

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

No. 2022/SD-II/22/01/3

New Delhi, Date: 24.01.2025

The General Managers,
All Zonal Railways.

The Vice Chairman
RLDA, New Delhi.

Sub:- Maintenance & management of station during redevelopment works.

Ref:- RB's letter No. 2024/GS/SD-I/9/07/Misc dated 27.06.2024.

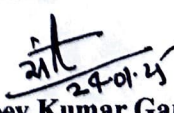
In one of Railway at one of the station being redeveloped, issue of inconvenience to the passengers due to ongoing construction work has come to notice.

As numbers of station redevelopment works have been sanctioned, out of which many are in progress over the Indian Railways being executed by various agencies (RLDA, construction units, GS Units & Divisions) according to the scope of the work, passenger convenience should be given due consideration. Stations are essentially required for passenger train operation and it is needless to say that passenger facilities are required to be maintained to a satisfactory level during the construction phase also and necessary arrangement needs to be in place.

To maintain the passenger facilities, following aspects should be carefully studied & provided for at all station redevelopment work sites.

1. Circulation plan- Every station redevelopment work planning should have a circulation/traffic management plan for each phase of the construction. It should be prominently displayed at the entrance of the station. The passengers should be guided through proper signages at requisite points for smooth entry, movement and exit.
2. Safety- According to the circulation/traffic management plan, the work zones shall be duly barricaded to segregate work zone from passenger movement area. Construction area should have separate entry and exit and construction personal shall not be allowed to enter in the passenger area unless explicitly required for the work in that area. Further, the work schedule shall be planned according to the train timetable taking due consideration of low footfall and high footfall time slots and work shifts should be planned accordingly.
3. Passenger Amenities- Availability of drinking water, toilets, waiting room/ hall, vending agencies, seating arrangement, fans and other essential amenities shall be ensured and maintained to the proper maintenance standards at the station during construction phase. Alternate/ temporary facility shall be planned well in advance if the existing facility can not be used due to construction work.
4. Facility closed for passengers – Any structure/ building/facility closed for passengers shall be segregated and locked. It should be clearly marked as "NOT IN USE". Way and distance to alternate facility shall also be marked therein.

Ensuring the above facilities for duration during construction phase is must and these facilities are required to be maintained for ensuring passenger comfort. Action plan for the above shall be made immediately and implemented at the earliest (Not later than within a fortnight) under advice to board.


(Dr Sanjeev Kumar Garg)
Executive Director/U&RRT
Railway Board

Copy to:

- EDPG/MR, EDPG/MOSR(R), JDPG/MOSR(S)
- PSO/Sr. PPS to CRB&CEO, M/Infra, M/OBD, M/TRS, MF, DG(Safety), DG(RPF)
- PCEs, CAOs, PCEEs, PCSTs, PSCOs, PCCMs, DRMs all Zonal Railways.