

NOTE ON ORGANISATION OF USER'S CONSULTATIVE COMMITTEES ON RAILWAYS AND NATIONAL RAILWAY USER'S CONSULTATIVE COUNCIL AT THE CENTRE

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

2. 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.

3. 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.
4. The National Railway Users' Consultative Council at the Centre Considers:
 - (i) Such matters relating to the services and facilities provided by Railways as may be referred to it for consideration by the Minister:
 - (ii) Such matters being within the scope of the function of the Zonal Committee as are referred to it for consideration by such Committees: and
 - (iii) Such other matters relating to the services and facilities on Railways which individual members of the council may, with the approval of the Chairman, desire should be included in the Agenda.
5. All the Committees and Council established under these rules are Consultative in character.
6. Question relating to staff, disciplines, and appointment should not be brought before the Committees or the Council.
7. **The Divisional Railway Users' Consultative Committees** will consist of members to represent the principal interests among railway users of the area, the membership being determined as follows:
 - (i) Not more than **six** members to be appointed by the General Manager, made up of the one representative each of local chambers of Commerce, Trade Associations and Industries and Agricultural Associations:
 - (ii) Two representative of the registered Passenger Association in the area, to be appointed by the General Manager :
 - (iii) (a) Each Member of Parliament Lok Sabha can nominate one nominee on one DRUCC serving his/her constituency.
 - (b) Member of Parliament/Rajya Sabha can nominate one nominee on one DRUCC falling in the State from which he/she has been elected.

- (c) Union Minister from Lok Sabha can nominate one nominee on one DRUCC serving his/her constituency.
- (d) Union Minister from Rajya Sabha can nominate one nominee on one DRUCC falling in the State from which he/she has been elected.

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

(iv) One representative each of the Governments of the States served by the Divisions;

(v) One member each of the Legislature of the States served by the Division, recommended by the State Governments:

(vi) Nine representatives of Special Interests not otherwise represented on the Committee. One will be nominated by the General Manager and Eight by the Minister.

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

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

N.B. (i) Persons holding assignments of profit connected with the Railways e.g. Catering and Vending contractors, Out agency contractors, Handling Contractors, Engineering contractors, Rail Travelers' Service Agents, Travel Agency, Clearing and Forwarding Agents at Goods Sheds, State/Central Government servants etc. are debarred from the membership of the Railway Users' Consultative Committees and the National Railway Users' Consultative Council.

(ii) While constituting the Committees, care has to be taken to nominate members from Schedule Caste and Schedule Tribe Communities and the minorities.

8. Where by reason of the large number of Chambers, Trade Association, Passenger Associations etc. representation cannot be given to all the such bodies, representation may be given to them by rotation.

9. The Divisional Railway Manager of the Division concerned will be the Chairman of the Divisional Railway Users' Consultative Committee. One of the Senior Traffic Officers of the Division concerned will function as the Secretary of the Committee.

10. 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.

(This is 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) Eight members as the 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.

(This is per Railway Board's letter No.2009/TG.I/24/P dt.21.12.2010)

N.B. (i) Persons holding assignments of profit connected with the Railways e.g. Catering and Vending contractors, Out agency contractors, Handling Contractors, Engineering contractors, Rail Travelers' Service Agents, Travel Agency, Clearing and forwarding Agents at Goods Sheds. State/Central Government servants etc. are debarred from the membership of the Railway Users' Consultative Committees and the National Railway Users' Consultative Council.

(ii) While constituting the Committees, care has to be taken to nominate members from Schedule Caste and Schedule Tribe Communities and the minorities.

11. 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 Minister, the Chamber or Association etc. select their representative i.e. by election or otherwise, is left to them.

12. 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.

13. The National Railway Users' Consultative Council consists of persons appointed by the Minister for Railways to represent the General Railway Users' as shown below:

- (i) Secretaries of the following Ministries of the Government of India.
 - (a) Ministry of Industry.
 - (b) Ministry of Commerce, Civil Supplies and Correlation.
 - (c) Ministry of Tourism and Civil Aviation. - (3)
- (ii) Chairman, Members of the Railway Board and Addl.Member, Traffic, Railway Board. - (7).

NOTE: The Minister may invite any other officers to attend meetings of the Council as he may consider necessary to assist in the conduct of the business.

- (iii) Fifteen Members of Parliament, 10 of whom being from the Lok Sabha and 5 from the Rajya Sabha - (15).
- (iv) A representative of each of the Zonal Railway Users' Consultative Committee, not being an official, to be elected by the respective Zonal Railway Users' Consultative Committee. - (16).
- (v) One member each from the following All India Association:-
 - (a) Federation Chamber of Commerce.
 - (b) Associated Chambers of Commerce and Industry.
 - (c) Three other members by rotation representing Jute, Sugar, Coal , Iron and Steel, Cement, Cotton Industries and Travel Agents Association. - (5).
 - (d) One to represent Agricultural Interests. - (1).
- (vi) One retired Officer of Railway (Member of Board/General Manager). - (1).
- (vii) Two other members as the Minister may appoint to represent interests which he considers are necessary to be represented on the Council. - (2)

N.B. (i) Persons holding assignments of profit connected with the Railways e.g. Catering and Vending contractors, Out agency contractors, Handling Contractors, Engineering contractors, Rail Travelers' Service Agents, Travel Agency, Clearing and forwarding Agents at Goods Sheds, State/Central Government servants etc. are debarred from the membership of the Railway Users' Consultative Committees and the National Railway Users' Consultative Council.

14. The Minister for Railways presides at the meeting of the National Users' Consultative Council and in his absence the Minister of State for Railways acts as Chairman. The Joint Director, Traffic Commercial(General)Railway Board, is the Secretary of the Council.

15. The appointment to the Committees under these rules to the National Railway Users' Consultative Council is for a period not exceeding two years. The tenure of Divisional, Zonal Committees and National Council will commence in January, April and July respectively and run for the full **term of two years** from these months unless otherwise notified.

16. For purposes of representation of Governments of States and Legislatures of States in the Zonal Railway Users' Consultative Committee established under these rules such representation will be limited to the list of States given in the Annexure to these rules.

17. The Divisional Railway Users' Consultative Committees will ordinarily meet once a quarter, but not less than three times a year. The Zonal Railway Users' Consultative Committees will meet three times in a year and the National Railway Users; Consultative Council twice a year.

18. The Railway Users' Amenities Committee.

&

19. The Time Table Committee at Zonal level have been abolished vide Board's letter No.85/TGI/124/SA/RRC, dt.24.10.85.

20. **Suburban Railway Users' Consultative Committee** on each of the Central/Western/Southern/Eastern and S.E.Railways consists of members appointed by the General Manager as under:

- (i) Addl.General Manager – Chairman
- (ii) Heads of Operating ,Commercial, Engineering/Electrical departments.
- (iii) Sr.Transportation Manager will function as Member Secretary.
- (iv) One representative of the City Corporation or the Municipality where the Headquarters of the Railway is located.
- (v) If there are any municipalities in the area of the suburban services, one representative each from not more than two municipalities in the area.
- (vi) One member from the Divisional Railway Users Consultative Committee within whose jurisdiction the suburban sections fall (to be elected).
- (vii) One representative from the Zonal Railway Users' Consultative Committee (to be elected).

- (viii) Four representatives of Associations of Suburban Passengers on Western Railways.
- (ix) One nominee of the General Manager, who must be a lady member, if no lady member is in the Committee under items (iv) (v) (vi) (vii) and (viii).
- (x) "Four Persons" to be nominated as "Minister Nominee" "Special Interest" by Railway Board.

The tenure of the Suburban 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.

21. 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.

22. Requests from the Members of Railway Users' Consultative Committees for issuing of Passes from the Railway Station nearest to Members 'Temporary' residence, whether for attending meeting of a Committee or for any other work of the Committee, may be considered on merits and passes issued with the personal approval of the General Manager for Committees functioning at the Zonal level and by Divisional Railway Managers for Committees at the Divisional level.

23. 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.**

ANNEXURE

The states to be represented (vide para 13 ante) on the Zonal Railway Users' Consultative Committee of the Railways concerned are indicated below:

Southern	Tamil Nadu Karnataka Kerala Andhra Pradesh Pondicherry
Central	Maharashtra Uttar Pradesh Madhya Pradesh
Western	Gujarat Madhya Pradesh Maharashtra
Northern	Punjab Rajasthan Uttar Pradesh Haryana Delhi Himachal Pradesh Jammu and Kashmir
North Eastern	Uttar Pradesh Bihar
North East Frontier	Assam West Bengal Bihar Meghalaya Arunachal Pradesh Tripura Manipur Nagaland
Eastern	West Bengal Bihar Uttar Pradesh
South Eastern	Bihar West Bengal Orrisa Madhya Pradesh Andhra Pradesh
South Central	Maharashtra Maharashtra Andhra Pradesh Karnataka Goa