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

No. 2023/TG-I/24/P/Pt.

New Delhi, Dated: 03.11.2023

The General Managers,
All Zonal Railways.

Sub: Instructions regarding conduct of the members of Railway Users' Consultative Committees/Council.

Ref: This office letters no. 2022/TG-I/24/Facilities to UCC members dated 10.10.2022, 2004/TG-I/25/NRUCC dated 01.01.2006, 99/TG-I/24/P dated 22.08.2000, 98/TG-I/24/P dated 26.03.1998, 96/TG-I/24/P dated 21.04.1997, 73-TG-I/24/10 dated 21.07.1975 and 69/TG-I/24/1 dated 16.03.1969.

With a view to secure better representation of Railway users and affording opportunities for consultations between Railway Administration and users on matters relating to the services provided by Railways and means of improving the efficiency of such services, the Railway Users' Consultative Committees/Council have been established at various levels. The role of the Committees/Council is, however, *advisory* in nature in matters related to passenger amenities, opening of new stations, improvement of passenger services or any other subject of general public interest.

1.1 In order to facilitate the members of these Committees/Council for discharge of advisory roles, facilities as per instructions issued from time to time, have been extended to the members. In addition, instructions have also been issued from time to time regarding conduct of members of Railway Users' Consultative Committees/Council (National Railway Users' Consultative Council, Zonal Railway Users' Consultative Committee, Divisional Railway Users' Consultative Committee etc.).

2. The matter has been reviewed. In supersession to all the instructions issued earlier on the subject, the broad directives vis-à-vis conduct of the members of Railway Users' Consultative Committees/Council are as under: -

- i. A declaration may 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.
- ii. Identity Cards should be issued to the members of Railway Users' Consultative Committees/Council as per their status/designation written in the nomination letter (proforma enclosed).
- iii. 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."

- iv. The names of members of Committees/Council should not be displayed on Railway stations. Zonal Railways can, however, display the names of members along with the interests they represent on their website, which should be updated from time to time.
- v. The designations of the non-official members of the Users' Consultative Committees printed on their letterheads, 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 except with the permission of the Government.

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

2.1 Action as deemed fit may be taken by Zonal Railways in case of violation of the above said guidelines. It may also be ensured that the facilities extended to the members of the Railway Users' Consultative Committees/Council are not misused to influence people.

2.2 It may also be ensured that while issuing the identity cards to the members of Railway Users' Consultative Committees/Council, the scope of powers is correctly spelt out so that there is no confusion about the same. Further, the Identity cards issued based on earlier instructions may be withdrawn and reissued based on the instant instructions.

2.3 Besides, GMs/DRMs of Zones/Divisions shall send a monthly confidential report to Railway Board on the conduct of the Members of Railway Users' Consultative Committees/Council duly bringing out any unbecoming conduct of the Members.

3. Necessary instructions may be circulated to all concerned accordingly.

DA: As above.

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