

## Users' Consultative Committees

### **1. Purpose**

To secure better representation of Railway Users' and affording more frequent opportunities for consultation between Railway Administration and users on matters relating to the services provided by Railways and means of improving the efficiency of such service.

### **2. Different types of committees formed at various levels**

- a. Railway Users' Consultative Committees at the Divisional levels i.e. Divisional Railway Users' Consultative Committees (DRUCCs);
- b. A Zonal Railway Users Consultative Committee at the headquarters of each Railway i.e. Zonal Railway Users' Consultative Committees (ZRUCCs);
- c. Konkan Railway Users' Consultative committee (KRUCC) at Konkan Railway;
- d. Metro Railway Users' Consultative Committee (MRUCC) at Metro Railway, Kolkata;
- e. Suburban Railway Users' Consultative Committee (SRUCC) at the headquarters of each of the six Railways having separately defined suburban section i.e., Central, Eastern, Southern, South Central, South Eastern & Western Railways;
- f. A National Railway Users' Consultative Council (NRUCC) at the Center; and
- g. Station Consultative Committee (SCC).

### 3. Functions

3.1 DRUCC: 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. Proposal regarding opening of new stations within the jurisdiction of the Committee.
- iii. Arrangements regarding time table.
- iv. Improvement of passenger services and facilities provided by the Railways.
- v. Any subject of general public interest or public convenience or such matters affecting the passenger 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.

3.2 ZRUCC: The Zonal Railway Users' Consultative Committee at the Headquarters of each railway represents the general railway users of the territory of 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 3.1;
- (ii) Matters arising from the reports of the Divisional Railway Users' Consultative Committees, or such other matters relating to the subject referred to in para 3.1, 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.

3.3 KRUCC: KRUCC represents the local users in the territories served by the Konkan Railway Corporation Limited i.e., from Roha (excluding) to Thokur (including) and consider matters relating to:

- (i) Provision of amenities in the area with which the committee is concerned.
- (ii) Synergizing with other Railways and other transport modes for maximizing the services to industries and business development of the areas covered by KRCL.

- (iii) Strengthening the infrastructure needs for better services to Users.
- (iv) Improvement of the services and facilities provided by Railways.
- (v) Any subject of public interest or such matters affecting facilities which have been subject of representation by Users, or which has been referred by National Railway Users' Consultative Council or by the Administration.

### **3.4 MRUCC**

- (i) To provide public opinion in respect of passenger amenities both at stations and on trains.
- (ii) To enable the Railway administration to take correct and quick decisions in consonance with the public opinion and requirement so that best can be made of the Railway's available resources in the right direction bringing about the desired effect without additional cost.

### **3.5 NRUCC:** The National Railway Users' Consultative Council at the Center considers:

- (i) Such matters relating to the services and facilities provided by railways as may be referred to it for consideration by the Ministers.
- (ii) Such matter 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.

### **NOTE:**

- i. All the Committees and Council established under these rules are consultative in character.
- ii. Questions relating to staff, discipline and appointment should not be brought before the Committees or the Council.

## **4. COMPOSITION:**

### **DRUCC**

| S. No. | Description                                                                                                           | Number of persons to be nominated |
|--------|-----------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| 1)     | One representative each of local Chambers of Commerce, Trade Associations & Industries and Agricultural Associations. | Not more than six                 |
| 2)     | Registered Passengers Association in the area                                                                         | Two                               |

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|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3) | State Government Representatives – one each from the States served by the Division – To be recommended by the concerned State Government                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Depends upon the States served by the Division                                                                                                              |
| 4) | One Member each from the State Legislature – To be recommended by the concerned State Governments.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | -do-                                                                                                                                                        |
| 5) | Representative of Consumer Protection Organization.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | One                                                                                                                                                         |
| 6) | Representative of Association of Persons with Disabilities (Divyangjans)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | One                                                                                                                                                         |
| 7) | <p>Nominees of Union Ministers &amp; MPs.</p> <p>(a) One nominee of each Union Minister (Lok Sabha) on the Divisional Railway Users' Consultative Committee(s) serving his/her constituency.</p> <p>(b) One nominee of each Union Minister (Rajya Sabha) on any one DRUCC serving the State from which he/she has been elected.</p> <p>(c) One nominee of each Member of Parliament (Lok Sabha) on the Divisional Railway Users' Consultative Committee(s) serving his/her constituency.</p> <p>(d) One nominee of each Member of Parliament (Rajya Sabha) on any one DRUCC serving the State from which he/she has been elected.</p> <p>(e) Nominated Members of Parliament of Lok Sabha and Rajya Sabha can nominate one representative on any one DRUCC on any one Zonal Railway.</p> <p>(f) No Member of Parliament will be nominated on Divisional Railway Users' Consultative Committee.</p> | Depends upon the number of Union Ministers & MPs whose constituency falls within the jurisdiction of the Division.                                          |
| 8) | <p>Special Interests: -</p> <p>i) Nomination by General Manager</p> <p>ii) Nomination by Minister for Railways</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <p>One</p> <p>Such other members as the Minister may appoint to represent interests which he considers are necessary to be represented on the Committee</p> |

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.

### ZRUCC

| S. No. | Description                                                                                                                                                                     | Number of persons to be nominated                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1)     | State Government Representatives – one each from the States served by the Railway – To be recommended by the concerned State Government                                         | Depends upon the States served by the Zone.                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2)     | One Member each from the State Legislature – To be recommended by the concerned State Governments.                                                                              | -do-                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 3)     | Principal Chambers of Commerce & Trade Associations having a standing of not less than five years.                                                                              | Five<br>(Maximum)                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 4)     | Representatives of Agricultural Associations (not included in or affiliated to Chambers of Commerce etc. mentioned above) – To be recommended by the State Government.          | Not more than two                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 5)     | One elected representative from each of the ZRUCC                                                                                                                               | Depends upon the number of Divisions being served by the Zone.                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6)     | Representative from Public Sector Undertakings including Ports in the case of Railways serving Ports (on NF Railway only one Public Sector Undertaking is given representation) | 02                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 7)     | Registered Passengers' Association                                                                                                                                              | One from each of the States which have a sizeable route kilometer on the Railways. However, in case of those Railways 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 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. |
| 8)     | Consumer Protection Organization                                                                                                                                                | One                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 9)     | Representative of Association of Persons with                                                                                                                                   | One                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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|     | Disabilities (Divyangjans)                                                                                                                                                                                                                                                                                                            |                                                                                                                                                  |
| 10) | Members of Parliament (7 from Lok Sabha and 3 from Rajya Sabha)                                                                                                                                                                                                                                                                       | Ten                                                                                                                                              |
| 11) | Nominee each of Union Ministers: <ul style="list-style-type: none"> <li>i. One representative of each Union Minister (Lok Sabha) on the ZRUCC(s) serving his/her constituency.</li> <li>ii. One representative of each Union Minister (Rajya Sabha) on any one ZRUCC serving the State from which he/she has been elected.</li> </ul> | Depends upon the number of Union Ministers whose constituency falls within the jurisdiction of the Zone.                                         |
| 12) | Special Interests: - <ul style="list-style-type: none"> <li>i) Nomination by General Manager</li> <li>ii) Nomination by Minister for Railways</li> </ul>                                                                                                                                                                              | One<br>Such other members as the Minister may appoint to represent interests which he considers are necessary to be represented on the Committee |

**NOTE:** The member of the Zonal Railway Users' Consultative Committee representing industries, commerce and trade are ordinarily drawn from important local Chambers or Association representing predominant trade interest and approved by the State Governments concerned. After the Chambers or Associations etc. are approved for representation by the Minister, how the Chamber or Associations etc. select their representative i.e. by election or otherwise is left to them.

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.

## **KRUCC**

| <b>S. No.</b> | <b>Description</b>                                                                                                               | <b>Number of persons to be nominated</b> |
|---------------|----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| 1)            | Two MPs from each of the four States (Goa, Karnataka, Kerala and Maharashtra) as nominated by Ministry of Parliamentary Affairs. | Eight                                    |
| 2)            | One MLA from each of the four States as nominated by the respective Speaker of State Assemblies.                                 | Four                                     |
| 3)            | Two representatives of Chamber of Commerce including industries from the State of Maharashtra.                                   | Two                                      |
| 4)            | One representative of Chamber of Commerce including industries from State of Karnataka                                           | One                                      |
| 5)            | One representative of Chambers of Commerce including industries from State of Goa                                                | One                                      |
| 6)            | One representative of Chambers of Commerce including industries from State of Kerala                                             | One                                      |
| 7)            | Four representatives, one each from the four States, as covered by KRCL, from the recognized passenger's associations.           | Four                                     |
| 8)            | Representatives from special interest group as nominated by CMD/Konkan Railway Corporation Ltd.                                  | One                                      |
| 9)            | Representatives from special interest group as nominated by Minister (s) of Railways.                                            | Two                                      |

**Note** CMD/KRCL shall be the Chairman of KRUCC. The Secretary shall be Chief Manager (Admin). Other official members shall be as nominated for the purpose by Chairman

## MRUCC

| S. No. | Description                                                                                                                                                  | Number of persons to be nominated                                                                |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| 1      | Representative of the Government of the States served by the Railway as recommended by such Governments                                                      | One from each State                                                                              |
| 2      | Member of Legislatures recommended by the State Governments                                                                                                  | One from each State                                                                              |
| 3      | Representative of principal Chambers of Commerce (having a standing of not less than five years) of the State on which metro railway is located by rotation. | One from each State                                                                              |
| 4      | Representatives to be sent by State Government                                                                                                               | Not more than two                                                                                |
| 5      | Representative of Registered Passengers Association                                                                                                          | One                                                                                              |
| 6      | Representative of Consumer Protection Organization                                                                                                           | One                                                                                              |
| 7      | Three Members of Parliament                                                                                                                                  | Two from Lok Sabha and one from Rajya Sabha belonging to state on which Metro Railway is located |
| 8      | One nominee of each Union Minister to be given representation on Metro Railway Users' Consultative Committee whose constituency is being served by MRUCC.    | Depends upon number of Union Ministers whose constituency is served by Metro Railway.            |
| 9      | Member to represent special interests to be nominated on the recommendation of the General Manager of the Railway; and                                       | One                                                                                              |
| 10     | Members as the Minister may appoint to represent the interests which he/she considers are necessary to be represented to the committee.                      | Eight                                                                                            |

Note: The General Manager of Metro Railway will be the Chairman of MRUCC and Secretary to GM or such other officer as may be nominated for this purpose by the GM. Metro Railway will function as the Secretary of the Committee.

## **SRUCC**

Suburban Railway Users' Consultative Committee are constituted on each of the Central, Western, Southern, Eastern, South Eastern & South Central Railways consists of members as under: -

| <b>S. No.</b> | <b>Description</b>                                                                                                                                | <b>Number of persons to be nominated</b>                       |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| 1.            | Representative of the City Corporation or the Municipality where the headquarters of the Railway is located                                       | One                                                            |
| 2.            | If there are many municipalities in the area of the suburban services, one representative each from not more than two municipalities in the area. | Two (Maximum)                                                  |
| 3.            | Elected member from the Divisional Railway Users' Consultative within whose jurisdiction the suburban sections fall.                              | One                                                            |
| 4.            | Elected representative from the Zonal Railway Users' Consultative Committee                                                                       | One                                                            |
| 5.            | Representatives of Associations of Suburban Passengers                                                                                            | Four on Central and Western Railways.<br>Two on other Railways |
| 6.            | Nominee of the General Manager                                                                                                                    | One                                                            |
| 7.            | Nominees of Minister of Railways under the category of "Special Interest".                                                                        | Four                                                           |
| 8.            | Member of Parliament to be nominated by Ministry of Parliamentary Affairs                                                                         | One                                                            |

**Note:** Chief Operating Superintendent will be the Chairman of SRUCC while DGM (G) or any other officer authorized on this behalf by the GM of zonal Railway concerned will act as Secretary to the Committee.

## NRUCC

| S. No. | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Number of persons to be nominated                                                                            |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| 1)     | Secretaries of the Ministries of Government of India                                                                                                                                                                                                                                                                                                                                                                                                                                            | 03<br>(Industry, Commerce & Civil Aviation, Tourism)                                                         |
| 2)     | Chairman & CEO and Members of Railways Board.                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 05                                                                                                           |
| 3)     | Members of Parliament (10 from Lok Sabha and 5 from Rajya Sabha)                                                                                                                                                                                                                                                                                                                                                                                                                                | 15                                                                                                           |
| 4)     | A representative of each of the ZRUCC                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 16 + 2 (one each from KRUCC & MRUCC)                                                                         |
| 5)     | One Member each from the All-India Commerce & Trade Associations <ul style="list-style-type: none"> <li>• Federation of Chambers of Commerce &amp; Industry</li> <li>• Associated Chambers of Commerce and Industry</li> <li>• Indian Jute Mills Association</li> <li>• Indian Sugar Mills Association</li> <li>• All India Manufacturers Association</li> <li>• Cement Manufacturers Association.</li> <li>• All India Travel Agents Association and similar All India Associations</li> </ul> | 07                                                                                                           |
| 6)     | Agricultural Interest                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 01                                                                                                           |
| 7)     | Association of Persons with Disabilities (Divyangjans)                                                                                                                                                                                                                                                                                                                                                                                                                                          | 01                                                                                                           |
| 8)     | Retired Officers of the Railway (Members of the Board/General Managers)                                                                                                                                                                                                                                                                                                                                                                                                                         | 02                                                                                                           |
| 9)     | Special Interest                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Such other members as the Minister may appoint to represent interests which he considers are necessary to be |

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|  |  | represented on the Council. |
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**NOTE:**

- i. The Minister may invite any other officers to attend meetings of the Council, as he/she may consider necessary to assist in the conduct of business.
- ii. The Minister for Railways presides at the meeting of the National Railway Users' Consultative Council and in his absence, the Minister of State for Railways acts as Chairman. The Director Passenger Marketing-II, Railway Board or any other officer authorized on this behalf will act as the Secretary of the Council.

**SCC**

Station Consultative Committees are constituted at all categories of stations as per following guidelines:-

- i. The total number of members to be nominated on SCC shall normally not exceed the limit of 11, 9 & 7 members at NSG-1, NSG-2 & NSG-3 category stations respectively and 5 at NSG-4, NSG-5 & NSG-6 category stations. At SG-1, SG-2 & SG-3 category stations, the total number of members to be nominated shall not exceed the limit of 11, 9 and 7 members respectively.
- ii. The Committee shall consist of representatives from different fields including those mentioned below subject to the maximum limit prescribed for each category of station:-
  - Chambers of Commerce;
  - Local Trade and Industry;
  - Local educational institutions;
  - Local self-Government bodies;
  - Eminent persons of the Area and general public.
- iii. SCC shall be constituted with the approval of Divisional Railway Manager concerned.
- iv. Meetings of SCC shall be chaired by Station Director/Station Manager/Station Superintendent/Station Master of the station, who will also be convener of the meeting.
- v. Senior Section Engineers (SSEs) of various departments e.g. Electrical, Mechanical, Civil etc. or any other official can be co-opted in the SCC.

- vi. The tenure of the Station Consultative Committee shall be for two calendar years unless otherwise notified.
- vii. Three meetings of SCC of each category of station shall normally be held in a year.
- viii. The nature of these committees shall be consultative in character.
- ix. Persons holding assignments of profit connected with Railways e.g. catering and vending contractors, Out Agency contractors, handling contractors, engineering contractors, Rail Travellers Service Agents and State/Central Government Servant etc. are debarred from the membership of the SCC.
- x. Persons with conflict of interest and involved in litigation with Railways are also debarred from the membership of this committee."

**NOTE:** Persons holding assignments of profit connected with Railways, e.g. catering and vending contractors, out-agency contractors handling contractors, engineering contractors Rail Travelers' Service Agents, State and Central Government Servants etc. are debarred from the membership of the Railway Users' Consultative Committees and the National Railway Users' Consultative Council.

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

#### **5. Number of meetings which should normally be held in a year**

- Three to four meetings of DRUCCs;
- Three meetings of ZRUCCs, MRUCC and SCC;
- Two meetings of NRUCC & KRUCC;
- The frequency of meetings of SRUCC will be as necessitated by the exigencies of work and as may be decided upon by the Chairman of Committee.

#### **6. Tenure of the Committees/Council**

The tenure of all the Committees/Council will ordinarily be for a period not exceeding 2 years unless otherwise notified by Ministry of Railways.

7. Non-official Members of these Railway Users' Consultative Committees and the National Railway Users' Consultative Council other than MPs & MLAs, when attending meetings of the Committees or the Council or Sub-Committees of these bodies will be afforded reasonable facilities for travel and travelling allowance.

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