GUIDELINES FOR RAILWAY USERS' CONSULTATIVE COMMITTEE MEMBERS

{Ref: Railway Board's Letter No. 2023/TG-I/24/P/Pt. Dt. 3.11.23}

1. A declaration shall be obtained from the Members of Committees/Council to the effect that they are not holding any assignment of profit connected with the Railways also that they are not the members of any other Railway Users' Consultative Committee and that **there is no criminal case pending against them**.

2. Identity Cards will be issued to the members of Railway Users' Consultative Committees/Council as per their status/designation written in the nomination letter {Proforma enclosed).

3. The members of the Railway Users' Consultative Committees/Council are not entitled to travel free by train. The identity Cards issued to them should include the sentence "This Identity Card does not entitle a member to travel free by train."

4. The names of members of committee/Council should not to be displayed on Railway station. However, names of members along with the interests they represent can be displayed on Zonal/Divisional website, which shall be kept updated from time to time.

5. The designation of the non-official members of the users' Consultative committees printed on their letterhead, visiting cards etc. should be strictly in terms of their nomination letter. The members are not permitted to use State Emblem on their letterheads, seats, crests, badges, house flags or for any other purpose.

6. No non-official members of Railway Users' Consultative Committees/Council is entitled to use Ashoka Emblem and Indian Railway Insignia on his/her letter head or visiting card. Such members shall also not mention their official address as Rail Bhavan, New Delhi or Zonal/Divisional Railway Headquarter on their letter heads and visiting cards.

7. Action as deemed fit may be taken in case of violation of the above said guidelines. The facilities extended to the members of the Railway Users Consultative Committees/Council must not be misused.

NOTE ON ORGANISATION OF ZONAL RAILWAY USERS' CONSULTATIVE COMMITTEE

With a view to securing better representation of Railway Users and affording more frequent opportunities for consultation between Railway Administration and users on matters relating to the service provided by railways and means of improving the efficiency of such services, the Government has established Railway Users' Consultative Committees at the level indicated below:

(i) Railway Users' Consultative Committee at the Divisional levels;

(ii) A Zonal Railway Users' Consultative Committees at the Headquarter of each Railway: and

(iii) A National Railway Users' Consultative Council at the Centre

FUNCTIONS

1. The Railway Users' Consultative Committees in the Divisions represent the local users in the territories served by the Railway and consider matters relating to:

(i) Provision of amenities in the area with which the Committee is concerned.

(ii) Proposals regarding opening of new stations within the jurisdiction of the Committee.

(iii) Arrangements regarding time tables.

(iv) Improvements of the services and facilities provided by the Railways.

(v) Any subject of general public interest or public convenience or such matters affecting the services and facilities which has been the subject of representation by Users, or which has been referred to them for consideration by the Zonal Railway Users' Consultative Committee, the National Railway Users' Consultative Council, or by the Administration.

2. The Zonal Railway Users' Consultative Committee at the Headquarters of each Railway represents railway users of the territory or zone served by the railway as a whole and considers:

(i) Such matters, from the point of view of the zone as a whole, as are referred to in Para 2 :

(ii) Matters arising from the reports of the Divisional Committees., or such other matters relating to the subjects referred to in Para 2, as may be specifically forwarded by the Divisional Committees for consideration : and

(iii) Matters referred for consideration and report by the Administration, Ministry of Railways or the National Railway Users' Consultative Council.

3. **The Zonal Railway Users' Consultative Committee** at the Headquarters of each Railway consists of persons appointed by the Minister of Railways to represent the general railway users in the territory served by the railway, as stated below:

(i) One representative each of the Government of the States served by the Railway as recommended by such Governments.

(ii) One member of the State Legislatures recommended by the State Governments.

(iii) Not more than five representatives of Principal Chambers of Commerce and Trade Associations having a standing of not less than five years.

(iv) Not more than two representatives to be sent by State Governments of Agricultural Associations and other bodies not included in or affiliated to the Chamber of Commerce etc. referred to in(iii) above.

(v) **One** non-official representative elected from each of the Divisional Railway Users' Consultative Committee.

(vi) Two representatives of the public sector undertakings including Ports in the case of Railway serving Ports. On the N.F. Railways, the representation will be given to one Public Sector undertaking only.

(vii) Registered Passenger Association-one from each of the state, which have a sizeable route kilometer on the Railways. However, in case of those Railway whose jurisdiction is largely served by only one State and there is no active Registered Passenger Association in any other State, two Registered Passenger Associations can be also be nominated from one State on one ZRUCC. However, in such cases, the total number of Registered Passenger Associations nominated on any ZRUCC will not be more than two.

The above amendment in the Constitution of Zonal Railway Users' Consultative Committees (ZRUCCs) is done as per Railway Board's letter No.2013/TG-I/24/P/Pt-I dt.30.04.2013. (Commercial Circular No.36 of 2013).

(viii) (a). ZRUCC: On ZRUCCs only 10 Members of Parliament (7 from Lok Sabha and 3 from Rajya Sabha) will be nominated.

(b) Union Minister from Lok Sabha can nominate one nominee on each ZRUCC serving his/her constituency.

(c) Union Minister from Rajya Sabha can nominate one nominee on each ZRUCC falling in the state from which he/she has been elected.

(Following provision as per Railway Board's letter No.2008/TG.I/24/P dt.25.09.2008)

(ix) **One** member to represent special interests to be nominated on the recommendation of the General Manager of the Railway

(x) **One** representative of Consumer Protection Organization.

(xi) "Special Interest" members as the Hon'ble Minister may appoint to represent the interests which he considers are necessary to be represented to the Committee.

(xii) **One** representative of the Handicapped Association.

The nomination of the Handicapped Association will be done by General Manager on the lines of giving representation to Consumer Protection Organisations, Passenger Associations, Chambers of Commerce and Industry etc. on rotational basis.

4. **The members of the Zonal Railway Users' Consultative Committees representing Industries, Commerce and Trade are ordinarily drawn from important local Chambers or Associations representing predominant trade interests and approved by the State Government concerned. After the Chamber or Association etc. are approved for representation by the Hon'ble Minister, the Chamber or Association etc. select their representative i.e. by election or otherwise, is left to them.**

5. The General Manager will be the Chairman of the Zonal Railway Users' Consultative Committee and the Deputy General Manager(G) or such other officers as may be nominated for the purpose by the General Manager, will function as Secretary of the Committee.

6. The tenure of the Zonal Railway Users' Consultative Committees is for **two calendar years** unless otherwise notified. The frequency of meetings will be as necessitated by the exigencies of work and as may be decided upon by the Chairman of the Committee.

7. Non official members of these Railway Users' Consultative Committees and the National Railway Users' Consultative Council when attending meeting of the Committees or the Council or sub committees of these bodies will be afforded reasonable facilities for travel and traveling allowance as prescribed in Board's letter No.2012/TG.I/28/NR/Suggestions dated 25.06.2013.

8. **USE OF OFFICIAL EMBLEM:**

The designation of the Members of non-official Committees notified and printed on their letter heads, visiting cards, etc. should be strictly in terms of their nomination letter. **The Members are not permitted to use Ashoka Emblem and Indian Railways Insignia on their letter heads and visiting cards, seats, crests badges, house flags, or for any other purpose. In case any member is found violating these instructions, his membership will be terminated.**

Other guidelines issued from time to time by Railway Board regarding Zonal Railway Users' Consultative Committee

Conducted Tour Pass

For Conducted tours for the non-official members arranged twice a year to place of importance from railway point of view in the different parts of their railway. (If, however, a sufficient number of members are not forthcoming for a conducted tour, non-official members are given facilities for travel by issue of passes individually to an itinerary of their own choice on the basis of round trip for conducted tour not arranged or participated in)

TA / DA

The rates of TA/DA payable to Non-official Members have been reviewed and it has been decided to revise the rates of TA/DA as under:

Sr.No.	Name of Committee	Daily allowance	
		For the days of Meeting	For the days spent in travelling
1	Divisional Railway Users' Consultative Committee and Suburban Railway Users' Consultative Committee	₹. 360 /- per diem	₹. 180 /- per day
2	Zonal Railway Users' Consultative Committee	₹. 540 /- per diem	₹. 270 /- per day
3	Station Consultative Committee	₹. 180 /- per Meeting	Nil
4	National Level	₹. 940 /- per day	
5	Conveyance hire charges to local non-official members of ZRUCC/DRUCC/SRUCC and NRUCC	Actual conveyance hire charges or ₹. 360/- per day whichever is less.	