

Government of India
Ministry of Railways
Railway Board

No. 2016/TGIV/10/PA/170/BOC

New Delhi, Dt: 06.07.2016

Chief Commercial Managers,
All Zonal Railways.

(Commercial Circular no. 38/2016)

Sub: Provision of Battery Operated Cars (BOC) for carrying passengers at railway stations.

To comply with Para 71 of the Railway Budget 2016-17 on Rail Mitra Sewa wherein it was announced that to help old and disabled passengers requiring assistance at the stations the 'Sarathi Seva' being provided in Konkan Railway will be expanded to more stations and strengthen the existing services for enabling passengers to book Battery Operated Cars (BOC), porter services etc., on a paid basis in addition to the existing pick up and drop and wheel chair services, the following instructions are issued :

1. Zonal Railways shall call for Expression of Interest (EoI) for providing and operating of BOCs on railway stations on collection of notified charges from passengers. The service shall be initially introduced at all A-1 Category stations.
2. The number of BOCs to be operated at a station shall be decided by the DRM in consultation with the Sr.DCM duly keeping in view the number of platforms, number of passengers handled, availability of space for parking and movement of the vehicle, etc. As a thumb rule maximum of one BOC per platform/island platform can be provided. However, the DRMs may increase/decrease this number as per the local requirement.
3. The service of BOC can be availed by passengers by advance booking on priority and for passengers without prior booking on 'first come first served' basis. However, preference shall be given to passengers who are Sr. Citizens, physically challenged, pregnant women and medically sick.
4. No investment shall be made by Railways for provision of the BOC except providing the electrical points for charging of BOC as per the requirement. Free parking space shall be provided by the Division for the BOCs at nominated locations at the station.
5. At stations where BOC facility is presently not available, an Expression of interest (EoI) shall be called for from interested parties for supply, operation and maintenance of the BOC along with BOC operators. The agreement would be for a period upto 5 years on the basis of minimum charge quoted per passenger carried. Earnest Money Deposit (EMD) and Security Deposit shall be collected at 5% of the total estimated value of the service in the prescribed form. The year of manufacture of the BOC shall be prescribed in the invitation of EoI, which shall not be older than one year on the date of tender opening. Copy of the necessary supporting documents in this regard shall be submitted by the bidder along with the bid document.
6. The process of initiating fresh invitation for EoI should start at least four months before the expiry of the existing Agreement so that there is no time gap between the expiry of existing agreement and commencement of the new one.
7. The service provider shall be solely responsible for 'operation and maintenance' of the BOC. The BOC along with the operators will be deployed by the service provider round the clock or at such times as specified in the invitation for EoI based on the schedule of

trains handled at the station. However, Railway shall make arrangement at the station to provide uninterrupted supply of electricity to the service provider to ensure availability of the service at all times.


8. The service provider shall be responsible for payment of electricity charges as per metered consumption and also for wages etc. to be paid to the vehicle operator as per the existing labour law/rules for employment of such category of persons based on the extant laws applicable. All taxes (Central, State and Municipal) as applicable shall be borne by the service provider.

9. The 'Charge Band' (minimum and maximum charge) within which the service provider has to quote the charge to be collected from the passenger should be fixed with the concurrence of divisional finance and approval of DRM. This should be specified in the invitation for EoI.

10. The offers received in response to the EoI will be scrutinised by a screening committee comprising of Jr. Scale officers (ACM, AOM and ADFM) and recommendations would be put up to the DCM (incharge)/Sr.DCM who will be the Approving Authority.

11. A dedicated Mobile number for each station shall be made available by the Service provider which would be displayed on IRCTC e-ticketing website and zonal websites of IR to facilitate booking of BOCs. A dedicated Mobile Application developed by CRIS would also be made available for booking BOCs, wheel chairs and Porters/Sahayaks as and when it is developed and released by CRIS. The booking facility for BOCs would also be made available on IRCTC e-ticketing website and 139 (IVRS and SMS) in addition to the integrated Mobile App being developed by CRIS. Based on the station at which the facility is booked by the passenger the booking details (Train Name and Number, date and time of arrival/departure, PNR number, Name of the passenger, Coach and berth number) will be sent by SMS both to the passenger and service provider along with the amount chargeable for the service. The service provider on receipt of SMS will ensure that the BOCs are arranged/positioned at the nominated entrance of the station building from where the passenger will be boarding the train or at the platform near the coach of the arriving passenger. The charges would be collected by the Service provider directly from the passenger. The Mobile Application developed by CRIS would have the facility for the service provider to update the status after providing the service. The passenger would also have the option to give feedback regarding compliance for his booking. SMR (Comml.) at the stations shall be responsible for monitoring the working of this facility and for the redressal of complaints received in this regard and would be able to view the status of bookings and compliance for the facility at his station.

This issues with concurrence of Finance Directorate of Railway Board.



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Railway Board

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Copy to:

1. The FA&CAOs, All Zonal Railways.
2. Principal Directors of Audit, All Zonal Railways.


For Financial Commissioner/Railways
Railway Board