

RAILWAY USERS' CONSULTATIVE COUNCIL AND COMMITTEES

501. The following Consultative Bodies have been established with a view to affording more frequent opportunities for consultation between Railway Administrations and Railway Users on matters relating to the service provided by railways and means of improving the efficiency of such service :—

- (1) Railway Users' Consultative Committees at the Divisional levels;
- (2) a Zonal Railway Users' Consultative Committee at the Headquarters of each railway; and.
- (3) a National Railway Users' Consultative Council at the Centre.

Divisional Railway Users' Consultative Committees

502. The Divisional Railway Users' Consultative Committees in the Divisions represent the local users in the territories served by the railway and consider matters relating to;

- (1) provision of amenities in the area with which the Committee is concerned;
- (2) proposals regarding opening of new stations within the jurisdiction of the Committee;
- (3) arrangements regarding time tables;
- (4) improvement of the services and facilities provided by the railways; and
- (5) 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.

Zonal Railway Users' Consultative Committee

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

- (1) such matters, from the point of view of the zone as a whole, as are referred to in para 502;
- (2) matters arising from the reports of the Divisional Committees, or such other matters relating to the subjects referred to in para 502, as may be specifically forwarded by the Divisional Committees for consideration; and
- (3) matters referred for consideration and report by the Administration, Ministry of Railways or the National Railway Users' Consultative Council.

National Railway Users' Consultative Council

504. The National Railway Users' Consultative Council at the Centre considers :

- (1) such matters relating to the services and facilities provided by railways as may be referred to it for consideration by the Minister for Railways;
- (2) such matters being within the scope of the functions of the Zonal Committee as are referred to it for consideration by such Committees; and
- (3) 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 to be included in the agenda.

505. All the Committees and the Council established under these rules are consultative in character.

506. Questions relating to staff, discipline, and appointment should not be brought before the Consultative Committee or the Council.

Divisional Railway Users' Consultative Committees

507. The Divisional Railway Users' Consultative Committee will consist of members to represent the principal interests among railway users of the area, the membership being determined as follows :—

- (1) Not more than six on the Divisional Railway Users' Consultative Committee to be appointed by the General Manager, made up of one representative each of Local Chambers of Commerce, Trade Associations and Industries, and Agricultural Associations registered in the State or States.
- (2) Two representatives of the registered Passenger Associations in the area, to be appointed by the General Manager; and
- (3) Nine representatives of special interests not otherwise represented on the Committee (eight to be nominated by the Minister of Railways and one by General Manager).
- (4) One representative each of the Governments of the States and one each of the Legislatures of the States served by the Division, recommended by the State Government.
- (5) Two Members of Parliament one each from Lok Sabha and Rajya Sabha (to be nominated by Ministry of Parliamentary Affairs).
- (6) One representative of Consumer Protection Organisation served by the Division.

508. Where by reason of the larger number of Chambers, Trades Associations, Passengers Associations, etc., representation cannot be given to all such bodies, representation may be given to them by rotation.

509. 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.

Zonal Railway Users' Consultative Committee

510. The Zonal Railway User's Consultative Committee at the Headquarters of each railway consists of persons appointed by the Minister for Railways to represent the general railway users in the territory served by the railway as stated below:—

- (1) One representative each of the Governments of the States served by the Railway as recommended by such Governments.
- (2) One representative each of the States Legislatures as recommended by the State Governments.
- (3) Not more than five representatives of principal Chambers of Commerce and Trades Associations recognised by the State Government or Governments and having a standing of not less than five years.
- (4) Two representatives to be sent by State Government or Governments of Agricultural Associations and other bodies, not included in, or affiliated to the Chambers of Commerce etc., referred to in (3) above.
- (5) One non-official representative elected from each of the Divisional Railway Users' Consultative Committees.
- (6) Two representatives of the Public Sector Undertakings including Ports in the case of Railways serving Ports. On the N.F. Railway, the representative will be given to one Public Sector Undertaking only.
- (7) Registered Passengers Associations—one each of the States which have a sizeable route kilometreage on the Railway.
- (8) Three Members of Parliamentary—2 from the Lok Sabha and 1 from the Rajya Sabha.
- (9) One representative of Consumer Protection Organisation.
- (10) Nine representatives of special interest not otherwise represented on the Committees (eight to be nominated by the Minister of Railways and 1 by General Manager).

511. The members of the Zonal Railway Users' Consultative Committee representing industries, commerce and trade are ordinarily drawn from important local Chambers or Associations representing pre-dominant trade interests and approved by the State Governments concerned. After the Chambers or Associations etc. are approved for representation by the Minister, how the Chambers or Associations, etc. select their representative, i.e., by election or otherwise, is left to them. However, whereby reason of the large number of Chambers, Trade Associations, Passengers Associations, representation cannot be given to all such bodies, representation may be given to them by rotation.

512. The General Manager will be the Chairman of the Zonal Railway Users' Consultative Committee and the Secretary to the General Manager or such other officer as may be nominated for the purpose by the General Manager, will function as Secretary of the Committee.

National Railway Users' Consultative Council

513. The National Railway Users' Consultative Council at the centre consists of persons appointed to it by the Minister for Railways as stated below :—

- (1) Secretaries of each of the following Ministries of the Government of India :
 - (a) Ministry of Industry;
 - (b) Ministry of Commerce;
 - (c) Ministry of Tourism.
- (2) Ministry of Railways : Chairman and Members of Railway Board.
- (3) Fifteen Members of Parliament, Ten of whom being from the Lok Sabha and Five from the Rajya Sabha.
- (4) 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 Committees.
- (5) One member each from the following All India Associations :
 - (a) Federated Chambers of Commerce;
 - (b) Associated Chambers of Commerce & Industry;
 - (c) Indian Sugar Mills Association;
 - (d) All India Manufacturers Association;
 - (e) Cement Manufacturers Association;
 - (f) All India Travel Agents Association, and similar All India Associations;
 - (g) Fertiliser Association of India.
- (6) One to represent Agricultural Interests.
- (7) Two retired officers of Railway (Member of Board/General Manager).
- (8) Such other members as the Minister of Railways may appoint to represent interests which he considers are necessary to be represented on the Council.

514. The Minister for Railways presides at the meetings of the Council and in his absence the Minister of State for Railways acts as Chairman. The Joint Director, Traffic (General), Railway Board, acts as Secretary of the Council.

515. Persons holding assignments of profit connected with the Railway, e.g., catering and vending contractors, out-agency contractors, handling contractors, engineering contractors,

etc. are debarred from the membership of the Railway Users' Consultative Committees and the National Railway Users' Consultative Council.

Tenure of Membership

516. The appointment to the Consultative Committees under these rules or to the National Railway Users' Consultative Council is for a period not exceeding two years. The tenure of Divisional and Zonal Committees and National Council will generally commence in January, April and July respectively and run for full term of 2 years from those months.

Meetings

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

Travelling Facilities and Travelling Allowances

518. Members of the Divisional Railway Users' Consultative Committees, Zonal Railway Users' Consultative Committee and the National Railway Users' Consultative Council, when attending meetings of the Committees or of the Council or of sub-committees of these bodies, will be afforded facilities for travel and travelling allowance as prescribed from time to time.

Suburban Railway Users' Consultative Committees

519. Separate Suburban Railway Users' Consultative Committees have been set up at Madras, Calcutta and Bombay on the Southern, Eastern, South Eastern, Western and Central Railways with the following membership.

Officials:

- (1) Chief Operations Manager.
- (2) Heads of the Commercial and the Engineering Departments.
- (3) The Deputy General Manager (G)—or such other officer as may be appointed by the General Manager— Member Secretary.

Non-Officials:

- (4) One representative of the City Corporation or the Municipalities where the headquarters of the railway are located.
- (5) One representative each from not more than two municipalities in the area served by the suburban services, if there are any municipalities in that area.
- (6) One member from the Divisional Railway Users' Consultative Committee within whose jurisdiction the Suburban sections fall (to be elected).
- (7) One representative from the Zonal Railway Users' Consultative Committee (to be

elected).

(8) *Four representatives of Suburban Passengers on Central & Western and two representatives on other Railways.

(9) One nominee of the General Manager. This must be a lady member (preferably from the Parliament or the Local State Legislature) if no lady member is in the Committee under items (4), (5), (6), (7) and (8) above.

(10) Four representatives of special interest not otherwise represented on the Committee.

*The two Associations will be selected by the General Manager, and the Associations so selected will select their own representatives.

520. Separate Suburban Railway Users' Consultative Committees may be set up for the B.G. and M.G. Suburban sections, if considered desirable by the General Manager of the Railway Administration concerned.

Functions

521. The Suburban Railway Users' Consultative Committees will function in the same manner as other Consultative Committees so far as problems relating to the suburban sections are concerned. They may also consider the time tables of suburban trains, where the timings of the suburban train or trains under consideration do not affect the timings of main line trains.

Tenure

522. The tenure of the Suburban Railway Users' Consultative Committee is for two years.

Travelling Allowances payable to Members of the Suburban Railway Users' Consultative Committees

523. Non-official members of the suburban Railway Users' Consultative Committees will be paid travelling allowance at the same rate as is applicable to the non-official members of the Divisional Railway Users' Consultative Committees.

Station Consultative Committees

524. Station Consultative Committees comprising of representatives of all types of Railway Users' function at District Headquarters and at important industrial, commercial and political centres. These committees consider all local problems of users in their dealings with the railways in consultation with railway officials and also look into the question of passenger amenities alongwith other commercial matters regarding the booking and other facilities for parcels, luggage etc. The choice of the centres where such Committees are to be set up, the composition of the Committees and their functions are left to be decided by the General Managers in consultation with the appropriate Divisional Railway Users' Consultative Committees.