

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

**No.2023/F(X)II/10/28**

**New Delhi, dated: 11-10-2023**

The General Managers,  
All Indian Railways.

**Sub:** Customer facilities at Goods Shed.

**Ref:** Board's letter No.TC-I/2023/304/1 (3421419) dated 13.04.2023 .

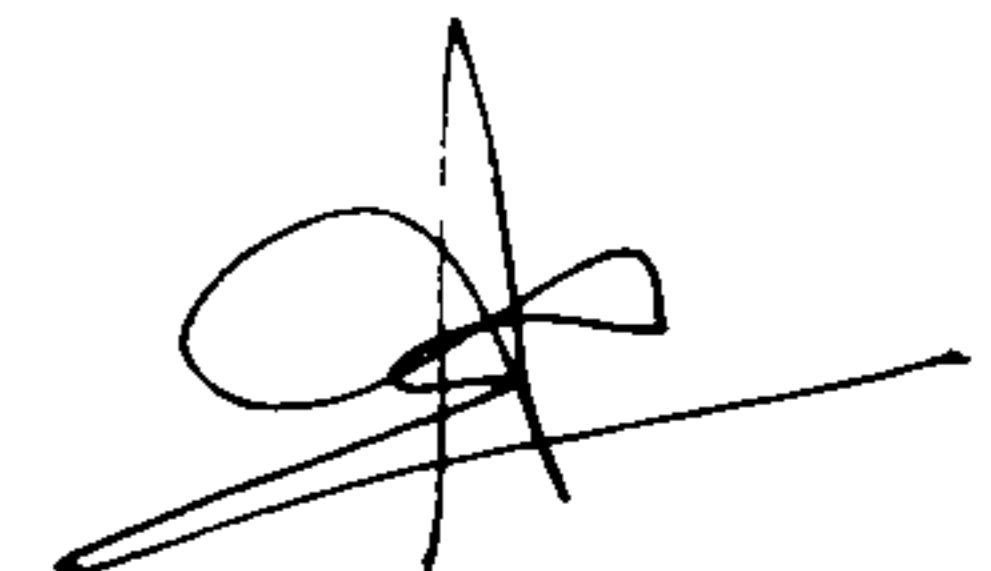
Please refer to letter dated 13.04.2023 wherein the guidelines were issued for provision of facilities at Goods Shed to enhance customer experience and to attract more business (copy enclosed).

2. The matter has been reviewed and it has been decided by Board that for the works exclusively for the creation of the facilities indicated in the letter under reference, test of remunerativeness is not required.

However, if the project includes the following facilities, DRM will personally satisfy himself about their remunerativeness before sanction of the project:

- i) Provision of mechanized handling facilities.
- ii) Provision of warehouses wherever required.
- iii) Provision of refreshment room/canteen.

3. Please acknowledge receipt.



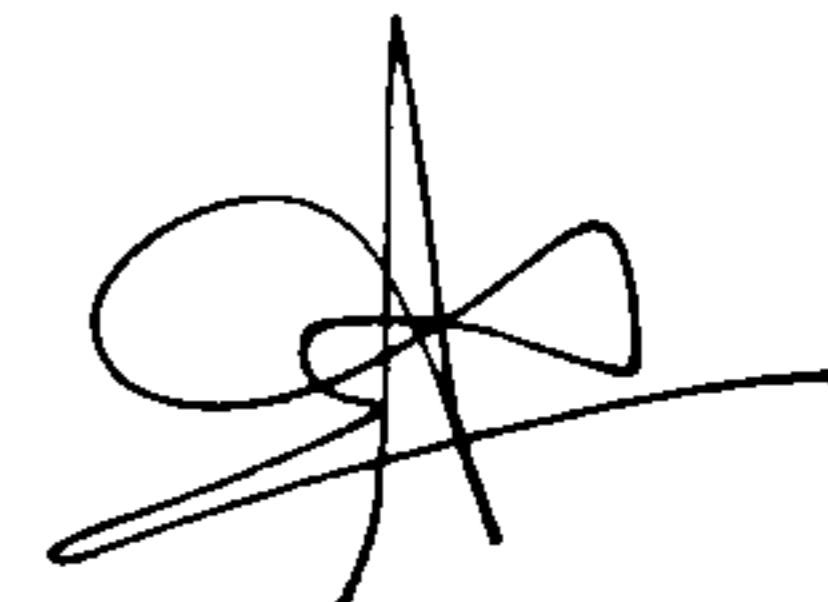
**(Ashish Singh)  
Director Finance (Expenditure)  
(Railway Board)**

**No.2023/F(X)II/10/28**

**New Delhi, dated: 11-10-2023**

**Copy to:**

- i) Dy. Comptroller & Auditor General of India (Railways), Room No. 224, Rail Bhawan, New Delhi.
- ii) PFAs, Indian Railways.
- iii) FA & CAO(C)s, Indian Railways.



**(Ashish Singh)**  
**Director Finance (Expenditure)**  
**(Railway Board)**

**Copy to:** OSD/MR, OSD/Co-ord/MR, Additional PS/MR, Advisor/MR, Sr. PPSs/PPSs/PSs to Board Members, Secretary, DG/RHS, DG/RPF, ADG/DS, Additional Members, OSDs, Advisors and Executive Directors, EDCE(G), DCE(G), Editor/Indian Railways, Editor/Bhartiya Rail, O&M Branch of Board's office.

भारत सरकार/GOVERNMENT OF INDIA  
रेल मंत्रालय/MINISTRY OF RAILWAYS  
रेलवे बोर्ड/RAILWAY BOARD

No.TC-I/2023/304/1(3421419)

New Delhi, dt: 13.04.2023

**General Manager**  
All Zonal Railways

**Sub: Customer facilities at Goods Shed**

Ref: Corrigendum No.15 of Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0

Board has, from time to time, emphasized the need for adequate customer facilities at Goods Sheds for reducing terminal detentions and achieving higher mobility. For the purpose, DRM has been entrusted to ensure basic facilities, in terms of Board's Circular under reference.

In order to emphasise the importance further, it has been decided that Zonal Railways should make concerted efforts for provision of facilities at Goods Sheds to enhance customer experience and to attract more business. For facilitating loading, following facilities should be provided as far as possible at Goods shed, Wharf/adjoining circulating area and approach roads as per extant technical specifications issued by concerned directorates of Railway Board.

**A) GOODS SHEDS:**

- a. Full rake loading/unloading facilities
- b. Provision of mechanized handling facilities
- c. Drainage facility within Goods Shed to avoid water logging
- d. Sufficient lighting arrangement e.g. high mast tower lights
- e. Provision of CCTVs for monitoring loading and unloading areas
- f. Development of truck circulating area within Goods Sheds for better truck mobility
- g. Provision of covered sheds and warehouses, wherever required
- h. Provision of parking facility and signages
- i. Measures for pollution control like dust screen walls, water sprinkling system, appropriate green belt cover etc. and obtaining consent from State Pollution Control Board (*refer EnHM Dte's letter 2015/EnHM/15/01 dated 16.04.2018*)
- j. Merchant room/labor room: provision of toilet facility, drinking water, benches, air coolers, fans, lights, refreshment room/canteen, etc.
- k. Goods Shed Office - modular furniture, cabinets for records, drinking water facility, toilet facility, sufficient lighting, air coolers, fans, etc.

**B) WHARF AND ADJOINING CIRCULATING AREA:**


- a. Rail level/high level platform/wharf with sufficient circulating area duly keeping in view the nature of commodity handled e.g. bulk consignment, bagged consignment, crane consignment, etc.
- b. Facility to reduce terminal detentions, reducing number of placements, removing obstacles on platforms and wharfs.
- c. Cross slope to ensure no stagnation of water on and around the platform.

**C) APPROACH ROAD TO GOODS SHED:**

- a. Approach road towards Goods sheds for movement of road vehicles etc.
- b. Proper drainage to ensure that there is no stagnation of water

While planning for these facilities, DRMs should take into account the overall planning at station, the works already sanctioned or under sanction as well as other facilities at station so that these facilities are developed in coordinated manner and no haphazard development takes place. For the purpose required consultant may be engaged, if not already done, under powers already delegated to DRMs vide various delegations issued by Board from time to time.

This issues in consultation with Gati Shakti directorate, Traffic Transportation directorates and with the concurrence of Finance (Expenditure) directorate of Railway Board.

  
 (Anshoo Pandey)  
 Director, Traffic Commercial (Rates)  
 Railway Board

Copy for information:

**CRB, M(O&BD), M(Fin.), M(Infra);** Railway Board  
 AM(C), AM(T), AM(R), PED(TT/M), PED(Vig.), PED(Gati Shakti), **EDPG/MR,**  
**EDPG/MSR(D), EDPG/MSR(J),** EDTC/R, EDFM, ED(CC), ED(PG), EDTT(S),  
 EDTT(F), ED(Coal), EDFC, EDVT, ED(Plg), **OSD/MR,** Railway Board

Copy to:

**PCCM, PFA;** all Zonal Railways