



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

(Amendment No. 61 to
Subject List, Edition 2013)

Office Order No. 25 of 2024

Sub.: Transfer of Subject from TG-IV Branch to TG-II Branch in Board's Office.

It has been decided to transfer the following items from the subject list of TG-IV branch to the subject list of TG-II branch:

S.No.	Subject	From (Item No. of duty list)	To (Item no. of duty list)
1	Battery Operated Cart for the disabled passengers	TG-IV (Item No.4 (part))	TG-II (Item No.7)
2	Public Announcement System at Railway Platforms	TG-IV (Item No.9)	TG-II (Item No.8)

1.1. It has also been decided to allot the subject of 'Reception booth at Railway stations by Government /Semi Government Organizations/NGOs' to TG-II branch.

2. Accordingly, the subject list of TG-II and TG-IV branch has been revised and enclosed at Annexure-I & II.

3. The above issues with the approval of competent authority.

No. 2024/O&M/7/12

Dated:05.06.2024

(T. Srinivas)

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All Officers/Branches in Board's Office, COFMOW Building and at Dayabasti, New Delhi.

Copy to:

CRB&CEO, MF, M/Infra, M/O&BD, M/TRS

AM/Commercial,

Copy for information:

EDPG/MR, EDPG/MoSR(D), EDPG/MoSR(J)

TG - II

1. Handling of passenger complaints relating to reservation/booking/enquiry against booking clerk, reservation clerk, enquiry clerk and train manning staff received by Board Members and Offices of MR/MSRs.
2. Matter pertaining to Customer Care Institute.
3. Matter relating to training of commercial staff in association with Training Directorate.
4. Policy relating to grant of license to Licensed Porter, transfer of badge, supply of uniform and fixation of portage charges.
5. Co-ordination of Union items pertaining to TG-I, TG-II, TG-IV, TG-V and TC-II.
6. Issues related to Commercial Department Office on Railways.
7. Provision of Battery operated carts for the disabled passengers at Railway stations
8. Public Announcement System at Railway platforms.
9. Reception booth at Railway stations by Govt./Semi Govt. Organisations /NGOs.
10. Parliament Questions on above including shifting of Commercial Department Office.

TG – IV

1. New demands/proposals for improvement/upgradation of Passenger Amenities at Railway stations other than Minimum Essential Amenities.
2. New proposal for inclusion of any station under the modernisation scheme viz. Model Station Scheme, Modern Station Scheme and Adarsh Station Scheme.
3. Lack of amenities at railway stations other than Minimum Essential Amenities/Basic Amenities*(see Note below).
4. Provision of wheel chairs for the disabled passengers at railway stations.
5. Policy for allotment of PCO/STD Booths at railway stations
6. Halt station – Opening, Closure, re-opening, upgradation to flag station & policy on these issues.
7. Change of name of railway stations.
8. National Train Enquiry System.
9. **Commercial Development of station and its air space including circulating area.** (Office Order No. 36 of 2018).
10. Planning and Operations of Pay and Use Toilets in lands within station premises and within circulating areas of railway stations (OO No. 36 of 2018)
11. Sanitation at railway stations including adequate dustbins and Mini-Incinerators at Station.
12. Provision of retiring rooms at railway stations.
13. Allotment of shoe shine contract at railway stations.
14. Allotment of Barber Shop at railway stations.
15. CA-iii references relating to the above.
16. Parliament Questions on the above.

***Note:** The term basic amenities/infrastructural facilities at station in any reference/Question shall be dealt with as under:-

a. If the issue raised is regarding lack of basic amenities/infrastructural facilities without making reference to any specific amenities, the same shall be dealt with by **SD-I branch of SD Dte..**

b. If the issue raised regarding basic amenities/infrastructural facilities is qualified by provision of specific amenities like lifts/escalators, foot over bridges etc, the same shall be dealt with by **Traffic Commercial Dte.**