

**GOVERNMENT OF INDIA/ BHARAT SARKAR
MINISTRY OF RAILWAYS/ RAIL MANTRALAYA
(RAILWAY BOARD)**

No.2008/TGIII/463/1

New Delhi, Dated 02-12-2008

**The General Managers,
All Indian Railways**

(Commercial Circular no. 67 of 2008)

**Sub: Chemist Stalls –Policy Guidelines for award of Medical
Facilities at Important Stations.**

Ref: Board's letter no. 2000/TGIII/648/7 dt. 3rd Nov., 2000.

Matter relating to provision of medical facilities to the passengers on Indian Railways was under consideration of the Ministry of Railways for some time. As per extant Chemist stall policy, issued vide Board's letter no. 2000/TGIII/648/7 dt. 3.11.2000, Railways were advised to open exclusive chemist shops with doctor facility at nine important stations of Indian Railways. It was also decided to proliferate this facility on the basis of success and experience at the nine nominated stations but this endeavor to provide chemist shops with doctor facility has not given any fruitful results.

- 2.0 Board has reviewed the issue of provision of medical facilities at important Railways Stations and decided as follows :-
- 2.1 Pharmacy with clinics may be set up only at Stations which are being developed as World Class stations.
- 2.2 Exclusive Chemist stalls may be provided at all A1 category stations. These will be provided as an essential facility in addition to the existing Catering/vending facilities on concourse/platforms at all A1 category stations. Board has decided to relax the existing ban orders, if any, for this purpose of establishing exclusive chemist stalls at all A1 category stations.
- 2.3 Exclusive chemist stalls may be allotted under open tender as per normal tender procedure by calling transparent competitive bids through a suitable press notification in national and local newspapers. Award of license will be done by a committee nominated by Chief Commercial Manager on the basis of highest bid.
- 2.4 The tenure of license for exclusive chemist stalls awarded under tender system will be 5 years on initial allotment and only one time extension for a maximum period of 3 years.

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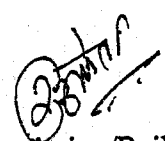
- 2.5 The new policy should be implemented for existing exclusive chemist stalls licenses at A1 category of stations after the completion of their present term of contract. Thereafter, the licenses of such existing licensees shall be renewable for such period so that the total period of operation from the date of issue of this policy is three years on uniform basis. For instance in case of an existing license which is expiring in say Nov. 2008, the license shall be renewable for a period of three years i.e. upto Nov. 2011. If license is expiring in say Nov. 2010, the same shall be renewable for further period of 1 year i.e. upto Nov. 2011. However, such renewal should not be automatic and railways should ensure continuous monitoring of performance as per existing policy. All existing licensees may be advised in this respect.
- 2.6 The tender should possess the following eligibility condition:-
- (a) An firm/company /individual can apply for allotment.
 - (b) The party should have 5 years experience in running similar business.
 - (c) Any other conditions as decided by the Zonal Railways
- 2.7 Zonal Railways shall make out an agreement on their own incorporating all factors of commercial license, clauses to protect the interest of the Railways and adhering to the laws of States.
- 2.8 The design of these exclusive Chemist stalls on platforms will be as per modular stall standards and should prominently display "red cross" sign so as to draw the attention of the passengers.
- 2.9 Further there is no change in the policy guidelines dated: 3.11.2000 regarding provision of chemist stall facilities and medical corners in existing bookstalls and miscellaneous items stalls at A, B, C, D, E, and F category stations on Indian Railways.

This issues with the concurrence Finance Dte. of Railway Board.


(Ashok Kumar)
Executive Director/T&C
Railway Board

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