-1, NCR-2, NR-1, SCR-1, SECR-5, SER-1, SWR-1.

²⁴ CR-5, ECoR-3, ECR-1, ER-3, NCR-4, NER-3, NFR-5, NR-1, NWR-3, SCR-1, SECR-5, SER-2, SWR-7, WCR-4.

²⁵ ECR-1, NWR-1, WCR-1.

²⁶ CR-2, ECoR-3, ECR-4, ER-5, NCR-5, NER-6, NFR-6, NR-1, NWR-5, SCR-8, SECR-3, SER-2, SWR-3, WCR-3, WR-6.

²⁷ CR-17, ECoR-28, ECR-25, ER-20, NCR-18, NER-25, NFR-26, NR-23, NWR-28, SCR-19, SECR-27, SER-20, SR-32, SWR-21, WCR-24, WR-26

QR Code 2.1: Uncovered platform during rain at Palakkad (SR)

The QR code depicts passengers boarding the general second class coach and adjacent coaches were drenched in rain due to non-provision of cover over platform at Palakkad station (SR).

RB instructed (October 1994) that wherever foot over bridges (FOBs) are provided with a cover and an uncovered portion of platform exists between the FOB and the PF shelter, either the shed should be extended upto the FOB or provision of covered walkway between the existing shelter and the FOBs should be programmed for construction.

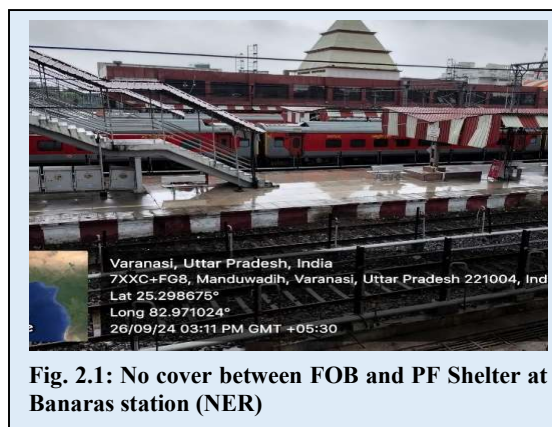


Fig. 2.1: No cover between FOB and PF Shelter at Banaras station (NER)

However, Audit noticed that cover between the FOB and PF shelter was not provided at 247²⁸ stations.

7. High level platform

RB guidelines (April 2018) mandated high-level platforms (760–840 mm) at all stations. Further, MoR in the Action Taken Note for CAG Report No.13 of 2016 assured to provide high level platforms at all stations irrespective of category.

However, ‘high level’ platform was not provided in 172 out of 291 platforms in 97 stations²⁹.

8. Fans

Norms for the fans vary based on platform width. For platforms having width of 6 mts – 9 mts, one row of fans are to be provided and for platforms having width above 9 mts, two rows of fans are to be provided. However, deficiencies exist in

²⁸ CR-9, ECoR-23, ECR-7, ER-20, NCR-3, NER-27, NFR-5, NR-7, NWR-5, SCR-28, SECR-22, SER-9, SR-19, SWR-20, WCR-20, WR-23

²⁹ CR-7, ECoR-7, ECR-11, ER-2, NCR-5, NER-8, NFR-9, NR-5, NWR-5, SCR-2, SECR-10, SER-1, SR-1, SWR-2, WCR-13, WR-9.

114 stations³⁰ in the 6 mts – 9 mts category and in 214 stations³¹ in the above 9 mts category.

9. Foot over bridge

As per norms, covered FOB was to be provided in respect of NSG 1 to NSG 3 category stations and in respect of NSG 4 category stations, FOB with or without cover was to be provided. In NSG 5 category stations, FOB was to be provided at all stations having more than one platform. However, the provision of FOB is not mandatory in respect of NSG 6 category station vide corrigendum of RB (February 2022).

- In all the selected 240 NSG 1 to NSG 4 category stations, FOB was provided as per norms.
- In only two³² out of the selected 140 NSG 5 category stations, FOB was not provided.

10. Clock

All stations must be provided with clocks. However, in 60³³ stations no clock was provided.

11. Water cooler

For NSG 1 to 4 category stations, the norms prescribed for provision of two water coolers per platform and for NSG 5 category station, one cooler is required to be provided on the main platform. Among 240 NSG 1 to NSG 4 category stations, 128 stations had deficiencies (6³⁴ not provided; 122³⁵ shortfall). Out of 140 NSG 5 category stations, 23³⁶ stations lacked this amenity.

³⁰ CR-8, ECoR-9, ECR-6, ER-1, NCR-12, NER-1, NFR-5, NR-4, NWR-1, SCR-5, SECR-3, SER-5, SR-19, SWR-16, WCR-13, WR-6.

³¹ CR-8, ECoR-14, ECR-8, ER-20, NCR-24, NER-2, NFR-16, NR-9, SCR-18, SECR-18, SER-1, SR-25, SWR-16, WCR-16, WR-19.

³² Bhojo (NFR), Pilibangan (NWR)

³³ ECoR-12, ECR-8, NCR-1, NER-1, NFR-2, NR-1, NWR-3, SCR-2, SECR-20, SER-3, SWR-2, WCR-5.

³⁴ ECR-1, ER-1, NFR-1, NR-1, SWR-2.

³⁵ CR-5, ECoR-3, ECR-7, ER-12, NCR-7, NER-11, NFR-10, NR-11, NWR-3, SCR-11, SECR-6, SER-5, SR-11, SWR-10, WCR-3, WR-7.

³⁶ CR-5, ECR-2, ER-3, NER-2, NFR-3, NR-1, SER-3, SR-2, SWR-2.

12. Public Address System

Though mandatory for all stations as per norms, only four³⁷ stations out of 512 stations lacked this facility. In regard to announcement of arrival/departure of trains through Public Address System, 97 per cent of passengers surveyed expressed satisfaction.

Good practice observed by Audit

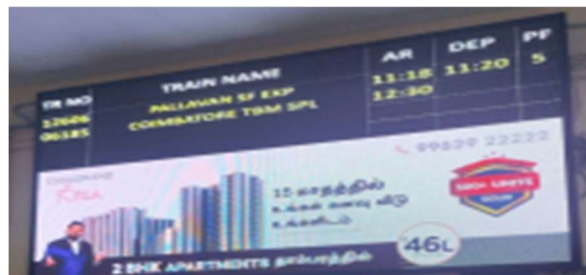


Fig. 2.2: The Electronic Train Indicator Board provided at Tambaram in SR displays information on arrival/departure of trains without commercial break.

13. Parking cum Circulatory Area

As per norms, parking cum circulatory area is to be provided at NSG 1 to NSG 5 category stations. However, among 380 NSG 1 to NSG 5 category stations, 35³⁸ stations lacked this provision.

14. Electronic Train Indicator Boards

As per norms, electronic train indicator board is to be provided at NSG 1 to NSG 3 category stations. However, among 159 NSG 1 to NSG 3 category stations, three³⁹ stations lacked this amenity.

15. Signage

Railway signages are a critical passenger interface for guiding users to station amenities. As per norms, signages are to be provided at NSG 1 to NSG 4 category stations. Deficiencies in signages at 99⁴⁰ out of 240 NSG 1 to NSG 4 category stations noticed. The deficiencies include provision of signage for drinking water taps, toilets (including Divyangjan toilets), FOBs, elevators/escalators, entry/exit points, no-smoking/no-spitting/no-littering instructions, wheelchairs, platform numbers and refreshment rooms/restaurants.

³⁷ CR-1, SCR-1, SECR-2.

³⁸ CR-2, ECoR-1, ECR-2, ER-4, NCR-5, NER-2, NFR-1, NR-1, NWR-2, SCR-2, SECR-3, SER-4, SWR-4, WCR-2.

³⁹ NR-1, SR-1, SWR-1.

⁴⁰ CR-1, ECoR-9, ECR-6, ER-13, NCR-6, NER-5, NFR-11, NR-9, SCR-11, SECR-5, SER-6, SR-8, SWR-4, WCR-3, WR-2.

16. Dustbins

As per norms, dustbins are to be provided at NSG 1 to NSG 5 category stations at regular spacing of 50 metres on each platform. In NSG 6 category stations, adequate number of dustbins as required should be provided.

However, dustbins were not provided as per norms at 149⁴¹ stations.

MoR, in its reply (September 2025), acknowledged the deficiencies in provision of MEAs pointed out by Audit and furnished details of works planned and under execution. MoR stated that deviations from the stipulated MEA norms were temporary in nature and attributed these to factors such as re-categorisation and upgradation of stations, yard remodeling and requirements of city utilities, while asserting that substantial compliance is generally ensured. It was further stated that completion of development, redevelopment, upgradation, or modernisation works is affected by statutory clearances and brownfield challenges, including shifting of utilities, speed restrictions, and high-voltage power lines.

Audit, however, observed that shortfalls in MEAs existed at stations irrespective of whether development or upgradation works were in progress. In view of the Railways' stated commitment to upgrading the quality of services, particularly sanitation, cleanliness, and passenger amenities to global standards, Audit emphasises the need for clear guidelines prescribing acceptable levels and permissible duration of deficiencies during periods of redevelopment or upgradation. In the absence of such guidelines, there is a risk that lower-priority works may be undertaken under the guise of redevelopment, while long-pending compliance with mandatory MEA norms continues to be compromised or diluted.

Consequently, Audit notes that the implementation of RB's circular of April 2018, which mandated provision of MEAs by 31 August 2018, is yet to be ensured and no revised timeline for achieving full compliance has been prescribed.

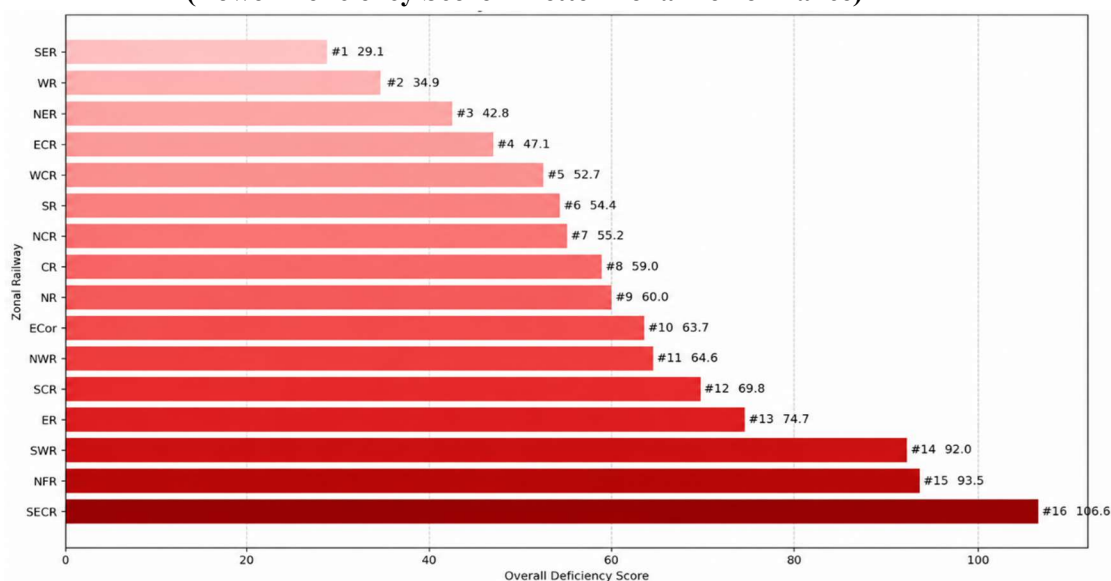
2.1.1.5 Comparative performance of Zonal Railways in the provision of Minimum Essential Amenities (Lower deficiency score indicates better performance)

To assess the comparative performance of Zonal Railways in the provision of Minimum Essential Amenities (MEAs), an assessment was carried out based on the sample of 512 stations selected for audit. The assessment covered 16 prescribed Minimum Essential Amenities, with equal weightage assigned to each amenity for the purpose of inter-zonal comparison. The overall deficiency score for each Zonal Railway was computed by averaging the deficiency scores across all 16 amenities.

⁴¹ CR-6, ECoR-16, ER-11, NCR-8, NER-4, NFR-14, NR-1, NWR-7, SCR-20, SECR-24, SER-3, SR-11, SWR-8, WCR-10, WR-6.

Accordingly, a lower overall deficiency score indicates better performance, reflecting relatively fewer deficiencies in the provision of the prescribed passenger amenities. As depicted in the following **Chart 2.3**, SER recorded the lowest overall deficiency score (29.1), followed by WR (34.9). In contrast, SECR recorded the highest deficiency score (106.6), followed by NFR (93.5). The assessment indicates considerable deficiencies and variation in the availability of Minimum Essential Amenities across Zonal Railways, reflecting non-uniform compliance with the prescribed standards.

Chart 2.3: Indian Railways: Zonal Performance in Minimum Essential Amenities (Lower Deficiency Score = Better Zonal Performance)



2.1.1.6 Deficiencies in provision of MEAs over Indian Railways as per the PAMS data (holistic review)

Passenger Amenities Management System (PAMS) in IR is a web-based module⁴² that is meant to track the availability of various passenger amenities at railway stations to ensure compliance with prescribed norms. ZRs were required to update passenger amenity data.

To ascertain the prevailing position of availability of MEAs over and above the selected stations, Audit analysed PAMS data as of February 2025 for the entire IR to assess system-wide shortfalls in provision of amenities for all categories of stations (NSG 1 to NSG 6). The analysis indicated that shortfall in provision of amenities were widespread across all zones. The table below depicts the extent of deficiencies in key amenities:

⁴² Passenger Amenities Management System (PAMS) is a web based module in Indian Railway Project Sanction and Management (IRPSM) portal in which data on availability of passenger amenities at each station is available.

Table 2.2: Deficiencies in provision of amenities against MEA norms as per Passenger Amenities Management System

Sl. No.	Amenities	No. of stations/platforms with deficient MEA
Shortfall in provision of amenities		
1	Latrines	201 stations
2	Urinals	403 stations
3	Platform shelter	1,291 stations (1,466 platforms)
4	Water taps	2,035 stations (2,801 platforms)
5	High level platforms ⁴³	2,545 stations (3,701 platforms) Out of 3,701 platforms, 1,558 platforms were of 'Rail level' ⁴⁴
6	Seats	1,178 stations
7	Water coolers	364 stations (521 platforms)
Non-provision of amenities		
8	Public Address System	1,983 stations
9	Parking-cum-circulatory area	744 stations (NSG 1 to NSG 5)
10	Urinals	214 stations
11	Fans	3,562 stations (5,035 platforms)
12	Latrines	91 stations
13	Platform shelter	800 stations (881 platforms)
14	Water tap	1,440 stations (1,941 platforms)
15	Water cooler	1,118 stations (1,271 platforms)

Source: PAMS data of IR (as on February 2025)

2.1.2 Recommended amenities

As the availability of amenities at stations as per MEA norms may not always be commensurate with the actual passenger traffic handled, RB (April 2018) stipulated that the requirement of amenities should be augmented based on actual passenger footfall. Accordingly, amenities assessed on the basis of traffic, as per the norms and formula prescribed in Annexure IV of the Railway Board's circular dated 9 April 2018, were termed as "Recommended Amenities" (RA). Out of the 22 Recommended Amenities⁴⁵ so prescribed, Audit during joint inspection examined the provision of four key amenities with reference to the category of stations and observed deficiencies in their provision, as detailed below:

⁴³ A railway platform that is built at a height between 760 mm and 840 mm above the tracks

⁴⁴ A railway platform that is built at the same level as the train tracks

⁴⁵ The quantum of some amenities were to be worked out for each station based on NMax (Nmax= Maximum number of trains dealt with in any interval of half an hour at the station multiplied by the average number of passengers dealt per train at that station), Ndb (Ndb=0.3 (Nmax)) and for some other amenities, the quantum were to be decided by the Zonal Railways. Hence, Audit did not consider these amenities.

Table 2.3: Deficiencies in provision of Recommended amenities

Sl. No.	Amenity	Category of stations prescribed	No. of selected stations in which the amenity is to be provided	Stations in which deficiencies in provision of amenities observed
1	Coach guidance system	NSG 1 to NSG 4	240	59 ⁴⁶
2	Insect catchers in waiting halls	NSG 1 to NSG 3	159	134 ⁴⁷
3	Infant nursing cubicle	NSG 1 to NSG 3	159	47 ⁴⁸
4	Emergency lighting on platform	NSG 1 to NSG 5	380	138 ⁴⁹

Source: RB policy circular of 9/4/2018 and observations made by Audit during inspection of selected stations

As evident from the table above, there were significant shortfalls in the provision of Recommended Amenities, ranging from 25 per cent to 84 per cent – coach guidance systems (25 per cent), insect catchers in waiting halls (84 per cent), infant nursing cubicles (30 per cent) and emergency lighting (36 per cent).

RB's circular (April 2018) envisaged that Railways should review existing facilities vis-à-vis the requirements of Recommended Amenities and prepare a time-bound action plan for addressing shortfalls as a thrust area. However, no such action plan was furnished to Audit by any Zonal Railway.

In its reply (November 2025), MoR stated that emergency lighting is being planned and provided progressively as per local requirements; however, no specific timeline or action plan for ensuring compliance with the prescribed norms was indicated.

QR Code 2.2: Tiruchchirappalli station (SR) in darkness during power cut (8.12.2024)



2.1.3 Desirable amenities

In addition to the norms for MEAs and Recommended Amenities, RB (April 2018) also prescribed norms for the “Desirable Level of Amenities” for

⁴⁶ CR-1, ECoR-1, ECR-3, ER-8, NCR-1, NER-13, NFR-5, NR-8, SCR-2, SECR-2, SER-2, SR-3, SWR-5, WCR-2, WR-3.

⁴⁷ CR-7, ECoR-8, ECR-10, ER-11, NCR-10, NER-4, NFR-8, NR-12, NWR-10, SCR-11, SECR-7, SER-7, SR-12, SWR-6, WCR-2, WR-9.

⁴⁸ CR-1, ECoR-4, ECR-8, ER-8, NCR-5, NER-2, NFR-4, NR-3, NWR-4, SCR-1, SECR-2, SR-1, SWR-2, WCR-1, WR-1.

⁴⁹ CR-6, ECoR-12, ECR-13, NCR-7, NER-12, NFR-9, NWR-16, SECR-13, SER-16, SR-5, SWR-15, WCR-6, WR-8.

various categories of stations. These desirable amenities are intended to enhance passenger satisfaction and improve the customer interface at stations.

Out of the 36 desirable amenities prescribed, Audit during joint inspection examined the provision of 14 amenities⁵⁰ at the selected stations and observed that while some items had been provided, several desirable amenities were yet to be provided. The deficiencies in the provision of desirable amenities, as per the prescribed norms are presented in the table below:

Table 2.4: Deficiencies in provision of Desirable amenities as per norms

Sl. No.	Amenity	Category of stations prescribed	No. of selected stations in which the amenity is to be provided	Stations in which deficiencies in provision of amenities observed
1	Waiting rooms			
	Waiting room (with bathing facilities)	NSG 1	18	1 ⁵¹
	Waiting room for upper class	NSG 1 to NSG 3	159	18 ⁵²
	Second class waiting room	NSG 1 to NSG 5	380	102 ⁵³
	Separate waiting room for ladies (combined upper and 2nd class)	NSG 1 to NSG 3	159	50 ⁵⁴
2	Water vending machine	NSG 1 & NSG 2	77	29 ⁵⁵
3	Electronic train indicator board	NSG 4	81	13 ⁵⁶
4	Train coach indication system	NSG 1 & NSG 2	77	5 ⁵⁷
5	Bio-toilets/ water less toilets/ urinals	NSG 1 to NSG 6	512	491 ⁵⁸
6	Provision of WiFi	NSG 1 to NSG 5	380	65 ⁵⁹

⁵⁰ Amenities such as PAS, parking-cum-circulatory area, signage, waiting hall for Senior citizens/Divyangjans, wheel chair lifting devices/ramps, pay and use toilet were considered under Para on MEA and amenities for Divyangjans. Certain amenities which were not significant in the present scenario viz. NTES, IVRS, touch screen enquiry system, travellerator, pre-paid taxi, washable apron, modular catering stall, water fountain, etc. were not examined by Audit.

⁵¹ CR-1 (THANE)

⁵² CR-2, ECoR-1, ECR-1, NCR-1, NR-1, NWR-5, SCR-1, SR-5, SWR-1.

⁵³ CR-4, ECoR-5, ECR-8, ER-9, NCR-9, NER-1, NFR-6, NR-7, NWR-10, SCR-6, SECR-7, SER-3, SR-2, SWR-14, WCR-5, WR-6.

⁵⁴ CR-2, ECoR-4, ECR-5, ER-6, NCR-3, NFR-4, NR-4, NWR-6, SCR-3, SER-1, SR-4, SWR-3, WCR-2, WR-3.

⁵⁵ CR-1, ECoR-1, ER-5, NCR-1, NFR-1, NR-3, SECR-3, SR-7, SWR-1, WCR-2, WR-4.

⁵⁶ ECR-1, NCR-1, NER-1, NFR-3, NR-1, SECR-1, SER-1, SWR-4.

⁵⁷ ER-1, NR-1, SR-3.

⁵⁸ CR-30, ECoR-31, ECR-30, ER-30, NCR-32, NER-32, NFR-32, NR-26, NWR-32, SCR-30, SECR-32, SER-29, SR-32, SWR-32, WCR-30, WR-31.

⁵⁹ CR-1, ECoR-4, ECR-2, ER-2, NER-9, NFR-3, NR-5, NWR-3, SCR-2, SECR-8, SER-3, SR-8, SWR-10, WCR-1, WR-4.

Sl. No.	Amenity	Category of stations prescribed	No. of selected stations in which the amenity is to be provided	Stations in which deficiencies in provision of amenities observed
7	Escalators	NSG 1 to NSG 3	159	30 ⁶⁰
8	Air-conditioned VIP/Executive lounge	NSG 1 & NSG 2	77	8 ⁶¹
9	Stalls with minimum essential medicines	NSG 1 & NSG 2	77	34 ⁶²
10	Cloak room	NSG 1 to NSG 4	240	69 ⁶³
11	ATMs	NSG 1 to NSG 4	240	77 ⁶⁴
12	Second entry with booking office	NSG 1 to NSG 4	240	105 ⁶⁵
13	Bottle crushers	NSG 1 to NSG 3	159	66 ⁶⁶
14	CCTV	NSG 1 & NSG 2	77	Nil

Source: RB policy circular of 9/4/2018 and observations made by Audit during inspection of selected stations

As evident from the table above, significant deficiencies were observed in the provision of Desirable Amenities at railway stations, notably in bio-toilets/waterless toilets/urinals (96 per cent), stalls with minimum essential medicines (44 per cent), bottle crushers (42 per cent), water vending machines (38 per cent), separate waiting rooms for ladies (33 per cent), cloak rooms (29 per cent), and second-class waiting rooms (27 per cent).

⁶⁰ CR-1, ECoR-1, ECR-5, ER-1, NCR-2, NER-2, NFR-3, NR-2, NWR-5, SCR-1, SECR-2, SER-1, SWR-1, WCR-2, WR-1.

⁶¹ CR-1, ECR-1, ER-1, NCR-1, NWR-1, SWR-1, WR-2.

⁶² CR-3, ECoR-2, ECR-2, ER-6, NCR-3, NER-1, NFR-2, NR-3, SCR-3, SECR-1, SR-5, SWR-1, WCR-1, WR-1.

⁶³ ECoR-3, ECR-9, ER-5, NCR-5, NER-9, NFR-6, NR-2, NWR-5, SCR-6, SECR-4, SER-1, SR-1, SWR-10, WCR-2, WR-1

⁶⁴ CR-5, ECoR-2, ECR-2, ER-6, NCR-5, NER-5, NFR-2, NR-7, NWR-7, SCR-7, SECR-5, SER-1, SR-4, SWR-12, WCR-6, WR-1

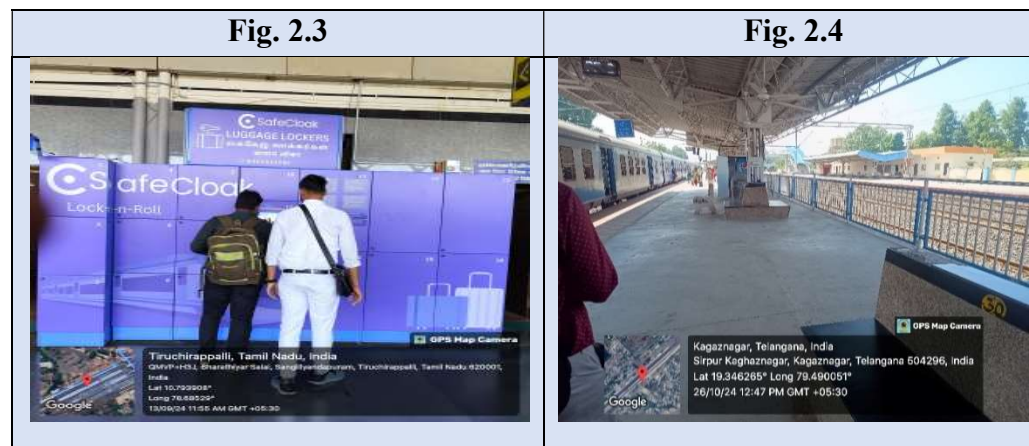
⁶⁵ CR-1, ECoR-7, ECR-5, ER-11, NCR-7, NER-11, NFR-8, NR-11, NWR-2, SCR-9, SECR-4, SER-3, SR-5, SWR-9, WCR-2, WR-10

⁶⁶ CR-8, ECoR-8, ECR-1, ER-1, NCR-3, NER-6, NFR-8, NR-5, NWR-7, SECR-4, SR-1, SWR-5, WCR-7, WR-2

2.1.4 Good practices noticed by Audit

Digital safe cloak (luggage lockers) were provided at Tiruchchirappalli Jn. (SR). Passengers can operate at any time at their convenience (Fig. 2.3)

To avoid crossing of tracks by passengers, safety grills were provided between two Platforms at Sirpur Kagaz Nagar of SCR (Fig. 2.4).



MoR, in the Action Taken Note on CAG Report No. 13 of 2016, stated that ZRs had been advised that provision of desirable amenities need not await completion of the recommended level of amenities and should instead be undertaken based on need and the relative importance of stations. Further, MoR informed the Standing Committee on Railways (2020–21) that in addition to MEAs, new amenities such as bio-toilets/waterless toilets, water vending machines and Wi-Fi had been introduced.

Notwithstanding these assurances, shortfalls in key amenities including water taps⁶⁷, platform shelters⁶⁸, fans⁶⁹, urinals/toilets⁷⁰, water cooler⁷¹, coach indication boards⁷², coach guidance system⁷³, signages⁷⁴, electronic train indicator board⁷⁵, waiting room⁷⁶ etc. continued to be periodically observed across various Zones during inspections by consultative committees (ZRUCC/DRUCC), SIGs, and Railway officials.

(Appendix- VI)

⁶⁷ CR, ECR, ER, NFR, SECR, SER, SR, SWR, WCR, WR

⁶⁸ CR, ECoR, ECR, ER, NER, NFR, NWR, SCR, SECR, SER, SR, SWR, WCR, WR

⁶⁹ CR, ECoR, ECR, ER, NCR, NFR, NWR, SECR, SER, SR, SWR, WR

⁷⁰ ER, NFR, SECR

⁷¹ CR, ECoR, ECR, ER, NFR, SECR, SR, SWR

⁷² CR, ECoR, ER, NFR, NR, SCR, SECR, SER, SR, WCR, WR

⁷³ CR, ECR, ER, NFR, SECR, SR

⁷⁴ CR, ECR, ER, NCR, NFR, SER, SR, WR

⁷⁵ CR, ER, NFR, SR

⁷⁶ CR, ECoR, ECR, ER, NCR, NFR, SECR, SR, SWR

However, despite the assurances given by MoR to the Standing Committee on Railways and through Action Taken Notes, Audit observed that further initiatives are required to ensure the availability of prescribed amenities to passengers and to meaningfully enhance customer satisfaction. MoR acknowledged (September 2025) the deficiencies in the provision of amenities under the norms for the desirable level of amenities at selected stations and furnished details of action being taken; however, no timelines were indicated for ensuring compliance with the prescribed norms.

Further, in its reply (November 2025), MoR stated that as of 30 September 2025, 1,673 escalators had been provided at 419 railway stations across Indian Railways and that escalators are being installed based on techno-economic feasibility and inter-se priority of stations. However, no action plan or timeline was furnished for the identification or shortlisting of stations for the provision of escalators.

2.2 Amenities for Divyangjans

To implement the provisions of ‘Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act 1995, RB issued (July 1999) guidelines for provision of short term and long-term facilities for Divyangjans. These provisions were reiterated in RB’s comprehensive instructions for passenger amenities in 2007, 2012, and 2018.

Further, Section 41(1) of ‘The Rights of Persons with Disabilities Act, 2016’, RB issued (February 2020) harmonised guidelines for standards of accessibility and provision of facilities for persons with Disabilities (Divyangjans) in IR.

- A. Audit examined compliance to the instructions of RB (April 2018) by the Zonal Railways in the selected stations through joint inspections and observed deficiencies in provision of amenities for Divyangjans as given below:

Table 2.5: Deficiencies in provision of amenities for Divyangjans

Sl. No.	Amenity	No. of stations in which the amenity is to be provided	No. of stations in which deficiencies observed
Short term facilities			
1	Standard ramp with railing for barrier free entry	512	227 ⁷⁷

⁷⁷ CR-18, ECoR-13, ECR-14, ER-25, NCR-8, NER-10, NFR-8, NR-11, NWR-7, SCR-29, SECR-21, SER-16, SR-8, SWR-8, WCR-24, WR-7

Sl. No.	Amenity	No. of stations in which the amenity is to be provided	No. of stations in which deficiencies observed
2	Earmarking of at least two parking lots for vehicles used by Divyangjans. (NSG 1 to NSG 4)	240	133 ⁷⁸
3	Non-slippery walkway from parking lot to station building (NSG 1 to NSG 4)	240	77 ⁷⁹
4	One drinking water tap suitable for use by Divyangjans on alternate water booths at each platform	512	297 ⁸⁰
Long term facilities			
5	Inter-Platform transfer facility (NSG 1 to NSG 4)	240	43 ⁸¹
6	Engraving on the edges of the Platform (NSG 1 to NSG 4)	240	43 ⁸²

Source: RB policy circular of April 2018 and observations made by Audit during inspection of selected stations.

The table above shows significant deficiencies in Divyangjan amenities at railway stations viz. standard ramp with railing (44 per cent), earmarking of parking lots (55 per cent), non-slippery walkway (32 per cent), drinking water tap on alternate water booths at each platform (58 per cent).

Other deficiencies observed include:

- Wheelchairs were not available at 12⁸³ out of 512 stations.
- Portable ramp for Divyangjans/ elderly passengers to board/de-board trains was not available at 133⁸⁴ out of 159 NSG 1 to NSG 3 category stations.

Good practice observed by Audit



Fig. 2.5: Free Battery-operated vehicles for Sick passengers, Sr. Citizen/ Divyangjans and ladies with infants at Puri (EcoR)

⁷⁸ CR-10, ECoR-7, ECR-9, ER-13, NCR-6, NER-8, NFR-9, NR-12, NWR-7, SCR-4, SECR-10, SER-8, SR-7, SWR-10, WCR-9, WR-4

⁷⁹ CR-3, ECoR-5, ECR-6, ER-8, NCR-4, NFR-12, NR-5, NWR-2, SCR-4, SECR-10, SR-2, SWR-5, WCR-10, WR-1

⁸⁰ CR-9, ECoR-31, ECR-6, ER-32, NCR-26, NER-8, NFR-10, NR-13, NWR-6, SCR-32, SECR-32, SER-10, SR-32, SWR-22, WCR-21, WR-7

⁸¹ CR-6, ECR-4, ER-8, NCR-4, NER-3, NFR-3, NR-2, NWR-3, SECR-3, SER-1, SR-3, SWR-3

⁸² CR-4, ECR-2, ER-1, NCR-7, NFR-1, NR-4, SCR-3, SECR-2, SER-4, SR-1, SWR-5, WCR-6, WR-3

⁸³ ECR-7, ER-2, NR-1, SECR-1, SWR-1

⁸⁴ CR-9, ECoR-4, ECR-10, ER-11, NCR-9, NER-6, NFR-9, NR-12, NWR-11, SCR-11, SECR-7, SER-7, SR-1, SWR-8, WCR-8, WR-10

- Availability of portable ramps was not announced through Public Announcement System at 23 stations⁸⁵ out of 26 stations⁸⁶ which had portable ramp.
- Passengers awareness was low, as 26 per cent and 67 per cent passengers surveyed stated that they were not aware of availability of wheel chairs and battery operated cars respectively.
- Waiting hall for senior citizens and Divyangjans was not available in 16 stations⁸⁷ out of 18 (NSG 1) stations.

2.2.1 Status of implementation of ‘The Rights of Persons with Disabilities Act, 2016’ in IR

RB issued (February 2020) harmonised guidelines for standards of accessibility and provision of facilities for Divyangjans in IR focusing on Universal Design to provide accessible infrastructure (ramps, tactile paths, clear signage), information systems (audio/visual announcements, braille) for seamless travel, ensuring reasonable accommodation at stations and in trains. Audit during joint inspection examined compliance at selected stations and observed the following:

(i) Information system accessibility

(a) Webpage/website of Railways: As per norms, NSG 1 to NSG 4 category stations are required to have a dedicated one-click template displaying station-wise Divyangjan facilities, including availability of wheelchairs, battery-operated cars, Divyang Sahayak⁸⁸, parking, toilets, drinking water booths, help booths and Divyang-friendly coaches in trains. However, no such website was available in any of the ZRs.

(b) Mobile App: A dedicated app for all passenger and Divyangjan amenities as per RB guidelines had not been developed.

(ii) Station accessibility

Deficiencies in provision of amenities for Divyangjans on station accessibility are given in the table below:

⁸⁵ ECoR-3, ER-2, NCR-1, NER-1, NR-3, SECR-1, SR-12

⁸⁶ ECoR-4, ECR-1, ER-2, NCR-2, NER-1, NR-3, SECR-1, SR-12

⁸⁷ CR-2, ECR-1, ER-2, NER-1, NR-3, SCR-1, SR-3, WR-3

⁸⁸ Persons available at stations to assist Divyangjans

Table 2.6: Deficiencies in provision of amenities for Divyangjans as per RB's instructions (February 2020)

Sl. No.	Amenity	No. of stations to be provided	No. of stations in which deficiencies noticed
1	Announcement regarding position of Divyang friendly coach	512	273 ⁸⁹
2	Announcement with sign language displayed through digital screens (NSG 1)	18	16 ⁹⁰
3	Braille signages (NSG 1 and NSG 2)	77	34 ⁹¹
4	Coach position display system	512	343 ⁹²
5	Double height handrails for ramps	512	149 ⁹³
6	Low height ticket counters (NSG 1 to NSG 3)	159	68 ⁹⁴
7	Help booths (NSG 1 to NSG 3)	159	131 ⁹⁵
8	Priority seating arrangements at stations/waiting halls	512	490 ⁹⁶
9	Tactile guiding and warning blocks (NSG 1 and NSG 2)	77	50 ⁹⁷
10	Divyangjan friendly toilet	512	134 ⁹⁸
11	One drinking water tap suitable for use by Divyangjans on each PF (NSG 1 to NSG 4)	240	115 ⁹⁹
12	Inclusion of aspects pertaining to Divyang facilities/services in the inspection reports of Railway officials (NSG 1 to NSG 6)	512	425 ¹⁰⁰

Source: RB circular of February 2020 and observations made by Audit during inspection of selected stations.

The table indicates significant deficiencies in the provision of Divyangjan facilities, notably in announcements on Divyang-friendly coaches (53 per cent),

⁸⁹ CR-15, ECR-16, ER-13, NCR-8, NER-24, NFR-14, NR-11, NWR-32, SCR-23, SECR-29, SER-19, SR-25, SWR-26, WCR-14, WR-4

⁹⁰ CR-3, ECR-1, ER-1, NER-1, NR-3, SCR-1, SR-3, WR-3

⁹¹ CR-3, ECoR-1, ECR-4, ER-3, NCR-2, NER-2, NFR-2, NR-2, NWR-3, SCR-4, SECR-1, SER-1, SR-2, WCR-1, WR-3

⁹² CR-19, ECoR-19, ECR-25, ER-26, NCR-9, NER-21, NFR-27, NR-22, NWR-32, SCR-15, SECR-27, SER-23, SR-16, SWR-31, WCR-14, WR-17

⁹³ CR-11, ECoR-16, ECR-8, ER-13, NER-1, NFR-9, NR-16, NWR-2, SCR-28, SECR-3, SER-12, SR-8, SWR-5, WCR-13, WR-4

⁹⁴ CR-4, ECoR-3, ECR-3, ER-9, NCR-1, NER-4, NFR-6, NR-9, NWR-8, SCR-1, SECR-5, SER-4, SR-5, SWR-1, WCR-3, WR-2

⁹⁵ CR-9, ECoR-7, ECR-11, ER-12, NCR-5, NER-1, NFR-8, NR-10, NWR-11, SCR-11, SECR-8, SER-3, SR-10, SWR-7, WCR-8, WR-10

⁹⁶ CR-29, ECoR-31, ECR-30, ER-31, NCR-32, NER-31, NFR-31, NR-25, NWR-31, SCR-32, SECR-32, SER-30, SR-32, SWR-29, WCR-32, WR-32

⁹⁷ CR-4, ECoR-2, ECR-5, ER-3, NCR-6, NER-1, NFR-1, NR-6, SCR-6, SECR-3, SER-1, SR-4, SWR-2, WCR-3, WR-3

⁹⁸ CR-4, ECoR-7, ECR-17, ER-10, NCR-2, NER-13, NFR-4, NR-4, NWR-2, SCR-2, SECR-16, SER-12, SR-9, SWR-15, WCR-14, WR-3

⁹⁹ CR-11, ECoR-7, ECR-10, ER-14, NCR-5, NER-2, NFR-10, NR-7, NWR-1, SCR-14, SECR-4, SER-2, SR-10, SWR-10, WCR-1, WR-7

¹⁰⁰ CR-32, ECoR-29, ECR-28, ER-29, NCR-24, NER-25, NFR-30, NR-26, NWR-32, SCR-2, SECR-30, SER-28, SR-20, SWR-32, WCR-29, WR-29

coach position display systems (67 per cent), low-height ticket counters (43 per cent), help booths (82 per cent), priority seating (96 per cent), tactile guiding and warning blocks (65 per cent) and Divyang-friendly toilets (26 per cent).

At Madurai Junction (SR), the tactile pathway was incorrectly laid near the platform edge instead of at the prescribed distance of 1,800 mm from the platform edge.

Audit further noted that non-provision or inadequate provision of amenities for Divyangjans such as inter-platform transfer facilities, wheelchairs, water taps, lifts and toilets had also been highlighted by consultative committees (ZRUCC/DRUCC), SIGs and Railway officials across Zones. However, joint inspections by Audit revealed that deficiencies in these amenities continue to persist.



Fig. 2.6: Incorrect tactile pathway at Madurai (SR)

(Appendix- VI)

2.2.2 Deficiencies in provision of amenities for Divyangjans as per the PAMS data over IR (holistic review)

It was noticed that there were deficiencies in provision of amenities for divyangjans as given in the table below:

Table 2.7: Shortfall in provision of amenities for Divyangjans over IR

Sl. No.	Amenity	No. of stations to be provided	Stations with deficiencies	
			Total stations	NSG 1 category stations (out of col. 4)
1	2	3	4	5
1	Ramps for barrier free entry	5,920	1,959	6
2	Water taps for Divyangjans	5,920	4,639 (7,779 PFs)	17
3	Divyangjan toilets	5,920	1,759	4
4	Engraving on the edges of the platforms (NSG 1 to NSG 4)	693	336 (688 PFs)	16

Source: PAMS data of IR (as of February 2025)

Audit observed deficiencies in the provision of amenities for Divyangjans across stations. Against the requirement of providing ramps for barrier-free entry at 5,920 stations, deficiencies were noticed at 1,959 stations, including six stations in the NSG 1 category. Similarly, water taps for Divyangjans, required to be provided at 5,920 stations (covering 7,779 platforms), were found deficient at 4,639 stations, of which 17 were NSG 1 category stations. Further, Divyangjan-friendly toilets, mandated at 5,920 stations, were not available or were deficient at 1,759 stations, including four NSG 1 stations. Audit also noted deficiencies in engraving on the edges of platforms at stations falling under NSG 1 to NSG 4

categories; out of 693 stations where such engraving was required (covering 688 platforms), deficiencies were observed at 336 stations, including 16 NSG 1 stations. These deficiencies indicate inadequate compliance with prescribed norms for accessibility-related amenities, even at high-footfall NSG-1 category stations.

2.2.3 Opinion/Feedback from Divyangjans

Feedback from Divyangjans indicated inadequacy of amenities at stations. Out of 374 Divyangjans interviewed, 131 (35 *per cent*) reported that the amenities were inadequate. The deficiencies cited included non-functional or closed toilets without information on key availability, absence of low-height drinking water facilities, parking, non-slippery pathways, lifts, portable ramps and low-height ticket counters, inconvenient platform heights, uncooperative battery car services, and lack of announcements regarding Divyangjans coach positions.

Divyangjans suggested, inter alia, a dedicated Railway app/website for booking wheelchairs and battery cars, free and prioritised battery car services, wheelchair access to all trains and station areas, separate toilets for female Divyangjans, assured availability of toilet keys, dedicated parking, provision of portable ramps or wheelchair lifting devices, helpdesk contacts in trains, tactile guiding paths, and lifts/escalators/FOBs with ramps and railings.

Acknowledging the deficiencies pointed out by Audit, MoR stated (September 2025) that amenities are being provided in a phased manner in accordance with the Rights of Persons with Disabilities Act, 2016 and the “Guidelines on accessibility of Indian Railway Stations and facilities at stations for differently-abled persons and passengers with reduced mobility” notified on 13 November 2023. MoR added that works are undertaken subject to priority and availability of funds and that ZRs are being pursued for timely provision.

The reply of the MoR was not acceptable as the basic amenities for Divyangjans had been prescribed by RB as early as July 1999; however, even after 25 years, significant deficiencies persist. Further, though revised guidelines were notified in November 2023, RB had not communicated substitution of the earlier instructions of 1999, 2007, 2012, 2018 and 2020 to the Zones.

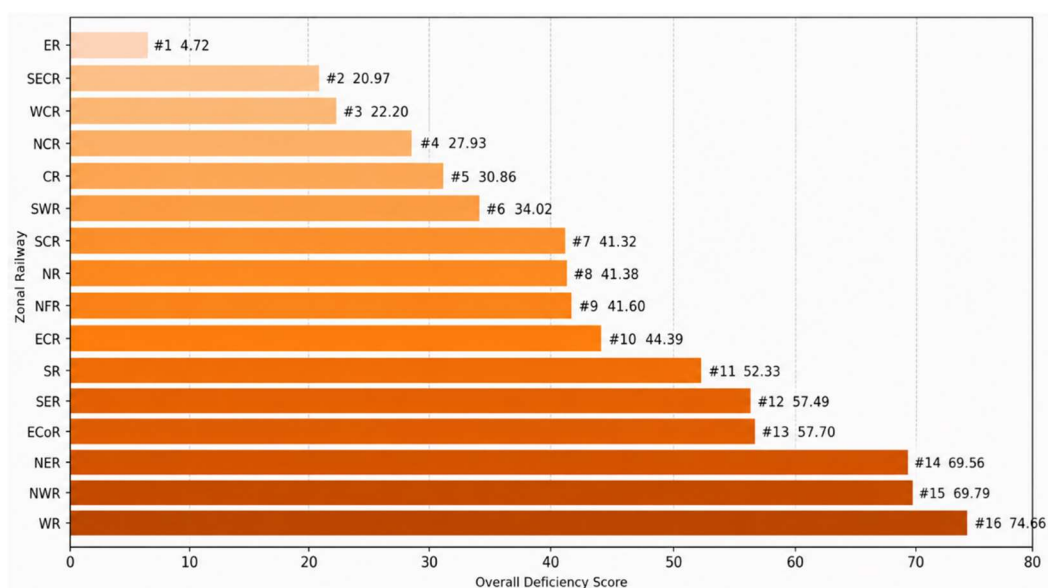
Regarding accessibility information, MoR stated that details are available on the IR website for each station; however, Audit observed that the information is incomplete and does not include availability of battery operated cars and Divyang Sahayak.

With respect to lifts, MoR stated (November 2025) that 1,889 lifts had been provided at 714 stations as on 30 September 2025, based on requirement and technical feasibility. However, no action plan or timelines for identification of stations for further provision of lifts for the benefit of Divyangjans were indicated.

2.2.4 Comparative performance of Zonal Railways in the provision of Divyangjan amenities (Lower deficiency score indicates better performance)

To assess the comparative performance of Zonal Railways in the provision of amenities for Divyangjan passengers, an assessment was carried out across a sample of 512 stations selected for audit. The assessment covered the prescribed Divyangjan-friendly amenities, with equal weightage assigned to each amenity for the purpose of inter-zonal comparison. The overall deficiency score for each Zonal Railway was computed by averaging the deficiency scores across all the assessed amenities. Accordingly, a lower overall deficiency score indicates better performance in the provision of amenities for Divyangjan passengers. As depicted in **Chart 2.4** below, ER recorded the lowest overall deficiency score (4.72) followed by SECR (20.97). In contrast, Western Railway (WR) recorded the highest deficiency score (74.66), followed by North Western Railway (NWR) (69.79). The assessment indicates considerable deficiency and variation in the availability of Divyangjan amenities across Zonal Railways, reflecting non-compliance with the prescribed standards.

**Chart 2.4: Indian Railways: Zonal Performance in Divyangjan Amenities
(Lower Deficiency Score = Better Zonal Performance)**



2.3 Medical care of rail passengers in emergency

To provide commensurate medical care to rail passengers in emergency, RB decided (March 2018) to amend the contents of first-aid-boxes (renamed as medical boxes) provided at all railway stations. The contents of the medical boxes

was to be modified as per the report submitted by the expert committee constituted by the All India Institute of Medical Sciences (AIIMS), New Delhi.

Further, RB stated that Railways may explore the possibility of establishment of Emergency Medical Rooms (EMRs) by medical professional groups on tendering basis. Such EMRs will be made liable to make arrangements for medical boxes as recommended by AIIMS. At stations where professional groups were not interested to establish EMRs, Railways was to provide medical assistance boxes. RB reiterated (November 2022) to provide medical boxes having medicines, consumables and oxygen cylinders etc. which were required to be provided at all railway stations as per the directions¹⁰¹ of the Hon'ble Supreme Court of India.

Audit during joint inspection examined the compliance of ZRs in this regard at the selected stations and noticed that –

- In 17 stations¹⁰², EMR with medical assistance boxes as recommended by AIIMS was available.
- In 15 stations¹⁰³, EMR was available. However, medicines/consumables were not available as per AIIMS recommendations.
- In 39 stations¹⁰⁴, no EMR was available but medical box as recommended by AIIMS was available
- Neither EMR nor medical box was available at 441 stations¹⁰⁵;
- Folding stretchers were not available at 37 stations¹⁰⁶.

From the above facts, it is evident that medical care to rail passengers in emergency as per instructions of RB is yet to be complied by the ZRs.

MoR furnished (September 2025) details of action being taken at different stations to overcome the shortfalls pointed out in Audit. However, the reply did not have any action plan to comply.

2.4 Pay and Use toilets

Introduction of Pay and Use toilets was considered by RB (May 2000) as one of the steps to improve sanitation at railway stations. Toilets in IR were categorised as Deluxe toilets, Pay and Use toilets and Departmentally maintained toilets. RB

¹⁰¹ Civil Appeal No. 3224 of 2006

¹⁰² CR-4, ER-1, NCR-1, NFR-2, NR-1, SCR-5, SWR-1, WCR-1, WR-1

¹⁰³ CR-1, NFR-4, SR-10

¹⁰⁴ CR-2, NCR-1, NER-2, NFR-1, NR-1, NWR-9, SECR-4, SWR-13, WR-6

¹⁰⁵ CR-25, ER-31, ECoR-32, ECR-32, NCR-30, NER-30, NFR-25, NR-30, NWR-23, SCR-27, SECR-28, SER-32, SR-22, SWR-18, WCR-31, WR-25

¹⁰⁶ CR-7, ECoR-2, ECR-3, ER-4, SCR-1, SECR-2, SR-9, SWR-5, WCR-3, WR-1

prescribed guidelines/instructions for provision and maintenance of various types of toilets at stations. For provision of toilets, old category¹⁰⁷ of stations viz. 'A1', 'A', 'B', 'D' and 'E' are being followed by RB. Policy guidelines for 'Pay and Use toilets' were issued (June 2006 and June 2012) by RB.

Audit examined the availability of toilets during joint inspection at selected stations and noticed that:

- No functional toilets were available in 15 stations¹⁰⁸ out of 512 stations.
- Deluxe toilets were yet to be provided in 205¹⁰⁹ out of the 247 (A1'-68, 'A'-111, 'B'-68) stations.
- 'Pay and Use' toilets were not available in 144 stations¹¹⁰ (334 platforms). Out of the 334 platforms, in 105 platforms, toilets maintained by the Railways were available. In the remaining 229 platforms, neither Pay and Use toilet nor departmentally maintained toilet was available for passengers' use.
- Of the 265 'D' and 'E' category stations, neither 'Pay and Use' nor departmentally maintained toilets were available at 36 stations¹¹¹.

Further, for NSG 1 to NSG 3 category stations, RB (June 2012) specified that adequate number of exhaust fans were to be provided. RB (April 2018) also stipulated that auto-flush urinals, wash basins near urinals and ladies toilets were to be provided. However-

- Urinals with auto flush were not provided in 149 (NSG 1 to NSG 3) stations¹¹².

¹⁰⁷ RB classified (11/9/2012) categories of stations for provision of passenger amenities as 'A1'-Non-suburban stations with an annual passenger earnings of more than ₹ 60 crore; 'A' – Non-suburban stations with an annual passenger earnings of ₹ 8 crore and upto ₹ 60 crore; 'B' - stations with an annual passenger earnings between ₹ 4 crore to ₹ 8 crore; 'D' - stations with an annual passenger earnings between ₹ 60 lakhs and ₹ 4 crore; 'E' - stations with an annual passenger earnings of less than ₹ 60 lakhs.

¹⁰⁸ ECoR-2, NCR-5, NFR-1, SCR-2, SECR-4, SER-1

¹⁰⁹ CR-9, ECoR-13, ECR-11, ER-15, NCR-9, NER-14, NFR-19, NR-12, NWR-14, SCR-17, SECR-13, SER-11, SR-16, SWR-13, WCR-7, WR-12

¹¹⁰ CR-10, ECoR-11, ECR-14, ER-1, NCR-10, NER-14, NFR-19, NR-8, NWR-3, SCR-14, SECR-13, SR-5, SWR-8, WCR-3, WR-11

¹¹¹ ECoR-12, ECR-1, ER-7, NCR-5, NFR-1, SECR-4, SR-5, SWR-1

¹¹² CR-9, ECoR-8, ECR-10, ER-13, NCR-11, NER-7, NFR-9, NR-15, NWR-11, SCR-9, SECR-8, SER-5, SR-13, SWR-8, WCR-5, WR-8

- Washbasin near the urinals was not provided in the toilets at 161 stations¹¹³.
- No separate toilet for ladies was provided at 14 stations¹¹⁴.
- Exhaust fans were not provided at toilets in 39 stations¹¹⁵.

Thus, there was a shortfall in the provision and operation of 'Pay and Use' toilets, and also in the provision of amenities in toilets.

MoR, in reply (September 2025), acknowledged deficiencies pointed out by Audit and furnished details of action taken/being taken at different stations. Responses from various ZRs indicated that bids for pay and use toilets were not eliciting any response. However, MoR did not provide details of modalities and timelines to ensure provision of toilets and availability of amenities at toilets as per norms.

2.5 Unauthorised entry points

RB instructed (April 2018) that all unauthorised entry points into the stations, irrespective of their class should be closed excepting the specified exit and entry. Further, RB instructed (March 2019) ZRs to prepare an action plan for construction of boundary wall to prevent littering of garbage.

Audit during joint inspection noticed that there were unauthorised entry points at 259 stations¹¹⁶.

Fig. 2.7: Unauthorised entry to platform at Bandakpur (WCR)



Fig. 2.8: Unauthorised entry from PF to a dwelling unit at Nidamangalam (SR)



MoR accepted the audit observation regarding the existence of unauthorised entry points at stations and stated (September 2025) that the stations mentioned in the Audit Report had been inspected and action was being taken to close such entry

¹¹³ CR-2, ECoR-5, ECR-20, ER-17, NCR-19, NER-16, NFR-3, NR-7, NWR-2, SCR-6, SECR-20, SER-12, SR-6, SWR-8, WCR-17, WR-1

¹¹⁴ ECR-6, NCR-2, SCR-2, SECR-1, SWR-2, WCR-1

¹¹⁵ CR-1, ECoR-2, ECR-10, ER-5, NCR-3, NFR-4, NR-4, SCR-1, SECR-2, SR-6, WCR-1

¹¹⁶ CR-14, ECoR-20, ECR-23, ER-9, NCR-20, NER-16, NFR-25, NR-6, SCR-18, SECR-30, SER-18, SR-22, SWR-13, WCR-14, WR-11

points. MoR further stated that closure of unauthorised access is an ongoing process and that Railways continuously undertakes such measures, both independently and in coordination with local law enforcement authorities. However, MoR did not indicate any specific timeframe for closure of unauthorised entry points at stations.

2.6 Maintaining website/ webpage on passenger amenities/ sanitation at stations

In compliance with the directions of the National Green Tribunal (NGT), RB instructed (March 2019) that each ZR and Division maintain a website and a dedicated webpage for each of the 37 stations identified for development as “Eco Smart Stations”, and further directed (April/May 2019) that the remaining 720 major stations (NSG 1 to NSG 4) be covered within one year. These webpages were to be opened by the Divisions and were to contain station-wise details of available amenities, existing cleanliness and sanitation practices, action plans for maintaining and improving cleanliness at stations and tracks, verifiable indicators and provisions for public feedback.

However, Audit observed that no such website or webpage, as envisaged under the NGT directions, was maintained by any Zone.

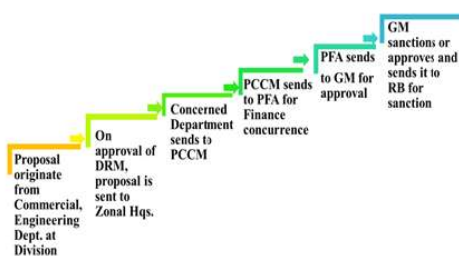
In reply (November 2025), MoR stated that the Hon’ble NGT had advised that major stations may have websites or an appropriate mechanism to receive grievances on cleanliness and hygiene, and that IR had launched the RailMadad portal as a unified interface for lodging complaints and suggestions, including those related to sanitation and cleanliness, thereby fulfilling the NGT mandate.

The reply is not acceptable. The NGT directions specifically envisaged station-wise webpages containing details of passenger amenities, existing cleanliness and sanitation mechanisms, action plans with verifiable indicators, and options for public comments. The RailMadad portal does not provide such station-specific information. MoR therefore needs to take time-bound action to operate dedicated webpages/websites for stations, as prescribed in the Hon’ble NGT orders.

2.7 Review of works relating to the Provision of Passenger Amenities

Proposals for provision of passenger amenities originate at the Divisional level from the Commercial and Engineering Departments. Upon approval by the Divisional Railway Manager, the proposals are forwarded to the ZR Headquarters. The concerned Department at the Zonal level submits the proposal to the Principal Chief Commercial Manager, who, after due examination, seeks concurrence of the Finance Department. On receipt of financial concurrence, the proposal is placed before the General Manager for approval or, where required under the Schedule of Powers, forwarded to RB for sanction.

Chart 2.5: Flow chart for proposal and approval of Passenger Amenity works



Audit from the records made available by the zones, examined 395 passenger amenity works in respect of selected 325 Non-Amrit Bharat stations to assess the progress of sanctioned works, their timeliness of completion and availability of amenities for passenger use. As of March 2024, the status of these 395 passenger amenity works were as follows:

Table 2.8: Status of passenger amenity works

Total Works	No. of works		
	Completed	Ongoing	Foreclosed/Terminated
395	175 ¹¹⁷	205 ¹¹⁸	15 ¹¹⁹

Source: Records of Divisions of Zones

2.7.1 Delay in execution of work

Out of 380 passenger amenity works (excluding 15 foreclosed/terminated), records were not available for 15 works (completed – 5, ongoing – 10). Of the remaining 365 works, 217 works were delayed beyond the targeted date of completion. The extent of delays are given in the table below:

¹¹⁷ CR-6, ECoR-14, ECR-10, ER-21, NER-11, NFR-9, NR-17, NWR-7, SECR-6, SER-6, SR-20, SWR-10, WCR-26, WR-12

¹¹⁸ CR-11, ECoR-9, ECR-24, ER-19, NCR-15, NER-1, NFR-14, NR-17, NWR-10, SCR-13, SER-11, SR-24, SWR-18, WCR-14, WR-5

¹¹⁹ ECoR-1, ECR-1, ER-3, NCR-1, NER-1, NFR-1, NR-2, SWR-1, WCR-3, WR-1

Table 2.9: Delay in execution of passenger amenity works

Passenger amenity works	Total ongoing/completed works	No delay	Delay in 217 works				
			Upto 1 year	More than 1 year and upto 2 years	More than 2 years and upto 3 years	More than 3 years and upto 4 years	More than 4 years
Ongoing	195	120	48	10	4	10	3
Completed	170	28	48	46	32	11	5
Total	365	148	96	56	36	21	8

Source: Records of Divisions of Zones

As evident from the table above, only 148 works (41 *per cent*) were completed within the stipulated timeframe, while 217 works (59 *per cent*) were completed after the targeted date. Of the delayed works, 29 experienced delays exceeding three years.

Of the 217 works which were delayed, reasons for delay were not available for 71 works¹²⁰. The remaining 146 works were delayed on account of various factors such as:

- Defective planning (47 works¹²¹)
- Non-availability of material, skilled labour and funds (29 works¹²²)
- COVID-19 pandemic and *force majeure* (49 works¹²³)
- Contractors' account with penalty (21 works¹²⁴)

2.7.2 Inordinate delay in completion of passenger amenity works

Inordinate delays were noticed in execution of the following 11 passenger amenity works. These were due to factors such as defective planning, non-availability of materials and delays attributable to contractors:

Table 2.10: Inordinate delay in completion of passenger amenity works

Sl. No.	Name of the work	Status as of March 2024
1	Improvements to facade, circulating area, platform surface, washable apron at Pataliputra (ECR)	Delayed by more than four years. Physical progress is 98 <i>per cent</i> .

¹²⁰ CR-7, ECoR-4, ECR-3, ER-14, NCR-5, NFR-5, NR-2, NWR-3, SECR-1, SER-3, SR-6, SWR-3, WCR-15

¹²¹ CR-1, ECR-5, ER-7, NER-5, NFR-3, NR-6, NWR-3, SECR-1, SER-5, SR-3, WCR-1, WR-7

¹²² ECoR-3, ECR-1, NER-5, NR-2, NWR-1, SCR-1, SER-5, SR-7, SWR-1, WCR-3

¹²³ CR-1, ECoR-7, ECR-5, ER-9, NER-1, NFR-6, NR-1, SECR-1, SR-12, SWR-2, WR-4

¹²⁴ ECoR-4, ER-1, NER-1, NR-5, SCR-2, SER-1, SWR-1, WCR-3, WR-3

Sl. No.	Name of the work	Status as of March 2024
2	Raising of platform level and improvement of waiting hall, toilet facility and provision of platform shelter at Kandra station (SER)	Delayed by more than three years. Physical progress is 85 per cent.
3	Provision of Foot over Bridge at Mahalimarup station (SER)	Delayed by more than three years. Physical progress is 65 per cent.
4	Provision of escalators in two platforms at Tiruchchirappalli Jn. (SR)	Work completed in June 2023 after a delay of three years.
5	Provision of FOB with ramp at Dhaura and Baruasagar stations (NCR)	Delayed by more than three years. Physical progress is 48 per cent.
6	Raising of platform to high level at Bondamunda station (SER)	Work completed in May 2024 after a delay of over two years.
7	Raising of platform to high level at Harichandpur and Sitabinj stations (ECoR)	Delayed by more than three years. Physical progress is 50 per cent.
8	Provision of FOB at Naihati (ER)	Delayed by more than two years. Physical progress is 50 per cent.
9	Provision of cover over platform and raising of platform to high level at Lakheri station (WCR)	Delayed by more than one year. Physical progress is 40 per cent.
10	Construction of booking counter, waiting hall and four bays of platform shelter at Kanas road station (ECoR)	Delayed by more than one year. Physical progress is 60 per cent.
11	Construction of upper class waiting hall at Aluva station (SR)	Delayed by more than three years.

Source: Records of Divisions of zones

The completion of passenger amenities were delayed by periods ranging from one to four years due to various reasons, thereby depriving passengers of timely access to the intended facilities.

2.7.3 Non-utilisation of passenger amenities created through CSR fund investment

During joint inspection, Audit noticed instances of non-utilisation of passenger amenities created out of CSR funds. On further examination of records at Divisions, Audit observed that toilets provided under CSR funds invested, were not utilised by the zones as detailed below:

Southern Railway (SR): During the period 2020–2023, 187 pre-fabricated toilets were installed at a cost of ₹ 0.25 crore per unit. Out of these, 79 toilets remained non-operational due to the absence of service providers for operation and maintenance. Consequently, CSR fund investment of ₹19.75 crore by M/s. Neyveli Lignite Corporation remained unutilised as of February 2025.

Eastern Railway (ER): A bio-toilet complex installed at Plassey station in December 2022 remained non-functional due to non-availability of water and electricity. Audit further observed that the station authorities did not escalate the issue to the Divisional level for arranging water and electricity supply (March 2025).

East Coast Railway (ECoR): During 2021–2024, 92 pre-fabricated toilet blocks were provided at a cost of ₹ 0.25 crore per unit. Of these, 62 toilet blocks remained non-operational due to factors such as non-deployment of contractual staff, availability of existing Pay & Use toilets at stations, and delays in finalisation of bids through e-auction. As a result, CSR fund investment of ₹ 15.50 crore by M/s Mahanadi Coalfields Limited remained unutilised as of March 2025.

Audit observed that the Railways could not use CSR funds effectively to provide passenger amenities leading to suboptimal utilisation of assets.

The deficiencies brought out above indicate systemic weaknesses in planning, execution, coordination, post-completion monitoring of passenger amenity works and diluted the intended benefits of investments made for enhancing passenger facilities at railway stations.

2.7.4 Provision and utilisation of funds for passenger amenity works

Funds are allocated annually to each ZR for execution of passenger amenity works at stations. The Standing Committee on Railways (2021-22) in its 10th Report, observed that funds provided for passenger amenity works remained unutilised and emphasised that, since passenger amenities are directly linked to customer satisfaction and public interface, there should be no lapse on the part of the Railways in ensuring proper utilisation of these funds. In response, MoR stated that necessary instructions had been issued to the ZRs in this regard.

The budget grant (BG) and utilisation of funds for passenger amenity works (PH-5300) during the period 2019-20 to 2023-24 are presented in the table below:

Table 2.11: Allotment and utilisation of funds under Plan Head – 53 (₹ in crore)

Zone	2019-20			2020-21			2021-22			2022-23			2023-24		
	BG	Actual	Excess/ Savings	BG	Actual	Excess/ Savings	BG	Actual	Excess/ Savings	BG	Actual	Excess/ Savings	BG	Actual	Excess/ Savings
CR	284.14	231.83	-52.31	295.6	275.85	-19.75	230.58	152.94	-77.64	234.38	137.18	-97.20	776.39	679.23	-97.16
ECoR	180.74	94.78	-85.96	129.72	87.16	-42.56	113.71	66.86	-46.85	109.53	82.68	-26.85	699.66	354.57	-345.09
ECR	227.91	143.00	-84.91	154.41	117.00	-37.41	171.65	146.00	-25.65	162.39	184.00	21.61	630.21	443.00	-187.21
ER	208.16	115.26	-92.90	156.76	158.96	2.20	178.71	145.20	-33.51	173.98	115.96	-58.02	217.09	442.31	225.22
NCR	192.77	77.26	-115.52	918.87	163.71	-755.16	492.63	118.72	-373.91	472.57	131.22	-341.35	994.70	500.27	-494.43
NER	NA	NA	NA	118.99	103.9	-15.09	134.92	95.33	-39.59	187.23	108.1	-79.13	112.17	310.52	198.35
NFR	187.17	100.27	-86.90	112.48	104.07	-8.41	165.6	90.02	-75.58	96.11	90.3	-5.81	239.6	226.3	-13.30
NR	289.00	152.30	-136.70	239.73	163.92	-75.81	291.17	221.68	-69.49	235.37	390.57	155.20	5148.77	1398.79	-3749.98
NWR	186.17	118	-68.17	160.09	84.99	-75.10	146.58	51.34	-95.24	115.79	111.46	-4.33	707.39	579.93	-127.46
SCR	227.91	150.29	-77.62	171.96	219.79	47.83	199.49	154.56	-44.93	135.15	146.54	11.39	800.5	674.84	-125.66
SECR	175.74	55.83	-119.91	118.35	94.83	-23.52	88.51	65.18	-23.33	60.90	50.95	-9.95	32.75	138.04	105.29
SER	175.41	82.01	-93.40	151.83	118.31	-33.52	173.37	111.61	-61.76	176.53	145.26	-31.27	319.04	242.07	-76.97
SR	264.21	114.43	-149.78	698.11	204.7	-493.41	540.57	154.33	-386.24	652.77	147.21	-505.56	1296.79	714.02	-582.77
SWR	187.17	80.61	-106.56	121.9	115.13	-6.77	153.42	112.13	-41.29	137.94	81.32	-56.62	316.9	360.71	43.81
WCR	174.99	34.09	-140.90	110.26	46.26	-64.00	72.28	49.93	-22.35	89.28	51.43	-37.85	401.41	263.07	-138.34
WR	245.72	254.61	8.89	216.28	318.04	101.76	261.02	255.76	-5.26	311.62	179.43	-132.19	1379.42	789.29	-590.13
Total	3207.21	1804.57	-1402.65	3875.34	2376.62	-1498.72	3414.21	1991.59	-1422.62	3351.54	2153.61	-1197.93	14072.79	8116.96	-5955.83

Source: Budget Report – Capital – IPAS of Zones

There was significant underutilisation of BG: ₹ 1,403 crore (44 *per cent*), ₹ 1,499 crore (39 *per cent*), ₹ 1,423 crore (42 *per cent*), ₹ 1,198 crore (36 *per cent*) and ₹ 5,956 crore (42 *per cent*) during the five year period from 2019-20 to 2023-24. The underutilisation ranged from 36 *per cent* to 44 *per cent* of BG.

Of the 16 zones, consistent underutilisation of budget grant in eight zones was observed during the five year period as given below:

Table 2.12: Underutilisation of funds during 2019-20 to 2023-24

Sl. No.	Zone	Underutilisation of funds (in <i>per cent</i>)
1	CR	7 – 41
2	ECOR	25 – 49
3	NCR	50 – 82
4	NFR	6 – 46
5	NWR	4 – 65
6	SER	18 – 53
7	SR	45 – 77
8	WCR	34 – 81

Source: Budget Report – Capital – IPAS of Zones

It is evident from the above that availability of funds had not been a constraint in providing passenger amenities.

MoR stated (September 2025) that works are planned and executed as per laid-down procedures, which may be at different stages of approval and execution at any given point in time. It was further stated that efforts were made to monitor progress and incur expenditure in line with allocations, and that inspections, audits and checks are carried out periodically by various agencies, officials and multidisciplinary teams, with corrective actions taken wherever required. The Ministry also attributed delays in completion of certain projects to factors such as the requirement of statutory clearances, time taken for shifting of utilities, speed restrictions due to works being carried out in proximity to tracks and high-voltage power lines, as well as disruptions caused by the COVID-19 pandemic.

The reply of the Ministry, however, does not address the specific deficiencies pointed out by Audit relating to non-utilisation of amenities created under CSR funds and persistent underutilisation of funds allotted for passenger amenity works. Despite the availability of funds, delays in completion of passenger amenity works resulted in non-availability of amenities for passenger use in a timely manner. The reply also did not explain why underutilisation was over 35 *per cent* even in non-COVID years.

2.8 Conclusion

CAG's Audit Report No. 13 of 2016 had highlighted significant shortfalls in the provision of passenger amenities at railway stations. Nearly a decade later, Audit observed deficiencies in various MEAs persist across Zones, despite repeated assurances given by MoR to the Standing Committee on Railways and through Action Taken Notes on CAG Report No. 13 of 2016.

RB instructed vide Circular dated 9 April 2018 that the ZRs were to immediately undertake a survey to confirm the availability of amenities as per the prescribed scale. Mandatory MEAs, which were required to be ensured by August 2018, continue to suffer from significant shortfalls even after seven years, including at premier and high-footfall stations. The persistence of deficiencies indicates systemic weaknesses in planning, monitoring and prioritisation.

Out of 512 selected stations, only 54 stations (11 *per cent*) over 13 zones had no shortfall in the availability of MEAs tested in audit. Even in top 10 stations with very high annual earnings and high footfall, the availability of all MEAs was not ensured. Though instructions for provision of MEAs were made since 2003, even after a lapse of two decades of RB's instructions, this objective was still to be achieved.

Non-operationalisation of Recommended and Desirable Amenities through time-bound action plans resulted in limited improvements in passenger comfort and customer interface.

MoR, in the Action Taken Note for CAG Report No.13 of 2016 stated 'to provide better accessibility at stations to Divyangjans, standard ramps, one disabled friendly toilet and non-slippery walkway from parking lot to station has been provided'. However, there were deficiencies in provision of these amenities for Divyangjans.

Though instructions for provision of short term/long term facilities for Divyangjans were made since 1999, RB in November 2022 had fixed an extended timeline of three years for provision of these basic amenities to Divyangjans. Thus, even after 25 years, IR could not ensure availability of basic station/platform accessibility facilities to Divyangjans. Inadequate provision of Divyangjan-friendly amenities reflects non-compliance with long-standing statutory and policy commitments, undermining inclusivity and accessibility.

Shortfalls exist in provision of 'Pay and use' toilets and in provision of amenities at toilets. Deficiencies in medical emergency preparedness and sanitation facilities pose risks to passenger safety, hygiene and dignity. Unauthorised entry points into the stations still persist.

Delays in execution of passenger amenity works led to non-availability of essential amenities for passenger use within the intended timeframes, thereby adversely affecting passenger convenience and service delivery.

Substantial underutilisation of funds indicated deficiencies in planning, execution and monitoring of works. Consequently, notwithstanding budgetary allocations, persistent shortfalls in the provision and timely availability of passenger amenities continued.

2.9 Recommendations

Indian Railways should ensure:

- *Achievement of prescribed norms for Minimum Essential Amenities at all stations within defined timelines.*
- *Preparation and implementation of station-wise, time-bound action plans for bridging gaps in Recommended and Desirable Amenities.*
- *Effective implementation of accessibility provisions for Divyangjans in compliance with the Rights of Persons with Disabilities Act, 2016.*
- *Provision of functional sanitation facilities and emergency medical arrangements at all stations and closure of unauthorised entry points.*
- *Strengthen planning, monitoring and accountability mechanisms to ensure timely completion and commissioning of passenger amenity works.*
- *Improve utilisation of funds through realistic budgeting, prioritisation of works and adherence to timelines.*



CHAPTER III: MAINTENANCE OF AMENITIES AND SANITATION



Chapter III: Maintenance of amenities and sanitation

3. Maintenance of passenger amenities and sanitation

RB stated (April 2018) that it is important to maintain the amenities provided at all the stations in good working order at all times. Hygiene and cleanliness should be an important activity for day-to-day monitoring. Passengers should be educated through public announcements to keep the station clean. Punitive measures should also be put in place to penalise people found littering or spitting on Railway premises.

3.1 Maintenance of passenger amenities

MoR informed the Standing Committee on Railways (2020-21) that ZRs were directed to maintain the amenities provided at all stations in good working condition at all times.

Audit during joint inspection examined whether the amenities provided for use by passengers at the selected stations were maintained in proper working condition and noticed the following deficiencies –

- At 29 stations¹²⁵, 34 water coolers were not in working condition of which four water coolers¹²⁶ had remained non-functional for over two years. In 19 stations¹²⁷, records indicating the date from which the water coolers were out of order and the action taken to restore functionality were not available.
- Annual Maintenance contracts were not available for maintenance of lifts/escalators in seven stations¹²⁸.
- Downtime register for lifts/escalators was not maintained in 26 stations¹²⁹.
- Plastic bottle crushing machines (48 nos.) were not in working condition at 34 stations¹³⁰. Of these 48 machines, two machines¹³¹ were out of

¹²⁵ CR-3, ECoR-1, ECR-2, ER-1, NFR-5, NWR-2, SECR-6, SWR-2, WCR-6, WR-1

¹²⁶ ER-NH, NFR-BXT, WCR-KMZ, WCR-BKH

¹²⁷ CR-2, ECoR-1, ER-2, NFR-3, NWR-2, SECR-6, SWR-1, WCR-1, WR-1

¹²⁸ ECR-DHN, KQR; ER-SGG; NFR-GHY, RNY, SCL; NR-SVDK

¹²⁹ ECR-2, NFR-3, NR-1, SCR-1, SR-15, WR-4

¹³⁰ CR-3, ECR-2, ER-5, NR-1, NWR-1, SCR-6, SECR-1, SER-1, SR-10, WCR-3, WR-1

¹³¹ CR-DD

order for over four years, while four machines¹³² and three machines¹³³ were out of order for over two years and one year, respectively. For the remaining machines, no record was available on the period of failure or remedial action taken.

- Platform surfaces were found damaged at 28 stations¹³⁴.
- Although Para 551(b) of the Indian Railway Works Manual requires monthly cleaning of water coolers, Audit during joint inspection observed deficiencies in cleaning and record maintenance at 191 stations. No records for cleaning of water coolers were maintained at 139 stations¹³⁵. Of the remaining 52 stations, monthly cleaning was not carried out in 26 stations¹³⁶.

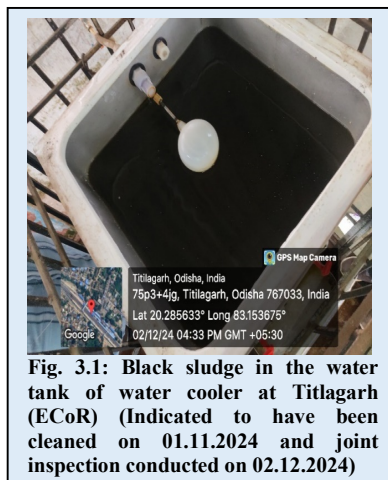


Fig. 3.1: Black sludge in the water tank of water cooler at Titlagarh (ECoR) (Indicated to have been cleaned on 01.11.2024 and joint inspection conducted on 02.12.2024)

- At Visakhapatnam station (ECoR), seven bio-toilets were non-functional, with no records available on the period of non-functioning or action taken to restore them.
- Deficiencies noticed in routine maintenance of toilets – Repairs of potholes, cracks, electric/sanitary fittings, lighting etc. were not carried out (101 stations¹³⁷); non-functional toilet doors (28 stations¹³⁸); Broken toilet seats (72 stations¹³⁹); non-availability of buckets/mugs in

¹³² ER-BWN, BDC; SER-DGHA; WR-ADI

¹³³ ER-JSME, SGG; SCR-KVZ

¹³⁴ SR (CBE, CUPJ, KLT, KZE, NMJ, PGT, SA, TPJ, VPT, AWY, KPY, KPD, KQN, MDU, MAS, MLMR, MS, TBM, TEN, KKZ, VAK), NFR (BOE, PRNA, JBN, KOJ, TIHU, RNY), WCR (ODG)

¹³⁵ CR-1, ECoR-2, ECR-10, ER-13, NCR-9, NER-25, NFR-4, NR-2, NWR-20, SECR-15, SER-3, SR-10, SWR-12, WCR-13

¹³⁶ ER-1, NCR-2, NFR-4, NR-6, NWR-3, SECR-3, SER-1, SR-6

¹³⁷ CR-2, ECoR-7, ECR-1, ER-1, NCR-8, NER-13, NFR-21, NR-6, SECR-15, SER-1, SR-14, SWR-3, WCR-9

¹³⁸ CR-1, ECoR-2, ECR-3, NCR-2, NER-3, NR-2, SECR-3, SWR-3, WCR-6, WR-3

¹³⁹ CR-9, ECoR-3, ECR-8, NCR-5-, NER-7, NFR-6, NR-9, NWR-1, SCR-1, SECR-4, SER-3, SWR-4, WCR-11, WR-1

toilets/bathrooms (92 stations¹⁴⁰); and non-functional flush system in urinals and toilets (67 stations¹⁴¹).

- At Mahali Marup station (SER), urinal/latrine was not available at Platform No. 1/2, while two urinals/lavatories at PF No.3/4 were in unhygienic and dilapidated condition without water connection. The asbestos roof of the toilet block was damaged in March/April 2021. However, no remedial action had been initiated by the Railway Administration (September 2024).



Fig. 3.2: Condition of toilets at Mahali Marup (SER)

- At Ahmedabad station (WR), Audit observed (7.3.2025) that an operational escalator at Platform No.2 was deliberately stopped by a porter at 6.43 am by inserting a key into the escalator's key slot. The passengers who arrived by Train No.12298 (Duronto express) at 6.45 am faced

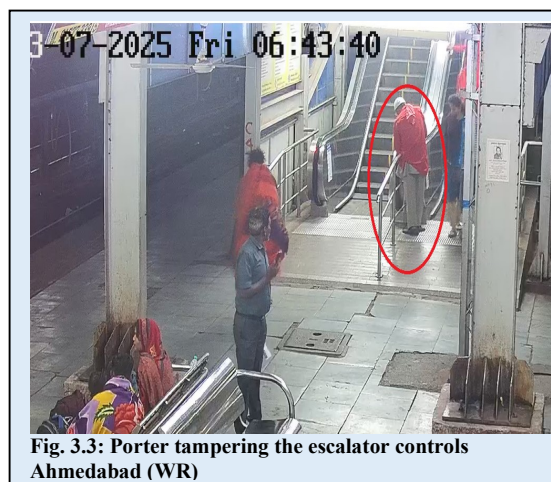


Fig. 3.3: Porter tampering the escalator controls Ahmedabad (WR)

inconvenience due to non-functioning of the escalator. Audit noticed that this act was carried out by porters to engage their services for carrying the luggage of the passengers. The CCTV footage was examined and the station official accepted the fact and further stated that though dedicated keys as per RDSO norms exist, the key slots are tampered repeatedly by unknown persons.

¹⁴⁰ CR-5, ECoR-7, ECR-5, NCR-4, NER-4, NFR-5, NR-8, NWR-3, SCR-3, SECR-26, SER-1, SWR-13, WCR-5, WR-3

¹⁴¹ CR-2, ECoR-5, ECR-9, NCR-7, NER-8, NFR-9, NR-3, NWR-10, SECR-3, SR-4, SWR-3, WCR-4

Good Practice

In SR at Madurai Junction, Audit noticed that functioning of escalators was monitored through CCTV cameras through a dedicated terminal provided at Electrical maintenance office, from where the officials monitor the working of escalators and whenever the escalators stop working, the same is attended immediately and continuous working of escalators is ensured.

Though deficiencies in maintenance of toilets, missing sanitary fittings, water logging in toilets, damaged platform surface, non-working of plastic bottle crushing machines were also observed¹⁴² by SIGs and by Railway Officials during inspections, Audit observed that deficiencies in maintenance of amenities at stations persist.

(Appendix- VI)

MoR stated (September 2025) that the condition of passenger amenities is closely monitored through its existing organisational structure and reviews at various levels and that options such as engagement of specialised agencies for operation and maintenance are being explored. While acknowledging the deficiencies pointed out by Audit and furnishing details of action taken/initiated in the selected stations, the Ministry did not indicate any specific improvements in systems or procedures to ensure sustained and round-the-clock availability of passenger amenities across all railway stations.

3.2 Maintenance of sanitation

The Vision 2020 document of Indian Railways envisaged sanitation at stations as a high priority, with a unified system of responsibility supported by adequate financial and organisational resources. It provided for maintenance of water supply, drainage, sewerage and Pay-and-Use toilets through competent agencies, conduct of user awareness campaigns, coordination with city authorities for disposal of garbage and engagement of professional agencies for pest and rodent control.

Further, in compliance with the National Green Tribunal's directions (October 2018) to submit an action

Fig. 3.4: Good practice observed by Audit



At Palakkad and Kozhikode (SR), plastic bottle collection booths were provided for collection of used plastic bottles. This would facilitate reducing littering of plastic bottles in station premises.

¹⁴² CR, ECoR, ECR, ER, NCR, NFR, SCR, SECR, SER, SR, SWR, WCR, WR

plan on station cleanliness, Indian Railways proposed measures including separate contracts for rag-picking and waste disposal within station premises and approaches to major stations (NSG 1 to NSG 4) within one year, inclusion of pest and rodent control in station contracts or through separate contracts at major stations and monitoring of cleanliness at major stations through CCTV cameras.

Audit during joint inspection examined whether sanitation was ensured by the Railway Administration in the selected stations and observed the following:

3.2.1 Garbage management

- Rag picking arrangement within station limits and for approaches were not available in 26¹⁴³ out of 240 stations. Railway track along the platform lines were not clean at 59 stations¹⁴⁴. Garbage was burnt in station premises in seven stations¹⁴⁵ and garbage vats were not provided in 94 stations¹⁴⁶. Also, overflowing of garbage vat and garbage bins were noticed at 68 stations¹⁴⁷ and 26 stations¹⁴⁸ respectively.
- Dumping of garbage in station premises was noticed in 200 stations¹⁴⁹. Further, no Joint Procedure Order or agreement exist with local bodies/ State Government for disposal of garbage in 437 stations¹⁵⁰.

¹⁴³ ER-1, NFR-14, NWR-1, SER-2, SWR-8

¹⁴⁴ CR-2, ECR-3, ER-2, NCR-10, NER-2, NFR-12, NR-1, NWR-1, SCR-3, SECR-9, SER-1, SWR-4, WCR-5, WR-4

¹⁴⁵ ECoR-1, SECR-1, SR-4, WR-1

¹⁴⁶ CR-7, ECoR-19, ECR-1, ER-10, NER-2, NR-3, NWR-12, SCR-7, SECR-3, SR-17, SWR-2, WCR-3, WR-8

¹⁴⁷ ECoR-2, ER-2, NCR-2, NFR-14, NR-5, NWR-1, SECR-32, SR-1, SWR-8, WCR-1

¹⁴⁸ ER-3, NCR-2, NER-1, NR-2, NWR-2, SCR-1, SER-2, SWR-8, WCR-4, WR-1

¹⁴⁹ CR-12, ECoR-8, ECR-7, ER-11, NCR-7, NER-18, NFR-22, NR-12, NWR-15, SCR-11, SECR-24, SER-2, SR-9, SWR-24, WCR-8, WR-10

¹⁵⁰ CR-29, ECoR-30, ECR-32, ER-32, NCR-26, NER-31, NFR-32, NR-31, NWR-23, SCR-13, SECR-27, SER-31, SR-15, SWR-26, WCR-27, WR-32

3.2.2 Sanitation at station premises

- Pests and rodent control measures were not undertaken in 54 stations¹⁵¹.
- Drinking water booths/coolers were in unhygienic condition in 128 stations¹⁵².
- Platforms were unclean in 77 stations¹⁵³.
- Presence of stray dogs was noted in 301 stations¹⁵⁴.
- Drains along the tracks adjacent to the platforms were unclean with stagnating water/sewage in 52 stations¹⁵⁵.
- Areas around catering stalls were not maintained clean at 32 stations¹⁵⁶.

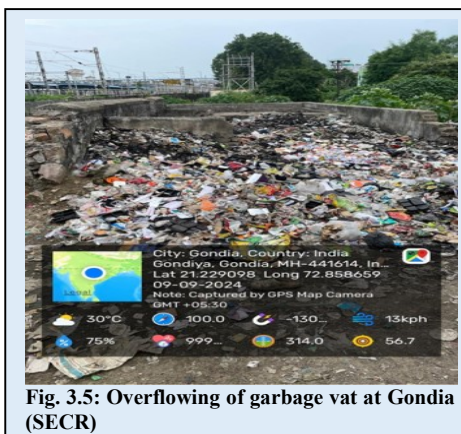


Fig. 3.5: Overflowing of garbage vat at Gondia (SECR)

Fig. 3.6: Garbage filled drain along platform at Bhubaneswar station (ECoR)

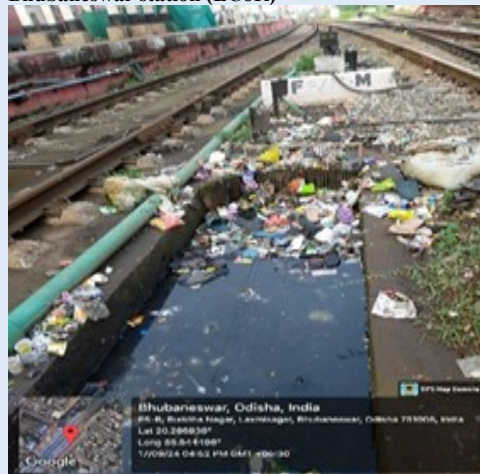


Fig. 3.7: Water hose lying in sewage drain at Chennai Central (SR)



¹⁵¹ CR-1, ECR-6, ER-7, NER-2, NFR-14, NR-5, NWR-6, SCR-3, SECR-2, SER-5, SR-1, WR-2

¹⁵² CR-5, ECoR-16, ECR-4, ER-1, NCR-11, NER-4, NFR-14, NWR-3, SCR-1, SECR-19, SER-4, SR-15, SWR-5, WCR-19, WR-7

¹⁵³ CR-1, ECoR-6, ECR-4, ER-1, NCR-9, NER-1, NFR-13, NWR-1, SCR-11, SR-2, SWR-2, WCR-19, WR-7

¹⁵⁴ CR-12, ECoR-20, ECR-13, ER-21, NCR-29, NER-18, NFR-23, NR-12, NWR-1, SCR-30, SECR-24, SER-6, SR-23, SWR-21, WCR-28, WR-20

¹⁵⁵ CR-1, ECoR-3, ECR-4, ER-2, NCR-4, NER-4, NFR-9, NR-2, SECR-4, SCR-2, SR-8, SWR-1, WCR-7, WR-1

¹⁵⁶ CR-2, ECoR-1, ECR-2, ER-4, NCR-2, NER-1, NFR-7, NR-1, SECR-4, SER-1, SWR-2, WCR-4, WR-1

Fig. 3.8: Water booth in unhygienic condition Jhansi (NCR)

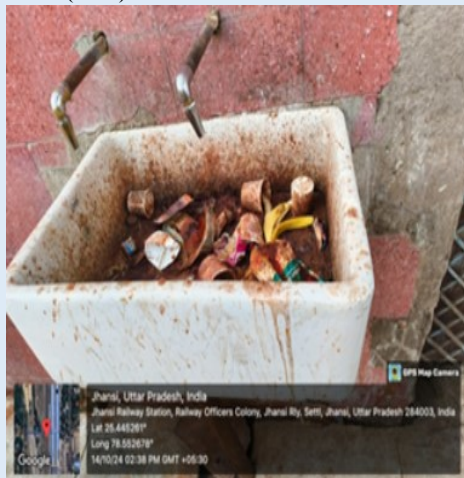


Fig. 3.9: Unhygienic urinal at Kandra (SER)



- Train coach water filling hose was lying in drains along the PF lines in six stations¹⁵⁷.
- Discharge of drainage water/sewerage from drains/toilets at station in Railway land/station premises were noticed in 57 stations¹⁵⁸.
- Paan/gutka stains were noticed in 243 stations¹⁵⁹; open defecation in platform noticed at 21 stations¹⁶⁰.
- Waiting halls were not clean in 59 stations¹⁶¹, foot-over bridges were not clean in 59 stations¹⁶² and concourse/circulating areas were not clean in 95 stations¹⁶³.
- Of the 240 (NSG 1 to NSG 4) stations, monitoring of cleanliness through CCTV cameras was not ensured at 177 stations¹⁶⁴.

¹⁵⁷ CR-DD; SR – CBE, MDU, SA; SWR-SMVT, WR-BL

¹⁵⁸ CR-1, ECR-10, ER-7, NCR-6, NER-1, NFR-13, SCR-2, SECR-7, SWR-1, WCR-7, WR-2

¹⁵⁹ CR-11, ECoR-21, ECR-17, ER-13, NCR-32, NER-8, NFR-26, NR-12, NWR-2, SCR-11, SECR-29, SER-3, SR-2, SWR-17, WCR-23, WR-16

¹⁶⁰ CR-2, ER-4, NER-1, NFR-7, SECR-3, SR-3, WCR-1

¹⁶¹ CR-1, ECoR-2, ECR-4, ER-1, NCR-9, NER-1, NFR-13, NWR-1, SER-2, SWR-1, WCR-17, WR-7

¹⁶² CR-1, ECoR-8, ECR-2, ER-1, NCR-7, NER-1, NFR-13, NWR-1, SER-1, WCR-17, WR-7

¹⁶³ CR-3, ECoR-15, ECR-7, ER-1, NCR-8, NER-3, NFR-13, NWR-1, SECR-15, SWR-5, WCR-17, WR-7

¹⁶⁴ CR-9, ECoR-9, ECR-7, ER-8, NCR-10, NER-9, NFR-14, NR-17, NWR-5, SCR-17, SECR-13, SER-9, SR-15, SWR-13, WCR-12, WR-10

MoR stated (September 2025) that garbage management and sanitation at railway stations are addressed through measures such as separate rag-picking and disposal contracts, intensive cleaning drives, penal action against defaulters, CCTV-based monitoring, supervision by platform staff, and contractual cleaning of platform drains.



However, the reply did not specifically address the sanitation deficiencies identified by Audit during joint inspections with Railway officials. The Ministry needs to ensure adherence to the highest standards of station sanitation in line with its commitments under the Vision 2020 document.

3.2.3 Station cleaning activities

RB (August 2017) issued Standard Bid Document (SBD) for contracts pertaining to mechanised cleaning and housekeeping of stations. Of the 512 selected stations, 275 stations were maintained through mechanised cleaning contracts. During joint inspection, Audit examined the implementation of conditions of contracts issued during the years 2022-23 and 2023-24 and the results of the examination are given below:

- Cleaning activities were not carried out as per the agreed schedule and frequency mentioned in the contract in 18 stations¹⁶⁵.
- Short/non-deployment of machinery for station cleaning activities was observed in 30 stations¹⁶⁶.
- Shortfall in provision of consumables for cleaning was noticed in 18 stations¹⁶⁷.
- In 51 stations¹⁶⁸, police verification certificate

Chart 3.1: Deficiencies in monitoring cleaning contracts (No. of stations)

Medical certificate for contract labourers was not available	Personal Protective Equipments were not provided	Police verification certificate for contract labourers was not available
ZR	ZR	ZR
SECR 31	SECR 32	SECR 14
ER 16	NCR 10	NWR 11
NWR 11	WCR 8	ER 8
WR 10	SER 6	SER 6
NER 7	NWR 5	WR 5
ECR 7	WR 1	NER 5
SER 6	NR 1	NFR 1
ECoR 6	NFR 1	CR 1
WCR 5		
NR 4		
NFR 1		
NCR 1		
CR 1		

¹⁶⁵ CR-1, ECR-2, NER-1, SECR-14

¹⁶⁶ CR-3, ECoR-1, ECR-1, ER-5, NER-2, NR-1, NWR-8, SECR-6, SWR-2, WCR-1

¹⁶⁷ ECoR-4, ER-1, NWR-2, SECR-10, WCR-1

¹⁶⁸ CR-1, ER-8, NER-5, NFR-1, NWR-11, SECR-14, SER-6, WR-5

for contract labourers were not available. Further, the penalty clause for non-submission of police verification certificate was not incorporated in the contract agreement in five zones¹⁶⁹.

- Medical certificate for contract labourers was not available in 106 stations¹⁷⁰.
- Personal Protective Equipment (disposable masks, gloves, shoes, gum boots etc.) were not provided as per contract conditions to the workers in 64 stations¹⁷¹.

Compliance with conditions of Standard Bid Document for cleaning contracts

The SBD (August 2017) prescribed levy of penalties for deficiencies such as poor quality of cleaning, non-completion of work, short deployment of manpower or machinery, presence of rodents, and non-availability of consumables.

Audit scrutiny of contracts pertaining to selected stations revealed that in several zones, contracts did not specify penalty amounts as mandated in the SBD. Further, despite mandatory adoption of SBD provisions, penalty clauses were drafted non-uniformly across Divisions within the same Zone, with varying conditions and quantum of penalty, in contravention of the SBD, as summarised in the table below:

Table 3.1: Compliance with conditions of Standard Bid Document for cleaning contracts

Sl. No.	Description	Non-compliance with terms of SBD	Non-uniformity in contract conditions across Divisions
		No. of zones	No. of zones
1	Penalty for Short/Non-deployment of Machinery	10	5
2	Penalty for presence of rodent/any equipment damage due to rodent	11	2
3	Theft cases occurred by contractors employee	9	1
4	Penalty for non-availability of required quantity of reagents/detergents/ chemicals	9	3
5	Penalty for Non completion of work	6	4

¹⁶⁹ ECoR, ER, SECR, SER, WCR

¹⁷⁰ CR-1, ECoR-6, ECR-7, ER-16, NCR-1, NER-7, NFR-1, NR-4, NWR-11, SECR-31, SER-6, WCR-5, WR-10

¹⁷¹ NCR-10, NFR-1, NR-1, NWR-5, SECR-32, SER-6, WCR-8, WR-1

Sl. No.	Description	Non-compliance with terms of SBD	Non-uniformity in contract conditions across Divisions
		No. of zones	No. of zones
6	Penalty and reward system	6	4
7	Penalty for poor quality of cleaning & housekeeping work	9	Nil
8	Contractor staff with improper uniform	2	2

Deficiencies in cleaning contracts have the potential to adversely affect sanitation standards at stations. IR needs to ensure uniform adoption of the SBD provisions in cleaning contracts.

MoR stated (September 2025) that major stations are covered by mechanised cleaning contracts with specified cleaning frequencies and that ZRs are advised to consider SBD provisions while framing contracts. However, the reply does not specifically address the Audit findings relating to non-adherence to contract conditions by contractors.

3.2.4 Sanitation in toilets at stations

RB issued (May 2000, June 2006 and June 2012) guidelines for provision and maintenance of toilets. Audit during joint inspection examined whether sanitation was ensured in toilets and surrounding areas by the Railway Administration in the selected stations and noticed widespread deficiencies as given below:

- Unhygienic toilet/urinals/bathrooms at 165 stations¹⁷².
- Water logging due to choked drains at bathrooms/ toilets/ urinals at 63 stations¹⁷³ overflowing of septic tanks/sewerage system at 10 stations¹⁷⁴.

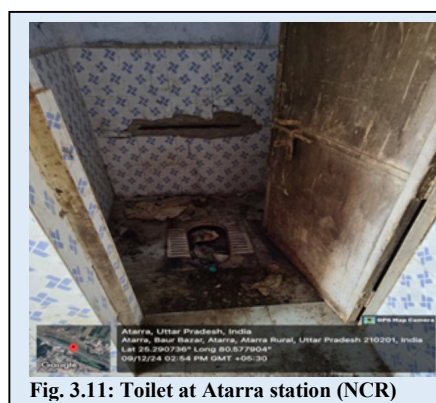


Fig. 3.11: Toilet at Atarra station (NCR)

¹⁷² CR-9, ECoR-13, ECR-11, ER-1, NCR-21, NER-12, NFR-15, NR-4, NWR-1, SCR-4, SECR-15, SER-7, SR-19, SWR-6, WCR-19, WR-8

¹⁷³ CR-1, ECoR-1, ECR-3, ER-2, NCR-8, NER-6, NFR-11, NR-3, NWR-2, SCR-1, SECR-6, SER-3, SWR-7, WCR-6, WR-3

¹⁷⁴ CR-1, ECR-1, NER-1, NFR-3, NR-1, SR-2, WCR-1

- Lack of cleanliness near toilets at 92 stations¹⁷⁵, unclean toilet seats at 109 stations¹⁷⁶.
- Non-availability of water in one or more taps in toilets/ bathrooms in 28 stations¹⁷⁷.
- Complaint/suggestion register was not available in the toilet blocks at 222 stations¹⁷⁸ and user charges was not displayed at toilet premises in four stations¹⁷⁹. Further, receipt were not issued for user charges collected at toilets in 161 stations¹⁸⁰.
- 'No smoking zone' boards were not provided in toilet blocks in 225 stations¹⁸¹.

Audit further noted that though similar deficiencies in sanitation at stations/toilets and dog/animal menace had already been recorded¹⁸² by SIGs

and Railway Officials during inspections, the deficiencies in sanitation and animal menace at stations continue.



Fig. 3.12: Stray dogs at Itarsi (WCR)

(Appendix- VI)

3.2.5 Passengers survey results for sanitation

The Audit observations on above aspects were corroborated by passenger survey responses at stations/waiting rooms (7511/2507) as given below:

¹⁷⁵ CR-3, ECoR-9, ECR-3, ER-4, NCR-9, NER-12, NFR-10, NR-2, NWR-1, SCR-2, SECR-17, SER-3, SR-1, SWR-4, WCR-9, WR-3

¹⁷⁶ CR-6, ECoR-10, ECR-4, ER-1, NCR-10, NER-11, NFR-8, NR-3, NWR-1, SCR-5, SECR-12, SER-3, SR-19, SWR-4, WCR-10, WR-2

¹⁷⁷ CR-3, ECR-1, NCR-3, NER-4, NFR-1, SCR-2, SECR-8, SER-3, SWR-3

¹⁷⁸ CR-11, ECoR-10, ECR-18, ER-19, NCR-10, NER-14, NFR-11, NR-16, NWR-11, SCR-15, SECR-32, SER-10, SR-18, SWR-9, WCR-8, WR-10

¹⁷⁹ NGT, KPD, NCR, NMJ

¹⁸⁰ CR-9, ECoR-10, ECR-5, ER-15, NCR-7, NER-12, NFR-12, NR-11, NWR-4, SCR-13, SECR-6, SER-13, SR-14, SWR-14 WCR-6, WR-10

¹⁸¹ CR-9, ECoR-9, ECR-3, ER-12, NCR-7, NER-32, NFR-17, NR-12, NWR-14, SCR-29, SECR-32, SER-14, SR-12, SWR-7, WCR-8, WR-8

¹⁸² CR, ECoR, ECR, ER, NCR, NFR, NWR, SCR, SECR, SER, SR, SWR, WCR, WR

- Control of pests and rodents - 12 *per cent* of passengers rated the performance of the Railways as ‘poor’.
- Control of flies and mosquitoes at stations - 12 *per cent* of passengers rated the performance of the Railways as ‘poor’.
- Cleanliness of toilets at stations - 16 *per cent* rated as “poor”.
- Regarding stray dogs and cattle in the platforms, 46 *per cent* of passengers stated to have noticed dogs and cattle in platforms.
- While most passengers at waiting rooms expressed satisfaction as regards the availability of water in toilets/bathrooms as well as about the availability of chairs, fans etc., 12 *per cent* reported non-availability of buckets and mugs in bathing rooms/toilets

MoR stated (September 2025) that sanitation in station toilets is maintained through cleaning contracts, monitoring by CMIs, maintenance of complaint and suggestion registers at toilet blocks and imposition of penalties on defaulting contractors. The reply is not acceptable, as Audit observed deficiencies in sanitation of toilets.

3.2.6 Supply of quality drinking water

RB specified (November 2017) that the Engineering Department is responsible for supply of drinking water, while the Medical Department is responsible for monitoring its quality. Section Engineers (Works) and Health and Malaria Inspectors (H&MI) were to be equipped with multi-parameter water quality field test kits and bacteriological test vials, respectively. Audit examination of records at selected stations revealed deficiencies in compliance as given below:

- Section Engineers were required to inspect water supply systems at least twice a year using multi-parameter field test kits, in line with the Uniform Drinking Water Quality Protocol (February 2013), which emphasises system-wide inspection over end-point testing. However, such inspections were not carried out as multi-parameter test kits were not provided at 436 stations across 15 zones¹⁸³.

Further, as per Para 537 of the Indian Railway Works Manual, drinking water storage tanks are required to be periodically cleaned and records maintained by Section Engineers, with reports submitted to the Assistant Engineer; compliance with this requirement was also found wanting:

¹⁸³ CR-28, ECoR-32, ECR-31, ER-32, NCR-32, NER-32, NFR-11, NR-31, SCR-31, SECR-32, SER-32, SR-32, SWR-22, WCR-30, WR-28

- No records were made available to Audit regarding rubbing and cleaning of tanks used for the storage of drinking water in respect of 122 stations in 15 zones¹⁸⁴. In the absence of records, Audit could not certainly conclude whether the cleaning was carried out as prescribed.
- Drinking water tanks were not protected against pollution by birds/animals and growth of algae in respect of 39 stations in seven zones¹⁸⁵.

Fig. 3.13: Water tank at Palakkad (SR) not fully covered while trees adjacent to the tank were inhabited with bats and birds



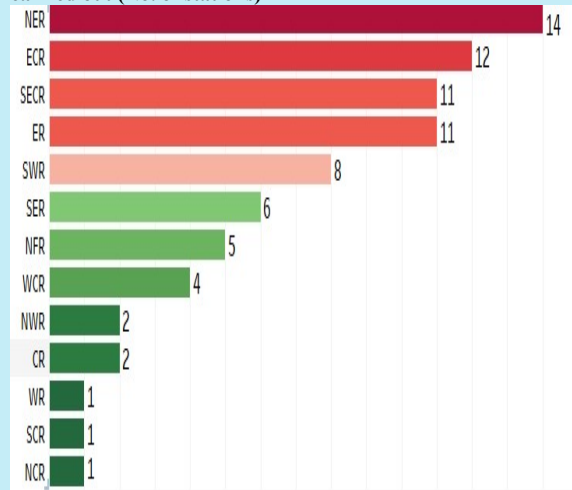
3.2.6.1 Quality of drinking water

Residual chlorine

RB specified (November 2017) that residual chlorine level shall be checked by H&MI daily at stations where he/she is posted and at least once a month at other stations falling within his/her jurisdiction. However, Audit from the records of the selected stations noticed that –

- Testing of residual chlorine level by Health Inspectors was not carried out in respect of 78 stations over 13 zones¹⁸⁶.
- Testing of residual chlorine level by Health Inspectors was not carried out as per prescribed periodicity –

Chart 3.2: Test for residual chlorine in drinking water not carried out (No. of stations)



¹⁸⁴ CR-1, ECoR-4, ECR-10, ER-17, NCR-4, NER-11, NFR-2, NR-7, NWR-29, SCR-2, SER-9, SR-7, SWR-8, WCR-5, WR-6

¹⁸⁵ ECoR-1, ECR-1, NER-1, NFR-2, SECR-32, SER-1, SR-1

¹⁸⁶ CR(2), ECR(12), ER(11), NCR(1), NER(14), NFR(5), NWR(2), SCR(1), SER(6), SECR(11), SWR(8), WCR(4), WR(1)

- ✓ At nine stations of four ZRs during 2022-23 and in seven stations of five ZRs during 2023-24.
- ✓ In both the years (2022-23; 2023-24) at 77 stations in 10 zones¹⁸⁷.
- ✓ Further, the tests conducted by the Health Inspectors of Railways indicated that the drinking water contained low/high chlorine level than the prescribed level of 0.2 ppm to 0.5 ppm at 135 stations¹⁸⁸ in all the 16 zones during 2022-23 and 139 stations¹⁸⁹ in 15 zones (except NER) during 2023-24.
- ✓ Audit further noticed that residual chlorine level was not within the range of 0.2 ppm to 0.5 ppm in over 50 *per cent* of total tests conducted in respect of 63 stations in 11 zones¹⁹⁰.

Uniform Drinking Water Quality Protocol

The Ministry of Drinking Water and Sanitation had issued a 'Uniform Drinking Water Quality Protocol' in February 2013 based on which RB stipulated (November 2017) that the quality constituents of drinking water supplied be at least within the cause for rejection limits¹⁹¹. RB (May 2023) directed all ZRs to comply with the aforesaid Protocol.

RB while reiterating the compliance to the aforesaid protocol, mentioned (May 2023) that IR is following water testing as per Annexure II (23 parameters) which includes all the basic minimum parameters viz. pH, Total Dissolved Solids, Turbidity, Chloride, Total Alkalinity, Total hardness, Sulphate, Iron, Arsenic, Fluoride, Nitrate, Total coliforms and Thermotolerant coliform or E-Coli.

The analysis for 80 parameters suggested in Annexure IV of the Protocol, which is to be carried out once each in pre-monsoon and post-monsoon seasons in a year. In case of detection of any pollutants, the parameter is to be analysed on routine basis. The Protocol stipulated that it is mandatory to carry out analysis of at least 13 basic water quality parameters out of the 80 parameters.

¹⁸⁷ CR-6, ECoR-20, ER-4, NR-3, NWR-18, SCR-4, SER-7, SR-2, WCR-1, WR-12

¹⁸⁸ CR-25, ECoR-2, ECR- 6, ER-19, NCR-2, NER-2, NFR-6, NR-6, NWR-16, SCR- 6, SER-10, SECR-4, SR-11, SWR-1, WCR- 5, WR-14

¹⁸⁹ CR-25, ECoR-1, ECR- 5, ER-19, NCR-3, NFR-8, NR-11, NWR-17, SCR-8, SER-9, SECR-3, SR-11, SWR-1, WCR-5, WR- 13

¹⁹⁰ CR-17, ECoR-2, ECR-6, ER-10, NR-3, NWR-5, SCR-2, SER-2, SECR-2, SR-6, WR-8

¹⁹¹ Within acceptable and permissible limits

Bacteriological analysis of drinking water

RB specified (November 2017) that the H&MI shall inspect each system at least twice a year with bacteriological test vials. In case of any suspect report, SSE is to take corrective measures and HMI is to get the water sample tested in detail in the laboratory.

Audit from the records of the selected stations observed that:

- Bacteriological analysis of drinking water was not carried out at (59 stations over six zones¹⁹².
- Water sample from water cooler was positive¹⁹³ for E-coli at two stations (Coimbatore and Palakkad Junctions) in SR, one station (Hyderabad) in SCR, four stations (Chhatrapati Shivaji Maharaj Terminus, Bhiwandi Road, Kalyan and Lonavala) in CR and one station (Madhupur) in ER.
- Test results¹⁹⁴ of drinking water samples collected from taps in platforms at 49 stations in eight zones¹⁹⁵ during 2022-23 and 56 stations in 9 zones¹⁹⁶ during 2023-24 indicated presence of Total coliforms bacteria (including E-coli).
- Bacteriological tests¹⁹⁷ (other than Total coliforms) were unsatisfactory¹⁹⁸ at 8 stations in four zones¹⁹⁹ during 2022-23 and 11 stations in five zones²⁰⁰ during 2023-24.

Chemical analysis of drinking water

- Chemical analysis of drinking water was not conducted by Health Inspectors at 179 stations in 11 zones²⁰¹ and was not carried out as per prescribed periodicity (twice a year) at 77 stations in six zones²⁰².

¹⁹² CR-5, ECoR-1, ECR-26, ER-3, NER-15, SWR-9

¹⁹³ As per test report of Railway laboratories

¹⁹⁴ As per test report of Railway laboratories

¹⁹⁵ CR-12, ER-13, NCR-2, SCR-6, SER-4, SECR-1, SR-10, SWR-1

¹⁹⁶ CR-11, ECR-2, ER-16, NR-1, SCR-2, SER-5, SECR-6, SR-12, SWR-1

¹⁹⁷ Colour, Odour, Suspended matter, presence of Nitrate, Total coliforms

¹⁹⁸ As per test report of Railway laboratories

¹⁹⁹ CR-1, SECR-1, SR-5, SWR-1

²⁰⁰ CR-1, SCR-1, SECR-2, SR-6, SWR-1

²⁰¹ ECoR-10, ER-16, NCR-32, NER-17, NFR-23, NR-21, SER-7, SR-14, SWR-5, WCR-28, WR-6

²⁰² ER-14, NER-14, NWR-28, SCR-4, SR-14, WR-3

- Results of chemical analysis indicated deficiencies²⁰³ in drinking water in 28 stations over seven zones²⁰⁴ during 2022-23 and 34 stations in nine zones²⁰⁵ during 2023-24.
- Test for all 23 parameters as specified in the Annexure II and for 80 parameters as per Annexure IV of the 'Uniform Drinking Water Quality Protocol' was not carried out at any of the 512 selected stations. Also the test for 13 basic parameters once in pre-monsoon and post-monsoon during 2023-24 was not carried out at 479 stations across all the ZRs.

MoR in its reply (September 2025) stated that action initiated on the basis of audit observations on the deficiencies in frequency of testing drinking water and unsatisfactory test results. However, the fact that unsatisfactory test results had been reported at different locations on multiple occasions indicates that Railways needs to work out a more effective system to ensure provision of safe drinking water to passengers at all railway stations.

3.2.7 Comparative performance of Zonal Railways in ensuring drinking water quality (Lower deficiency score indicates better performance)

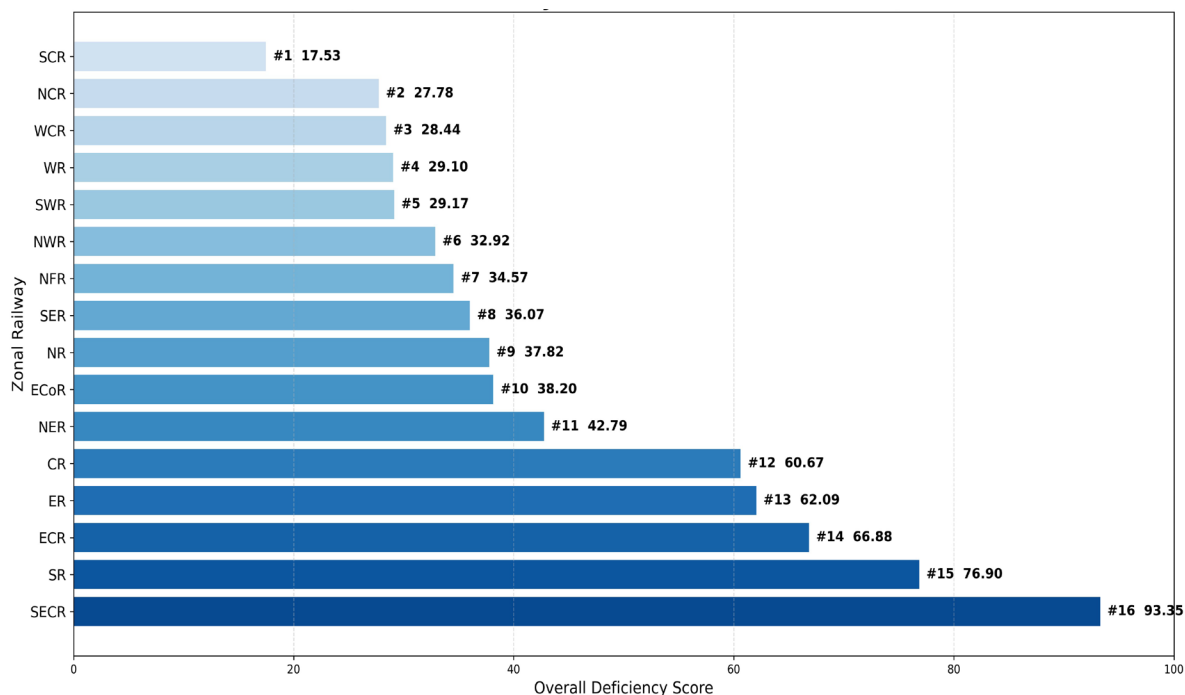
To evaluate the comparative performance of Zonal Railways in ensuring the quality of drinking water made available to passengers, an assessment was undertaken across the 512 stations selected for audit. The assessment considered the prescribed parameters relating to drinking water quality, with equal weightage assigned to each parameter for the purpose of inter-zonal comparison. The overall deficiency score for each Zonal Railway was derived by averaging the deficiency scores across all the assessed parameters. Accordingly, a lower overall deficiency score denotes better performance, indicating relatively fewer deficiencies in compliance with the prescribed standards for drinking water quality.

As shown in **Chart 3.3** below, SCR recorded the lowest overall deficiency score (17.53), followed by NCR (27.78). In contrast, SECR recorded the highest deficiency score (93.35), followed by SR (76.90). The assessment reveals significant deficiencies/variation in adherence to the prescribed standards for drinking water quality, indicating non-compliance across Zonal Railways.

²⁰³ As per test conducted by Railway Administration

²⁰⁴ CR-5, ECR-5, ER-3, NWR-1, SCR-3, SR-9, SWR-2

²⁰⁵ CR-6, ECR-6, ER-2, NR-2, NWR-1, SCR-2, SER-2, SR-11, SWR-2

Chart 3.3: Indian Railways: Zonal Performance in Water Quality (Lower Deficiency Score = Better Zonal Performance)**3.2.8 Provision and utilisation of funds under ‘Station sanitation’**

The allotment and utilisation of funds under ‘Station sanitation’ (MH-3002; SMH-07; Sub Head-280) was examined to assess whether funds provided for maintaining sanitation at stations were fully utilised for the purpose.

The budget grant and funds utilised during 2019-20 to 2023-24 under ‘Station sanitation’ are given in the following table:

Table 3.2: Budget grant and utilisation of funds under ‘Station sanitation’ (₹ in crore)

Zone	2019-20			2020-21			2021-22			2022-23			2023-24		
	BG	Actual	Excess/Savings	BG	Actual	Excess/Savings	BG	Actual	Excess/Savings	BG	Actual	Excess/Savings	BG	Actual	Excess/Savings
CR	80.69	92.44	11.75	122.97	72.1	-50.87	70.41	60.73	-9.68	55.41	69.5	14.09	72.33	56.19	-16.14
ECoR	27.62	27.28	-0.34	27.59	18.52	-9.07	18.91	18.99	0.08	20.42	27.57	7.15	23.17	28.7	5.53
ECR	33.69	40.40	6.71	64.32	40.72	-23.60	69.58	39.99	-29.59	51.72	46.91	-4.81	50.31	42.98	-7.33
ER	47.97	43.05	-4.92	48.97	48.46	-0.51	63.23	58.43	-4.80	66.66	64.79	-1.87	68.97	59.43	-9.54
NCR	22.24	37.91	15.67	34.08	38.60	4.52	39.63	32.91	-6.72	30.77	41.41	10.64	38.95	44.64	5.69
NER	NA	NA	NA	45.17	31.17	-14	47.51	39.66	-7.85	48.02	57.18	9.16	49.91	57.09	7.18
NFR	NA	50.28	NA	46.13	56.38	10.25	50.75	51.12	0.37	52.19	57.99	5.80	58.31	55.98	-2.33
NR	48.78	86.26	37.48	75.00	63.82	-11.18	53.76	77.85	24.09	82.18	98.63	16.45	83.88	92.41	8.53
NWR	NA	35.40	NA	46.95	28.98	-17.97	28.21	19.26	-8.95	20.72	20.19	-0.53	31.36	19.68	-11.68
SCR	52.99	38.00	-14.99	44.49	32.36	-12.13	39.22	18.89	-20.33	22.16	32.61	10.45	30.62	43.24	12.62
SECR	26.10	39.22	13.12	32.66	28.91	-3.75	35.57	21.50	-14.07	25.47	26.68	1.21	24.35	29.23	4.88
SER	19.03	16.48	-2.55	16.49	17.42	0.93	23.33	18.01	-5.32	20.07	18.99	-1.08	18.78	20.08	1.30
SR	94.40	107.09	12.69	121.57	68.98	-52.59	91.03	64.45	-26.58	70.11	68.62	-1.49	69.23	78.92	9.69
SWR	24.38	24.46	0.08	29.00	16.87	-12.13	20.16	13.73	-6.43	13.85	17.00	3.15	15.95	20.68	4.73
WCR	29.86	21.27	-8.59	32.17	22.29	-9.88	27.86	23.05	-4.81	22.57	26.92	4.35	24.85	25.67	0.82
WR	69.48	74.87	5.39	71.33	63.66	-7.67	74.83	63.43	-11.40	55.18	55.17	-0.01	64.95	60.2	-4.75
Total	577.23	734.41	71.50	858.89	649.24	-209.65	753.99	622.00	-131.99	657.50	730.16	72.66	725.92	735.12	9.20

Source: Budget Report – Revenue - IPAS

From the above table, it is evident that IR allocated and spent a substantial amount each year for maintaining sanitation at stations. However, deficiencies persist in maintaining sanitation at stations, particularly in toilets and drinking water booths.

Audit observed that there were excess expenditure over the BG during 2022-23 and 2023-24 (Post COVID period) to an extent of ₹ 72.66 crore and ₹ 9.20 crore respectively.

Further, during 2022-23 and 2023-24, it was noticed that:

- In eight zones (ECoR, NCR, NER, NR, SCR, SECR, SWR and WCR) the expenditure incurred was more than the budget grant.
- In three zones (ECR, ER and NWR) there were under-utilisation of budget grant as given below:

Table 3.3: Under-utilisation of funds under ‘Station sanitation’ during 2022-23 and 2023-24

Sl. No.	Zone	Underutilisation of funds (in per cent)
1	ECR	9 – 15
2	ER	3 -14
3	NWR	3 – 37

Thus IR needs to monitor the requirement/allotment of funds to the zones and its utilisation to improve the cleanliness of the stations benchmarked to the best in the world as envisaged in Vision 2020 document of IR.

MoR did not furnish reply in regard to fund management under ‘Station sanitation’.

3.3 Conclusion

Deficiencies exist in maintenance of amenities provided at stations. Non-functional toilets and unhygienic condition of toilets/urinals was observed. Deficiencies in management of garbage and sanitation at station premises continue to persist. Though improvements needed in sanitation at stations were pointed out by Railway officials periodically, deficiencies in sanitation were noticed by Audit during inspection of the selected stations.

Though penalty was levied against the station cleaning contractors wherever shortfall to contractual conditions were noticed, this does not dissociate the contractor/Railways from ensuring the conditions of contracts are complied and intended benefit of sanitation at stations was achieved.

Inspection of the water supply systems was not carried out as per prescribed periodicity. There were shortfall in testing of drinking water for residual chlorine, bacteriological analysis and chemical analysis. Low/high level of

chlorine in drinking water, presence of Total coliforms bacteria (including E-coli bacteria) as well as deficiencies in parameters tested indicated unsatisfactory quality of drinking water at stations. Tests prescribed in the 'Uniform Drinking Water Quality protocol' were not carried out for several parameters.

Despite incurring significant expenditure for station cleaning activities, there were deficiencies in sanitation at stations.

3.4 Recommendations

The Indian Railways should:

- *Strengthen sanitation measures and garbage management at stations to ensure round-the-clock availability of clean and functional amenities.*
- *Ensure strict compliance with prescribed protocols for inspection of water supply systems and comprehensive testing of drinking water quality, including all parameters under the Uniform Drinking Water Quality Protocol.*
- *Enforce effective contract management by ensuring adherence to contractual conditions, timely rectification of deficiencies by contractors and linking payments and penalties to achievement of prescribed sanitation outcomes.*



CHAPTER IV: MONITORING MECHANISM



Chapter IV: Monitoring mechanism

4. Monitoring the provision and availability of amenities and sanitation measures

Regular monitoring is essential to ensure high standards of cleanliness and sanitation with timely rectification of deficiencies. Chapter V of the Indian Railway Code for the Traffic (Commercial) Department provides for constitution of Consultative and Monitoring Committees and Service Improvement Groups to conduct periodic inspections at various levels. Passenger grievances are addressed through multiple channels, such as the RailMadad Portal and complaint registers maintained by Station Masters/Managers. Such monitoring, through inspections, review meetings along with effective use of passenger feedback and grievance redressal mechanisms, directly contributes to improved station hygiene and passenger satisfaction. Audit observations based on examination of the prevailing systems across zones are discussed below:

4.1 Consultative and Monitoring Committees for provision and improvement of passenger amenities

The Monitoring Committees are envisaged to function at different levels in the hierarchy. Audit examined the records of RB and ZRs on constitution and functioning of these Committees and observed the following:

Zonal Railway Users' Consultative Committee (ZRUCC) and Divisional Railway Users' Consultative Committee (DRUCC) are constituted at Zonal and Division levels respectively for recommending provision of passenger amenities, improvement of passenger services and facilities provided by the Railways. The tenure of ZRUCC/ DRUCC is for a period of two years.

Although ZRUCCs/DRUCCs were constituted in all Zones/Divisions, meetings were not held as per prescribed periodicity i.e. thrice a year. The shortfalls in holding meetings are detailed in the table 4.1 and 4.2 below:

Table 4.1: Shortfall in conducting meetings of ZRUCC

Zone	Shortfalls	
	2022-23	2023-24
CR, ECoR, ER, SCR, SECR, SER, SWR	2	2
ECR, NCR, NR, NWR, SR	2	3
NFR	3	2
NER	1	2
WCR	1	1
WR	2	1

Source: Records of Zonal Railway Headquarters

Table 4.2: Shortfall in conducting meetings of DRUCC

Zone	Division-wise shortfall	
	2022-23	2023-24
CR	1 (BB, SUR, NGP)	1 (BB, SUR, PUNE)
ECOR	2 (KUR), 1 (SBP, WAT)	2 (KUR, SBP, WAT)
ECR	1 (DDU), 2 (DHN, DNR, SEE, SPJ)	3 (DDU, SEE), 1 (DHN), 2 (DNR, SPJ)
ER	1 (HWH), 2 (SDAH, ASN, MLDT)	2 (HWH, SDAH, ASN, MLDT)
NCR	1 (AGRA, JHS), 3 (PRYJ)	2 (AGRA), 1 (JHS), 3 (PRYJ)
NFR	2 (KIR APDJ, LMG and TSK), 1 (RNY)	2 (KIR, RNY, LMG & TSK), 1 (APDJ)
NER	2 (IZN, BSB, LJN)	2 (IZN), 3 (BSB, LJN)
NR	3 (DLI, UMB), 2 (FZR), 1 (MB, LKO)	2 (DLI, UMB, LKO, FZR),
NWR	2 (JP, JU), 1 (AII, BKN)	2 (BKN, JP, JU), 1 (AII)
SCR	3 (GTL), 2 (SC, HYB, NED, BZA, GNT)	3 (BZA), 2 (NED, GTL, GNT), 1 (SC, HYB)
SECR	2 (R, BSP, NGP)	3 (BSP), 2 (R), 1 (NGP)
SER	3 (KGP), 2 (ADRA), 1 (CKP, RNC)	1 (KGP, ADRA, CKP, RNC)
SR	3 (TVC), 2 (SA, TPJ), 1 (MAS, MDU, PGT)	2 (MDU), 1 (MAS, SA, TPJ, TVC)
SWR	1 (UBL), 2 (SBC, MYS)	1 (SBC), 2 (UBL, MYS)
WCR	3 (KOTA), 1 (JBP, BPL)	3 (BPL), 2 (KOTA)
WR	2 (BRC, RTM, RJT), 1 (MMCT, ADI, BVP)	2 (RTM), 1 (RJT)

Source: Records of Commercial Department of Divisions

MoR in reply stated (September 2025) that the ZRUCC and DRUCC were constituted by the Zonal Railways and the tenure of these committees were advised by the Ministry. Also, instructions are issued from time to time to hold the meeting as per schedule by the Zones.

The reply of MoR is not acceptable as the ground reality noticed by Audit revealed that none of the Zones have adhered to the prescribed periodicity in conducting ZRUCC and DRUCC meetings during the two year period (2022-2024).

4.2 Service Improvement Group (SIG)

Monitoring the station cleaning activities and upkeep of stations are among the main functions of SIGs. RB issued (May 2015) guidelines to enhance the effectiveness of SIGs, which require station-level SIGs to inspect 'A1' and 'A' category stations thrice a week and to identify deficiencies in passenger amenities and station cleanliness etc. Divisional Officers level SIGs are required to review the functioning of station level SIG teams of 'A1' and 'A' category of stations once in a month and also carryout inspection of the stations to assess the deficiencies. These activities are to be monitored and overseen at the level of DRM/ADRM and AGM.

MoR informed the Standing Committee on Railways (2020-21) that SIGs had been constituted at various levels. Further as per the Tenth Report (February 2022) of the Standing Committee on Railways (2021-22) 17th Lok Sabha, the Ministry stated that every effort is being taken at various levels to monitor the cleanliness of stations with monthly reviews conducted by Additional General Managers (AGMs) at Zonal level and by Additional Divisional Railway Managers (ADRM) at Divisional level.

SIGs are to review the deficiencies in passenger amenities and sanitation at the station and take corrective action to upkeep passenger amenities and sanitations.

Audit examined the records of the selected 179 'A1' and 'A' category stations, on functioning of SIGs and observed the following deficiencies:

- The SIG meetings were not held thrice a week at 165 stations²⁰⁶.
- Divisional-level SIG inspections were not carried out at 134 stations²⁰⁷.
- No records were available in regard to monitoring/overseeing the activities of SIGs at the level of DRM/ADRM in all the zones except in Western Railway.

Thus, there were significant shortfalls in monitoring station cleaning by the SIGs.

MoR stated (September 2025) that Divisions generally ensure conduct of Service Improvement Group (SIG) inspections once a week by supervisors and once a month at officer level.

However, based on the result of the joint inspections of selected stations and review of records maintained in this regard, Audit observed shortfalls in SIG inspection/review.

The implementation of suggestions/ recommendations of Consultative Committees, SIGs regarding provision of amenities and maintenance of sanitation at the selected stations were examined by Audit during joint inspection and remarks have been incorporated in the paragraphs pertaining to respective issues.

4.3 Prevention of littering at stations

The 'Indian Railways (Penalties for activities affecting cleanliness at railway premises) Rules, 2012' were notified²⁰⁸ in November 2012. RB instructed (December 2012) ZRs to give wide publicity to the rules through advertisements in various newspapers, pasting of posters at all railway stations, announcement

²⁰⁶ CR-7, ECOR-11, ECR-11, ER-12, NCR-12, NER-6, NFR-13, NR-17, NWR-12, SCR-10, SECR-9, SER-8, SR-15, SWR-4, WCR-5, WR-13

²⁰⁷ CR-10, ECOR-11, ECR-12, ER-5, NCR-12, NFR-13, NR-15, NWR-12, SCR-6, SECR-9, SER-7, SWR-3, WCR-6, WR-13

²⁰⁸ Extraordinary Gazette of India, vide No.GSR.846 (E) dated 26.11.2012

through public address system at stations etc. The Rules prescribe a fine of up to ₹ 500 for contravention. RB further directed ZRs in June 2020 to intensify enforcement of these anti-littering rules.

Audit during joint inspection of selected stations, examined the efforts taken by Railway Administration for prevention of littering and observed the following –

- Announcements through Public Address System regarding anti-littering at stations and penalty were not made at 144 stations²⁰⁹;
- Posters/banners for not littering wastes in railway premises were not displayed at 189 stations²¹⁰;
- Notice regarding imposition of penalty for littering at station premises was not displayed at 198 stations²¹¹.

MoR did not furnish any reply in regard to deficiencies pointed out by Audit on prevention of littering at stations.

4.4 Passenger complaints and redressal thereof

IR receives complaints/suggestions through RailMadad Portal and direct complaints registered by passengers in the complaint registers maintained by Station Masters/Station Managers.

MoR submitted²¹² to the PAC that at all the stations a complaint cum suggestion book is maintained with the station manager/station superintendent. In this regard, the Committee advised the Railways to give wide publicity to the existence of the complaint/suggestion boxes through Public Address System and publicity campaigns.

Complaints pertaining to passenger amenities received from passengers during 2022-23 and 2023-24 as per RailMadad data are given in the following table:

²⁰⁹ CR-5, ECoR-13, ECR-7, ER-8, NER-2, NFR-5, NR-4, NWR-16, SCR-6, SECR-25, SER-16, SR-20, SWR-11, WCR-5, WR-1

²¹⁰ CR-9, ECoR-22, ECR-8, ER-10, NCR-10, NER-10, NFR-15, NR-8, NWR-10, SCR-12, SECR-21, SER-18, SR-4, SWR-10, WCR-17, WR-5

²¹¹ CR-8, ECoR-23, ECR-10, ER-10, NCR-13, NER-15, NFR-13, NR-4, NWR-14, SCR-10, SECR-22, SER-17, SR-4, SWR-11, WCR-19, WR-5

²¹² With reference to the Public Accounts Committee's (2009-10) 21st Report on 'Cleanliness and sanitation in Indian Railways'

Table 4.3: Passenger complaints pertaining to amenities

Category of complaints	Total No. of complaints	
	2022-23	2023-24
Medical Assistance	5,157	5,521
Cleanliness	8,624	11,710
Divyangjan facilities	6,740	5,580
Electrical equipment	14,600	17,884
Facilities for women with special needs	1,021	1,001
Passenger amenities	28,506	27,745
Water availability	4,548	5,526
Total Complaints	69,196	74,967

Source: RailMadad Data

From the above table, it was observed that while there was a large number of complaints reported during 2022-23 and 2023-24, the complaints on medical assistance, cleanliness, failure of electrical equipment and availability of water at stations increased substantially.

The level of passenger satisfaction on redressal of their complaints is tabulated below:

Table 4.4: Level of passenger satisfaction on redressal of their complaints

Year	Total number of complaints	Total no. of feedbacks given by the complainants	Passengers feedback (in Numbers)		
			Excellent	Satisfactory	Unsatisfactory
2022-23	69,196	17,994	6,276 (35 per cent)	5,078 (28 per cent)	6,640 (37 per cent)
2023-24	74,967	19,873	5,812 (29 per cent)	5,739 (29 per cent)	8,322 (42 per cent)

Source: RailMadad Data

From the above table, it was observed that in their feedback, 37 per cent and 42 per cent passengers expressed dissatisfaction at the resolution of their complaints in 2022-23 in 2023-24 respectively.

Further, in spite of the advice of the PAC, to give wide publicity to the existence of the complaint/suggestion boxes through Public Address System and publicity campaigns, Audit during joint inspection of the selected stations noticed that at 130 stations²¹³, there was no display on availability of the complaint register.

Awareness on availability of complaint register: 22 per cent of passengers surveyed, stated that they were not aware.

Announcement of last minute change in platform: 27 per cent of passengers surveyed, reported announcement platform changes at last-minute.

²¹³ CR-3, ECoR-16, ECR-10, ER-10, NCR-3, NER-4, NFR-4, NR-8, NWR-2, SCR-3, SECR-21, SER-10, SR-10, SWR-18, WCR-7, WR-1

The above observations are indicative of the fact that the existing grievance redressal mechanism requires strengthening to improve passenger satisfaction.

MoR stated (September 2025) that the RailMadad portal, through multiple channels such as call, SMS, mobile app, web, email and social media, facilitates real-time redressal of passenger grievances. It was also stated by the MoR that zones have been advised to publicize the availability of complaint books.

However, the Ministry did not address the increase in passenger complaints nor the dissatisfaction expressed by passengers regarding resolution of their complaints. Publicity of availability of complaint register at station was also not observed despite earlier advice of the Public Accounts Committee. The Ministry needs to ensure effective follow-up by Zones and prominent display of the availability of complaint registers at stations, particularly to cater to elderly passengers.

4.5 Impact/result of audit

Audit, after a gap of three months from the first inspection, revisited the selected non-Amrit Bharat stations and noticed that during the intervening period, there were improvements in provision of certain amenities which were pointed out during first visit. The amenity-wise improvement noticed, are as below:

Basic amenities: Seating arrangement (9 stations²¹⁴); drinking water taps (25 stations²¹⁵); fans (24 stations²¹⁶); latrines (18 stations²¹⁷) and urinals (18 stations²¹⁸).

Other facilities: Clock (16 stations²¹⁹), water coolers (6 stations²²⁰), emergency lighting (7 stations²²¹), dustbins (13 stations²²²), Public Address System (2 stations²²³), water vending machines (2 stations²²⁴), separate toilets for ladies (2 stations²²⁵), signages (11 stations²²⁶), platform shelter (7 stations²²⁷), infant

²¹⁴ CR-1, ECOR-1, ER-2, NER-1, NFR-1, SER-1, SWR-1, WR-1

²¹⁵ CR-5, ECOR-4, ER-2, NER-3, NFR-2, NR-2, SCR-1, SECR-2, SER-1, SR-2, WR-1

²¹⁶ CR-7, ECOR-4, ER-2, NCR-1, NER-2, NR-3, NWR-1, SCR-1, SR-3

²¹⁷ CR-1, ECOR-2, ER-1, NCR-3, NFR-1, NR-5, NWR-1, SCR-1, SR-2, SWR-1

²¹⁸ CR-1, ECOR-2, ER-1, NCR-4, NR-6, SER-1, SR-2, SWR-1

²¹⁹ CR-2, ECOR-7, ER-1, NCR-1, SER-4, SWR-1

²²⁰ NWR-1, SECR-1, SR-1, SWR-1, WR-2

²²¹ CR-2, ER-2, NCR-1, SCR-1, WR-1

²²² CR-1, ECOR-3, ER-3, NCR-2, SCR-1, SECR-1, WR-2

²²³ CR-2

²²⁴ ER-1, WR-1

²²⁵ NR-2

²²⁶ CR-1, ER-3, NCR-2, NFR-1, NR-1, SCR-1, WR-2

²²⁷ CR-1, ER-1, NCR-1, NFR-2, SWR-1, WR-1

nursing cubicle (2 stations²²⁸), folding stretcher (3 stations²²⁹), Plastic Bottle crusher machine (4 stations²³⁰), covered pathway from FOB to platform shelter (1 station²³¹) and Electronic Train Indication Board (2 stations²³²).

Divyangjan facilities – Toilets (7 stations²³³), water taps (3 stations²³⁴), parking (3 stations²³⁵), inter-platform transfer facility (3 stations²³⁶), engraving on edges of platforms (2 stations²³⁷), wheel chairs (3 stations²³⁸), improvement to ramps (4 stations²³⁹), help booths (2 stations²⁴⁰) and Braille signage (1 station²⁴¹).

The fact that improvements were effected only after being highlighted by Audit points to deficiencies in the quality of SIG inspections and a lack of effective follow-up action. Although the existing framework provides for the constitution of various committees/groups and mandates periodic inspections at multiple levels, the monitoring mechanisms were not sufficiently robust to ensure timely and effective implementation of corrective measures.

Reply of MoR did not address Audit's observations regarding improvements made post-Audit, the quality of SIG inspections and the follow-up action thereon.

4.6 Persisting shortfalls – Inadequate Monitoring and follow up

RB stated (April 2025) that assessment of passenger amenity requirements is carried out through the PAMS module, with station-wise data monitored monthly at Board level. Shortlisting of works under Plan Head 53 is undertaken based on requirements, inter-se priority, availability of funds and works not sanctioned in a particular year may be re-proposed by Zonal Railways in subsequent years.

²²⁸ NFR-1, NR-1

²²⁹ ECoR-1, SR-1, WR-1

²³⁰ NCR-1, NR-3

²³¹ WR-1

²³² ECoR-1, NR-1

²³³ ECR-1, NCR-1, NFR-1, SCR-1, SECR-2, NR-1

²³⁴ NCR-1, WR-2

²³⁵ CR-1, NFR-2

²³⁶ NFR-2, WR-1

²³⁷ CR-2

²³⁸ ER-1, NWR-1, SER-1

²³⁹ ECoR-1, NFR-1, SCR-1, WR-1

²⁴⁰ NFR-1, SCR-1

²⁴¹ NFR-1

Despite above arrangements, deficiencies in the provision and maintenance of prescribed amenities including MEAs persisted over the years. Audit therefore analysed the underlying reasons for such continued shortfalls and observed the following:

4.6.1 Inadequate monitoring on implementation of RB Circular of April 2018

RB's circular dated 9 April 2018 required Railways to conduct a survey to assess availability of MEAs and to ensure their provision by 31 August 2018. However, RB did not follow up to ensure compliance by zones within the stipulated timeframe, nor did it review the feasibility of achieving the target date, particularly for capital-intensive amenities such as FOBs.

The Circular also mandated preparation of station-level and division-level Master Plans to be consolidated into a General Action Plan with inter-se priorities and defined timelines, keeping in view normal allocations under Plan Head 53. RB could not furnish any evidence of monitoring adherence to these instructions by zones, estimation of funds required, or allocation of timelines.

Further, the Circular identified a separate set of amenities for Divyangjans but RB did not review the extent of compliance. There was no evidence of a time-bound Action Plan or assessment of funds required to ensure universal provision of these amenities.

RB also did not document any review of the impact of the COVID-19 pandemic on the pace of works under Plan Head 53, nor were fresh instructions issued after such a review.

The inadequate follow-up and monitoring by RB diluted the objective of ensuring availability of at least the MEAs across all zones within a defined timeframe. Even as of 31 March 2024, there was no demonstrable thrust at any level to achieve this objective. While MoR stated that MEA issues were discussed with ZRs in various meetings, it did not specifically address Audit's observations on the persistent shortfalls in provision of passenger amenities.

4.6.2 Improper monitoring of allotment and utilisation of funds

Audit observed persistent under-utilisation of funds allotted under Plan Head 53 during 2019-20 to 2023-24, indicating weak monitoring of fund utilisation.

MoR informed the Standing Committee on Railways (2021-22) that instructions had been issued to ZRs for utilisation of funds. Despite this, under-utilisation persisted, culminating in 2023-24 when the unspent amount was nearly ₹ 6,000 crore. This reflects inadequate follow-up and monitoring by MoR. Further, MoR did not furnish any specific reply on the reasons for the high under-utilisation of nearly ₹ 6,000 crore in 2023-24.

4.6.3 Non-prioritisation of works at zonal level

The requirement of passenger amenities at stations is assessed through multiple channels, including projections of shortfalls by station-level officials, observations of SIGs and inspections at station, divisional and zonal levels, inputs from Railway Users' Consultative Committees, passenger complaints and data available in the Passenger Amenities Management System (PAMS). Monitoring of provision and availability of amenities is carried out at divisional and zonal levels by the Commercial and Engineering Departments.

Audit observed during inspection of selected stations that the Railway Administration was aware of the non-availability or shortfall of amenities. However, despite identification and projection of deficiencies at various levels, the shortfalls persisted. Audit noted that this was attributable to multiple factors such as proposals not being considered, works being relocated to other stations after sanction or changes in scope after identification. While there was no shortage of proposals, prioritisation varied across hierarchical levels and departments and proposals initiated in IRPSM were not always shortlisted at higher levels due to limited availability of funds at the zonal level.

In reply (September 2025), MoR highlighted initiatives taken for provision of passenger amenities, including facilities for Divyangjans, station upgradation and monitoring through IRPSM, stating that information on availability, deficiencies, proposals and execution is visible at divisional, zonal and Railway Board levels and actions are taken based on inter-se priority and fund availability. However, MoR did not explain the reasons for the persisting shortfalls in passenger amenities despite such monitoring, nor did it commit to achieving the prescribed level of amenities by any specific timeframe.

4.7 Conclusion

Audit observed that although Indian Railways has an elaborate institutional framework for monitoring passenger amenities and sanitation through Consultative Committees, Service Improvement Groups, anti-littering enforcement mechanisms, grievance redressal systems and IT-based platforms such as PAMS and IRPSM; the framework has not translated into effective outcomes at station level. ZRUCC and DRUCC meetings were not held as per prescribed periodicity across zones. Service Improvement Groups, which form the backbone of routine station-level monitoring, suffered from significant shortfalls in inspections, documentation and supervisory oversight.

Audit further noted weak enforcement of anti-littering rules, inadequate passenger awareness regarding penalties for activities affecting cleanliness. Passenger grievance data indicated an increase in complaints alongside a high and rising proportion of passenger dissatisfaction with complaint resolution.

Despite repeated advice of the Public Accounts Committee, adequate publicity of complaint registers at stations remained deficient.

Although improvements were observed at some stations after Audit inspection, these were largely reactive and highlighted deficiencies in the quality of inspections, follow-up and accountability mechanisms. Persistent shortfalls in amenities were compounded by inadequate monitoring of implementation of RB's Circular dated 9 April 2018, absence of time-bound action plans, oversight of fund utilisation under Plan Head 53 and inconsistent prioritisation of works at zonal level. Overall, Audit concludes that deficiencies in monitoring, follow-up and accountability at all levels diluted the objective of ensuring minimum essential passenger amenities and sanitation standards at railway stations, despite availability of policies, systems and financial resources.

4.8 Recommendations

The Indian Railways should:

- *Ensure regular functioning of all consultative committees and Service Improvement Groups with effective documentation, supervision and follow-up on deficiencies.*
- *Strengthen passenger-centric monitoring by improving enforcement of anti-littering rules, enhancing grievance redressal and publicity of complaint registers to achieve tangible improvements at stations.*

New Delhi

Dated: 03 August 2026

(PRAVIR PANDEY)

Addl. Dy. Comptroller and Auditor General

Countersigned

New Delhi

Dated: 03 August 2026

(K. SANJAY MURTHY)

Comptroller and Auditor General of India



APPENDIX



Appendix I Sample stations selected for detailed study [Para No. 1.8]							
Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/ Historical/Religious/ Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
1	CR	Chhatrapati Shivaji Maharaj Terminus	CSMT	NSG 1	A1	General	Amrit Bharat Station
2	CR	Thane	TNA	NSG 1	A1	General	Amrit Bharat Station
3	CR	Kalyan Jn.	KYN	NSG 1	A1	General	Amrit Bharat Station
4	CR	Lonavala	LNL	NSG 4	A	General	Amrit Bharat Station
5	CR	Bhiwandi Road	BIRD	NSG 4	D	General	Non-Amrit Bharat Station
6	CR	Pen	PEN	NSG 5	E	General	Non-Amrit Bharat Station
7	CR	Roha	ROHA	NSG 5	D	General	Non-Amrit Bharat Station
8	CR	Khandala	KAD	NSG 6	E	Tourist	Non-Amrit Bharat Station
9	CR	Nagthane	NGTN	NSG 6	E	General	Non-Amrit Bharat Station
10	CR	Kirloskarwadi	KOV	NSG 5	D	General	Non-Amrit Bharat Station
11	CR	Jayasingpur	JSP	NSG 5	D	General	Non-Amrit Bharat Station
12	CR	Jejuri	JJR	NSG 5	D	General	Non-Amrit Bharat Station
13	CR	Rukadi	RKD	NSG 6	E	General	Non-Amrit Bharat Station
14	CR	Loni	LONI	NSG 6	E	General	Non-Amrit Bharat Station
15	CR	Rajewadi	RJW	NSG 6	E	Remote location	Non-Amrit Bharat Station
16	CR	Nagpur	NGP	NSG 2	A1	General	Amrit Bharat Station
17	CR	Parasia	PUX	NSG 5	D	General	Non-Amrit Bharat Station
18	CR	Bordhai	BXY	NSG 5	E	General	Non-Amrit Bharat Station
19	CR	Sindi	SNI	NSG 6	E	General	Non-Amrit Bharat Station
20	CR	Navegaon	NVG	NSG 6	E	General	Non-Amrit Bharat Station
21	CR	Nashik Road	NK	NSG 2	A1	General	Amrit Bharat Station
22	CR	Akola	AK	NSG 3	A	General	Amrit Bharat Station
23	CR	Chalisgaon	CSN	NSG 4	A	Historical	Amrit Bharat Station
24	CR	Niphad	NR	NSG 5	D	General	Non-Amrit Bharat Station
25	CR	Jamda	JMD	NSG 6	E	General	Non-Amrit Bharat Station

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Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/ Historical/Religious/ Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
26	CR	Bodwad	BDWD	NSG 6	E	General	Non-Amrit Bharat Station
27	CR	Solapur	SUR	NSG 2	A1	General	Amrit Bharat Station
28	CR	Kalaburagi	KLBG	NSG 3	A	General	Amrit Bharat Station
29	CR	Sainagar Shirdi	SNSI	NSG 3	A	Religious	Amrit Bharat Station
30	CR	Daund	DD	NSG 4	A	General	Amrit Bharat Station
31	CR	Sangola	SGLA	NSG 5	E	General	Non-Amrit Bharat Station
32	CR	Tikekarwadi	TKWD	NSG 6	E	General	Non-Amrit Bharat Station
33	ECoR	Vishakhapatnam	VSKP	NSG 2	A1	General	Amrit Bharat Station
34	ECoR	Bhubaneswar	BBS	NSG 2	A1	General	Amrit Bharat Station
35	ECoR	Puri	PURI	NSG 2	A1	General	Amrit Bharat Station
36	ECoR	Vizianagaram	VZM	NSG 3	A	General	Amrit Bharat Station
37	ECoR	Brahmapur	BAM	NSG 3	A	General	Amrit Bharat Station
38	ECoR	Cuttack	CTC	NSG 3	A	General	Amrit Bharat Station
39	ECoR	Khurda Road	KUR	NSG 3	A	General	Amrit Bharat Station
40	ECoR	Sambalpur	SBP	NSG 3	A	General	Amrit Bharat Station
41	ECoR	Rayagada	RGDA	NSG 4	A	General	Amrit Bharat Station
42	ECoR	Srikakullam	CHE	NSG 4	A	General	Amrit Bharat Station
43	ECoR	Jajpur Keonjhar Road	JJKR	NSG 4	A	General	Amrit Bharat Station
44	ECoR	Titlagarh	TIG	NSG 4	B	General	Amrit Bharat Station
45	ECoR	Parvathipuram Town	PVPT	NSG 5	D	General	Non-Amrit Bharat Station
46	ECoR	Tilaru	TIU	NSG 5	D	General	Non-Amrit Bharat Station
47	ECoR	Ponduru	PDU	NSG 5	D	General	Non-Amrit Bharat Station
48	ECoR	Sompeta	SPT	NSG 5	B	General	Non-Amrit Bharat Station
49	ECoR	Khalikot	KIT	NSG 5	D	General	Non-Amrit Bharat Station
50	ECoR	Bagbahra	BGBR	NSG 5	D	General	Non-Amrit Bharat Station
51	ECoR	Junagarh Road	JNRD	NSG 5	D	General	Non-Amrit Bharat Station
52	ECoR	Ambadola	AMB	NSG 5	D	General	Non-Amrit Bharat Station

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Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/ Historical/Religious/ Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
53	ECOR	Seethanagarm	SNM	NSG 6	E	General	Non-Amrit Bharat Station
54	ECOR	Donkinavalsa	DNV	NSG 6	E	General	Non-Amrit Bharat Station
55	ECOR	Delang	DEG	NSG 6	E	General	Non-Amrit Bharat Station
56	ECOR	Nirakarpur	NKP	NSG 6	E	General	Non-Amrit Bharat Station
57	ECOR	Kanas Road	KASR	NSG 6	E	General	Non-Amrit Bharat Station
58	ECOR	Kalupara Ghat	KAPG	NSG 6	E	General	Non-Amrit Bharat Station
59	ECOR	Nayagarh Town	NYGT	NSG 6	E	General	Non-Amrit Bharat Station
60	ECOR	Loisingha	LSX	NSG 6	E	General	Non-Amrit Bharat Station
61	ECOR	Borraguhalu	BGHU	NSG 6	E	Tourist	Non-Amrit Bharat Station
62	ECOR	Harichandanpur	HCNR	NSG 6	E	Religious	Non-Amrit Bharat Station
63	ECOR	Shimiliguda	SMLG	NSG 6	E	Remote location	Non-Amrit Bharat Station
64	ECOR	Sitabinj	STBJ	NSG 6	E	Historical	Non-Amrit Bharat Station
65	ECR	Patna Jn.	PNBE	NSG 1	A1	General	Non-Amrit Bharat Station
66	ECR	Tetulmari	TET	NSG 5	E	General	Non-Amrit Bharat Station
67	ECR	Bairgania	BGU	NSG 5	E	General	Non-Amrit Bharat Station
68	ECR	Dhanbad	DHN	NSG 2	A1	General	Amrit Bharat Station
69	ECR	Patliputra	PPTA	NSG 2	A	General	Non-Amrit Bharat Station
70	ECR	Gaya	GAYA	NSG 2	A1	General	Amrit Bharat Station
71	ECR	Muzaffarpur	MFP	NSG 2	A1	General	Amrit Bharat Station
72	ECR	Darbhang	DBG	NSG 2	A1	General	Amrit Bharat Station
73	ECR	Dehri-on-Sone	DOS	NSG 3	A	General	Amrit Bharat Station
74	ECR	Koderma	KQR	NSG 3	A	General	Amrit Bharat Station
75	ECR	Danapur	DNR	NSG 3	A	General	Non-Amrit Bharat Station
76	ECR	Hajipur	HJP	NSG 3	A	General	Amrit Bharat Station
77	ECR	Samastipur Jn.	SPJ	NSG 3	A	General	Amrit Bharat Station
78	ECR	Patna Sahib	PNC	NSG 4	A	General	Non-Amrit Bharat Station
79	ECR	Begusarai	BGS	NSG 4	B	General	Amrit Bharat Station

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Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/ Historical/Religious/ Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
80	ECR	Bhabua Road	BBU	NSG 4	B	General	Amrit Bharat Station
81	ECR	Baguha	BUG	NSG 4	B	General	Non-Amrit Bharat Station
82	ECR	Parsabad	PSB	NSG 5	D	General	Non-Amrit Bharat Station
83	ECR	Son Nagar	SEB	NSG 5	D	General	Non-Amrit Bharat Station
84	ECR	Tori	TORI	NSG 5	D	General	Non-Amrit Bharat Station
85	ECR	Khusro Pur	KOO	NSG 5	D	General	Non-Amrit Bharat Station
86	ECR	Kursela	KUE	NSG 5	D	General	Non-Amrit Bharat Station
87	ECR	Hasanpur Road	HPO	NSG 5	D	General	Non-Amrit Bharat Station
88	ECR	Untari Road	URD	NSG 6	E	General	Non-Amrit Bharat Station
89	ECR	Pradhan Kanta	PKA	NSG 6	E	General	Non-Amrit Bharat Station
90	ECR	Punpun	PPN	NSG 6	E	General	Non-Amrit Bharat Station
91	ECR	Vidyapati Dham	VPDA	NSG 6	E	General	Non-Amrit Bharat Station
92	ECR	Hayaghat	HYT	NSG 6	D	General	Non-Amrit Bharat Station
93	ECR	Valmikinagar Road	VKNR	NSG 6	E	Tourist	Non-Amrit Bharat Station
94	ECR	Vaishali	VSHI	NSG 6	E	Religious	Non-Amrit Bharat Station
95	ECR	Gujhandi	GJD	NSG 6	E	Remote location	Non-Amrit Bharat Station
96	ECR	Nalanda	NLD	NSG 6	E	Historical	Non-Amrit Bharat Station
97	ER	Howrah	HWH	NSG 1	A1	General	Non-Amrit Bharat Station
98	ER	Sealdah	SDAH	NSG 1	A1	General	Amrit Bharat Station
99	ER	Naihati	NH	NSG 2	A	General	Non-Amrit Bharat Station
100	ER	Bardhaman	BWN	NSG 2	A	General	Amrit Bharat Station
101	ER	Bandel	BDC	NSG 3	A	General	Non-Amrit Bharat Station
102	ER	Asansol	ASN	NSG 2	A	General	Amrit Bharat Station
103	ER	Bhagalpur	BGP	NSG 2	A	General	Non-Amrit Bharat Station
104	ER	Kolkata Terminal	KOAA	NSG 2	A	General	Amrit Bharat Station
105	ER	Jasidih	JSME	NSG 3	A	General	Amrit Bharat Station
106	ER	Durgapur	DGR	NSG 3	A	General	Non-Amrit Bharat Station

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Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/Historical/Religious/Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
107	ER	Rampurhat	RPH	NSG 3	A	General	Amrit Bharat Station
108	ER	Malda Town	MLDT	NSG 3	A	General	Amrit Bharat Station
109	ER	Jamalpur	JMP	NSG 3	A	General	Amrit Bharat Station
110	ER	Berhampur Court	BPC	NSG 4	B	General	Amrit Bharat Station
111	ER	Bolpur-Shantiniketan	BHP	NSG 4	B	General	Amrit Bharat Station
112	ER	Madhupur	MDP	NSG 4	A	General	Amrit Bharat Station
113	ER	Raniganj	RNG	NSG 4	B	General	Non-Amrit Bharat Station
114	ER	Sultanganj	SGG	NSG 4	B	General	Amrit Bharat Station
115	ER	Beldanga	BEB	NSG 5	D	General	Non-Amrit Bharat Station
116	ER	Plassey	PLY	NSG 5	D	General	Non-Amrit Bharat Station
117	ER	Gushkara	GKH	NSG 5	D	General	Non-Amrit Bharat Station
118	ER	Mankar	MNAE	NSG 5	D	General	Non-Amrit Bharat Station
119	ER	Barharwa	BHW	NSG 5	B	General	Non-Amrit Bharat Station
120	ER	Rejinagar	REJ	NSG 6	E	General	Non-Amrit Bharat Station
121	ER	Khana	KAN	NSG 6	E	General	Non-Amrit Bharat Station
122	ER	Dhubulia	DHU	NSG 6	E	General	Non-Amrit Bharat Station
123	ER	Chota Ambona	CAM	NSG 6	E	General	Non-Amrit Bharat Station
124	ER	Ghogha	GGA	NSG 6	D	General	Non-Amrit Bharat Station
125	ER	Prantik	PNE	NSG 6	E	Tourist	Non-Amrit Bharat Station
126	ER	Baidyanathdham	BDME	NSG 4	B	Religious	Non-Amrit Bharat Station
127	ER	Nalhati	NHT	NSG 5	D	Remote location	Non-Amrit Bharat Station
128	ER	Murshidabad	MBB	NSG 5	D	Historical	Non-Amrit Bharat Station
129	NCR	Agra Cantt	AGC	NSG 2	A1	General	Amrit Bharat Station
130	NCR	Mathura Jn	MTJ	NSG 2	A1	General	Amrit Bharat Station
131	NCR	Agra Fort	AF	NSG 3	A	General	Amrit Bharat Station
132	NCR	Kosi Kalan	KSV	NSG 4	D	General	Amrit Bharat Station
133	NCR	Nadbai	NBI	NSG 5	D	General	Non-Amrit Bharat Station

Appendix I Sample stations selected for detailed study [Para No. 1.8]							
Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/ Historical/Religious/ Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
134	NCR	Rundhi	RDE	NSG 6	E	General	Non-Amrit Bharat Station
135	NCR	Gwalior Jn.	GWL	NSG 2	A1	General	Amrit Bharat Station
136	NCR	V Lakshmibaijhs	VGLJ	NSG 2	A1	General	Amrit Bharat Station
137	NCR	Morena	MRA	NSG 3	A	General	Amrit Bharat Station
138	NCR	Lalitpur Jn.	LAR	NSG 4	A	General	Amrit Bharat Station
139	NCR	Atarra	ATE	NSG 5	B	General	Non-Amrit Bharat Station
140	NCR	Kalpi	KPI	NSG 5	D	Tourist	Non-Amrit Bharat Station
141	NCR	Mau Ranipur	MRPR	NSG 5	D	General	Non-Amrit Bharat Station
142	NCR	Barwa Sagar	BWR	NSG 6	E	Historical	Non-Amrit Bharat Station
143	NCR	Dhaura	DUA	NSG 6	E	General	Non-Amrit Bharat Station
144	NCR	Khargapur	KHGP	NSG 6	E	Remote location	Non-Amrit Bharat Station
145	NCR	Kanpur Central	CNB	NSG 2	A1	General	Amrit Bharat Station
146	NCR	Prayagraj Jn	PRYJ	NSG 2	A1	General	Amrit Bharat Station
147	NCR	Aligarh Jn	ALJN	NSG 3	A	General	Amrit Bharat Station
148	NCR	Etawah	ETW	NSG 3	A	General	Amrit Bharat Station
149	NCR	Prayagraj Chheoki	PCOI	NSG 3	B	General	Non-Amrit Bharat Station
150	NCR	Dadri	DER	NSG 4	D	General	Non-Amrit Bharat Station
151	NCR	Phaphund	PHD	NSG 4	A	General	Non-Amrit Bharat Station
152	NCR	Subedarganj	SFG	NSG 4	B	General	Non-Amrit Bharat Station
153	NCR	Chola	CHL	NSG 5	D	General	Non-Amrit Bharat Station
154	NCR	Dankaur	DKDE	NSG 5	D	General	Non-Amrit Bharat Station
155	NCR	Hathras Jn.	HRS	NSG 5	D	General	Non-Amrit Bharat Station
156	NCR	Jhinjhak	JJK	NSG 5	D	General	Non-Amrit Bharat Station
157	NCR	Sirathu	SRO	NSG 5	D	Religious	Non-Amrit Bharat Station
158	NCR	Ajaibpur	AJR	NSG 6	E	General	Non-Amrit Bharat Station
159	NCR	Danwar	DAR	NSG 6	E	General	Non-Amrit Bharat Station

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Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/ Historical/Religious/ Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
160	NCR	Maripat	MIU	NSG 6	E	General	Non-Amrit Bharat Station
161	NER	Gorakhpur Jn.	GKP	NSG 1	A1	General	Amrit Bharat Station
162	NER	Gonda Jn.	GD	NSG 3	A	General	Amrit Bharat Station
163	NER	Kasganj Jn.	KSJ	NSG 3	B	General	Amrit Bharat Station
164	NER	Farrukhabad	FBD	NSG 3	B	General	Amrit Bharat Station
165	NER	Chhapra Jn.	CPR	NSG 3	A1	General	Amrit Bharat Station
166	NER	Banaras	BSBS	NSG 3	B	General	Amrit Bharat Station
167	NER	Anand nagar Jn.	ANDN	NSG 4	D	General	Amrit Bharat Station
168	NER	Kannauj	KJN	NSG 4	B	General	Amrit Bharat Station
169	NER	Bareilly city	BC	NSG 4	B	General	Amrit Bharat Station
170	NER	Belthara Road	BLTR	NSG 4	A	General	Amrit Bharat Station
171	NER	Bahraich	BRK	NSG 5	B	General	Amrit Bharat Station
172	NER	Izzatnagar	IZN	NSG 5	D	General	Amrit Bharat Station
173	NER	Lucknow jn.	LJN	NSG 2	A1	General	Non-Amrit Bharat Station
174	NER	Mankapur jn	MUR	NSG 4	B	General	Non-Amrit Bharat Station
175	NER	Rudrapur city	RUPC	NSG 4	A	General	Non-Amrit Bharat Station
176	NER	Haldwani	HDW	NSG 4	B	General	Non-Amrit Bharat Station
177	NER	Duraundha	DDA	NSG 5	D	General	Non-Amrit Bharat Station
178	NER	Nautanva	NTV	NSG 5	D	General	Non-Amrit Bharat Station
179	NER	Mohibullapur	MBP	NSG 5	D	General	Non-Amrit Bharat Station
180	NER	Bilhaur	BLU	NSG 5	D	General	Non-Amrit Bharat Station
181	NER	Fatehgarh	FGR	NSG 5	B	General	Non-Amrit Bharat Station
182	NER	Aunrihar Jn.	ARJ	NSG 5	D	General	Non-Amrit Bharat Station
183	NER	Dullahpur	DLR	NSG 5	D	General	Non-Amrit Bharat Station
184	NER	Nakaha Jungle	JEA	NSG 6	E	General	Non-Amrit Bharat Station
185	NER	Peppeganj	PJ	NSG 6	E	General	Non-Amrit Bharat Station
186	NER	NyoriaHusenpur	NRY	NSG 6	E	General	Non-Amrit Bharat Station

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187	NER	Roshanpur	RHN	NSG 6	D	General	Non-Amrit Bharat Station
188	NER	Hathua	HTW	NSG 6	E	General	Non-Amrit Bharat Station
189	NER	Chauri-Chaura	CC	NSG 5	D	Historical	Non-Amrit Bharat Station
190	NER	Sarnath	SRNT	NSG 5	E	Tourist	Non-Amrit Bharat Station
191	NER	Barharaganj	BAGJ	NSG 6	E	Remote location	Non-Amrit Bharat Station
192	NER	Mathura Cantt.	MRT	NSG 5	D	Religious	Non-Amrit Bharat Station
193	NFR	Katihar Jn.	KIR	NSG 2	A	General	Non-Amrit Bharat Station
194	NFR	New Jalpaiguri	NJP	NSG 2	A1	General	Amrit Bharat Station
195	NFR	Kishanganj	KNE	NSG 3	A	General	Amrit Bharat Station
196	NFR	Barsoi Jn.	BOE	NSG 3	B	General	Amrit Bharat Station
197	NFR	Purnea Jn.	PRNA	NSG 4	A	General	Non-Amrit Bharat Station
198	NFR	Jogbani	JBN	NSG 4	B	General	Non-Amrit Bharat Station
199	NFR	Forbesganj	FBG	NSG 5	B	General	Non-Amrit Bharat Station
200	NFR	Arariya Court	ARQ	NSG 6	B	General	Amrit Bharat Station
201	NFR	Darjeeling	DJ	NSG 5	D	Tourist	Non-Amrit Bharat Station
202	NFR	New coochbehar	NCB	NSG 3	A	General	Amrit Bharat Station
203	NFR	Kokrajhar	KOJ	NSG 4	B	General	Amrit Bharat Station
204	NFR	New Mal Jn.	NMZ	NSG 5	B	General	Amrit Bharat Station
205	NFR	Jalpaiguri Road	JPE	NSG 5	D	General	Amrit Bharat Station
206	NFR	Hamiltonganj	HOJ	NSG 6	E	General	Non-Amrit Bharat Station
207	NFR	Sivok	SVQ	NSG 6	E	Religious	Non-Amrit Bharat Station
208	NFR	Bamanhat	BXT	NSG 6	E	Remote location	Non-Amrit Bharat Station
209	NFR	Coochbehar	COB	NSG 6	A	Historical	Non-Amrit Bharat Station
210	NFR	Rangiya Jn.	RNY	NSG 3	A	General	Amrit Bharat Station
211	NFR	Barpeta Road	BPRD	NSG 4	A	General	Non-Amrit Bharat Station
212	NFR	Tihu	TIHU	NSG 5	D	General	Non-Amrit Bharat Station
213	NFR	Bongaigaon	BNGN	NSG 5	A	General	Non-Amrit Bharat Station

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214	NFR	Kaithalkuchi	KTCH	NSG 6	E	General	Non-Amrit Bharat Station
215	NFR	Guwahati	GHY	NSG 2	A1	General	Amrit Bharat Station
216	NFR	Kamakhya Jn.	KYQ	NSG 3	A	General	Amrit Bharat Station
217	NFR	Silchar	SCL	NSG 4	A	General	Amrit Bharat Station
218	NFR	Badarpur Jn.	BPB	NSG 5	D	General	Non-Amrit Bharat Station
219	NFR	Ambasa	ABSA	NSG 6	D	General	Non-Amrit Bharat Station
220	NFR	Dibrugarh Town	DBRT	NSG 3	A	General	Non-Amrit Bharat Station
221	NFR	Furkating	FKG	NSG 5	D	General	Non-Amrit Bharat Station
222	NFR	Bhojo	BOJ	NSG 5	D	General	Non-Amrit Bharat Station
223	NFR	Sapekhati	SPK	NSG 6	E	General	Non-Amrit Bharat Station
224	NFR	Titabar	TTB	NSG 6	D	General	Non-Amrit Bharat Station
225	NR	Ambala Cantt	UMB	NSG 2	A1	General	Non-Amrit Bharat Station
226	NR	Saharanpur	SRE	NSG 3	A	General	Amrit Bharat Station
227	NR	Uklana	UKN	NSG 6	E	General	Non-Amrit Bharat Station
228	NR	Shimla	SML	NSG 5	D	Tourist	Amrit Bharat Station
229	NR	Barnala	BNN	NSG 5	D	General	Non-Amrit Bharat Station
230	NR	Abohar	ABS	NSG 4	B	General	Amrit Bharat Station
231	NR	Varanasi	BSB	NSG 2	A1	Religious	Amrit Bharat Station
232	NR	Unnao	ON	NSG 4	A	General	Amrit Bharat Station
233	NR	Nihalgarh	NHH	NSG 5	B	General	Amrit Bharat Station
234	NR	Prayagraj Sangam	PYGS	NSG 6	E	General	Non-Amrit Bharat Station
235	NR	Ayodhya Cantt	AYC	NSG 3	A	General	Non-Amrit Bharat Station
236	NR	Lucknow	LKO	NSG 2	A1	General	Amrit Bharat Station
237	NR	Haridwar	HW	NSG 2	A1	General	Non-Amrit Bharat Station
238	NR	Moradabad	MB	NSG 3	A	General	Non-Amrit Bharat Station
239	NR	Hapur	HPU	NSG 4	A	General	Amrit Bharat Station
240	NR	Laksar	LRJ	NSG 5	B	General	Non-Amrit Bharat Station

Appendix I Sample stations selected for detailed study [Para No. 1.8]							
Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/ Historical/Religious/ Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
241	NR	Rajghat Narora	RG	NSG 6	D	General	Non-Amrit Bharat Station
242	NR	Anand Vihar	ANVT	NSG 2	A1	General	Non-Amrit Bharat Station
243	NR	Meerut City	MTC	NSG 3	A	General	Non-Amrit Bharat Station
244	NR	Jind	JIND	NSG 5	B	General	Amrit Bharat Station
245	NR	New Delhi	NDLS	NSG 1	A1	General	Non-Amrit Bharat Station
246	NR	Hazrat Nizamuddin	NZM	NSG 1	A1	General	Non-Amrit Bharat Station
247	NR	Qasimpur Kheri	KPKI	NSG 6	E	General	Non-Amrit Bharat Station
248	NR	Delhi	DLI	NSG 1	A1	General	Non-Amrit Bharat Station
249	NR	Noli	NOLI	NSG 4	D	General	Non-Amrit Bharat Station
250	NR	Amritsar	ASR	NSG 2	A1	historical	Non-Amrit Bharat Station
251	NR	Ludhiana	LDH	NSG 2	A1	General	Non-Amrit Bharat Station
252	NR	Shri Mata Vaishno Devi Katra	SVDK	NSG 3	A1	General	Non-Amrit Bharat Station
253	NR	Pathankot	PTK	NSG 4	A	General	Amrit Bharat Station
254	NR	Fazilka	FKA	NSG 5	D	General	Amrit Bharat Station
255	NR	Srinagar	SINA	NSG 6	E	General	Non-Amrit Bharat Station
256	NR	Baramulla	BRML	NSG 6	E	Remote location	Non-Amrit Bharat Station
257	NWR	Jaipur	JP	NSG 2	A1	General	Amrit Bharat Station
258	NWR	Jodhpur	JU	NSG 2	A1	General	Amrit Bharat Station
259	NWR	Ajmer	AII	NSG 2	A1	General	Amrit Bharat Station
260	NWR	Alwar	AWR	NSG 3	A	General	Amrit Bharat Station
261	NWR	Bikaner	BKN	NSG 3	A	General	Amrit Bharat Station
262	NWR	Bhagat Ki Kothi	BGKT	NSG 3	D	General	Non-Amrit Bharat Station
263	NWR	Hisar	HSR	NSG 3	A	General	Amrit Bharat Station
264	NWR	Kishangarh	KSG	NSG 3	B	General	Non-Amrit Bharat Station
265	NWR	Shir Ganganagar	SGNR	NSG 3	A	General	Amrit Bharat Station
266	NWR	Rewari	RE	NSG 3	A	General	Amrit Bharat Station

Appendix I Sample stations selected for detailed study [Para No. 1.8]							
Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/ Historical/Religious/ Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
267	NWR	Udaipur	UDZ	NSG 3	A	General	Amrit Bharat Station
268	NWR	Bhiwani	BNW	NSG 4	A	General	Amrit Bharat Station
269	NWR	Durgapura	DPA	NSG 4	D	General	Non-Amrit Bharat Station
270	NWR	Hanumangarh	HMH	NSG 4	A	General	Amrit Bharat Station
271	NWR	Falna	FA	NSG 4	A	General	Amrit Bharat Station
272	NWR	Makrana	MKN	NSG 4	B	General	Non-Amrit Bharat Station
273	NWR	Getore Jagatpur	GTJT	NSG 5	E	General	Non-Amrit Bharat Station
274	NWR	Kuchaman city	KMNC	NSG 5	D	General	Non-Amrit Bharat Station
275	NWR	Sangariya	SGRA	NSG 5	D	General	Non-Amrit Bharat Station
276	NWR	Rai ka bagh	RKB	NSG 5	D	General	Non-Amrit Bharat Station
277	NWR	Samdari	SMR	NSG 5	D	General	Non-Amrit Bharat Station
278	NWR	Nasirabad	NSD	NSG 5	D	General	Non-Amrit Bharat Station
279	NWR	Pili bangan	PGK	NSG 5	D	General	Non-Amrit Bharat Station
280	NWR	Chirawa	CRWA	NSG 6	D	General	Non-Amrit Bharat Station
281	NWR	Nohar	NHR	NSG 6	D	General	Non-Amrit Bharat Station
282	NWR	Rajosi	ROS	NSG 6	E	General	Non-Amrit Bharat Station
283	NWR	Pipar Road	PPR	NSG 6	E	General	Non-Amrit Bharat Station
284	NWR	Tahsil Bhadra	TSD	NSG 6	D	General	Non-Amrit Bharat Station
285	NWR	Gajner	GJN	NSG 6	E	Tourist	Non-Amrit Bharat Station
286	NWR	Osiyan	OSN	NSG 6	E	Religious	Non-Amrit Bharat Station
287	NWR	Munabao	MBF	NSG 6	E	Remote location	Non-Amrit Bharat Station
288	NWR	Dundlod Mukandgarh	DOB	NSG 6	E	Historical	Non-Amrit Bharat Station
289	SCR	Akividu	AKVD	NSG 5	D	General	Non-Amrit Bharat Station
290	SCR	Annaram	ANV	NSG 4	B	Religious	Non-Amrit Bharat Station
291	SCR	Kavali	KVZ	NSG 4	B	General	Non-Amrit Bharat Station
292	SCR	Ramavarappadu	RMV	NSG 6	E	General	Non-Amrit Bharat Station
293	SCR	Vijayawada	BZA	NSG 2	A1	General	Amrit Bharat Station

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Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/ Historical/Religious/ Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
294	SCR	Guntur	GNT	NSG 3	A	General	Amrit Bharat Station
295	SCR	Nandyala	NDL	NSG 4	B	General	Amrit Bharat Station
296	SCR	New Guntur	NGNT	NSG 5	E	General	Non-Amrit Bharat Station
297	SCR	Vemuru	VMU	NSG 6	E	General	Non-Amrit Bharat Station
298	SCR	Guntakal	GTL	NSG 3	A	General	Non-Amrit Bharat Station
299	SCR	Koduru	KOU	NSG 5	D	General	Non-Amrit Bharat Station
300	SCR	Pendekallu	PDL	NSG 6	E	General	Non-Amrit Bharat Station
301	SCR	Tirupati	TPTY	NSG 2	A1	General	Amrit Bharat Station
302	SCR	Yeeraguntla	YA	NSG 4	B	General	Non-Amrit Bharat Station
303	SCR	Akkanapet	AKE	NSG 6	E	General	Non-Amrit Bharat Station
304	SCR	Kachiguda	KCG	NSG 2	A1	General	Amrit Bharat Station
305	SCR	Nizamabad	NZB	NSG 3	A	General	Amrit Bharat Station
306	SCR	WanaprthiRoad	WPR	NSG 5	D	General	Non-Amrit Bharat Station
307	SCR	Aurangabad	AWB	NSG 3	A	General	Amrit Bharat Station
308	SCR	Basmat	BMF	NSG 5	E	General	Non-Amrit Bharat Station
309	SCR	Lasur	LSR	NSG 6	E	General	Non-Amrit Bharat Station
310	SCR	Nanded	NED	NSG 2	A	General	Amrit Bharat Station
311	SCR	Purna	PAU	NSG 4	B	General	Amrit Bharat Station
312	SCR	Aler	Aler	NSG 6	D	General	Non-Amrit Bharat Station
313	SCR	Bhalki	BHLK	NSG 5	D	Religious	Non-Amrit Bharat Station
314	SCR	Bhongir	BG	NSG 5	D	Historical	Non-Amrit Bharat Station
315	SCR	Hyderabad	HYB	NSG 2	A1	General	Amrit Bharat Station
316	SCR	Jammikunta	JMKT	NSG 5	D	General	Non-Amrit Bharat Station
317	SCR	Lingampalli	LPI	NSG 3	B	General	Amrit Bharat Station
318	SCR	Manuguru	MUGR	NSG 5	D	Remote location	Non-Amrit Bharat Station
319	SCR	Secunderabad	SC	NSG 1	A1	General	Amrit Bharat Station
320	SCR	Sirpurkagaznagar	SKZR	NSG 4	B	General	Non-Amrit Bharat Station

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Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/ Historical/Religious/ Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
321	SECR	Raipur	R	NSG 2	A1	General	Amrit Bharat Station
322	SECR	Durg	DURG	NSG 2	A1	General	Amrit Bharat Station
323	SECR	Bhatapara	BYT	NSG 3	A	General	Amrit Bharat Station
324	SECR	Bhilai Power House	BPHB	NSG 4	A	General	Amrit Bharat Station
325	SECR	Lakholi	LAE	NSG 6	E	Remote location	Non-Amrit Bharat Station
326	SECR	Latabor	LBO	NSG 6	E	General	Non-Amrit Bharat Station
327	SECR	Gundardehi	GDZ	NSG 6	E	General	Non-Amrit Bharat Station
328	SECR	Mandhar	MDH	NSG 6	E	General	Non-Amrit Bharat Station
329	SECR	Dagori	DGS	NSG 6	E	General	Non-Amrit Bharat Station
330	SECR	Kumhari	KMI	NSG 6	E	General	Non-Amrit Bharat Station
331	SECR	Bilaspur	BSP	NSG 2	A1	General	Amrit Bharat Station
332	SECR	Champa	CPH	NSG 3	A	General	Amrit Bharat Station
333	SECR	Raigarh	RIG	NSG 3	A	General	Amrit Bharat Station
334	SECR	Shadol	SDL	NSG 4	B	General	Amrit Bharat Station
335	SECR	Anuppur	APR	NSG 4	B	General	Amrit Bharat Station
336	SECR	Kharsia	KHS	NSG 5	D	General	Non-Amrit Bharat Station
337	SECR	Burhar	BUH	NSG 5	D	General	Non-Amrit Bharat Station
338	SECR	Sakti	SKT	NSG 5	D	General	Non-Amrit Bharat Station
339	SECR	Kotma	KTMA	NSG 5	D	General	Non-Amrit Bharat Station
340	SECR	Birisinghpur	BRS	NSG 5	D	General	Non-Amrit Bharat Station
341	SECR	Gevra Road	GAD	NSG 5	D	Remote location	Non-Amrit Bharat Station
342	SECR	Kirodimal Nagar	KDTR	NSG 6	E	General	Non-Amrit Bharat Station
343	SECR	Chandia Road	CHD	NSG 6	D	General	Non-Amrit Bharat Station
344	SECR	IB	IB	NSG 6	E	Remote location	Non-Amrit Bharat Station
345	SECR	Gondia	G	NSG 3	A	General	Amrit Bharat Station
346	SECR	Rajnandgoan	RJN	NSG 3	A	General	Amrit Bharat Station
347	SECR	Itwari	ITR	NSG 4	B	General	Amrit Bharat Station

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Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/ Historical/Religious/ Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
348	SECR	Ramtek	RTK	NSG 4	B	General	Non-Amrit Bharat Station
349	SECR	Tirora	TRO	NSG 5	D	General	Non-Amrit Bharat Station
350	SECR	Brahmpuri	BMP	NSG 5	E	General	Non-Amrit Bharat Station
351	SECR	Bhoma	BHV	NSG 6	E	Remote location	Non-Amrit Bharat Station
352	SECR	Ghansore	GNS	NSG 6	E	General	Non-Amrit Bharat Station
353	SER	Tatanagar	TATA	NSG 2	A1	General	Amrit Bharat Station
354	SER	Kharagpur	KGP	NSG 2	A1	General	Amrit Bharat Station
355	SER	Bokaro Steel City	BKSC	NSG 3	A	General	Amrit Bharat Station
356	SER	Rourkela	ROU	NSG 3	A	General	Amrit Bharat Station
357	SER	Shalimar	SHM	NSG 3	A	General	Amrit Bharat Station
358	SER	Baleshwar	BLS	NSG 3	A	General	Amrit Bharat Station
359	SER	Ranchi	RNC	NSG 3	A	General	Amrit Bharat Station
360	SER	Bankura	BQA	NSG 4	B	General	Amrit Bharat Station
361	SER	Purulia	PRR	NSG 4	B	General	Amrit Bharat Station
362	SER	Medinipur	MDN	NSG 4	B	General	Amrit Bharat Station
363	SER	Digha	DGHA	NSG 4	A	General	Amrit Bharat Station
364	SER	Chakradharpur	CKP	NSG 4	B	General	Amrit Bharat Station
365	SER	Muradiah	MDF	NSG 5	E	General	Non-Amrit Bharat Station
366	SER	Bondamunda	BNDM	NSG 5	D	General	Non-Amrit Bharat Station
367	SER	Bamra	BMB	NSG 5	D	General	Non-Amrit Bharat Station
368	SER	Nawagaon	NXN	NSG 5	E	General	Non-Amrit Bharat Station
369	SER	Kanthi	KATI	NSG 5	D	General	Non-Amrit Bharat Station
370	SER	Basta	BTS	NSG 5	D	General	Non-Amrit Bharat Station
371	SER	Chakulia	CKU	NSG 5	D	General	Non-Amrit Bharat Station
372	SER	Rakhamines	RHE	NSG 5	D	General	Non-Amrit Bharat Station
373	SER	Mahuda	MHQ	NSG 5	E	General	Non-Amrit Bharat Station
374	SER	Ramkanali	RKI	NSG 6	E	General	Non-Amrit Bharat Station

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Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/ Historical/Religious/ Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
375	SER	Sonamukhi	SONA	NSG 6	E	General	Non-Amrit Bharat Station
376	SER	Mahalimarup	MMV	NSG 6	E	General	Non-Amrit Bharat Station
377	SER	Kandra	KND	NSG 6	E	General	Non-Amrit Bharat Station
378	SER	Sardiha	SUA	NSG 6	E	General	Non-Amrit Bharat Station
379	SER	Gidhni	GII	NSG 6	E	General	Non-Amrit Bharat Station
380	SER	Tangrabasuli	TGB	NSG 6	E	General	Non-Amrit Bharat Station
381	SER	Tiruldih	TUL	NSG 6	E	General	Non-Amrit Bharat Station
382	SER	Bero	BERO	NSG 6	E	General	Non-Amrit Bharat Station
383	SER	Rupsa	ROP	NSG 6	E	General	Non-Amrit Bharat Station
384	SER	Goilkeria	GOL	NSG 6	E	General	Non-Amrit Bharat Station
385	SR	MGR Chennai Central	MAS	NSG 1	A1	General	Amrit Bharat Station
386	SR	Chennai egmore	MS	NSG 1	A1	General	Amrit Bharat Station
387	SR	Tambaram	TBM	NSG 1	A	General	Amrit Bharat Station
388	SR	Katpadi	KPD	NSG 2	A	General	Amrit Bharat Station
389	SR	Tiruvananthapuram central	TVC	NSG 2	A1	General	Amrit Bharat Station
390	SR	Kozhikkode	CLT	NSG 2	A1	General	Amrit Bharat Station
391	SR	Coimbatore jn	CBE	NSG 2	A1	General	Amrit Bharat Station
392	SR	Madurai jn	MDU	NSG 2	A1	General	Amrit Bharat Station
393	SR	Aluva	AWY	NSG 3	A	General	Non-Amrit Bharat Station
394	SR	Tirunelveli jn	TEN	NSG 3	A	General	Amrit Bharat Station
395	SR	Salem jn	SA	NSG 3	A	General	Amrit Bharat Station
396	SR	Tiruchchirappalli jn	TPJ	NSG 3	A	General	Non-Amrit Bharat Station
397	SR	Palakkad jn.	PGT	NSG 3	A	General	Non-Amrit Bharat Station
398	SR	Melmaruvathur	MLMR	NSG 4	B	General	Non-Amrit Bharat Station
399	SR	Varkalashivagiri	VAK	NSG 4	B	General	Amrit Bharat Station
400	SR	Virudhunagar jn	VPT	NSG 4	A	General	Amrit Bharat Station

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Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/ Historical/Religious/ Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
401	SR	Nagappattinam	NGT	NSG 4	B	General	Non-Amrit Bharat Station
402	SR	Kanhangad	KZE	NSG 4	A	General	Non-Amrit Bharat Station
403	SR	Karunagapalli	KPY	NSG 5	D	General	Non-Amrit Bharat Station
404	SR	Sengottai	SCT	NSG 5	B	General	Non-Amrit Bharat Station
405	SR	Nileshwar	NLE	NSG 5	D	General	Non-Amrit Bharat Station
406	SR	Kulitalai	KLT	NSG 5	D	General	Non-Amrit Bharat Station
407	SR	Nidamangalam	NMJ	NSG 5	D	General	Non-Amrit Bharat Station
408	SR	Kottarakara	KKZ	NSG 6	E	General	Non-Amrit Bharat Station
409	SR	Manjeshwar	MJS	NSG 6	E	General	Non-Amrit Bharat Station
410	SR	Karamadai	KAY	NSG 6	E	General	Non-Amrit Bharat Station
411	SR	Budalur	BAL	NSG 6	D	General	Non-Amrit Bharat Station
412	SR	Turavur	TUVR	NSG 6	E	General	Non-Amrit Bharat Station
413	SR	Kodaikkanal road	KQN	NSG 5	D	Tourist	Non-Amrit Bharat Station
414	SR	Sankaridurg	SGE	NSG 5	D	Historical	Non-Amrit Bharat Station
415	SR	Nagore	NCR	NSG 5	D	Religious	Non-Amrit Bharat Station
416	SR	Cuddalore port jn.	CUPJ	NSG 5	E	Remote location	Non-Amrit Bharat Station
417	SWR	KSR Bengaluru	SBC	NSG 1	A1	General	Amrit Bharat Station
418	SWR	Mysuru Jn.	MYS	NSG 2	A	General	Amrit Bharat Station
419	SWR	Yesvantpur	YPR	NSG 2	A1	General	Amrit Bharat Station
420	SWR	SSS Hubballi	UBL	NSG 3	A	General	Amrit Bharat Station
421	SWR	Kengeri	KGI	NSG 3	A	General	Amrit Bharat Station
422	SWR	Mandya	MYA	NSG 3	B	General	Amrit Bharat Station
423	SWR	Bangarpet	BWT	NSG 3	A	General	Amrit Bharat Station
424	SWR	Davangere	DVG	NSG 3	A	General	Amrit Bharat Station
425	SWR	Yelahanka	YNK	NSG 4	B	General	Non-Amrit Bharat Station
426	SWR	Tumakuru	TK	NSG 4	B	General	Amrit Bharat Station
427	SWR	Birur Jn.	RRB	NSG 4	B	General	Non-Amrit Bharat Station

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Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/ Historical/Religious/ Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
428	SWR	Nanjangud Town	NTW	NSG 4	D	General	Non-Amrit Bharat Station
429	SWR	Londa	LD	NSG 4	B	General	Non-Amrit Bharat Station
430	SWR	Oorgaum	OGM	NSG 5	D	General	Non-Amrit Bharat Station
431	SWR	Kudachi	KUD	NSG 5	D	General	Non-Amrit Bharat Station
432	SWR	Pandavapura	PANP	NSG 5	D	General	Non-Amrit Bharat Station
433	SWR	Mmailara Haveri	HVR	NSG 5	B	General	Non-Amrit Bharat Station
434	SWR	Toranagallu	TNGL	NSG 5	B	General	Non-Amrit Bharat Station
435	SWR	Kadur	DRU	NSG 5	D	General	Non-Amrit Bharat Station
436	SWR	Maddur	MAD	NSG 5	D	General	Non-Amrit Bharat Station
437	SWR	Yalvigi	YLG	NSG 5	D	General	Non-Amrit Bharat Station
438	SWR	Bhadravati	BDVT	NSG 5	B	General	Non-Amrit Bharat Station
439	SWR	Indi Road	IDR	NSG 5	D	General	Non-Amrit Bharat Station
440	SWR	Sir M Visvesvaraya (T) Bengaluru	SMVB	NSG 6	New station	General	Non-Amrit Bharat Station
441	SWR	Marikuppam	MKM	NSG 6	E	General	Non-Amrit Bharat Station
442	SWR	Gudgeri	GDI	NSG 6	E	General	Non-Amrit Bharat Station
443	SWR	Ammasandra	AMSA	NSG 6	E	General	Non-Amrit Bharat Station
444	SWR	Annigeri	NGR	NSG 6	E	General	Non-Amrit Bharat Station
445	SWR	Shravanabelagola	SBGA	NSG 6	E	Tourist	Non-Amrit Bharat Station
446	SWR	Subrahmanya Road	SBHR	NSG 4	D	Religious	Amrit Bharat Station
447	SWR	Castle Rock	CLR	NSG 6	E	Remote location	Non-Amrit Bharat Station
448	SWR	Shrirangapattana	S	NSG 4	D	Historical	Non-Amrit Bharat Station
449	WCR	Jabalpur	JBP	NSG 2	A1	General	Amrit Bharat Station
450	WCR	Satna	STA	NSG 3	A	General	Amrit Bharat Station
451	WCR	Katni	KTE	NSG 3	A	General	Amrit Bharat Station
452	WCR	Maihar	MYR	NSG 3	A	General	Amrit Bharat Station
453	WCR	Katni Murwara	KMZ	NSG 4	B	General	Amrit Bharat Station

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Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/ Historical/Religious/ Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
454	WCR	Madanmahal	MML	NSG 5	B	General	Non-Amrit Bharat Station
455	WCR	Khurai	KYE	NSG 5	D	General	Non-Amrit Bharat Station
456	WCR	Bankhedi	BKH	NSG 5	D	General	Non-Amrit Bharat Station
457	WCR	Sohagpur	SGP	NSG 5	D	General	Non-Amrit Bharat Station
458	WCR	Salichauka Rd.	SCKR	NSG 6	E	General	Non-Amrit Bharat Station
459	WCR	Saleemnabad	SBD	NSG 6	E	General	Non-Amrit Bharat Station
460	WCR	Karakbel	KKB	NSG 6	E	General	Non-Amrit Bharat Station
461	WCR	Bheraghat	BRGT	NSG 6	E	Tourist	Non-Amrit Bharat Station
462	WCR	Bandakpur	BNU	NSG 5	D	Religious	Non-Amrit Bharat Station
463	WCR	Saraigram	SGAM	NSG 5	E	Remote location	Non-Amrit Bharat Station
464	WCR	Bhopal	BPL	NSG 2	A1	General	Amrit Bharat Station
465	WCR	Gulabganj	GLG	NSG 6	E	General	Non-Amrit Bharat Station
466	WCR	Mandibamora	MABA	NSG 5	D	General	Non-Amrit Bharat Station
467	WCR	Ganjbasoda	BAQ	NSG 4	B	General	Amrit Bharat Station
468	WCR	Obaidullaganj	ODG	NSG 6	E	Historical	Non-Amrit Bharat Station
469	WCR	Mungaoli	MNV	NSG 5	D	General	Non-Amrit Bharat Station
470	WCR	Vidisha	BHS	NSG 4	B	General	Amrit Bharat Station
471	WCR	Itarsi	ET	NSG 3	B	General	Amrit Bharat Station
472	WCR	Kota	KOTA	NSG 2	A1	General	Amrit Bharat Station
473	WCR	Sawai Madhopur	SWM	NSG 3	A	General	Amrit Bharat Station
474	WCR	Gangapur City	GGC	NSG 4	B	General	Amrit Bharat Station
475	WCR	Indargarh Sumerganjmandi	IDG	NSG 5	D	General	Non-Amrit Bharat Station
476	WCR	Lakheri	LKE	NSG 5	D	General	Non-Amrit Bharat Station
477	WCR	Suwasra	SVA	NSG 5	D	General	Non-Amrit Bharat Station
478	WCR	Sogaria	SGAC	NSG 6	E	General	Non-Amrit Bharat Station
479	WCR	Morak	MKX	NSG 6	E	General	Non-Amrit Bharat Station

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Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/ Historical/Religious/ Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
480	WCR	Narainpur Tatwara	NNW	NSG 6	E	General	Non-Amrit Bharat Station
481	WR	Mumbai Central	MMCT	NSG 1	A1	General	Amrit Bharat Station
482	WR	Surat	ST	NSG 1	A1	General	Amrit Bharat Station
483	WR	Valsad	BL	NSG 3	A	Religious	Non-Amrit Bharat Station
484	WR	Dondaicha	DDE	NSG 4	D	General	Non-Amrit Bharat Station
485	WR	Bhilad	BLD	NSG 5	D	General	Non-Amrit Bharat Station
486	WR	Amalsad	AML	NSG 5	D	General	Non-Amrit Bharat Station
487	WR	Ahmedabad	ADI	NSG 1	A1	General	Amrit Bharat Station
488	WR	Mahešana	MSH	NSG 4	A	General	Amrit Bharat Station
489	WR	Adipur	AI	NSG 5	D	General	Non-Amrit Bharat Station
490	WR	Anjar	AJE	NSG 5	D	Remote location	Non-Amrit Bharat Station
491	WR	Radhanpur	RDHP	NSG 6	E	General	Non-Amrit Bharat Station
492	WR	Vadodara	BRC	NSG 2	A1	General	Amrit Bharat Station
493	WR	Bharuch	BH	NSG 3	A	General	Amrit Bharat Station
494	WR	Palej	PLJ	NSG 5	D	General	Non-Amrit Bharat Station
495	WR	Chhyapuri	CYI	NSG 6	D	General	Non-Amrit Bharat Station
496	WR	Champaner Road	CPN	NSG 6	E	Historical	Non-Amrit Bharat Station
497	WR	Indore	INDB	NSG 2	A1	General	Amrit Bharat Station
498	WR	Ratlam	RTM	NSG 3	A	General	Amrit Bharat Station
499	WR	Dr. Ambedkar NGR	DADN	NSG 5	D	General	Non-Amrit Bharat Station
500	WR	Jaora	JAO	NSG 5	D	General	Non-Amrit Bharat Station
501	WR	Barnagar	BNG	NSG 6	D	General	Non-Amrit Bharat Station
502	WR	Rajkot	RJT	NSG 2	A1	General	Amrit Bharat Station
503	WR	Jamnagar	JAM	NSG 3	A	General	Amrit Bharat Station
504	WR	Surendranagar	SUNR	NSG 4	A	General	Amrit Bharat Station
505	WR	Makansar	MU	NSG 6	E	General	Non-Amrit Bharat Station
506	WR	Nazarbaug	NZG	NSG 6	F	General	Non-Amrit Bharat Station

Appendix I Sample stations selected for detailed study [Para No. 1.8]							
Sl. No.	ZR	Station Name	Station Code	Station category (NSG 1 to 6)	Station Category Old (A1, A, B, D, E)	General/Tourist/ Historical/Religious/ Remote location	Whether Amrit Bharat Station or Non-Amrit Bharat Station
507	WR	Veraval	VRL	NSG 4	A	General	Amrit Bharat Station
508	WR	Gandhigram	GG	NSG 5	D	General	Non-Amrit Bharat Station
509	WR	Dhola	DLJ	NSG 5	D	General	Non-Amrit Bharat Station
510	WR	Dhandhuka	DCK	NSG 6	D	General	Non-Amrit Bharat Station
511	WR	Ranpur	RUR	NSG 6	E	General	Non-Amrit Bharat Station
512	WR	Sasangir	SASG	NSG 6	E	Tourist	Non-Amrit Bharat Station

Appendix II NSG – 1 category Stations with deficient amenities [Para No. 2.1.1.2(i)]		
Sl. No.	Amenities	Deficient NSG – 1 category Stations
1	Drinking water taps (12 stations)	Chhatrapati Shivaji Maharaj Terminus, Thane, Kalyan Jn., Howrah, Sealdah, New Delhi, Hazrat Nizamuddin, Delhi, Tambaram, Mumbai central, Surat, Ahmedabad.
2	Seating arrangements (four stations)	Chhatrapati Shivaji Maharaj Terminus, Howrah, Sealdah, Ahmedabad
3	Urinals (four stations)	Chhatrapati Shivaji Maharaj Terminus, Thane, Chennai Egmore, Tambaram
4	Latrines (two stations)	Chhatrapati Shivaji Maharaj Terminus, Thane
5	Fans (eight stations)	Patna Jn., Howrah, Sealdah, New Delhi, Chennai Egmore, Tambaram, Mumbai central, Surat
6	Water coolers (eight stations)	Chhatrapati Shivaji Maharaj Terminus, Kalyan, Howrah, Sealdah, Secunderabad, KSR Bengaluru, Mumbai central, Ahmedabad.
7	Electronic train indicator boards (one station)	Delhi
8	Signage (five stations)	Howrah, Hazrat Nizamuddin, Secunderabad, MGR Chennai Central, Chennai Egmore.
9	Dustbins (three stations)	Sealdah, Secunderabad, Tambaram.

Appendix III NSG – II category Stations with deficient amenities [Para No. 2.1.1.2(ii)]		
Sl. No.	Amenities	Deficient stations
1	Drinking water taps (19 stations)	Dhanbad, Gaya, Naihati, Barddhaman, Asansol, Bhagalpur, Kolkata Terminal, Ambala Cantt, Varanasi, Ludhiana, Tirupati, Hyderabad, Katpadi, Coimbatore Jn, Yesvantpur, Jabalpur, Bhopal, Vadodara, Rajkot
2	Waiting hall (1 station)	Naihati
3	Seating arrangement (12 stations)	Bhubaneswar, Gaya, Naihati, Barddhaman, Bhagalpur, Prayagraj Jn., Katihar Jn., Ambala Cantt., Jodhpur, Madurai Jn., Bhopal, Rajkot
4	Platform shelter (8 stations)	Gaya, Naihati, Bhagalpur, Gwalior Jn., Prayagraj Jn., Ajmer, Tirupati, Rajkot
5	Urinal (3 stations)	Gwalior Jn., New Jalpaiguri, Hyderabad
6	Latrine (3 stations)	Naihati, New Jalpaiguri, Bhopal
7	High level platforms (5 stations)	Puri, Gaya, Muzaffarpur, Durg, Kozhikkode
8	Fans (22 stations)	Ludhiana, Solapur, Bhubaneswar, Naihati, Barddhaman, Asansol, Bhagalpur, Kolkata Terminal, Gwalior Jn., V Lakshmibai Jhansi, Kanpur Central, Prayagraj Jn, Katihar Jn., New Jalpaiguri, Vijayawada, Katpadi, Tiruvananthapuram central, Coimbatore Jn., Madurai jn, Mysuru Jn., Bhopal, Vadodara
9	Water cooler (22 stations)	Bhubaneswar, Dhanbad, Gaya, Naihati, Barddhaman, Bhagalpur, Kolkata Terminal, Mathura Jn., Ambala Cantt., Varanasi, Lucknow, Haridwar, Anand Vihar, Tirupati, Nanded, Kharagpur, Katpadi, Tiruvananthapuram central, Madurai Jn., Yesvantpur, Bhopal, Rajkot
10	Parking cum circulatory area (2 stations)	Naihati, Tirupati
11	Signage (18 stations)	Vishakhapatnam, Muzaffarpur, Darbhanga, Naihati, Barddhaman, Bhagalpur, Lucknow Jn., New Jalpaiguri, Guwahati, Varanasi, Lucknow, Ludhiana, Vijayawada, Kachiguda, Hyderabad, Katpadi, Tiruvananthapuram central, Mysuru Jn.
12	Dustbin (9 stations)	Barddhaman, V Lakshmibai Jhansi, Katihar Jn., New Jalpaiguri, Nanded, Raipur, Durg, Bilaspur, Bhopal

Appendix IV NSG – III category Stations with deficient amenities [Para No. 2.1.1.2(iii)]		
Sl. No.	Amenities	Deficient stations
1	Drinking water taps (22 stations)	Aurangabad, Bandel, Bangarpet, Bharuch, Brahmapur, Cuttack, Dehri-on-Sone, Dibrugarh Town, Durgapur, Guntakal, Jasidih, Kamakhya Jn., Kengeri, Koderma, Malda Town, Moradabad, New coochbehar, Rangiya Jn., Rewari, Saharanpur, Salem Jn., Udaipur
2	Seating arrangement (15 stations)	Aligarh Jn., Bangarpet, Bharuch, Cuttack, Durgapur, Etawah, Hisar, Jasidih, Kamakhya Jn., Kengeri, New coochbehar, Saharanpur, Sambalpur, SSS Hubballi, Udaipur
3	Platform shelter (9 stations)	Aurangabad, Dibrugarh Town, Kamakhya Jn., Kasganj Jn., Kengeri, Lingampalli, Malda Town, Rampurhat, Udaipur
4	Urinal (17 stations)	Aligarh Jn., Aurangabad, Bangarpet, Barsoi Jn., Davangere, Dibrugarh Town, Farrukhabad, Gonda Jn., Guntur, Itarsi, Kengeri, Kishanganj, Mandya, Moradabad, Morena, New coochbehar, Samastipur Jn.
5	Latrine (12 stations)	Aligarh Jn., Alwar, Davangere, Dibrugarh Town, Farrukhabad, Gondia, Jamalpur, Kengeri, Mandya, Rajnandgoan, Rampurhat, Udaipur
6	High level platforms (9 stations)	Kalaburagi, Dehri-on-Sone, Dibrugarh Town, Hajipur, Itarsi, Jamalpur, Maihar, New coochbehar, Vizianagaram
7	Fans (35 stations)	Agra Fort, Aligarh Jn., Aluva, Ayodhya Cantt, Bandel, Bangarpet, Barsoi Jn., Brahmapur, Champa, Cuttack, Etawah, Gondia, Itarsi, Jam nagar, Jamalpur, Kalaburagi, Kamakhya Jn., Katni, Khurda Road, Kishanganj, Maihar, New coochbehar, Nizamabad, Palakkad Jn., Prayagraj Chheoki, Rajnandgoan, Rampurhat, Ratlam, Salem Jn., Satna, Sawai Madhopur, Shalimar, Tiruchchirappalli Jn., Tirunelveli Jn., Valsad
8	Clock (2 stations)	Champa, Vizianagaram
9	Water cooler (42 stations)	Agra Fort, Aluva, Aurangabad, Ayodhya Cantt, Baleshwar, Bandel, Bangarpet, Barsoi Jn., Bharuch, Champa, Chhapra Jn., Danapur, Davangere, Dibrugarh Town, Etawah, Farrukhabad, Gonda Jn., Gondia, Guntakal, Hajipur, Jasidih, Kamakhya Jn., Kasganj Jn., Kishanganj, Koderma, Lingampalli, Mandya, Meerut City, New coochbehar, Nizamabad, Palakkad Jn., Prayagraj Chheoki, Raigarh, Rampurhat, Rangiya Jn., Saharanpur, Sainagar Shirdi, Salem Jn., Shalimar, Tiruchchirappalli Jn., Tirunelveli Jn., Udaipur
10	Electronic train indicator board (2 stations)	Palakkad Jn., Bangarpet
11	Signage (33 stations)	Aligarh Jn., Aurangabad, Ayodhya Cantt, Bandel, Barsoi Jn., Bharuch, Bokaro Steel City, Brahmapur, Champa, Cuttack, Dibrugarh Town, Durgapur, Gonda Jn., Guntur, Hajipur, Jamalpur, Jasidih, Kamakhya Jn., Koderma, Lingampalli, Malda Town, Morena, New coochbehar, Nizamabad, Raigarh, Rangiya Jn., Rourkela, Samastipur Jn., Sambalpur, Shalimar, Shri Mata Vaishno Devi Katra, Tiruchchirappalli Jn., Vizianagaram
12	Dustbin (8 stations)	Aurangabad, Bhatapara, Itarsi, Jam nagar, Lingampalli, Nizamabad, Rampurhat, Rangiya Jn.

Appendix V Statement showing 10 highest earnings selected stations handling annual passengers upto 11.47 crore per annum but are having shortfall in provision of MEA [Para No. 2.1.1.3]							
ZR	S. No.	Station Name	Station Code	Category	Annual Earnings (in Rs.)	Number of Annual Passengers	Shortfall in provision of MEA
NR	1	New Delhi	NDLS	NSG-1	31410516180	35858337	Drinking water taps, Fans, PF Shelter for GS passengers
ER	2	Howrah	HWH	NSG-1	15399816284	60019236	Drinking water taps, Fans, Seats, Water coolers, Taps for GS passengers, PF Shelter for GS passengers,
NR	3	Hazrat Nizamuddin Jn.	NZM	NSG-1	11654328621	13448118	Drinking water taps, Taps for GS passengers, PF Shelter for GS passengers
SCR	4	Secunderabad	SC	NSG1	11470008454	26850552	Water coolers, Dust bins
SR	5	MGR Chennai Central	MAS	NSG 1	11314878717	28140584	Taps for GS passengers, PF Shelter for GS passengers
WR	6	Ahmedabad	ADI	NSG1	9331044044	38490744	Drinking water taps, Seats, Water coolers
CR	7	C Shivaji Mah T	CSMT	NSG-1	8940384705	114734840	Drinking water taps, Seats, Water coolers, Urinals, Latrines, Water taps for GS passengers
SWR	8	KSR Bengaluru	SBC	NSG-1	7575595216	23589772	Water coolers
WR	9	Surat	ST	NSG1	7282458479	50307370	Drinking water taps, Fans
NR	10	Anand Vihar Terminal	ANVT	NSG-2	7101895839	10294784	Water coolers, PF Shelter for GS passengers

Appendix VI Summary of deficiencies pointed out by PAC/DRUCC/Railway Officials/SIG at the selected stations during the years 2022-23 and 2023-24 [Para No. 2.1.4, 2.2.1, 3.1 and 3.2.4]																							
PF Shelter	Maintenance of toilets; Water logging; toilet flush	Sanitation at the station	Damaged PF Surface	Fans	Plastic Bottle crushing machine	Lifts	Escalator	Dog menace	PF length	Unauthorised Entry Points	Waiting Room	Water cooler	Coach Indication Board	Train coach Indication system	Electronic Train indicator Board	Inter-platform transfer facility	Signages	Complaint Register	Water tap	Divyang jans	Divyang jan Ramp	Urinals/ Toilets	Pay and Use toilet
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
CR	CR	CR	CR	CR	CR	CR	CR	CR	CR	CR	CR	CR	CR	CR	CR	CR	CR	CR	CR	CR			
ECOR	ECOR	ECOR	NAP	ECOR	NAP	NAP	NAP	NAP	NAP	ECOR	ECOR	ECOR	ECOR	NAP	NAP	ECOR	NAP	NAP	NAP	ECOR			
ECR	ECR	ECR	ECR	ECR	ECR	ECR	ECR		ECR		ECR	ECR		ECR		ECR	ECR		ECR	ECR			
ER	ER			ER	ER				ER		ER	ER	ER	ER	ER		ER		ER	ER	ER	ER	ER
NAP	NCR	NCR	NCR	NCR				NCR		NCR	NCR						NCR			NCR			
NER									NER	NER													
NFR	NFR	NFR	NFR	NFR	NFR	NFR	NFR	NFR	NFR	NFR	NFR	NFR	NFR	NFR	NFR	NFR	NFR	NFR	NFR	NFR	NFR	NFR	
NAP	NAP	NAP	NAP	NAP	NAP	NAP	NAP	NAP	NAP	NAP	NAP	NAP	NR										
NWR		NWR		NWR		NWR			NWR														
SCR	SCR	SCR	SCR			SCR							SCR							SCR			
SECR	SECR	SECR	SECR	SECR	SECR	SECR	SECR				SECR	SECR	SECR	SECR		SECR			SECR	SECR		SECR	
SER	SER	SER	SER	SER		SER	SER			SER			SER				SER		SER	SER			
SR	SR	SR	SR	SR	SR	SR	SR	SR	SR	SR	SR	SR	SR	SR	SR	SR	SR	SR	SR				
SWR	SWR	SWR		SWR				SWR	SWR	SWR	SWR	SWR							SWR				
WCR	WCR	WCR											WCR						WCR				
WR	WR	WR		WR			WR			WR			WR				WR		WR	WR			



ABBREVIATIONS

Abbreviations

Abbreviation	Full Form
<i>ADRM</i>	Additional Divisional Railway Manager
<i>AGM</i>	Additional General Manager
<i>AIIMS</i>	All India Institute of Medical Sciences
<i>ATM</i>	Automatic Teller Machine
<i>ATN</i>	Action Taken Note
<i>BG</i>	Budget Grant
<i>CAG</i>	Comptroller and Auditor General of India
<i>CCTV Cameras</i>	Closed Circuit Television Cameras
<i>CHI</i>	Chief Health Inspector
<i>CMI/ CCI</i>	Chief Marketing Inspector/Chief Commercial Inspector
<i>CPGRAMS</i>	Centralised Public Grievance Redress and Monitoring System
<i>CR</i>	Central Railway
<i>CSR</i>	Corporate Social Responsibility
<i>DA</i>	Desirable Amenities
<i>DEN</i>	Divisional Engineer
<i>DG set</i>	Diesel Generator set
<i>DRM</i>	Divisional Railway Manager
<i>DRUCC</i>	Divisional Railway Users Consultative Committee
<i>ECoR</i>	East Coast Railway
<i>ECR</i>	East Central Railway
<i>EMR</i>	Emergency Medical Room
<i>ER</i>	Eastern Railway
<i>FOB</i>	Foot Over Bridge
<i>GM</i>	General Manager
<i>H&MI</i>	Health and Malaria Inspector
<i>IR</i>	Indian Railways
<i>IRPSM</i>	Indian Railways Projects Sanctions & Management
<i>JPO</i>	Joint Procedure Order
<i>MEA</i>	Minimum Essential Amenities
<i>MH/SMH</i>	Major Head/Sub-Major Heads of Accounts
<i>MoR</i>	Ministry of Railways
<i>NCR</i>	North Central Railway
<i>NER</i>	North Eastern Railway
<i>NFR</i>	Northeast Frontier Railway
<i>NGT</i>	National Green Tribunal
<i>NR</i>	Northern Railway
<i>NSG</i>	Non-Suburban Group
<i>NWR</i>	North Western Railway
<i>PAMS</i>	Passenger Amenities Management System

Abbreviation	Full Form
<i>PAS</i>	Public Address System
<i>PH</i>	Plan Head
<i>RA</i>	Recommended Amenities
<i>RB</i>	Railway Board
<i>SBD</i>	Standard Bid Document
<i>SCR</i>	South Central Railway
<i>SE</i>	Section Engineer
<i>SECR</i>	South East Central Railway
<i>SER</i>	South Eastern Railway
<i>SIG</i>	Service Improvement Group
<i>SMS</i>	Short Message Service
<i>SR</i>	Southern Railway
<i>SWR</i>	South Western Railway
<i>WCR</i>	West Central Railway
<i>WR</i>	Western Railway
<i>ZRs</i>	Zonal Railways
<i>ZRUCC</i>	Zonal Railway Users Consultative Committee

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