

# Passenger Amenity & Safety fittings

## Passenger Amenity:

Passengers pay money to undertake the journey and so they have to be provided with some basic facilities required to undertake long distance travel to make it more comfortable and feel at home during their entire journey. For this purpose each coach is equipped with many fittings for the utility of the passenger. All these fittings are called as Passenger Amenities.

**Amenity Fittings:-** The fittings which are provided inside the coach for Luxurious & Comfortable & also for non strenuous journey are called as “ Amenity Fittings “.

The amenity fittings are basically divided into two categories viz. Essential and Desirable.

**Essential amenity fittings:-** This category comprise of those amenities, which are the basic requirements and are common to every passenger and type of coaches. This includes toilets, cushioned berths, etc.

**Desirable amenity fittings:-** This category includes those fittings, which are mainly dependent upon the type of class opted by the passengers i.e. 1<sup>st</sup> AC, 2<sup>nd</sup> AC and 3<sup>rd</sup> AC etc. These amenities are also divided into two categories viz.

- (a) **Fixed fittings** with varied dimensions such as berths or seats etc.
- (b) **Loose fittings** such as carpet, bed sheets, towels, curtains, foot mat, soap, shower, mirror, bath mat, bucket, glass, mug, ladder etc.

**Safety Fittings:-** The fittings which are fitted in the coach for safety of passengers & their luggage are called as “ Safety Fittings “. These are catches, latches, window bars, luggage securing chains, passenger alarm chain apparatus, fire extinguishers etc.

The responsibility of a supervisor is to ensure that all the fittings provided for the use of passengers are to be in correct and good condition. Else, this invites public complaints.

### **Amenities which are fitted in Second Class Sleeper Coach:**

Number of passenger per coach is limited to 72 and thus passenger amenities shall conveniently be provided in the coach itself. Important passenger amenities are:

1. Cushioned seats or berths
2. Illumination and ventilation
3. Provision of night lamp, tube lights and fans
4. Mirror with shelf in each cabin, coat hooks, Nylon magazine pouch.
5. Foldable bottle holders (injury free characteristics)
6. Coach and toilet cleaning
7. Mobile/Laptop Charging point
8. Food Service at the seat
9. Supply of bed roll (i.e. linen) on extra payment
10. Numbering of seat and prominent display
11. Reservation display charts
12. Number plates for train, Destination boards
13. Luggage securing rings beneath seats
14. Vestibules for inter communication from one coach to another.
15. Emergency window, Safety bars on window openings
16. Provision of 3 Indian style and 1 western style toilets along with toilet accessories
17. Wash basin at both end of the coach to reduce the occupancy of toilet
18. Introduction of Biotoilet

19. Passenger alarm chain apparatus.
20. Latches in window shutters
21. Footsteps, Door handle
22. Tea/snack table

### **Amenities & safety fittings fitted in 2<sup>nd</sup> AC and 3<sup>rd</sup> AC Coach:**

Number of passenger per 3 and 2 tier AC coach is limited to 64 and 46 respectively. Fare structure is of AC coach is much higher and certainly a better claim for amenities. These are:

1. Cushioned seats or berths, Arm Rests in coaches.
2. Reclining arrangements in Chairs, back rest and foot rest in seats of chair cars.
3. Night light, fans, tube lights, switches for light and fan, luggage racks, tumbler holder, mirror with shelf in each cabin, coat hooks, Nylon magazine pouch.
4. Thali racks, Catering service at the seat.
5. Door way fittings including door closer.
6. Self foldable UB child guard (crashworthy feature)
7. Foldable bottle holders (injury free characteristics)
8. Provision of 3 Indian style and 1 western style toilets along with toilet accessories like mirror, liquid soap, mug, taps, flush valve, wash basin, coat hooks, handle, shelve for keeping soap or toilet kit, toilet paper, frosted glass, toilet engaged signs, light, fan etc.
9. Comfortable controlled temperature and humidity in the coach.
10. Supply of clean bed sheet, Blankets, Napkin/Towel & Pillows (i.e. linen)
11. Curtains for having privacy
12. Air freshener
13. On board/ enroute cleaning facility of coach and toilet along with garbage disposal bin
14. Emergency Lighting – Even though power supply for illumination is from storage battery sufficiency to provide illumination for about 5-6 hours then what is the purpose of this emergency light. During any untoward accident involving AC

coach, there is possibility of disconnection of battery supply likely to damage during derailment, it is very difficult for the passenger to find escape route from the coach. It is for this reason emergency lights are provided which will come into service as soon battery supply is disconnected.

15. Introduction of Biotoilet
16. Reservation display charts
17. Destination boards
18. Number plates for train
19. Display of berth number
20. Berth reading light so that co-passengers are not disturbed.
21. Mobile/Laptop charging point
22. Facility to wake the passenger during night time
23. Luggage securing rings beneath seats
24. Vestibules for inter communication from one coach to another.
25. Emergency window.
26. Availability of Fire Extinguishers.
27. Passenger alarm chain apparatus.
28. Latches in window shutters
29. Safety bars on window openings
30. Foot steps
31. Door handle
32. Tea/snack table
33. PU foam cladded ladders to climb to upper berth

### **Amenities which are fitted in 1<sup>st</sup> AC coach:**

Number of passenger per coach is just 24 with almost double the fare as compared to 2 AC Coach. Passenger is entitled for following **additional** amenities:

1. Provision of Coupe system in First class coaches with door
2. Bell to call attendant
3. Shower arrangement in toilet

4. Provision wash basin in coupe
5. Attendant to ease bedding for the passenger
6. Attendant to help senior citizen to carrying luggage to platform
7. Attendant to help in calling TTE/Catering staff

### **SAFETY & AMENITY FITTINGS**

| Amenity Fittings                 | Compartment |           |           |         |
|----------------------------------|-------------|-----------|-----------|---------|
|                                  | AC          | 1st Class | 2nd Class | Sleeper |
|                                  | Coach       | Coach     | Coach     | Coach   |
| Folding or Fixed Table           | Y           | Y         | N         | Y       |
| Tumbler Holder                   | Y           | Y         | N         | N       |
| Waste Paper Basket               | Y           | N         | N         | N       |
| Mirror with Shelf below          | Y           | Y         | N         | Y       |
| Coat Hook                        | Y           | Y         | Y         | Y       |
| Foot rest for upper Berth riding | Y           | Y         | N         | Y       |
| Fans                             | Y           | Y         | Y         | Y       |
| Upper Berth                      | Y           | Y         | N         | Y       |
| Luggage Racks                    | Y           | Y         | Y         | Y       |
| Light in Compartment             | Y           | Y         | Y         | Y       |
| <b>Furnishing Fittings:-</b>     |             |           |           |         |
| Shower Bath                      | Y           | Y         | N         | N       |
| Wash Basin                       | Y           | Y         | Y         | Y       |
| Towel Rail                       | Y           | Y         | N         | N       |
| Push Cock & Lota Shelf           | Y           | Y         | Y         | Y       |
| Commode Rail                     | Y           | Y         | Y         | Y       |
| Mirror & Shelf                   | Y           | Y         | Y         | Y       |

STC/KPA

|                       |   |   |   |   |
|-----------------------|---|---|---|---|
| Bottle Opener         | Y | N | N | N |
| Liquid Soap Container | Y | N | N | N |

| <b>Safety Fittings: -</b> | <b>AC</b>    | <b>1st Class</b> | <b>2nd Class</b> | <b>Sleeper</b> |
|---------------------------|--------------|------------------|------------------|----------------|
|                           | <b>Coach</b> | <b>Coach</b>     | <b>Coach</b>     | <b>Coach</b>   |
| Luggage locking wire      | Y            | Y                | N                | Y              |
| Alarm Chain               | Y            | Y                | Y                | Y              |
| Upper Birth Safety Rail   | Y            | Y                | N                | N              |
| Doors latch & clutch      | Y            | Y                | Y                | Y              |
| Doors                     | Y            | Y                | Y                | Y              |
| Window Shutters           | Y            | Y                | Y                | Y              |
| Fire Extinguisher         | Y            | N                | N                | N              |
| Commode Rail              | Y            | Y                | Y                | Y              |
| Vestibule Safety brackets | Y            | Y                | N                | Y              |
| Window Safety Bars        | N            | Y                | Y                | Y              |

**Steps taken to improve the Passenger amenities for better passenger satisfaction:**

The passengers desire that the journey should be comfortable, trouble free along with aesthetically looking interiors. Though the passengers desires may be numerous yet the passenger satisfaction level can be improved by taking the following steps:-

1. Converting one lavatory into proper bathroom cum dressing room so that the passenger can refresh himself or herself.
2. Provision of LED TVs on higher classes so that passengers may get entertained.
3. Provision of Wi-Fi Internet facility at all coaches containing all information to assist passenger.
4. Facility for ordering food through mobile and serving at the stopping station.

5. Facility for on-line reservation for short distance en-route journey after the start of the train from originating station.
6. Provision of auto air freshener & deodorant dispenser.
7. There should be exhaust fan and a small ventilator type opening in the AC coach to avoid stinking and keeping the toilet dry and clean at the earliest.
8. The pipe fittings should be concealed & the vinyl flooring should be replaced by tiles to give better aesthetic look and faster drying of toilets.
9. Atomization to be done in the toilets for pressure cleaning.
10. Provision of RO drinking water in AC coaches instead of water container.
11. Use of branded material such as liquid soap, room freshener, odonil sticks.
12. Fumigation/Rodent control by reputed agencies.
13. Provision of anti pilferage devices to every amenity fittings for ensuring better availability.
14. Provision of high quality water sealant to avoid leaky water connection and ingress of water through window.
15. Provision of eco friendly dust bags/dust bins.
16. Provision of vinyl loop matting in the doorways.
17. Provision of Roller blind instead of curtains.
18. Provision of hollow mat instead of coir mats.

**Improvement of passenger amenities being provided in the coaches is a continual process on Indian Railways.**

### **Duties during the primary maintenance on amenity and safety fittings:**

All coaches, when they are certified fit for service during primary maintenance, it should be ensured that all the amenity and safety fittings are intact. For the deficiencies seen, the DRS card (RS 56) will be made by the Supervisor and handed over to the Guard/Train Superintendent of the train. On arrival, any damaged/ missing fittings, has to be checked and a Damage/theft report has to be made jointly with the RPF personnel (RS 18). The repairs carried out during maintenance have to be recorded in RS 11.

### **DRS Card:**

It is a statement, which lists out the fittings that are available in a coach after the maintenance. This statement will be made in 3 copies; one for the Guard, Train Superintendent and one copy will be retained by the TXR.

On arrival back of the rake, the TXR and RPF staff will check the train jointly and the fittings missing in a coach are identified against the fittings, which were

available before departure. This will help in listing out the deficiencies available in a coach on its arrival. Necessary RS 18 will be made on the fittings found missing.

The RS 18 so made will be signed by the TXR, RPF Inspector and a consolidated statement for every month will be sent to the Divisional Security Commandant.

Periodical Joint inspection will be done with the Security Personnel and the TXR in en-route and in the terminating stations to find out as to where these fittings are getting robbed.

### **Importance of Cleanliness:**

The cleanliness of coaches is of prime importance to the travelling public. For this purpose, during maintenance and also in platforms necessary cleaning is carried out. During maintenance, the coach is given a thorough cleaning with different cleaning agents and tools. The different areas which are attended are; Exterior washing, interior cleaning including panels, berths floorings, corridor and passages etc, cleaning of toilets.

For this purpose, the group 'D' staffs are being trained to give better cleaned coaches to prevent public complaints. Different cleaning agents are to be used depending upon the severity and so different soaps and solvents needs to be used at different locations. The quality of these soaps and solvents should be such that it should not harm the person using it and also it should not peel off the paint from the coach.

### **Requirements for ISO compliance rakes:**

To enhance the beauty of the coaches in selective trains, the different fittings used in the coaches have been changed. Components which are aesthetic and which would give better life are chosen. Trains/Coaches, which are ISO compliance, are with zero amenity defects where all the fittings are intact for each trip it makes and no deficiencies can be found.

### **Maintenance practice for amenity fitting during train examination:**

All coaches during maintenance are checked for the availability of all the amenity and safety fittings. If any fittings are found to be missing, the same has to be provided once again. All the repairs so carried out will be recorded in the RS 11 register.

Any Fittings not able to be provided will also be recorded and the reason for not providing the same has to be mentioned. If it is due to non-availability of fittings in the Stores, an out of stock statement has to be obtained from the stores.

A few trains are identified as Zero defect trains – which means that the coaches are supposed to have all its fittings fully intact and no missing fittings are



allowed. Of late, many trains have got ISO certification; those coaches, which are running in these trains, are given full attention with respect to the availability and correct working of these fittings. To improve the aesthetics of the coach, provision has been given so that these fittings can be procured locally and used.

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